

**Royal Sundaram General Insurance Co. Limited**

Corp. Office : Vishranthi Melaram Towers,  
No. 2 / 319, Rajiv Gandhi Salai (OMR) Karapakkam, Chennai - 600097.  
Regd. Office : 21, Patullos Road, Chennai - 600 002

**Policy Terms and Conditions**

**B PREAMBLE**

**B.1 IMPORTANT**

1. Please read this Certificate carefully and make sure that you understand it. If you have any questions about this insurance, please telephone or write to us.
2. Please inform us immediately of any change in your address and telephone number.

**B.2 THE INSURANCE CONTRACT**

1. The Certificate is an evidence of the contract between You (Insured Person) and Us (the Company).
2. The proposal or any information supplied by You shall be incorporated in and be the basis of this contract.
3. The Certificate, the Schedule and any Endorsement are to be read as one document and any word or expression used with a specific meaning in any of them has the same meaning wherever it appears.
4. Provided You pay the premium for under this Certificate and we receive and accept it, we will provide insurance as described in the Certificate.
5. The terms, conditions and exceptions that appear in the Certificate or in any endorsement are part of the contract and must be complied with. Failure to comply may result in the claims being denied.

**B.3 INSURED PERSON**

The terms and conditions laid down are applicable to persons between the age group of 1 year and 80 years (completed years).

**C DEFINITIONS**

**C.1 Standard Definitions**

**C.1.1 Accident**

An accident means sudden, unforeseen and involuntary event caused by external, visible and violent means.

**C.1.2 Injury**

Injury means accidental physical bodily harm excluding illness or disease solely and directly caused by external, violent, visible and evident means which is verified and certified by a Medical Practitioner.

**C.1.3 Pre-Existing Disease**

Pre-existing Disease means any condition, ailment, injury or disease:

- a) That is/are diagnosed by a physician within 36 months prior to the effective date of the policy issued by the insurer or
- b) For which medical advice or treatment was recommended by, or received from, a physician within 36 months prior to the effective date of the policy or its reinstatement

**C.1.4 Notification of Claim**

Notification of claim means the process of intimating a claim to the insurer or TPA through any of the recognized modes of communication.

**C.1.5 Renewal**

Renewal means the terms on which the contract of insurance can be renewed on mutual consent with a provision of grace period for treating the renewal continuous for the purpose of gaining credit for pre-existing diseases, time-bound exclusions and for all waiting periods

- C.1.6 Grace Period:** Grace period means the specified period of time immediately following the premium due date during which a payment can be made to renew or continue a policy in force without loss of continuity benefits such as waiting periods and coverage of pre-existing diseases. If the premium is paid in instalments, coverage will still be available during the grace period.

**C.1.7 Hospital**

A hospital means any institution established for in-patient care and day care treatment of illness and/or injuries and which

has been registered as a hospital with the local authorities under Clinical Establishments (Registration and Regulation) Act 2010 or under enactments specified under the Schedule of Section 56(1) of the said act Or complies with all minimum criteria as under:

- i) has qualified nursing staff under its employment round the clock;
- ii) has at least 10 in-patient beds in towns having a population of less than 10,00,000 and at least 15 in-patient beds in all other places;
- iii) has qualified medical practitioner(s) in charge round the clock;
- iv) has a fully equipped operation theatre of its own where surgical procedures are carried out;
- v) maintains daily records of patients and makes these accessible to the insurance company's authorized personnel

**C.1.8 Condition Precedent**

Condition Precedent means a policy term or condition upon which the Insurer's liability under the policy is conditional upon.

**D Benefits Covered under the policy**

If at any time during the currency of the Certificate, the Insured Person shall sustain any bodily injury resulting solely and directly from accident caused by external, violent and visible means, anywhere in the world, then the Company shall pay to the Insured Person or nominee(s)/legal heir(s) of the Insured Person as the case may be, the sum or sums hereinafter set forth, that is to say:

**D.1 DEATH:**

- a) If such injury shall within Twelve calendar months of its occurrence be the sole and direct cause of the death of the Insured Person, the sum stated in the relevant section of the Schedule of the Certificate.

**D.2 PERMANENT TOTAL DISABLEMENT:**

- (b) If such injury shall within Twelve calendar months of its occurrence be the sole and direct cause of the total and irrecoverable loss of
  - Sight of both eyes, or of the actual loss by physical separation of two entire hands or two entire feet, or of one entire hand and one entire foot, or such loss of sight of one eye and such loss of one entire hand or one entire foot, the sum stated in the relevant section of the Schedule of the Certificate.
  - Use of two hands or two feet or of one hand and one foot, or of such loss of sight of one eye and such loss of use of one hand or one foot, the sum stated in the relevant section of the Schedule of the Certificate.
- (c) If such injury shall within Twelve calendar months of its occurrence be the sole and direct cause of the total and irrecoverable loss of
  - Sight of one eye, or of the actual loss by physical separation of one entire hand or of one entire foot, fifty percent (50%) the sum stated in the relevant section of the Schedule of the Certificate.
  - Use of a hand or a foot without physical separation, fifty percent (50%) the sum stated in the relevant section of the Schedule of the Certificate.
- (d) If such injury shall, as a direct consequence thereof, immediately, permanently, totally and absolutely disable the Insured Person from engaging in any gainful employment or occupation of any description whatsoever, then a lump sum equal to the sum stated in the relevant section of the Schedule of the Certificate.

Note: For the purpose of clause (b) and (c) above, physical separation' of a hand means separation at or above the wrist and of the foot means separation at or above the ankle.

**D.3 RECOVERY BENEFIT:**

- (e) If such injury shall within Twelve calendar months of its occurrence result in Permanent Total Disablement (as defined in foregoing clauses (b). (c) and (d) then the amount stated under the relevant section of the schedule of the Certificate. Please note that this benefit is payable every month for a period of 12 months from the date of Permanent Total Disablement. A claim under this clause is admissible only if a claim is admissible under either (b), (c) or (d) of the foregoing clauses.

**D.4 Cumulative Bonus**

Compensation payable under the foregoing clauses (a), (b), (c) and (d) arising out of accidental injuries, shall be increased by 5% thereof in respect of each completed claim free year, during which the Certificate shall have been in force. Amount of such

increase shall not exceed 25% of the sum stated in the relevant section of the Schedule of the Certificate. This Cumulative Bonus is applied on sum stated in the relevant section of the Schedule of the Certificate, so long as it is renewed continuously with the Company.

This clause shall not in any way alter the annual character of the insurance nor the right of the Company to decline or renew or to cancel the Schedule of the Certificate.

The earned Cumulative Bonus will not be lost if the insurance is renewed within 30 days after its expiry.

## **E Exclusions**

### **E.1 Specific Exclusions**

Provided always that the Company shall not be liable under this Certificate for:

- 1) Compensation under more than one of the foregoing clauses in respect of the same incident.
- 2) Any other payment after a claim under one of the foregoing clauses (a), (b) or (d) has been admitted and become payable.
- 3) Any payment in case of more than one claim under the Certificate during any one period of insurance, by which the maximum liability of the Company in that period for death and disablement payable shall exceed the sum stated in the relevant section of the Schedule of the Certificate.

However in the event of a death claim, the sum payable shall be the Sum Insured under the relevant section of the Schedule of the Certificate after deducting the amount already paid for the earlier disablement claim, if any.

- 4) Payment of compensation in respect of death, injury or disablement of the Insured Person
  - a) from intentional self-injury, suicide or attempted suicide.
  - b) whilst under the influence of intoxicating liquor or drugs.
  - c) whilst engaging in aviation, whilst mounting into or dismounting from or travelling in any aircraft other than as passenger (fare paying or otherwise) in any duly licensed Standard type of Aircraft anywhere in the world. ["Standard type of Aircraft" means an aircraft duly licensed to carry passenger (for hire or otherwise) by appropriate authority irrespective of whether such an aircraft is privately owned or chartered or operated by a regular airline or whether such an aircraft has a single engine or multiengine].
  - d) directly or indirectly caused by venereal diseases, AIDS or insanity.
  - e) arising or resulting from the Insured Persons committing any breach of law with criminal intent.
  - f) as a result of, or which is contributed to by, the Insured Person suffering from any pre-existing condition or preexisting physical or mental defect or infirmity.

Pre-existing Condition means any condition, ailment or injury or related condition(s) for which you had signs or symptoms, and/ or were diagnosed, and/ or received medical advice/treatment within 36 months to prior to the first policy issued by the insurer.

- 5) Payment of compensation in respect of death, injury or disablement of the Insured Person due to or arising out of or directly or indirectly connected with or traceable to War, Invasion, Act of foreign enemy, Hostilities (whether war be declared or not), Civil War, Rebellion, Revolution, Insurrection, Mutiny, Military or Usurped Power, Seizure, Capture, Arrests, Restraints and Detainments.
- 6) Payment of compensation in respect of death of or bodily injury or any disease or illness to the Insured Person.
  - a) Directly or indirectly caused by or contributed to by or arising from ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel. For the purpose of this exception, combustion shall include any self-sustaining process of nuclear fission.
  - b) Directly or indirectly caused by or contributed to by or arising from nuclear weapon material.
- 7) Pregnancy Exclusion Clause: This Certificate shall not extend to cover death, disablement or any recovery benefit resulting directly or indirectly caused by or contributed to or aggravated or prolonged by child birth or from pregnancy or in consequence thereof.
- 8) Persons whilst working in underground mines, explosives, magazines, workers whilst involved in electrical installation with high tension supply, jockeys, circus personnel, engaged in activities like racing on wheels or horseback, big game hunting, mountaineering, winter sports, rock climbing, potholing, bungee jumping, skiing, icehockey, ballooning, hang gliding, river rafting, polo and persons whilst engaged in occupation/ activities of similar hazard. Persons whilst engaged in the following occupations are excluded.

Aircraft pilots and crew, Armed Forces personnel, Artistes engaged in hazardous performances, Aerial crop sprayer, Bookmaker (for gambling), Demolition contractor, Explosives users, Fisherman (seagoing) Jockey, Marine salvager, Miner and other occupations underground, Off-shore oil or gas rig worker, Policeman (Full time), Pop Musicians, Professional sports person, Roofing contractors and all construction, maintenance and repair workers at heights in excess of 50ft/15m, Saw miller, Scaffold Worker, Scrap metal merchant, Security guard (armed), Steeplejack, Stevedore, Structural steelworker, Tower crane operator, Tree feller, Ship crew.

- 9) Nuclear, Chemical, Biological Terrorism Exclusion Clause: The Insurance under this Certificate shall not extend to cover Death, disablement or injury resulting directly or indirectly arising out of, contributed to or caused by, or resulting from or in connection with any act of nuclear, chemical, biological terrorism (as defined below) regardless of any other cause or event contributing concurrently or in any other sequence to the loss.

For the purpose of this endorsement "Nuclear, chemical, biological terrorism" shall mean the use of any nuclear weapon or device or the emission, discharge, dispersal, release or escape of any solid, liquid or gaseous Chemical agent and/or Biological agent during the period of this insurance by any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organization (s) or government(s), committed for political, religious or ideological purposes or reasons including the intention to influence any government and/or to put the public, or any section of the public, in fear.

"Chemical" agent shall mean any compound which, when suitably disseminated, produces incapacitating, damaging or lethal effects on people, animals, plants or material property.

"Biological" agent shall mean any pathogenic (disease producing) micro-organism(s) and/or biologically produced toxin (s) (including genetically modified organisms and chemically synthesized toxins) which cause illness and/or death in humans, animals or plants.

If the Company allege that by reason of this exclusion any loss is not covered by this insurance the burden of proving the contrary shall be upon the Insured Person.

#### **F General terms and clauses**

- F.1.1 The Company shall not be liable to make any payment under this Certificate in respect of any claim, if such claim be in any manner fraudulent or supported by any fraudulent statement or device whether by the Insured Person or by any person acting on behalf of the Insured Person.
- F.1.2 The Insured Person shall give immediate notice to the Company of any change in his business or occupation. The Insured Person shall on tendering any premium for the renewal of the Schedule of the Certificate, give notice in writing to the Company of any disease, physical defect or infirmity with which he/she has become affected since the payment of last preceding premium.
- F.1.3
- i. This Policy will automatically terminate at the end of the Policy Period. This Policy is ordinarily renewable on mutual consent for life, subject to application of Renewal and realization of Renewal premium. All Renewal application should reach Us on or before the Policy Period End Date.
  - ii. We may in Our sole discretion, revise the Product and Renewal premium payable under the Policy provided that revision to the Renewal premium are in accordance with the IRDAI rules and regulations as applicable from time to time. Renewal premiums will not alter based on individual claims experience. We will intimate You of any such changes prior to date of such revision or modification.
  - iii. The premium payable on renewal shall be paid to Us on or before the Policy Period End Date and in any event before the expiry of the Grace Period. For the purpose of this provision, Grace Period means a period of 30 days in case of one year immediately following the Policy Period End Date during which a payment can be made to renew this Policy without loss of continuity benefits such as Waiting Periods and coverage of Pre Existing Diseases.
  - iv. Renewal of the Policy will not ordinarily be denied other than on grounds of moral hazard, misrepresentation or fraud or non-cooperation by You.
  - v. We reserve the right to carry out underwriting in relation to any alterations like increase/decrease in Sum Insured, change in plan/coverage, addition/deletion of members, addition/deletion of Medical Conditions, request at the time of Renewal of the Policy. Any request for acceptance of changes on renewal will be subject to underwriting. The terms and conditions of the existing Policy will not be altered.
  - vi. This product may be withdrawn by Us after due approval from the IRDAI. In case this product is withdrawn by Us, this Policy can be renewed under the then prevailing Health Insurance Product or its nearest substitute approved by IRDAI. We shall duly intimate You regarding the withdrawal of this product and the options available to You at the time of Renewal of this Policy.
- F.1.4 The Company may at any time cancel the Policy on grounds of misrepresentation, fraud, non-disclosure of material fact relating to this insurance of the insured or non-cooperation by the insured, by sending fifteen days notice in writing by Registered A/D to the insured at his last known address in which case the Company shall not refund to the

insured any portion of the premium.

The Schedule of the Certificate may be cancelled at any time, by the Insured Person on 15 days notice in writing sent under Registered Post Acknowledgement Due. The Insured Person shall be entitled to the return of premium less premium at Company's short period rates\* for the period the Schedule of the Certificate has been in force.

#### **Short Period Scales**

For a period not exceeding	15 days	10% of the Annual Premium
-do-	1 month	15% of the Annual Premium
-do-	2 months	30% of the Annual Premium
-do-	3 months	40% of the Annual Premium
-do-	4 months	50% of the Annual Premium
-do-	5 months	60% of the Annual Premium
-do-	6 months	70% of the Annual Premium
-do-	7 months	75% of the Annual Premium
-do-	8 months	80% of the Annual Premium
-do-	9 months	85% of the Annual Premium
For a period exceeding	9 months	Full Annual Premium

No refund will be made for such Insured Persons where a claim has been paid or admitted under the Schedule of the Certificate during such period.

- F.1.5 The Company shall not be bound to take notice or be affected by any notice of any trust, charge, lien, assignment or any other dealings with or relating to this Certificate but the receipt of the Insured Person or his nominee(s)/legal heir(s) shall in all cases be effective discharges to the Company.
- F.1.6 If any dispute or difference shall arise as to the quantum to be paid under the Certificate (liability being otherwise admitted), such difference shall independently of all other questions be referred to the decision of a sole Arbitrator to be appointed in writing by the parties to or if they cannot agree upon a single Arbitrator within 30 days of any party invoking arbitration, the same shall be referred to a panel of 3 Arbitrators comprising of two Arbitrators, one to be appointed by each of the parties to the dispute / difference and the third Arbitrator to be appointed by such two Arbitrators and arbitration shall be conducted under and in accordance with the provisions of the Arbitration and Conciliation Act, 1996.

It is clearly agreed and understood that no difference or dispute shall be referable to arbitration as herein before provided, if the Company has disputed or not accepted liability under or in respect of this Certificate.

It is hereby expressly stipulated and declared that it shall be a condition precedent to any right of action or suit upon this Certificate under the situation described above, that the award by such Arbitrator / Arbitrators of the amount of the loss or damage shall be first obtained.

It is also here by further expressly agreed and declared that if the Company shall disclaim liability to the Insured Person for any claim hereunder and such claim shall not within 12 calendar months from the date of such disclaimer have been the subject

matter of a suit in Court of Law or pending reference with Ombudsman, then the claim shall for all purposes be deemed to have been abandoned and shall not thereafter be recoverable hereunder.

- F.1.7 Provided always that the due observance and fulfillment of the terms and conditions of this Certificate along with endorsements shall so far as they relate to anything to be done or not to be done by the Insured Person be a condition precedent to any liability of the Company under this Certificate.
- F.1.8 The Certificate is subject to the laws of India and jurisdiction of its Courts.

**F.1.9 Free Look Period:**

At the inception of the policy the Insured Person will be allowed a period of 30 days from the date of receipt of the policy to review the terms and conditions of the policy and to return the same if not acceptable. If Insured Person has not made any claim during the free look period, he will be entitled to the following, provided no claim has been settled or lodged for the period the policy has been in force:

- a) A refund of the premium paid less any expenses incurred by the Insurer on medical examination of the insured person and the stamp duty charges or;
- b) where the risk has already commenced and the option of return of the policy is exercised, a deduction towards the proportionate risk premium for period on cover or;
- c) Where only a part of the risk has commenced, such proportionate risk premium commensurate with the risk covered during such period.
- d) Free-look will not be applicable for policies with tenure less than one year.
- e) Free-look not applicable in case of renewals.

All rights under this Policy shall immediately stand extinguished on the free look cancellation of the Policy.

**F.1.10 Grievances:**

We promise to provide the service you want, but sometimes mistakes can happen. If you're not satisfied with our service, we're here to make it right. Your satisfaction is our main concern, especially when things haven't gone as planned.

Step 1 : Please raise a complaint with us through our Online form, and we would come back to you with a response in 2 business days.

Step 2 : In case you are not satisfied with our online response or have not received any response in 2 business days, you may approach our office at the following address:

Customer Services Team  
Royal Sundaram General Insurance Co. Limited  
Vishranthi Melaram Towers  
No.2/319 , Rajiv Gandhi Salai(OMR) Karapakkam,  
Chennai – 600097  
Call us at  
1860 425 0000  
1860 258 0000  
Drop us an email  
care@royalsundaram.in

Step 3: In case you are not satisfied with our online response or have not received any response in 2 business days, you may approach our office at the following address:

Customer Services Team  
Royal Sundaram General Insurance Co. Limited  
Vishranthi Melaram Towers  
No.2/319 , Rajiv Gandhi Salai(OMR) Karapakkam,  
Chennai - 600097  
Senior Citizen Redressal :  
9500413019  
Grievance Redressal Officer :  
Mr. T M Shyamsunder, 9500413094  
Drop us an email  
manager.care@royalsundaram.in  
Senior Citizen can Write to us at  
seniorcitizengrievances@royalsundaram.in

Step 4 : In case you are not satisfied with our online response or have not received any response in 2 business days,



you may approach our office at the following address:

Customer Services Team  
Royal Sundaram General Insurance Co. Limited  
Vishranthi Melaram Towers  
No.2/319 , Rajiv Gandhi Salai(OMR) Karapakkam,  
Chennai - 600097

<https://www.cioins.co.in/Ombudsman> Click here to view Office of the Executive Council of Insurers

Drop us an email  
[head.cs@royalsundaram.in](mailto:head.cs@royalsundaram.in)

Step 5 : In case you are not satisfied with the decision/resolution of the Company, you may approach the  
IRDAI Grievance Call Center  
IRDAI Grievance Call Center  
Insurance Regulatory & Development Authority of  
India United India Tower, 9th floor, 3-5-817/818  
Basheerbagh, Hyderabad- 500 029.  
Contact Number: 040-66514888

Call us at  
1860 425 0000  
1860 258 0000

Drop us an email  
[gro@royalsundaram.in](mailto:gro@royalsundaram.in)

#### **F.1.11 Moratorium**

After completion of five continuous years under this policy no look back would be applied. This period of five years is called as moratorium period. The moratorium would be applicable for the Sum Insured of the first policy and subsequently completion of five continuous years would be applicable from the date of enhancement of sum insured only on the enhanced limits. After the expiry of Moratorium Period no claim under this policy shall be contestable except for proven fraud specified in the policy contract. The policies would however be subject to all limits, sub limits, co-payments as per the policy. The accrued credits gained under the ported and migrated policies shall be counted for the purpose of calculating the Moratorium period.

#### **F1.12. Sanctions Limitation and Exclusion Clause (LMA3100)**

No (re)insurer shall be deemed to provide cover and no (re) insurer shall be liable to pay any claim or provide any benefit hereunder to the extent that the provisions of such cover, payment of such claim or provision of such benefit would expose that (re)insurer to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, United Kingdom or United States of America.

##### **Exclusion Clause for Sanctioned Crude Oil**

Notwithstanding anything to the contrary contained herein, the cover provided under this policy expressly excludes any loss of and / or damage to crude oil in stocks sourced or purchased from any country or entity which is a target of sanction, prohibition or restriction to which any (re) insurer may be subject pursuant to the Sanctions and Embargo Clause (hereby referred to as Sanctioned Crude Oil).

In the event of a recoverable loss emanating from an area storing Sanctioned Crude Oil, which spreads and/or impacts other areas of the plant/ stock, subject at all times to the Sanctions and Embargo Clause cover shall be provided for all such areas of the plant/stock including the storage tanks where Sanctioned Crude Oil is stored and the non-Sanctioned Crude Oil in stock that may be in the same storage tank(s) and only the Sanctioned Crude Oil in stock will be excluded.

Subject always to the terms, conditions and exclusions of the policy, any processed product that contains Sanctioned Crude Oil shall, to the extent permitted under the Sanctions and Embargo Clause be covered under this policy.

To the extent permitted under the Sanctions and Embargo Clause if any (re) insurer is not able to cover and/or pay claim due the Sanctions and Embargo Clause, only that amount not payable due to the Sanctions and Embargo Clause shall be excluded.

In the event of a loss hereunder to crude oil stocks, the indemnity amount shall, to the extent permitted under the Sanctions and Embargo Clause, be calculated by making an adjustment to exclude Sanctioned Crude Oil in accordance with the latest import / blending log as maintained by the Scheduling and Planning department (or equivalent) at the Refinery location of the incurred loss.

## **G Other terms and conditions**

### **G.1 Claims Procedure**

#### **G.1.1 Notification of claim:**

- i. 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.
- ii. Claims for insurance benefits must be submitted to the Company not later than one (1) month after the completion of the treatment or after transportation of the mortal remains/ burial in the event of Death.
- iii. If any treatment for which a claim may be made is to be taken and that treatment requires Hospitalisation in an Emergency, the company shall be informed within 24 hours of the admission of the insured person in Hospital.

**Note:** The Company will examine and relax the time limit mentioned herein above depending upon the merits of the case.

#### **G.1.2 Documents to be submitted:**

##### **G.1.2.I Basic documents required for All claims**

- i. Duly completed claim form
- ii. Photo Identity Proof of the insured person
- iii. Copy of FIR/ Panchnama /Police Inquest Report (wherever these reports are required as per the circumstance of the Accident) duly attested by the concerned Police Station
- iv. Copy of Medico Legal Certificate (wherever it is required as per the circumstance of the Accident) duly attested by the concerned Hospital
- v. Any other relevant document required by the Company for assessment of the claim

##### **G.1.2.II Documents required in case of Death covered under Section D.1**

- i. Death certificate;
- ii. Post Mortem Report (if conducted);
- iii. Identity proof of Nominee or Original Succession Certificate/Original Legal Heir Certificate or any other proof to the satisfaction of the Company for the purpose of a valid discharge in case nomination is not filed by deceased.
- iv. Copy of FIR/ Panchnama /Police Inquest Report (wherever these reports are required as per the circumstance of the Accident) duly attested by the concerned Police Station
- v. Panchanama / Accident report
- vi. Chemical analysis report of viscera / blood sample
- vii. Admission / Discharge / Death summary issued by hospital authority
- viii. English translation of vernacular documents

##### **G.1.2.III Documents required in case of Permanent Total Disablement (PTD) / covered under Sections D.2**



- i. Original treating Medical Practitioner's certificate describing the disablement
- ii. Original Discharge summary from the Hospital
- iii. Disability certificate issued by treating Medical Practitioner
- iv. Any other medical, investigation reports, inpatient or consultation treatment papers, as applicable.
- v. Copy of FIR/MLC/Accident register

#### G.1.3 Claim Settlement

- i. The Company shall settle or reject a claim, as the case may be, within 15 days from the date of receipt of last necessary document.
- ii. In case of delay in the payment of a claim, the Company shall be liable to pay interest to the policyholder from the date of receipt of last necessary document to the date of payment of claim at a rate 2% above the bank rate.
- iii. However, where the circumstances of a claim warrant an investigation in the opinion of the Company, it shall initiate and complete such investigation at the earliest, in any case not later than 30 days from the date of receipt of last necessary document. In such cases, the Company shall settle or reject the claim within 45 days from the date of receipt of last necessary document.
- iv. In case of delay beyond stipulated 45 days, the Company shall be liable to pay interest to the policyholder at a rate 2% above the bank rate from the date of receipt of last necessary document to the date of payment of claim.
- v. (Explanation: "Bank rate" shall mean the rate fixed by the Reserve Bank of India (RBI) at the beginning of the Financial Year in which claim has fallen due)

#### G.1.4 Payment of Claim

All claims under the policy shall be payable in Indian currency only

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#### WHAT IF I EVER NEED TO COMPLAIN?

We hope, of course, that you will never feel the need to complain. Nevertheless, sometimes things do go wrong. When they do, we want to know straight away, so we can put them right as quickly as possible, and take steps to make sure they don't happen again.

In all instances, call our Customer Services at our Chennai office at 1860 258 0000 or e-mail at [care@royalsundaram.in](mailto:care@royalsundaram.in) or write us to Royal Sundaram General Insurance Co. Limited, Vishranthi Melaram Towers, No. 2 / 319, Rajiv Gandhi Salai (OMR), Karapakkam, Chennai - 600097.

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