

Royal Sundaram General Insurance Co. Limited

(Formerly known as Royal Sundaram Alliance Insurance Company Limited)

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

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 “Hospitalization Expenses due to Accident” is on indemnity basis (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>	<p>F.1.13</p> <p>F.1.4</p>
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>	<p>F.1.11 (i)</p> <p>F.1.11 (ii)</p>
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>	<p>G.1.1</p> <p>G.1.3</p>
10.	Policy Servicing	Insurer to provide the details of company officials.	
	Grievances/Complaints	<p>Details of Grievance redressal officer (Insurer to provide the link) Grievances/Complaints -Company Officials: Mr. T M Shyamsunder – Grievance Redressal Officer</p> <p>https://www.royalsundaram.in/app/customer-grievance</p> <p>IRDAI Integrated Grievance Management System - https://igms.irda.gov.in/</p> <p>Insurance Ombudsman – The contact details of the Insurance Ombudsman offices have been provided as Annexure-A of Policy document.</p>	

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11.	<i>Insured's Rights</i>	1. Free Look period of 15 days from the date of receipt of the policy shall be applicable at the inception	F.1.18
12.	<i>Insured's Obligations</i>	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.	F.1.1
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.			