

## MANIPALCIGNA PROHEALTH CASH

### CUSTOMER INFORMATION SHEET/KNOW YOUR POLICY

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

SI No.	Title	Description (Please refer the Policy Clause Number in next column)	Policy Clause Number
1	Name of Insurance Product/Policy	<b>ManipalCigna ProHealth Cash - Basic Plan</b>	
2	Policy Number	xxxxxxxx	
3	Type of Insurance Product/Policy	<ul style="list-style-type: none"> <li>• <b>Benefit</b> (Where the Insurance Policy pay fixed amount under the policy on the occurrence of a covered event)</li> </ul>	
4	Sum Insured (Basis) (Along with amount)	<ul style="list-style-type: none"> <li>• <b>Individual Sum Insured</b> - Where each insured member has a separate sum insured the policy, Sum Insured - Rs. Xxxx (Daily Cash Benefit) Maximum Coverage Limit - XX Days in Policy Year</li> </ul>	
5	Policy Coverages (What the policy covers?)	<ol style="list-style-type: none"> <li><b>1. Sickness Hospital Cash Benefit</b> A Daily Cash Benefit as specified in the Policy Schedule will be payable.</li> <li><b>2. Accident Hospital Cash Benefit</b> 2 times the Daily Cash Benefit as specified in the Policy Schedule will be payable.</li> <li><b>3. ICU Cash Benefit</b> 3 times the Daily Cash Benefit as specified in the Policy Schedule will be payable from day 2 onwards, subject to a maximum of 15 days per Insured Person per Policy Year.</li> <li><b>4. Worldwide Cover</b> 3 times the Daily Cash Benefit as specified in the Policy Schedule will be payable</li> </ol> <p>Any Daily Cash benefits under this Policy will not be payable in cases of a Single day hospitalization. The maximum benefit available under this Policy under all the benefits put together will be limited to 450 days in a lifetime of an Insured Person.</p> <p><b>Optional Covers (Applicable only if opted)</b></p> <ol style="list-style-type: none"> <li><b>1. Day Care Treatment Benefit</b> Lower of 5 times the Daily Cash Benefit or ₹25,000 will be payable in case the Insured Person undergoes any of the listed Day Care Treatments. This is limited to a maximum of 5 Day Care Treatments including 1 surgery for Cataract per Insured Person per Policy Year.</li> <li><b>2. Accidental Death &amp; Permanent Total Disability</b> We will pay the opted Sum Insured as specified in the Policy Schedule in case an of the Insured Person's Accidental Death or Permanent Total Disablement of the nature specified in the Policy within 12 months from the date of the Accident.</li> </ol>	<p style="text-align: right;">D.I.1</p> <p style="text-align: right;">D.I.2</p> <p style="text-align: right;">D.I.3</p> <p style="text-align: right;">D.I.4</p>  <p style="text-align: right;">D.III.1</p> <p style="text-align: right;">D.III.2</p>

		<p><b>Add on cover(Rider) (Applicable only if opted)</b>  <b>1. ManipalCigna Critical Illness Add-on Cover (UIN: MCIHLIP21128V022021):</b>                  Lump sum payment of an additional 100% of Sum Insured Opted Or as opted under the Policy for named Critical Illnesses.</p>	<p>Add on policy wordings</p>
<p>6</p>	<p><b>Exclusions (What the policy does not cover)</b></p>	<ul style="list-style-type: none"> <li>• Any hospitalization for or arising out of:                         <ol style="list-style-type: none"> <li>1. Stem cell implantation/surgery, harvesting, storage or any kind of treatment using stem cells.</li> <li>2. Dental treatment, dentures or surgery of any kind unless necessitated due to an accident and requiring minimum 24 hours Hospitalization or treatment of irreversible bone disease involving the jaw which cannot be treated in any other way, but not if it is related to gum disease or tooth disease or damage.</li> <li>3. Circumcision unless necessary for treatment of a disease, illness or injury.</li> <li>4. Birth control procedures, contraceptive supplies or services including complications arising due to supplying services, hormone replacement therapy and voluntary termination of pregnancy during the first 12 weeks from the date of conception, surrogate or vicarious pregnancy.</li> <li>5. Any treatment arising from or traceable to pregnancy (including voluntary termination), miscarriage (unless due to an accident), childbirth, maternity (including Caesarian section), abortion or complications of any of these. This exclusion will not apply to ectopic pregnancy.</li> <li>6. Alopecia, baldness, wigs, or toupees and hair fall treatment,.</li> <li>7. Laser surgery for treatment of focal error correction other than for focal error of +/- 7 or more and is Medically Necessary.</li> <li>8. All sexually transmitted diseases including but not limited to Genital Warts, Syphilis, Gonorrhoea, Genital Herpes, Chlamydia, Pubic Lice and Trichomoniasis. This exclusion does not include HIV/ AIDS.</li> <li>9. Artificial life maintenance, including life support machine use when in a vegetative state.</li> <li>10. Sleep Apnea Syndrome, general debility, ageing, convalescence, sanatorium treatment, rehabilitation measures, private duty nursing, respite care, rundown condition or rest cure, congenital external anomalies or defects, sterility, fertility, infertility including IVF and other assisted conception procedures and its complications, subfertility, impotency, venereal disease, puberty, menopause or intentional self-injury, suicide or attempted suicide (whether sane or insane), ailment requiring treatment due to abuse of any substance, intoxicant, drug, alcohol or hallucinogen and treatment for de-addiction, or rehabilitation.</li> </ol> </li> </ul>	<p>E.I.2</p>

	<ol style="list-style-type: none"> <li>11. Any treatment received in convalescent homes, convalescent hospitals, health hydros, nature cure clinics or similar establishments.</li> <li>12. A stay without undertaking any treatment or any other purpose other than for receiving eligible treatment of a type that normally requires a stay in the hospital.</li> <li>13. Any Cosmetic Surgery, aesthetic treatment(including but not limited to xanthelesema, syringoma, acne and alopecia) unless forming part of treatment for cancer or burns, surgery for sex change or treatment of obesity/ morbid obesity (unless certified to be life threatening) or treatment/surgery /complications/illness arising as a consequence thereof.</li> <li>14. Treatment received outside India excepted as covered under Worldwide Cover.</li> <li>15. X-ray or laboratory examinations or other diagnostic studies not consistent with or incidental to the diagnosis and treatment even if the same requires confinement at a Hospital.</li> <li>16. Organ transplant surgery involving organs not harvested from a human body.</li> <li>17. Any form of Non-Allopathic treatment (except Ayurveda, Yoga, Unani, Siddha, and Homeopathy), Naturopathy, hydrotherapy, Acupuncture, Reflexology, Chiropractic treatment or any other form of indigenous system of medicine.</li> <li>18. Any condition caused by ionizing radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel.</li> <li>19. A condition, caused by or arising from or attributable to foreign invasion, act of foreign enemies, hostilities, warlike operations (whether war be declared or not or while performing duties in the armed forces of any country), civil war, public defense, rebellion, revolution, insurrection, military or usurped power, active participation in strikes, riot or civil commotion.</li> <li>20. Any Hospitalization of the Insured Person due to him committing any breach of law with criminal intent.</li> </ol>	
--	---	--

		<p>21. Any Certification / Diagnosis / Treatment by a family member, or a person who stays with the Insured Person, or from persons not registered as Medical Practitioners under the respective Medical Councils, or from a Medical Practitioner who is practicing outside the discipline that he is licensed for, or any diagnosis or treatment that is not scientifically recognized or Unproven Experimental Treatments or pharmacological regimens, or any form of clinical trials or any kind of self-medication and its complications.</p> <p>22. Any treatment arising out of engaging in speed contest or racing of any kind (other than on foot), bungee jumping, parasailing, ballooning, parachuting, skydiving, paragliding, hang gliding, mountain or rock climbing necessitating the use of guides or ropes, potholing, abseiling, deep sea diving using hard helmet and breathing apparatus, polo, snow and ice sports or involving a naval military or air force operation.</p> <p>23. Any treatment arising out of engaging in flying or taking part in aerial activities (including cabin) except as a fare-paying passenger in a regular scheduled airline or air charter company.</p> <ul style="list-style-type: none"> <li>• The following exclusions shall be applicable in respect of the Benefit specified under <b>Accidental Death &amp; Permanent Total Disability Section D.III.2.</b> This Policy does not provide benefits for any death, disablement, expenses or loss incurred as a result of any Injury attributable to the following:             <ol style="list-style-type: none"> <li>1. Any payment in case of more than one claim under the Policy during any one Policy Period by which Our maximum liability in that period would exceed the Sum Insured in respect of the Optional Cover.</li> <li>2. Suicide or attempted Suicide, intentional self-inflicted injury, acts of self-destruction whether the Insured Person is medically sane or insane.</li> <li>3. Certification by a Medical Practitioner who shares the same residence as the Insured Person or who is a member of the Insured Person's Family.</li> <li>4. Death or disablement arising out of or attributable to foreign invasion, act of foreign enemies, hostilities, warlike operations (whether war be declared or not or while performing duties in the armed forces of any country during war or at peace time), participation in any naval, military or air-force operation, civil war, public defense, rebellion, revolution, insurrection, military or usurped power.</li> <li>5. Benefit under Accidental Death, Permanent Total Disablement arising from Bacterial infections (except pyogenic infection which occurs through an Accidental cut or wound due to Accident).</li> </ol> </li> </ul>	
--	--	---	--

		<ol style="list-style-type: none"> <li>6. Benefit under Accidental Death, Permanent Total Disablement arising from Medical or surgical treatment except as necessary solely and directly as a result of an Accident.</li> <li>7. Any change of profession after inception of the Policy which results in the enhancement of Our risk under the Policy, if not accepted and endorsed by Us on the Policy Schedule.</li> <li>8. Death or disablement arising or resulting from the Insured Person committing any breach of law or participating in an actual or attempted felony, riot, crime, misdemeanor or civil commotion with criminal intent.</li> <li>9. Death or disablement arising from or caused due to or as a consequence or influence of an abuse of any substance, intoxicant, drug, alcohol or hallucinogen.</li> <li>10. Death or disablement resulting, contributed or aggravated or prolonged by childbirth or from pregnancy or a consequence thereof including ectopic pregnancy unless specifically arising due to accident;</li> <li>11. Death or disablement caused by participation of the Insured Person in any flying activity, except as a bona fide, fare-paying passenger of a recognized airline on regular routes and on a scheduled timetable.</li> <li>12. Insured Persons whilst engaging in a speed contest or racing of any kind (other than on foot), bungee jumping, parasailing, ballooning, parachuting, skydiving, paragliding, hang gliding, mountain or rock climbing necessitating the use of guides or ropes, potholing, abseiling, deep sea diving using hard helmet and breathing apparatus, polo, snow and ice sports in so far as they involve the training for or participation in competitions or professional sports, or involving a naval, military or air force operation unless specifically declared and accepted under the Policy.</li> <li>13. Working in underground mines, tunneling or explosives, or involving electrical installation with high tension supply, or as jockeys or circus personnel, or engaged in Hazardous Activities unless specifically declared and accepted under the Policy.</li> <li>14. Death or disablement arising from or caused by ionizing radiation or contamination by radioactivity from any nuclear fuel (explosive or hazardous form) or resulting from or from any other cause or event contributing concurrently or in any other sequence to the loss, claim or expense from any nuclear waste from the combustion of nuclear fuel, nuclear, chemical or biological attack.</li> </ol>	
--	--	---	--



<p>8</p>	<p><b>Financial limits of coverage</b></p> <ul style="list-style-type: none"> <li>• Sub-limit (it is pre-defined limit and the insurance company will not pay any amount in excess of this limit)</li> <li>• Co-payment (it is a specified amount percentage of admissible claim amount to be paid by policyholder/insured).</li> <li>• Deductible (It is specified amount:             <ul style="list-style-type: none"> <li>- up to which and insurance company will not pay any claim, and</li> <li>- which will be deducted from total claim amount (if claim amount is more than specified amount)</li> </ul> </li> <li>• Any other limit (as applicable)</li> </ul>	<ol style="list-style-type: none"> <li>1. The policy will pay only up to the limits specified hereunder for the following diseases/procedures: Not Applicable</li> <li>2. In case of claim this policy requires you to share the following costs: Expenses exceeding the following sub-limits             <ol style="list-style-type: none"> <li>a. Room/ICU Charges - Not Applicable</li> <li>b. For the following disease - Not Applicable</li> </ol> </li> <li>3. Co-payment - Not Applicable</li> <li>4. Deductible - Not Applicable</li> </ol>	
<p>9</p>	<p><b>Claims/Claims procedure</b></p>	<p>Details of procedure to be followed for reimbursement of claim To know the process for our reimbursement claims visit - <a href="https://www.manipalcigna.com/claims">https://www.manipalcigna.com/claims</a></p> <p>The claim will be processed and claim decision will be shared with you within the stipulated TAT of 30 days from the last document received</p> <p>Web links for the followings:</p> <ol style="list-style-type: none"> <li>i. Network hospital details - <a href="https://www.manipalcigna.com/locate-us">https://www.manipalcigna.com/locate-us</a></li> <li>ii. Helpline Number - <a href="https://www.manipalcigna.com/claims">https://www.manipalcigna.com/claims</a></li> <li>iii. Hospital which are blacklisted or from where no claims will be accepted by insurer - <a href="https://www.manipalcigna.com/locate-us">https://www.manipalcigna.com/locate-us</a></li> <li>iv. Link for downloading claim form - <a href="https://www.manipalcigna.com/downloads/claims">https://www.manipalcigna.com/downloads/claims</a></li> </ol>	<p>G.I</p>

10	<b>Policy Servicing</b>	For hassle free policy servicing customer can manage their policy by clicking on- <a href="https://eservicing.manipalcigna.com/login">https://eservicing.manipalcigna.com/login</a> or Download myManipalCigna App from Playstore or appstore	
11	<b>Grievances/ Complaints</b>	<p><b>LEVEL 1</b>  <b>Health Relationship Managers</b>            Call our toll-free number 1800-102-4462 between 9:00 AM to 9:00 PM.            Email us at - <a href="mailto:headcustomercare@manipalcigna.com">headcustomercare@manipalcigna.com</a>            For Senior Citizen Assistance - <a href="mailto:Seniorcitizensupport@ManipalCigna.com">Seniorcitizensupport@ManipalCigna.com</a></p> <p><b>LEVEL 2</b>  <b>Senior Manager - Grievance Cell</b>            Call us on 022-61703600 between 10 am to 6 Pm (Monday to Friday)            Email us at - <a href="mailto:complaints@manipalcigna.com">complaints@manipalcigna.com</a></p> <p><b>LEVEL 3</b>  <b>Grievance Redressal Officer</b>            Call us on 022-61703603 between 10 am to 6 Pm (Monday to Friday)            Email us at - <a href="mailto:GRO@manipalcigna.com">GRO@manipalcigna.com</a>            For Senior Citizen Assistance - <a href="mailto:Seniorcitizensupport@ManipalCigna.com">Seniorcitizensupport@ManipalCigna.com</a></p> <p><b>LEVEL 4</b>  <b>Approach Ombudsman</b>            If the channels above have still not met your expectations, you may approach the insurance ombudsman, the office Name and address details applicable for your state can be obtained from - <a href="https://www.cioins.co.in/Ombudsman">https://www.cioins.co.in/Ombudsman</a></p> <p><b>Note:</b> You may also approach the Insurance ombudsman if your complaint is open for more than 30 days at any of the above levels.</p>	F.I.24



<p>12</p>	<p><b>Things to remember</b></p>	<p><b>Free Look Cancellations:</b> A period of 15 days from the date of receipt of the Policy document is available to review the terms and conditions of this Policy. You have the option of cancelling the Policy by stating to Us the reasons for cancellation in writing. If there are no claims reported (paid/ outstanding) under the Policy then We shall refund the full premium without any retention of premium towards stamp duty or prorated premium. All rights under this Policy shall immediately stand extinguished on the free look cancellation of the Policy. The free look period as provided in this Section shall not be available on the Renewal of this Policy.</p> <p>To avail:</p> <ul style="list-style-type: none"> <li>- Customer can request for cancellation writing to - <a href="mailto:customercare@manipalcigna.com">customercare@manipalcigna.com</a> from the registered email id with us. OR</li> <li>- Customer can also visit any MCHI Branch and give a written request</li> </ul> <p><b>Policy Renewal:</b> The Policy may be Renewed by mutual consent for life subject to application of renewal and realization of renewal premium and in such event the Renewal premium should be paid to Us on or before the date of expiry of the Policy and in no case later than the Grace Period of 30 days (for Single and Annual premium payment mode) from the date of expiry of the Policy. We will not be liable to pay for any claim arising out of an Injury /Accident /condition that occurred during the Grace Period and the period between the date of expiry of previous policy and date of inception of subsequent policy. The provisions of Section 64VB of the Insurance Act shall be applicable. All policies Renewed within the Grace Period shall be eligible for continuity of cover.</p> <p><b>Change in Sum Insured:</b> Alterations like increase/decrease in Sum Insured or change in plan, addition / deletion of Insured Persons, will be allowed at the time of Renewal of the Policy. You can submit a request for the changes by filling the proposal form before the expiry of the Policy. We reserve Our right to carry out underwriting in relation to acceptance or rejection of the request for changes on Renewal. The terms and conditions of the existing Policy will not be altered.</p>	<p>F.I.12</p> <p>F.I.14.i</p> <p>F.I.14.iii.g</p>
<p>13</p>	<p><b>Your Obligations</b></p>	<ul style="list-style-type: none"> <li>• Please disclose all Pre-existing disease/s or condition/s before buying a Policy.</li> <li>• The Policy shall be null and void and no benefit shall be payable in the event of untrue or incorrect statements, misrepresentation, mis-description or non-disclosure of any material particulars in the proposal form, personal statement, declaration, claim form declaration, medical history on the claim form and connected documents, or any material information having been withheld by You/ Insured Person or any one acting on Your/their behalf, under this Policy. You further understand and agree that We may at Our sole discretion cancel the Policy and the premium paid shall be forfeited to Us.</li> </ul>	<p>F.I.1</p>

**Declaration by the Policy Holder:**

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

Place: \_\_\_\_\_

Date: \_\_\_\_\_

(Signature of Policyholder)

- Note:
- i. Insured/policyholder can get the product related document at <https://eservicing.manipalcigna.com/document-vault>
  - ii. In case of any conflict, the terms conditions mentioned in the policy document shall prevail.

(Benefits and exclusion are applicable as per the plan chosen, please refer the policy schedule for the applicable benefits).