

## 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 to applicable Policy Clause Number in next column)	Endorsem ent Clause Number
1	Product Name & UIN	LIC's Critical Illness Health Rider (UIN: 512B227V01)	
2	Policy Number		
3	Type of Insurance Product/Policy	LIC's Critical Illness Health Rider	
4	Sum Insured ( Basis)	Critical Illness Sum Assured (Rs.):	Rider Schedule
5	Policy Coverage (What the policy covers?)	The Policyholder has an option to choose any one of the following two options at the inception. Critical Illness Benefit under each of the options is payable as specified below:	
		<ul> <li>A. Option 1: 15 Major Critical Illnesses         On diagnosis of any one of the covered 15 Critical Illnesses (CI) conditions listed below an amount equal to Critical Illness Sum Assured shall be payable as a lump sum subject to fulfilling the CI definitions and other terms and conditions as provided in Annexure I of Rider document and the rider shall terminate.     </li> <li>The list of Critical Illnesses covered under this option is as under:</li> </ul>	Condition 1 of Part – C and Annexure I of the Rider Endorseme nt
		Sr noName of (CI)/Surgery1Cancer of Specified Severity (Malignant Tumor)2Open Chest CABG (Coronary Artery Bypass Graft) Surgery3Myocardial Infarcton (First Heart Attack of Specified Severity4Kidney Failure Requiring Regular Dialysis5Major Organ or Bone Marrow transplant (as recipient)6Stroke Resulting in Permanent Symptoms7Major Surgery of Aorta8Open Heart Replacement Or Repair Of Heart Valves9Permanent Paralysis of Limbs10Blindness11Third Degree Burns	

	Multiple Sclerosis with Persisting Symptoms
	Benign Brain Tumor
	Primary Pulmonary Hypertension
15 /	Alzheimer's Disease
assis a) L co ai bi do A te	on 2: 40 Major Critical Illnesses inclusive of sted Living benefit (ALB) ump Sum Benefit: On diagnosis of any one of the overed 40 Critical Illnesses (CI) conditions listed below in amount equal to, Critical Illness Sum Assured shall be payable as a lump sum subject to fulfilling the CI efinitions and other terms and conditions as provided in nnexure I of Rider document and the rider shall erminate. list of Critical Illnesses covered under this option is as er:
Sr no	Name of CI /Surgery
1.	Cancer of Specified Severity (Malignant Tumor)
2.	Open Chest CABG (Coronary Artery Bypass Graft)
∠.	Surgery
3.	Myocardial Infarction (First Heart Attack of Specified
	Severity)
4.	Kidney Failure Requiring Regular Dialysis
5.	Major Organ or Bone Marrow transplant (as
	recipient)
6.	Stroke Resulting in Permanent Symptoms
7.	Major Surgery of Aorta
8.	Open Heart Replacement Or Repair Of Heart Valves
9.	Permanent Paralysis of Limbs
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24 25	Myasthenia Gravis
24 25 26	Myasthenia Gravis Aplastic Anaemia
24 25	Myasthenia Gravis Aplastic Anaemia Loss of Independent Existence

		30.	Severe Rheumatoid Arthritis				
		30.					
		31.					
		33.					
		34.					
		35.					
		36.					
		30.					
		38.					
		39.					
		40.					
		10.	Permanent Symptoms				
		<ul> <li>b) Assisted Living Benefit (ALB): Under Option 2, in case the diagnosed CI is from below mentioned 7 CI conditions, in addition to Lump Sum Benefit as mentioned in Para B.a), 1% of Critical Illness Sum Assured shall be payable on each policy month following the payment of lump sum, for a fixed period of next 36 months irrespective of the survival of the Life Insured and even if this period of 36 months goes beyond the policy term. In case of death of the Life Assured while receiving ALB, the remaining instalments, if any, will be paid to his/her nominee/ beneficiary as a lump sum.</li> </ul>					
		paya	payable is as under:				
		Sr no	Name of Cl				
		1.	Alzheimer's Disease				
		2.	Loss of Independent Existence				
		3.	Permanent Paralysis of Limbs				
		4.	Loss of Limbs				
		5.	Coma of specified Severity				
		6.	Parkinson's Disease				
		7.	Blindness				
		not be lead to the dat	The minimum Critical Illness Benefit under the rider shall not be less than 105% of "Total Rider Premiums Paid" up to the date of diagnosis of the specified Critical Illness.				
6	Exclusions		Exclusions:	Annexure 1			
	(what the policy does not cover)	i. A ca m uı lir dy	er of Specified Severity (Malignant Tumor) Il tumors which are histologically described as arcinoma in situ, benign, pre-malignant, borderline halignant, low malignant potential, neoplasm of nknown behavior, or non- invasive, including but not nited to: Carcinoma in situ of breasts, Cervical ysplasia CIN-1, CIN -2, and CIN-3. ny non-melanoma skin carcinoma unless there is	of the Rider Endorseme nt			
		e	vidence of metastases to lymph nodes or beyond. alignant melanoma that has not caused invasion				

<ul> <li>beyond the epidermis.</li> <li>iv. All tumors of the prostate unless histologically classified as having a Gleason score greater than 6 or having progressed to at least clinical TNM classification T2N0M0.</li> <li>v. All Thyroid cancers histologically classified as T1N0M0 (TNM Classification) or below.</li> <li>vi. Chronic lymphocytic leukemia less than RAI stage 3</li> </ul>	
<ul> <li>vii. Non-invasive papillary cancer of the bladder histologically described as TaN0M0 or of a lesser classification,</li> <li>viii. All Gastro-Intestinal Stromal Tumors histologically classified as T1N0M0 (TNM Classification) or below and with mitotic count of less than or equal to 5/50 HPFs.</li> </ul>	
<ol> <li>Open Chest CABG (Coronary Artery Bypass Graft) Surgery Angioplasty and/or any other intra-arterial procedures.</li> </ol>	
<ul> <li>3. Myocardial infarction (First Heart Attack Of Specified Severity) <ol> <li>Other acute Coronary Syndromes</li> <li>Any type of angina pectoris</li> <li>A rise in cardiac biomarkers or Troponin T or I in absence of overt ischemic heart disease OR following an intraarterial cardiac procedure.</li> </ol> </li> </ul>	
<ul> <li>4. Major Organ or Bone Marrow transplant (as recipient)</li> <li>i. Other stem-cell transplants.</li> <li>ii. Where only islets of Langerhans are transplanted.</li> </ul>	
<ul> <li>5. Stroke Resulting in Permanent Symptoms <ol> <li>Transient ischemic attacks (TIA)</li> <li>Traumatic injury of the brain</li> <li>Vascular disease affecting only the eye or optic nerve or vestibular functions.</li> </ol> </li> </ul>	
<b>6. Major Surgery of Aorta</b> i. Traumatic injury of the aorta is excluded.	
<li>ii. Surgery performed using only minimally invasive or intra- arterial techniques are excluded.</li>	
7. Open heart replacement or repair of heart valves Catheter based techniques including but not limited to, balloon valvotomy/valvuloplasty are excluded.	
8. Multiple Sclerosis with Persisting Symptoms Other causes of neurological damage such as SLE are excluded.	
9. Benign Brain Tumor	

Cysts, Granulomas, malformations in the arteries or veins of the brain, hematomas, abscesses, pituitary tumors, tumors of skull bones and tumors of the spinal cord.	
<b>10. Primary Pulmonary Hypertension</b> Pulmonary hypertension associated with lung disease, chronic hypoventilation, pulmonary thromboembolic disease, drugs and toxins, diseases of the left side of the heart, congenital heart disease and any secondary cause are specifically excluded.	
<ul> <li>11. Alzheimer's Disease</li> <li>i. Any other type of irreversible organic disorder/dementia</li> <li>ii. Alcohol-related brain damage.</li> </ul>	
<b>12. Coma of Specified Severity</b> Coma resulting directly from alcohol or drug abuse is excluded.	
<b>13. End Stage Liver Failure</b> Liver failure secondary to drug or alcohol abuse is excluded.	
<b>14. Loss of Speech</b> All psychiatric related causes are excluded.	
<b>15. Loss of Limbs</b> Loss of Limbs resulting directly or indirectly from self-inflicted injury, alcohol or drug abuse is excluded.	
<b>16. Major Head Trauma</b> Spinal cord injury.	
<b>17. Parkinson's Disease</b> Parkinson's Disease accompanied with drug and/or alcohol abuse.	
<b>18. Myasthenia Gravis</b> i. Congenital myasthenic syndrome ii. Transient neonatal or juvenile myasthenia gravis	
<ul> <li>19. Progressive Scleroderma</li> <li>i. Localized scleroderma (linear scleroderma or morphea);</li> <li>ii. Eosinophilic 28 asciitis; and</li> <li>iii. CREST syndrome.</li> </ul>	
<b>20. Cardiomyopathy</b> Cardiomyopathy directly related to alcohol or drug abuse is excluded.	
<ul> <li>21. Medullary Cystic Kidney Disease <ul> <li>i Isolated or benign kidney cysts are specifically excluded from this Benefit.</li> <li>ii Any condition is which cysts are absent.</li> </ul> </li> </ul>	
22. Brain Surgery	

Burr hole and brain surgery as a result of an accident is excluded.
<b>23. Chronic Relapsing Pancreatitis</b> Relapsing Pancreatitis caused directly or indirectly, wholly or partly, by alcohol is excluded.
The General exclusions for Critical Illness (CI) conditions covered under the rider. The Corporation shall not be liable to pay any of the benefit covered under this rider, if the critical illness has occurred directly or indirectly as a result of any of the following:
<ol> <li>Any Illness, sickness or disease other than those specified as Critical Illnesses under this Rider;</li> <li>Any Critical illness manifesting itself within 90 days of the commencement of risk or revival of risk cover, whichever is later.</li> <li>Any Critical Illness caused by any Pre-existing Disease (PED) or any complications arising there from unless disclosed to and accepted by the Corporation prior to the effective date of cover or the date of revival of risk cover.</li> </ol>
<ul> <li>Pre-existing disease/condition means any condition, ailment, injury or disease:</li> <li>a) That is/are diagnosed by a physician not more than 36 months prior to the effective date of the rider or date of revival of risk cover or</li> <li>b) For which medical advice or treatment was recommended by, or received from, a Physician not more than 36 months prior to the effective date of the rider or date of revival of risk cover. (The 'effective date of rider' shall be the same as the 'date of commencement of risk'.)</li> <li>4. Any Critical Illness caused due to treatment for alcoholism, drug or substance abuse or any addictive condition and consequences thereof.</li> </ul>
<ol> <li>5. Any Critical Illness caused due to narcotics used by the Life Assured unless taken as prescribed by a registered Medical Practitioner,</li> <li>6. Any Critical Illness caused due to intentional self-injury or attempted suicide.</li> <li>7. Any Critical Illness caused by or arising from or</li> </ol>
<ul> <li>Any Critical liness caused by or ansing from or attributable to a 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), civil war, public defense, rebellion, revolution, insurrection, military or usurped power;</li> <li>8. Any Critical Illness caused by ionizing radiation or contamination by radioactivity from any nuclear fuel</li> </ul>
(explosive or hazardous form) or from any nuclear waste from the combustion of nuclear fuel or caused by

nuclear,chemical or biological attack.
<ol> <li>Any Critical Illness caused by Congenital External Anomalies, inherited disorders or any complications or conditions arising there from including any developmental conditions of the Insured;</li> </ol>
10. Any Critical Illness caused by any treatment necessitated due to participation as a professional in hazardous or adventure sport, 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 etc.
11. Any Critical Illness caused by any treatment necessitated due to participation by the Life Assured in any flying activity, except as a bona fide, fare- paying passenger of a recognized airline flying on regular routes and on a scheduled timetable.
12. Any Critical Illness caused by Medical treatment traceable to childbirth (including complicated deliveries and caesarean sections incurred during hospitalization) except ectopic pregnancy. Any Critical Illness caused due to miscarriages (unless due to an accident) and lawful medical termination of pregnancy during the policy period.
13. Any Critical Illness caused by any unproven/ experimental treatment, service and supplies for or in connection with any treatment. Unproven/ experimental treatments are treatments, procedures or supplies that lack significant medical documentation to support their effectiveness.
14. Any Critical Illness based on certification/diagnosis/treatment from persons not registered as Medical Practitioners or from a Medical Practitioner who is practicing outside the discipline that he/ she is licensed for.
15. Any Critical Illness caused due to any treatment, including surgical management, to change characteristics of the body to those of opposite sex.
16. Any Critical Illness caused due to cosmetic or plastic surgery or any treatment to change the 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.
17. Any Critical Illness caused due to surgical treatment of obesity that does not fulfil all the below conditions:
a. Surgery to be conducted is upon the advice of the Medical Practitioner.
<ul> <li>b. The Surgery / Procedure conducted should be supported by clinical protocols.</li> </ul>
c. The member has to be 18 years of age or older and

		d. Body Mass Index (BMI):	
		<ul> <li>greater than or equal to 40 or</li> </ul>	
		<ul> <li>greater than or equal to 35 in conjunction with any of the following severe co-morbidities</li> </ul>	
		i. Obesity related cardiomyopathy	
		ii. Coronary heart disease	
		iii. Severe Sleep Apnea	
		iv. Uncontrolled Type 2 Diabetes	
		18. Any Critical Illness caused by treatment directly arising from or consequent upon any Life Assured committing or attempting to commit a breach of law with criminal intent.	
		19. In the event of the death of the Life Assured within the stipulated survival period as set out in the policy terms and conditions.	
		20. Any Critical Illness caused by sterility and infertility. This includes:	
		<ul> <li>a. Any type of contraception, sterilization</li> <li>b. Assisted Reproductive services including artificial insemination and advanced reproductive technologies such as IVF, ZIFT, GIFT, ICSI</li> <li>c. Gestational Surrogacy</li> <li>d. Reversal of sterilization</li> </ul>	
7	Waiting period	Waiting period:	Condition 3
	•Time period during which specified diseases/treatme nts are not covered •It is counted from the beginning of the policy coverage	<ol> <li>A waiting period of 90 days will apply from the date of commencement of risk or date of revival of risk cover, whichever is later, to the diagnosis of the Critical Illness under consideration. This would mean that the benefit covered under this rider is not applicable and the rider shall terminate if there is diagnosis of any Critical Illness or any signs or symptoms related to Critical Illness occurs:         <ol> <li>at any time on or after the date on which the risk under the Policy has commenced but before the expiry of 90 days reckoned from that date or</li> <li>before the expiry of 90 days from the date of Revival.</li> </ol> </li> </ol>	of Part C
		However, waiting period will not apply to conditions arising directly out of accident.	
		2. <u>Survival period</u> : A survival period of 30 days is applicable from the date of diagnosis of covered Critical Illness unless a separate Survival Period is specified for any particular disease/condition in the Critical Illness definitions. If death occurs within the survival period, no benefit shall be payable.	Condition 4 of Part C
8	Financial limits of coverage		
	i. Sub-limit (It is	Not Applicable	

	a pre-defined limit and the insurance company will not pay any amount in excess of the limit)		
	ii. Co- payment (It is a specified amount/perce ntage of the admissable claim amount to be paid by policyholder/i nsured)	Not Applicable	
	<ul> <li>iii. Deductible (It is a specified amount: <ul> <li>Up to which an insurance company will not pay any claim, any</li> <li>Which will be deducted from total claim amount (if claim amount is more than the specified amount)</li> </ul> </li> </ul>	Not Applicable	
	iv. Any other limit (as applicable)	The maximum aggregate limit of Critical Illness Sum Assured shall be based on the Underwriting Policy of the Corporation taking all existing policies of the Life Assured under LIC's New Critical Illness Benefit Rider (UIN: 512A212V01 and 512A212V02) and LIC's Critical Illness Health Rider (UIN: 512B227V01) including the Critical Illness Sum Assured under the new proposal into consideration	Condition 1.E of Part – F
9	Claims/Claims Procedure	Brief procedure and list of documents required including bank account details	Condition 4 of Part – F
		• Turn Around Time (TAT) for claims settlement:	
		S No         Service         Description of Item /         TAT           Service         Service         TAT	

			1 Claims	Claims settlements not requiring Investigations	15 days	
				Early Claims requiring investigations -decision & payment	45 days	
		https For	updated detail	b/guest/download-forms s, we request you to regularly	check our	
10	Policy Servicing		site www.licindi Turn Around			
	- ency controlling					
		S No	Description	of Item of Service	ТАТ	
		1		service requests concerning prrections in the policy document	7 days	
		2	date of recei		7 days	
		3	complied)	Address (KYC norms to be	7 days	
		4	Registration Assignment		7 days	
		5	applicable)	original policy conditions (where	7 days	
		6	requirements		7 days	
		7		mium Payment certificates (PPC)	7 days	
		<u>8</u> 9	Issue of Dup Premium due		7 days One month before due date	
		10	Surrender or	Partial withdrawal of Policy	7 days	
		~	Helpline/Call	centre number: 91-022-68276827		
		$\triangleright$	SMS LICHEL	P <policy number=""> to 922249</policy>	2224	
		≻	WhatsApp No	o- 8976862090		
			Contact detail	ls of the Insurer:		
		>		act us at our Branch Office, the entioned in the Part A (First Pa ent		
		$\blacktriangleright$	Alternatively p your Branch	blease visit https://licindia.in/branc	h to locate	
		$\succ$	Please visit ht	ttps://licindia.in/web/guest/downloa	ad-forms	

		>	<ul> <li>for downloading applicable forms and list of documents required including bank account details.</li> <li>For updated details , we request you to regularly visit our website www.licindia.in</li> </ul>		
11	Grievances/Com plaint s	S No	Description of Item of Service	ТАТ	
		1	Acknowledgement to complaint	Immediately	
		2	Action on Complaint and Intimation of decision to the complainant	14 days	
		3	If complaint is NOT resolved, communicate the details to the Policyholder of the options including referring the complainant to Insurance Ombudsman / Consumer Court	14 days from original date of receipt of complaint	Part G of
		• (	Contact details of Grievance Redres	sal Officer of the	Base Policy
		1	<b>Insurer</b> : You may contact the Grievance Redre the address as mentioned in the Part A the Base Policy Document.	A (First page) of	
			Alternatively the details of Grievance Redressal Officers can be found on the below link: <u>https://licindia.in/web/guest/grievances</u>		
			Link for registering the grievance w portal: If you are a registered policy holder register complaint/ grievance and track our Customer Portal (website) <u>www.lic</u> also contact at e-mail id: <u>co complaints</u> redressal of any grievances.	you can directly its status through <u>india.in</u> . You can	
			Link for registering: https://ebiz.licindia.in/D2CPM/?_ga=2.7 387.1677050657-120722208.1677050		
			For Senior Citizens: Email address: co_healthsc@licindia.c	om	
			Health Toll free Number: 18004259876	6	
			<b>Contact details of Ombudsman:</b> You can also approach Insurance Om Address and contact details is given in F of the Policy Document.		
			Alternatively the details of Ombudsmar	n can be found on	

		the below link: https://cioins.co.in 022-69038800/69038812	
		<u>Of Ombudsman</u> : For redressal of Claims related grievances, claimants can also approach Insurance Ombudsman on the address as per details given in the Part A (First Page) of Base Policy Document.	
12	Things to remember	Free look period: If the policyholder is not satisfied with the "Terms and Conditions" of the Rider, the Rider Endorsement alongwith Base Policy Document may be returned to the Corporation within 30 days from the date of receipt of the electronic or physical mode of policy document, whichever is earlier, stating the reason of objections. On receipt of the same the Corporation shall cancel the rider and return the amount of premium deposited for this rider after deducting the proportionate risk premium for Critical Illness Benefit for the period of cover (shall not be applicable during the waiting period), charges for stamp duty and expenses incurred on medical examination (including special reports, if any) on account of rider inclusion. Policy Renewal : Not Applicable Migration and Portability: Not Applicable Change in Sum Insured: Not Applicable Moratorium Period: Not Applicable	Condition 7 of Part – D
13	Your Obligations	Please disclose all pre-existing disesse/condition/s before buying/reviving a policy. Non-disclosure may result in claim not being paid.	

Declaration by the Policy Holder:

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

Place:

Date:

(Signature of the Policyholder)

Note:

- i. Product related documents including the Customer Information Sheet are available on Corporation's website <u>www.licindia.in</u>
- ii. In case of any conflict, the terms and conditions mentioned in the policy document shall prevail.