

Raheja QBE General Insurance Company Limited

5th Floor, A Wing, Fulcrum, IA Project Road, Sahar, Andheri East, Mumbai – 400059, India.

Tel: 022 69155050 | Email: customercare@rahejaqbe.com | Website: www.rahejaqbe.com

CIN: U66030MH2007PLC173129, IRDAI Reg. No. 141

**CUSTOMER INFORMATION SHEET**

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

| Sr. No | Title                                   | Description  | Refer to Policy clause number |
|--------|---|--|-------------------------------|
| 1      | <b>Product Name</b>                     | Health QuBE Super Saver  |                               |
| 2      | <b>Policy Number</b>                    | Xxxxxxxxxx   |                               |
| 3      | <b>Type of Insurance Product/Policy</b> | Indemnity Product  |                               |
| 4      | <b>Sum Insured</b>                      | Individual Sum Insured/Family Floater Sum Insured  |                               |
| 5      | <b>Policy Coverage</b>                  | <b>List of Benefits</b>  |                               |
|        | <b>Base Cover</b>                       | <b>Inpatient Benefit / Hospitalization Benefit:</b> Hospitalisation expenses for a period of more than 24 Hours.   | Section A                     |
|        |   | <b>Day care procedures</b> (procedures requiring less than 24 hours hospitalization) covered.  |                               |
|        |   | <b>Pre /Post Hospitalization Benefit:</b> Medical expenses incurred upto fixed days, 30 days for pre-hospitalization and 60 days for post hospitalization. | Section B                     |
|        |   | <b>Ambulance Charges:</b> Up to a maximum of **** INR based upon the SI  | Section C                     |
|        |   | <b>Daily Cash Allowance:</b> Hospital daily cash benefit of Rs. 500/- up   | Section D                     |
|        |   | <b>Organ Donor Benefit:</b> Medical Expenses on harvesting the organ from the donor for organ transplantation upto 20% of Sum insured.                     | Section E                     |
|        |   | <b>Recharge/Replenish Benefit:</b> Replenishment of the basic sum insured if the basic sum insured has been exhausted during the policy year.              | Section F                     |
|        |   | <b>Health Checkup:</b> Free Health Checkup based upon the SI Selected irrespective of the claims.  | Section G                     |

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|---|-----------------------|---|----------------|
|   | <b>Base Cover</b>     | <b>Non Medical Expenses:</b> Reimbursement of Non-Medical Expenses upto the limit specified.  | Section H      |
|   |                       | <b>Sum Insured Increase:</b> In case of Cashless claim we would reduce your limit only by 90%.  | Section I      |
|   |                       | <b>Domiciliary Hospitalisation:</b> Medical expenses incurred for availing medical treatment at home which would otherwise have required hospitalisation, upto ****INR  | Section J      |
|   |                       | <b>Co Pay:</b> Built-in co-pay of 20%. Policy holder shall bear 20% of the final admissible claim amount and our liability under the policy shall be restricted to only the balance of 80% of the final claim amount assessed by us.  | Section L (II) |
|   | <b>Optional cover</b> | OPD rider: Doctor consultation charges for medical illness or injury maximum upto Rs. 5000  | Section M (IV) |
| 6 | <b>Exclusions</b>     | <b>Investigation &amp; Evaluation (Code- ExclO4)</b><br>a) Expenses related to any admission primarily for diagnostics and evaluation purposes.<br>b) Any diagnostic expenses which are not related or not incidental to the current diagnosis and treatment  |                |
|   |                       | <b>Rest Cure, rehabilitation and respite care (Code- ExclO5)</b><br>Expenses related to any admission primarily for enforced bed rest and not for receiving treatment. This also includes:<br>1. Custodial care either at home or in a nursing facility for personal care such as help with activities of daily living such as bathing, dressing, moving around either by skilled nurses or assistant or non-skilled persons.<br>ii. Any services for people who are terminally ill to address physical, social, emotional and spiritual needs. |                |

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|---|-------------------|---|
| 6 | <b>Exclusions</b> | <p><b>Obesity/ Weight Control (Code- Excl06)</b><br/>                     Expenses related to the surgical treatment of obesity that does not fulfil all the below conditions:<br/>                     1) Surgery to be conducted is upon the advice of the Doctor<br/>                     2) The surgery/Procedure conducted should be supported by clinical protocols<br/>                     3) The member has to be 18 years of age or older and<br/>                     4) Body Mass Index (BMI): a) greater than or equal to 40 or b) greater than or equal to 35 in conjunction with any of the following severe co-morbidities following failure of less invasive methods of weight loss: i.Obesity-related cardiomyopathy<br/>                     ii. Coronary heart disease<br/>                     iii. Severe Sleep Apnea iv. Uncontrolled Type2 Diabetes</p> |
|   |                   | <p><b>Change-of-Gender treatments: (Code- Excl07)</b><br/>                     Expenses related to any treatment, including surgical management, to change characteristics of the body to those of the opposite sex.</p>  |
|   |                   | <p><b>Cosmetic or plastic Surgery: (Code- Excl08)</b><br/>                     Expenses for cosmetic or plastic surgery or any treatment to change appearance unless for reconstruction following an Accident, Burn(s) or Cancer or as part of medically necessary treatment to remove a direct and immediate health risk to the insured. For this to be considered a medical necessity. it must be certified by the attending Medical Practitioner.</p>  |
|   |                   | <p><b>Hazardous or Adventure sports: (Code- Excl09)</b><br/>                     Expenses related to any treatment necessitated due to participation as a professional in hazardous or adventure sports, including but not limited to, para- jumping, rock climbing, mountaineering, rafting, motor racing, horse racing or scuba diving, hand gliding, sky diving, deep-sea diving.</p>  |
|   |                   | <p><b>Breach of law: (Code- Excl40)</b><br/>                     Expenses for treatment directly arising from or consequent upon any Insured Person committing or attempting to commit a breach of law with criminal intent.</p>  |

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| 6 | <b>Exclusions</b> | <p><b>Excluded Providers: (Code-Excl41)</b><br/>Expenses incurred towards treatment in any hospital or by any Medical Practitioner or any other provider specifically excluded by the Insurer and disclosed in its website / notified to the policyholders are not admissible. However, in case of life threatening situations or following an accident, expenses up to the stage of stabilization are payable but not the complete claim.</p> |
|   |                   | <p>Treatment for, Alcoholism, drug or substance abuse or any addictive condition and consequences thereof. (Code-Excl12)</p>   |
|   |                   | <p>Treatments received in health hydros, nature cure clinics, spas or similar establishments or private beds registered as a nursing home attached to such establishments or where admission is arranged whole or partly for domestic reasons. (Code- Excl13)</p>  |
|   |                   | <p>Dietary supplements and substances that can be purchased without prescription, including but not limited to Vitamins, minerals and organic substances unless prescribed by a medical practitioner as part of hospitalization claim or day care procedure (Code-Excl14)</p>  |
|   |                   | <p><b>Refractive Error: (Code- Excl5)</b><br/>Expenses related to the treatment for correction of eye sight due to refractive error less than 7.5 diopters.</p>  |
|   |                   | <p><b>Unproven Treatments: (Code- Excl16)</b><br/>Expenses related to any unproven treatment, services and supplies for or in connection with any treatment. Unproven treatments are treatments, procedures or supplies that lack significant medical documentation to support their effectiveness.</p>  |
|   |                   | <p><b>Sterility and Infertility : Code: (Code- Excl7)</b><br/>Expenses related to sterility and infertility. This includes:<br/>(I) Any type of contraception. sterilization<br/>(ii) Assisted Reproduction services including artificial insemination and advanced reproductive technologies such as IVF, ZIFT, GIFT, ICSI<br/>(iii) Gestational Surrogacy<br/>(Iv) Reversal of sterilization</p>   |

|   |                  |   |          |
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| 6 | Exclusions       | <b>Maternity Expenses: (Code - Excl 18):</b><br>I. Medical treatment expenses traceable to childbirth (including complicated deliveries and caesarean sections incurred during hospitalization) except ectopic pregnancy.<br>II. expenses towards miscarriage (unless due to an accident) and lawful medical termination of pregnancy during the policy period.   |          |
|   |                  | Any expense, condition or treatment not admissible in Annexure - I, List - I (Non Medical Expenses) except to the extent covered under Section (h) - Non- Medical Expenses (if applicable) under the Policy.  |          |
|   |                  | Dental Treatment, dentures or surgery of any kind unless necessitated due to an accident and requiring minimum 24 hours hospitalization. Circumcision unless necessary for treatment of an illness or as may be necessitated due to an Accident.  |          |
| 7 | Waiting Period   | Initial waiting period: 30 days for all illnesses (not applicable for renewals or for accidental hospitalisation)   | Clause 4 |
|   |                  | 24 months for certain diseases like; Cataract, Piles, Fissures, Hypertension & Diabetes, Joint Replacements etc   |          |
|   |                  | Pre-existing diseases covered after 36 months of continuous renewals  |          |
| 8 | Financial Limits | <b>Room Rent Limit:</b> Sub-limits pertaining to room rent (1% per claim), ICU charges (2% per claim), Medical practitioner's fees (25% of sum insured).<br><b>Domiciliary Hospitalisation:</b> Medical expenses incurred for availing medical treatment at home which would otherwise have required hospitalisation, upto ****INR.<br><b>Ambulance Charges:</b> Up to a maximum of **** INR based upon the SI.<br><b>Co Pay:</b> Built-in co-pay of 20%. Policy holder shall bear 20% of the final admissible claim amount and our liability under the policy shall be restricted to only the balance of 80% of the final claim amount assessed by us. |          |

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|    |                                 |  |           |
|----|---------------------------------|--|-----------|
| 9  | <b>Claims /Claims Procedure</b> | <p><b>For Claims visit :</b> <a href="https://www.rahejaqbe.com/claims/health-claims">https://www.rahejaqbe.com/claims/health-claims</a><br/>                 Details of procedure to be followed for cashless service as well as for reimbursement of claim including pre and post hospitalization.</p> <p><b>Turn Around Time (TAT) for claims settlement:</b><br/>                 TAT for preauthorization of cashless facility: 1 Hours<br/>                 TAT for cashless final bill authorization: 3 Hours</p> <p><b>Network Hospital details:</b><br/> <a href="https://www.rahejaqbe.com/hospital-locator">https://www.rahejaqbe.com/hospital-locator</a><br/>                 Helpline number: 18001027723</p> <p><b>Blacklisted Hospitals list (No claims will be accepted):</b><br/> <a href="https://www.rahejaqbe.com/hospital-locator">https://www.rahejaqbe.com/hospital-locator</a></p> <p>(HOSPITALS EXCLUDED from the CASHLESS &amp; REIMBURSEMENT Services)</p> <p><b>Download claim form:</b><br/> <a href="https://www.rahejaqbe.com/uploads/images/health-basic-guideline/pdf/download/Claim%20Form_Common.pdf">https://www.rahejaqbe.com/uploads/images/health-basic-guideline/pdf/download/Claim%20Form_Common.pdf</a></p> | Section 7 |
| 10 | <b>Policy Servicing</b>         | <a href="mailto:customercare@rahejaqbe.com">customercare@rahejaqbe.com</a><br>Toll Free No -1800 102 7723 (9 am to 8 pm, Mon to Sat)   |           |

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|----|-------------------------------|--|-----------|
| 11 | <b>Grievances /Complaints</b> | <p>The Grievance Cell,<br/>                 Raheja QBE General Insurance Company Limited<br/>                 Fulcrum, 501 &amp; 502, A wing, 5th Floor, International<br/>                 Airport project road, Sahar, Andheri East, Mumbai -<br/>                 400059, India.<br/>                 Toll free: 1800-102-7723 (Toll Free - 9 Am to 8 PM,<br/>                 Monday to Saturday)<br/>                 E-mail: <a href="mailto:customercare@rahejaqbe.com">customercare@rahejaqbe.com</a><br/>                 Escalation level 1- <a href="mailto:complaintsofficer@rahejaqbe.com">complaintsofficer@rahejaqbe.com</a><br/>                 Escalation level 2- <a href="mailto:grievancehead@rahejaqbe.com">grievancehead@rahejaqbe.com</a><br/>                 For Senior Citizen:<br/>                 Telephone : 022-69155050<br/>                 Email: <a href="mailto:seniorcitizencare@rahejaqbe.com">seniorcitizencare@rahejaqbe.com</a></p> <p>IRDAI Integrated Grievance Management System –<br/> <a href="https://bimabharosa.irdai.gov.in/">https://bimabharosa.irdai.gov.in/</a></p> <p>Insurance Ombudsman – The contact details of the<br/>                 Insurance Ombudsman offices have been provided in<br/>                 policy wordings or on below website:<br/> <a href="https://www.cioins.co.in/">https://www.cioins.co.in/</a></p> | Clause 10 |
| 12 | <b>Things to remember</b>     | <p><b>Free Look cancellation:</b> You may cancel the insurance<br/>                 policy if you do not want it, within 30 days from the<br/>                 beginning of the policy. Process as per policy wordings.</p> <p><b>Policy renewal:</b> Except on grounds of fraud, moral<br/>                 hazard or misrepresentation or non-cooperation, renewal<br/>                 of your policy shall not be denied, provided the policy is<br/>                 not withdrawn.</p> <p><b>Migration and Portability:</b> When your policy is due for<br/>                 renewal, you may migrate to another policy with us or port<br/>                 your policy to another insurer.<br/>                 For Detailed Guidelines on portability and migration,<br/>                 kindly refer the link<br/> <a href="https://www.rahejaqbe.com/uploads/images/health-basic-guideline/pdf/download/Portability%20and%20Migration%20Guidelines.pdf">https://www.rahejaqbe.com/uploads/images/health-basic-guideline/pdf/download/Portability%20and%20Migration%20Guidelines.pdf</a></p>  |           |

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|    |                           |   |  |
|----|---------------------------|---|--|
| 12 | <b>Things to remember</b> | <b>Change in Sum Insured:</b> Sum Insured can be changed (increased/decreased) only at the time of renewal or at any time, subject to underwriting by the company. For increase in SI, the waiting period if any shall start afresh only for the enhanced portion of the sum insured.   |  |
|    |                           | <b>Moratorium Period:</b> After completion of five continuous years under the policy no look back to be applied. This period of five years is called as moratorium period. The moratorium would be applicable for the sums insured of the first policy and subsequently completion of five continuous years would be applicable from date of enhancement or sum insured only on the enhanced limits. After the expiry of Moratorium Period no health insurance policy shall be contestable except for proven fraud and permanent exclusions specified in the policy contract. |  |
| 13 | <b>Your Obligations</b>   | Please disclose all pre-existing disease/s or condition/s, personal habits, major illness or hospitalization history before buying a policy.<br><br>Non-disclosure may affect the claim settlement.   |  |

Declaration by the Policy Holder

I have read the above and confirm having noted the details.

Place

Date

(Signature of the Policy holder)

|             |  |
|-------------|--|
| <b>Note</b> | 1. You may find product related documents on <a href="https://www.rahejaqbe.com/health-insurance">https://www.rahejaqbe.com/health-insurance</a> |
|             | 2. In case of any conflict, the terms and conditions mentioned in the policy document shall prevail.   |