

## D.I.Y HEALTH CUSTOMER INFORMATION SHEET / KNOW YOUR POLICY.

This document provides key information about the policy. You are also advised to go through your policy documents.

SI No.	Title	Description	Policy Clause Number
1	Name of the Insurance Product/Policy	D.I.Y Health	Not Applicable
2	Policy Number	Not Applicable	Not Applicable
3	Type of Insurance Product/Policy	Both Indemnity and benefit	Not Applicable
4	Sum Insured (Basis)	<ul> <li>Plans: Mini, Medi and Max</li> <li>Sum Insured Options:</li> <li>Plans Sum Insured (in ₹)</li> <li>Mini 4 Lacs, 5 Lacs</li> <li>Medi 6 Lacs, 7 Lacs, 8 Lacs, 9 Lacs,10 Lacs</li> <li>Max 11 Lacs,12 Lacs,13 Lacs,14 Lacs,15 Lacs</li> </ul>	Not Applicable
5	Policy Coverage (What the policy covers?)	In-Patient Hospitalization – Admission in a hospital for a minimum period of 24 inpatient Care consecutive hours.  Day Care Treatment Expenses- Specified procedures/treatments, where such admission could be for a period of less than 24 consecutive hours  Other Expenses- i. Lasik Surgery for refractive error more than +7.5 dioptres. ii. Cataract Surgery	Section 3.1.1 (a) Section 3.1.1 (b) Section 3.1.1 (c)
		Pre-Hospitalization Medical Expenses for number of days, as per the plan opted.  Post-Hospitalization Medical Expenses within the number of days, from the date of discharge.  Organ Donor Expenses – Medical Expense incurred for an organ donor's surgery for the harvesting of the organ donated.  Mental / Psychiatric Conditions – Medial Expenses incurred for a Mental Illness contracted during the Policy period in accordance with The Mental Health Care Act, 2017, subsequent amendments and other applicable laws and Rules.  HIV/AIDS Cover – Medical Expenses incurred in accordance with the Human Immunodeficiency Virus and Acquired Immune Deficiency Syndrome (Prevention and Control) Act, 2017 and amendments thereafter	Section 3.1.2 Section 3.1.3 Section 3.1.4 Section 3.1.5 Section 3.1.6



Bariatric Surgery – Cobariatric surgery.	overs medical expenses for undergoing	Section 3.1.7
9 7	ne Sum Insured will be enhanced by 25% cv year.	Section 3.1.8
Restoration of Sum Ins Insured (equal to 100 Cumulative Bonus-if and particular Policy year f	sured – Under this benefit a Restore Sum 1% of the base Sum Insured excluding my) will automatically be available for the for a second claim being reported during cepted as payable by Us.	Section 3.1.9
	d for Outpatient treatment.	Section 3.1.10
	thods and Advancement in Technologies ts or procedures, as inpatient or as day	Section 3.1.11
Wellness Benefits – In wellness benefits under	nsured Person is eligible to avail below r the Policy –	Section 3.1.12
,	Services – Tele Counselling / Health nars / Discount Vouchers / Health Check-	
into various well score / Expert W organized even Medical Test / F earned points o	rd Points – Can be earned by participating ness activities (Stress & Happiness Index /ellness Assessment / participation in FGII ts / Enrolment to wellness / Additional Fitness or Healthy Lifestyle tracking). The can be burned for utilization of various tioned in the Policy Wordings.	
	Surgery ent surgery (GRS) for Female to Male ent surgery (GRS) for Male to Female	Section 3.1.13
	ations for listed health conditions	Section 3.1.14
Optional Cover as be	low	
Maternity Expenses - (delivery/termination)	Medical expenses towards pregnancy	Section 3.2.1
injury, for a continuous	t for the treatment of disease / illness / period exceeding 10 days	Section 3.2.2
Person is hospitalized	r- additional amount in case the Insured due to any of the listed critical illness	Section 3.2.3
Insured on a cumulative Booster shall not exceed in case of a claim, the cumulative bonus boosters.		Section 3.2.4
Accident Booster - Add is hospitalized due to a	litional amount in case the Insured Person in accident.	Section 3.2.5



	T		
		Accompanying Person - Fixed per day payment towards the	
		person accompanying the hospitalized Insured Person (Child who	3.2.6
		is 12 years of age or below)	
		Alternative Treatment -expenses towards Hospitalization for	Section
		Ayurveda, Yoga and Naturopathy, Unani, Siddha or	3.2.7
		Homoeopathy treatment.	
		Hospital Daily Cash- fixed amount for each continuous and	Section
		completed period of 24 hours of Hospitalization.	3.2.8
		Road Ambulance - up to amount incurred for transportation of an	Section
		Insured Person by a Road Ambulance.	3.2.9
		Emergency Air Ambulance incurred towards Air Ambulance	Section
		charges for transportation of an Insured person, by an Air	3.2.10
		Ambulance of a Hospital or of a registered Ambulance Service	0.2
		Provider	
		Home Health Care Expenses – Medical Expenses incurred for	Section
		Home Health Care Services, up to maximum of 20% of the Sum	3.2.11
		Insured.	0.2.11
		Non-Medical and Consumable Expenses Cover- expenses	Section
		incurred towards consumables and non-medical expenses which	3.2.12
		are listed in "List I – Items for which coverage is not available in	
		the Policy" under Annexure II	
		Accidental Death Cover- Fixed benefit in the unfortunate event of	Section
		death of the Policyholder or his / her insured spouse, directly due	3.2.13
		to an injury which is sustained in an Accident	
		Voluntary Co-payment applied on the admissible claim amount	Section
		on each claim	3.2.14
		Voluntary Deductible applicable for all the Insured Persons	Section
			3.2.15
		Note: All the above covers are offered under this Product. However	er, the cover
		offerings are plan specific and shall be applicable as per the opte	d plan.
6	Exclusions	Investigation & Evaluation	Section 4
	(What the policy	<ul> <li>Rest Cure, rehabilitation and respite care.</li> </ul>	
	does not cover)	Obesity/ Weight Control	
		Change-of-Gender treatments.	
		Cosmetic or Plastic Surgery	
		<ul> <li>Hazardous or Adventure sports</li> </ul>	
		Breach of law	
		Excluded Providers	
		<ul> <li>Treatment for, Alcoholism, drug or substance abuse or any</li> </ul>	
		addictive condition and consequences thereof.	
		· ·	
		Treatments received in heath hydros, nature cure clinics,      and are similar establishments or private had registered as	
		spas or similar establishments or private beds registered as	
		a nursing home attached to such establishments or where	
		admission is arranged wholly or partly for domestic reasons.	



- Dietary supplements and substances that can be purchased without prescription.
- Refractive Error
- Unproven Treatments
- Sterility and Infertility

## **Specific Exclusion**

- War (whether declared or not) and war like occurrence or invasion, acts of foreign enemies, hostilities, civil war, rebellion, revolutions, insurrections, mutiny, military or usurped power, seizure, capture, arrest, restraints, and detainment of all kinds.
- Nuclear, chemical, or biological attack or weapons, contributed to, caused by, resulting from or from any other cause or event contributing concurrently or in any other sequence to the loss, claim or expense.
- Any expenses incurred on Domiciliary Hospitalization.
- Treatment taken outside the Geographical limits of India.
- Circumcision, unless necessary for treatment of an Illness or necessitated due to an Accident.
- Vaccination/ inoculation (except as post bite treatment)
- Charges incurred in connection with cost of spectacles and contact lenses, hearing aids, durable medical equipment, namely that equipment used externally for the human body which can withstand repeated use; is not designed to be disposable; is used to serve a medical purpose, such cost of all appliances/devices whether for diagnosis or treatment after discharge from the Hospital.
- Venereal /Sexually Transmitted disease other than HIV/AIDS.
- External Congenital Anomaly and related Illness/ defect.
- Stem cell storage.
- Non-prescribed drugs and medical supplies, hormone replacement therapy.
- Personal comfort and convenience items or services such as television, telephone, barber or guest service and similar incidental services and supplies.
- Outpatient diagnostic, medical and Surgical Procedures or treatments.
- Dental Treatment or Surgery of any kind unless requiring Hospitalization as a result of Injury.
- A Medical Practitioner's home visit charges during pre and post Hospitalization period and attendant nursing charges.
- Intentional self-Injury.



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			<ul> <li>Standard list of excluded items as mentioned in Annexure III and on our website <a href="https://general.futuregenerali.in/non-medical-expenses">https://general.futuregenerali.in/non-medical-expenses</a></li> <li>Any specific exclusion(s) applied by us, specified in the Schedule, and accepted by the insured.</li> </ul>	
	7	Waiting period     Time     period during     which specified     diseases/     treatments are     not covered.	<ul> <li>a) Initial waiting period: 30 days for all illnesses (not applicable in case of continuous renewal or for accidents)</li> <li>b) Specific waiting periods (Not applicable for claims arising due to an accident)</li> <li>• 24/12 months waiting period for <ol> <li>Cataracts</li> <li>Lasik Surgery.</li> <li>Benign Prostatic Hypertrophy</li> <li>Hernia of all types</li> <li>Deviated Nasal Septum</li> <li>Hypertrophied Turbinate</li> <li>All types of nasal and para nasal sinus related disorders</li> <li>Hydrocele</li> <li>Fistulae, hemorrhoids, fissure in ano</li> <li>Dysfunctional uterine bleeding, Fibromyoma, Endometriosis, Hysterectomy,</li> <li>All internal or external tumors/cysts/nodules/polyps of any kind including breast lumps with exception of malignant tumor or growth.</li> <li>Surgery for prolapsed inter vertebral disc unless arising from Accident.</li> <li>Surgery of varicose veins and varicose ulcers</li> <li>Any types of gastric or duodenal ulcers</li> <li>Stones in the urinary and biliary systems</li> <li>Surgery on ears and tonsils.</li> <li>Rheumatoid Arthritis</li> <li>Gout</li> </ol> </li> <li>• 36 months for Joint replacement Surgery due to degenerative condition, Age related Osteoarthritis and Osteoporosis unless such joint replacement Surgery is Medically Necessary due to Injury, Maternity Expenses, Bariatric Surgery, Screening and Vaccination, Gender Reassignment Surgery</li> </ul>	Section 4.1.3  Section 4.1.2



		c) Pre-existing disease	Section 4.1.1	
8	Financial Limits of Coverage  i. Sub Limits- (It is a predefined limit and the insurance company will	the following diseases/ In case of claim, this	y up to the limits specified hereunder for procedures. policy require you to share the following eding the following Sub-limits.  20% of Sum Insured subject to maximum of ₹ 1,00,000	Annexure II
	not pay any amount in excess of this limit)	Modern Treatment Methods and Advancement in Technologies	50% of the Sum Insured, subject to maximum of ₹ 5 Lac	
		Lasik's Surgery	₹30,000 / ₹50,000 for both eyes ₹50,000 / ₹75,000 for both eyes ₹75000 / ₹1,00,000 for both eyes	
		Bariatric Surgery 50% of the Sum Insured, subject to maximum of ₹ 5 Lac.		
		Home Health Care	Covered up to 20% of the Sum Insured	
	ii. Co-payment – (It is a specified amount /percentage of the admissible claim amount to be paid by policy holder/Insured)	Mandatory Co-Pay: A above, being covered shall bear 20% of each liability, if any, shall opayment will be continued.	Any Insured Person aged 61 years and for the first time in a D.I.Y Health Policy, ch and every admissible claim and Our nly be in excess of that sum. This Colled in all the subsequent renewal policies.	Section 3.2.14 Section 5.2.1.b.ix
	iii. Deductible- (It is a specified amount up to which an insurance company will not pay any claim, and which will be deducted from	Deductible: For SI up to ₹10 lacs -₹5 For SI ₹11-15 lacs - ₹5	Section 3.2.15	



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	total claim amount (if		
	claim amount		
	is more than		
	the specified		
	amount)		
	v. Any other limit	Not Applicable	
	(as applicable)	Troc Applicable	
9	Claims/ Claims	Details of procedure to be followed for cashless service as well	Section
	Procedure	as for reimbursement of claim including pre and post hospitalization. Turn Around Time (TAT) for claims settlement: i. TAT for preauthorization of cashless facility -1 hour (from the	5.2.1
		time of receipt of last necessary documents) ii. TAT for cashless final bill authorization: 1 hour (from the time of receipt of last necessary documents)	
		Please find below details /web link	
		i. Network hospital details	
		- https://general.futuregenerali.in/hospital-locator	
		ii. Helpline Number - 1800 209 1016 / 1800-103-8889	
		iii. Hospitals which are blacklisted or from where no claims will	
		be accepted by Insurer	
		https://general.futuregenerali.in/hospital-locator	
		Downloading/getting claim form -	
		https://general.futuregenerali.in/customer-	
		service/downloads.	
10	Policy Servicing /	a) Call Centre number of Insurer	Section
		Policy Servicing: 1800 220 233/1860 500 3333/ 022- 67837800	5.1.13
		Timing: 7 am to 10 pm	
		Claims Servicing:1800 103 8889/1800 209 1016	
		Timing: 24*7	
		b) Details of company officials	
		Policy Servicing Office: Refer Policy Schedule	
11	Grievance/	Details of	Section
	Complaints	-Grievance Redressal Officer of the Insurer:	5.1.13
		https://general.futuregenerali.in/customer-service/grievance-redressal	
		-Insurance Company grievance portal / Department:	
		Helplines: 1800-220-233/ 1860-500-3333/ (022) 67837800	
		. ,	
		Email: Fgcare@futuregenerali.in  Mahaitanananananali.in	
		Website: <u>www.futuregenerali.in</u>	
		-Ombudsman: The guidelines of taking up a compliant in	



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		ombudsman and the addresses of ombudsman are available on:		
		http://www.policyholder.gov.in/Ombudsman.aspx		
12	Things to remember	<ul> <li>Free Look Cancellation: You may cancel the insurance policy if you do not want it, within 30 days from the beginning of policy. The Free Look Period shall only be applicable for new policies and shall not be available on renewal policies, ported policies and migrated policies.</li> <li>In the event you want to exercise Free Look Cancellation, you will need to place a request for the same though registered email id or registered contact number by calling on our Helpline Numbers 1800-220-233, 1860-500-3333, 022-67837800 or by submitting a request at any of our branch offices.</li> <li>If you have not made any claim during the Free Look Period, then you shall be entitled to</li> <li>a) a refund of the premium paid less any expenses incurred by the Company on medical examination of the Insured Person and the stamp duty charges or</li> <li>b) Where the risk has already commenced and the option of return of the policy is exercised by the Insured Person, a deduction towards the proportionate risk premium for period of cover or</li> <li>c) Where only a part of the insurance coverage has commenced, such proportionate premium commensurate with the insurance coverage during such period.</li> </ul>	Section 5.1.3	
		<ul> <li>Policy Renewal: Except on grounds of fraud, moral hazard or misrepresentation or non-cooperation, renewal of your policy</li> </ul>	Section 5.2.9	
		shall not be denied, provided the policy is not withdrawn.		
		<ul> <li>Migration &amp; Portability: When your policy is due for renewal, you may migrate to another policy with us or port your policy with other Insurer.         The e-mail and address to be contacted for outward portability is:         Customer Service Cell, Future Generali India Insurance Company Ltd.         Corporate &amp; Registered Office 801 and 802, 8th floor,     </li> </ul>	Section 5.1.9 Section 5.1.10	&
		Tower C, Embassy 247 Park, L.B.S. Marg, Vikhroli (W), Mumbai – 400083 Email: Fgcare@futuregenerali.in For Detailed Guidelines on migration and portability, kindly refer the link <a href="https://general.futuregenerali.in/general-insurance/pdf/Guide to Portability and Migration 25-Mar2020.pdf">https://general.futuregenerali.in/general-insurance/pdf/Guide to Portability and Migration 25-Mar2020.pdf</a>		



				(increatime, si	sed/dec ubject to ting peri	reased) o underv	only awriting by shall st	t the tir	sured car me of rendompany. It esh only fo	ewal or For Incr	at any ease in	Section 5.2.9.i
13	You Obliga		P	Morator Morato	rium Per erage ( ce policurer on on grou ous mo rium wo Wherev entinuou ement c isclose	riod-Afterincludingly, no personal ground unds of the second ground the second ground	er comp g porta olicy an s of no establis s called pplicabl sum insured insured Existing	bility and claim n-discloshed from the discontinuity of the appropriate of the appropriat	f sixty con and migra a shall be besure, mis aud. This moratoriur e sums insenhanced oplicable for the enhalese/s, or cofect claim	tion) in contest period period for period for the model in the model i	health table by entation of sixty od. The the first letion of date of mits. s before	5.1.8
14						1 . 1		·1 CI				
1-7	Premium Illustration in respect of police  Age of the individual basis covering each member of the family separately (at a single point in			Coverage opted on individual basis covering multiple members of the family under a single policy (Sum insured is available for each member of the family)			Coverage opted on family floater basi overall Sum insured (Only one sum ins available for the entire family)					
			time) Premium (in ₹)	Sum insured (in ₹)	Premium (in ₹)	Discount, if any	Premium after discount (in ₹)	Sum insured (in ₹)	Premium or consolidated premium for all members of family (in ₹)	Floater discount, if any	Premium after discount (in ₹)	Sum insured (in ₹)
		50 years	13,822	500,000	13,822	1382	12,440	500,000	13,822	5529	8,293	500000
		42 years	10,288	500,000	10,288	1029	9,259	500,000	10,288	4115	6,173	
		17 years	5,864	500,000	5,864	586	5,278	500,000	5,864	3518	2,346	
		20 years	7,951	500,000	7,951	795	7,156	500,000	7,951	4373	3,578	
		27 years	8,640	500,000	8,640	864	7,776	500,000	8,640	4320	4,320	
		27 years	8,640	500,000	8,640	864	7,776	500,000	8,640	4320	4,320	
		32 years	9,014	500,000	9,014	901	8,113	500,000	9,014	4056	4,958	
		35 years	9,014	500,000	9,014	901	8,113	500,000	9,014	4056	4,958	
		36 years	9,514 9,514	500,000	9,514 9,514	951 951	8,563 8,563	500,000 500,000	9,514 9,514	4281 4281	5,233 5,233	
		40 years 52 years	21,020	500,000	21,020	2102	18,918	500,000	21,020	8408	12,612	
			21,020	500,000	<u> </u>	2754	24,787	500,000	27,541	9639	17,901	
			27.541	500.000	27.541		, ,	5,500				
		57 years	27,541 46,454	500,000	27,541 46,454	4645	41,809	500,000	46,454	16259	30,195	
							41,809 41,809	500,000 500,000	46,454 46,454	16259 16259	30,195 30,195	
		57 years 65 years	46,454	500,000	46,454	4645						
		57 years 65 years 65 years 70 years Total Premi the family i	46,454 46,454	500,000 500,000 500,000 nembers of	46,454 46,454 65,372 Total Prem	4645 4645 6537 ium for all m , when they	41,809 58,835 embers of th	500,000 500,000 e family is	46,454	16259 0 when polic 86/-	30,195 65,372 cy is opted c	



Note - premium illustration is based on S.I of ₹ 500,000, OPD limit of ₹ 3000 and Lasik limit ₹ 30,000 with waiting period of 2 year for PED and listed illness, no capping for room rent and pre & post hospitalization of 30 and 90 days respectively.

- Premiums may vary with respect to Plan and Sum Insured opted by the insured.
- Premium rates specified in the above illustration are the standard premium rates without considering any loading and/or discounts like Online (Website) Sales discount etc.
- In case premium is paid on instalment basis, the loading will be applicable accordingly.
- Premium rates are exclusive of Goods and Services Tax applicable.

Declaration by the Policy Holder:	
I have read the above and confirm having noted the details:	
Place	
Date	(Signature of the Policyholder)

## Note

- i. The web-link, where the product related documents including the Customer Information Sheet are available on the website of FGII, is at <a href="https://general.futuregenerali.in/customer-service/downloads">https://general.futuregenerali.in/customer-service/downloads</a>
- ii. In case of any conflict, the terms and conditions mentioned in the policy documents shall prevail.
- iii. Your confirmation, being the policyholder, regarding receiving of the Customer Information Sheet is necessary.