

Customer Information Sheet

(Description is illustrative and not exhaustive)

Sl No.	TITLE	DESCRIPTION	Refer to policy clause number
1.	Product Name	Saral Suraksha Bima, Raheja QBE General Insurance Company Limited	
2.	What am I covered for	<p>1.Base Covers:</p> <p>a) Accidental Death</p> <p>b) Permanent total Disablement due to accident</p> <p>c) Permanent Partial Disablement due to accident</p> <p>2.Optional Covers:</p> <p>a) Temporary Total Disablement</p> <p>b) Hospitalisation Expenses due to Accident</p> <p>c) Education Grant</p>	<p>4.1(a)</p> <p>4.1(b)</p> <p>4.1(c)</p> <p>4.2(a)</p> <p>4.2(b)</p> <p>4.2(c)</p>
3.	What are the Major exclusions in the policy	<p>Following is a partial list of the policy exclusions. Please refer to the policy document for the complete list of exclusions:</p> <p>Any claim for death or disablement (whether of a permanent nature or of a temporary nature), hospitalization of the insured person</p> <p>a. directly or indirectly due to 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.</p> <p>b. from intentional self-injury unless in self-defense or to save life, suicide or attempted suicide.</p> <p>c. Arising from Ionizing radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel or from any nuclear waste from combustion (including any self-sustaining process of nuclear fission) of nuclear fuel.</p> <p>d. arising out of the Insured Person's actual or attempted commission of or willful participation in an illegal act or any violation or attempted violation of the law.</p>	<p>6(i)</p> <p>6(ii)</p> <p>6(iv)</p> <p>6(v)</p>
4.	Waiting period	Not applicable	

5.	Payment basis	<p>a) The payment of claims under all the base covers of Standard PA product and the optional covers “temporary total disablement benefit” and “Education grant” is on benefit basis.</p> <p>b) The payment of claims under the optional cover “Hospitalisation Expenses due to Accident” is on indemnity basis (Cashless/Reimbursement).</p>	
6.	Loss sharing	Not applicable	
7.	Renewal Conditions	<p>a) The policy shall ordinarily be renewable except on grounds of fraud, misrepresentation by the insured person.</p> <p>b) This policy shall automatically terminate upon the Insured Person's death or payment of 100% Sum Insured. However, the cover shall continue for the remaining Insured Persons till the end of Policy Period. The other insured persons may also apply to renew the policy. Automatic Termination of Insurance.</p>	8.14 8.4
8.	Cancellation	<p>i. The Insured may cancel this Policy by giving 15days’ written notice, and in such an event, the Company shall refund premium on short term rates for the unexpired Policy Period.</p> <p>ii. The Company may cancel the Policy at any time on grounds of misrepresentation, non-disclosure of material facts, fraud by the Insured Person, by giving 15 days’ written notice. There would be no refund of premium on cancellation on grounds of misrepresentation, non-disclosure of material facts or fraud.</p>	8.11 (i) 8.11 (ii)
9.	Claims	<p>Notification: Intimation about an event or occurrence that may give rise to a claim under this policy must be given within 30 days of its happening.</p> <p>The Company shall settle or reject a claim, as the case may be, within 30 days from the date of receipt of last necessary document.</p>	7.1 7.3
10.	Policy Servicing	<p>customercare@rahejaqbe.com Toll Free No -1800 102 7723 (9 am to 8 pm, Mon to Sat)</p>	
	Grievances/Complaints	<p>a. Details of Grievance redressal officer The Grievance Cell, Raheja QBE General Insurance Company Limited Ground Floor, P & G Plaza, Cardinal Gracious road, Chakala, Andheri (East), Mumbai - 400 099, India Toll free: 1-800-102- (RQBE) 7723 e-mail customercare@rahejaqbe.com Telephone : 1800-102-7723 (Toll Free - 9 Am to 8 PM, Monday to Saturday)</p> <p>b. IRDAI Integrated Grievance Management System – https://igms.irda.gov.in/</p> <p>c. Ombudsman – The contact details of the Insurance Ombudsman offices have been provided as Annexure-A of Policy document.</p>	

11.	Insured's Rights	<table border="1"> <thead> <tr> <th data-bbox="432 293 512 360">SI No</th> <th data-bbox="512 293 874 360">Type of Claim</th> <th data-bbox="874 293 1319 360">Prescribed Time limit</th> </tr> </thead> <tbody> <tr> <td data-bbox="432 360 512 421">1</td> <td data-bbox="512 360 874 421">Benefit Claims</td> <td data-bbox="874 360 1319 421">Within 30 days from the receipt of last documents</td> </tr> <tr> <td data-bbox="432 421 512 481">2</td> <td data-bbox="512 421 874 481">Reimbursement of hospitalization expenses</td> <td data-bbox="874 421 1319 481">Within thirty days of date of discharge from hospital</td> </tr> <tr> <td data-bbox="432 481 512 542"></td> <td data-bbox="512 481 874 542">Other Reimbursement claims (Indemnity claims)</td> <td data-bbox="874 481 1319 542">Within 30 days from the receipt of documents</td> </tr> </tbody> </table>	SI No	Type of Claim	Prescribed Time limit	1	Benefit Claims	Within 30 days from the receipt of last documents	2	Reimbursement of hospitalization expenses	Within thirty days of date of discharge from hospital		Other Reimbursement claims (Indemnity claims)	Within 30 days from the receipt of documents	
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12.	Insured's Obligations	The policy shall be void and all premium paid thereon shall be forfeited to the Company in the event of misrepresentation, mis-description or non-disclosure of any material fact by the policyholder.	8.1												
Legal Disclaimer Note: The information must be read in conjunction with the product brochure and policy document. In case of any conflict between the CIS and the policy document, the terms and conditions mentioned in the policy document shall prevail.															