

## TRAVELSURE – GROUP

### POLICY SCHEDULE

Master Policy No.: \_\_\_\_\_ Issue Date: \_\_\_\_\_

Servicing Branch Office: \_\_\_\_\_

### INTERMEDIARY DETAILS

Intermediary Name: \_\_\_\_\_

Intermediary Code: \_\_\_\_\_

Contact Details: \_\_\_\_\_

Mobile No.: \_\_\_\_\_

Landline No.: \_\_\_\_\_

Address.: \_\_\_\_\_

### INSURED DETAILS

Name of the Policy Holder		
Present Address (Current Residing Address)	City: _____ Gram Panchayat: _____ PIN code: _____	Village: _____ State: _____ Landmark: _____
Permanent Address	City: _____ Gram Panchayat: _____ PIN code: _____	Village: _____ State: _____ Landmark: _____
Address Proof	(Officially Valid Document Name)	
Type of trip	Single / Multi-trip/ Opted Man days	
If Multi Trip Policy, then Maximum Duration of each trip chosen	15 Days/ 30 Days/ 45 Days/ 60 Days/ 90 Days/ 180 Days	
If Single Trip Policy, then duration of trip chosen		
Opted Man days duration	_____ days	
Purpose of Visit	Business/ Official/ Leisure/ Education	
Period of Insurance		
Business Type	New/ Renewal/ Migration/ Portability	
Geographical Boundaries	Worldwide including USA and Canada/ Worldwide excluding USA and Canada	
Co-Insurance applicable	Yes/ No	

As part of our Go Green initiative, your policy will be issued digitally to your registered mobile number via WhatsApp, SMS, and email. By issuing an e-policy, we help conserve the environment by saving a tree. An electronic policy document holds the same legal validity as a physical copy. The date on which the policy document is delivered will be considered for determining the free look period.

However, if you would prefer to receive a physical copy of your policy document, simply send an SMS with the message "PRINT <Policy Number>" to 561612 from your registered mobile number.

## COINSURANCE DETAILS

Co-Insurer	% of Share
1	
2	
3	
4	

CONTACT DETAILS	POLICY SERVICING	CLAIMS SERVICING
<b>Email</b>	<a href="mailto:customer.care@sbigeneral.in">customer.care@sbigeneral.in</a>	<a href="mailto:sbig.health@sbigeneral.in">sbig.health@sbigeneral.in</a>
<b>Toll-Free number</b>	1800 102 1111 (Available 24/7) For agents and intermediaries 1800 22 1111 (Available 24/7)	1800 210 3366, 1800 210 6366
<b>Website</b>	<a href="http://www.sbigeneral.in">www.sbigeneral.in</a>	
<b>Fax No</b>	1800227244, 18001027244	+91 20 49334525

## TPA DETAILS

Falck India Pvt Ltd  
Upper Floor, The Peach Tree  
Sushant Lok – 1, Block C  
Sector 43, Gurugram 122 015

US/Canada Toll Free Number: 1-888-216-8304  
Indian Landline Number: + 91-124-4498 764  
Email: [sbig.travel@falck.com](mailto:sbig.travel@falck.com)

## GRIEVANCE REDRESSAL

If You have a grievance about any matter relating to the Policy, or Our decision on any matter, or the claim, You can address Your grievance as follows:

### Stage 1: Bima Bharosa

You can register your grievances with the regulator using the following link:  
<https://bimabharosa.irdai.gov.in/Home/Home>

### Stage 2: Head – Customer Care

Alternatively, if you wish to register your grievances directly with us, you may write to the Head – Customer Care. We aim to respond to all Grievances within 7 days. In our initial acknowledgement of receipt letter, we will provide the name and title of the person that is handling your Grievance. This individual will have the authority necessary to investigate and resolve the Grievance.

Email: [head.customercare@sbigeneral.in](mailto:head.customercare@sbigeneral.in)  
Toll-Free Number: 1800 102 1111 (Available 24/7)

### For Senior Citizens:

Senior citizens can reach us through the following dedicated channels:  
Email: [Seniorcitizengrивences@sbigeneral.in](mailto:Seniorcitizengrивences@sbigeneral.in)  
Toll-Free Number: 1800 102 1111 (Available 24/7)

### Stage 3: Grievance Redressal Officer (GRO)

In case, you are still not satisfied with the decision/resolution communicated by the above officer or have not received any response within 5 Business days, you may escalate the matter to the Grievance Redressal Officer (GRO) which will undergo a detailed case investigation, and we aim to resolve the issue within 7 days from the date of receipt of your Grievance at GRO Desk

Email: [gro@sbigeneral.in](mailto:gro@sbigeneral.in)

Phone: 022-45138021

Note: - The Company shall endeavour to maintain the regulatory TAT of 14 days in resolving your grievances.

### Stage 4: Escalation to Insurance Ombudsman

If you feel that the response to your Grievance was unsatisfactory, or if you believe your concerns have not been adequately addressed by the company, you may escalate the matter to the Insurance Ombudsman.

Submit your Grievance online: <https://www.cioins.co.in/Ombudsman>.

## IMPORTANT NOTE

Insurance is a contract of Utmost Good Faith requiring the Insured not only to disclose all information related to his health and which has a bearing on the acceptance or rejection of the Proposal by the Insurer and also not to suppress any factual information in response to the questions in the Proposal form.

Please examine this Policy including its attached Schedules/ Annexure if any. In the event of any discrepancy, contact the office of the Insurer immediately, it is noted that this Policy shall be otherwise considered as being entirely in order.

In case of payment by cheque, in the event of dishonor of cheque for any reason whatsoever, insurance provided under this document automatically stands cancelled from the inception of the Policy irrespective of whether a separate communication is sent or not.

All terms, conditions, and exclusions are as per standard Policy wordings attached with this Schedule

To verify your Policy details click/ visit [www.sbigeneral.in](http://www.sbigeneral.in)

## ANNEXURE

### POLICY COVERAGE

S. No	Cover Name	Sum Insured/ Limits	Deductible
1	Medical Expenses- Accident & Sickness	<< As per limit chosen >>	<< As per limit chosen >>
2	Emergency Medical Evacuation and Transportation	<< As per limit chosen >>	<< As per limit chosen >>
3	Repatriation of Mortal Remains	<< As per limit chosen >>	<< As per limit chosen >>
4	Dental Expense	<< As per limit chosen >>	<< As per limit chosen >>
5	PED Cover (In-patient Hospitalization and Day Care Treatment)	<< As per limit chosen >>	<< As per limit chosen >>
6	Hospital Daily Cash	<< As per limit chosen >>	<< As per limit chosen >>

7	Personal Accident including Disappearance	<< As per limit chosen >>	<< As per limit chosen >>
8	Accidental Death & Dismemberment (Common Carrier)	<< As per limit chosen >>	<< As per limit chosen >>
9	Adventure Sports Coverage	<< As per limit chosen >>	<< As per limit chosen >>
10	Reinstatement of SI in case of Accidental Hospitalisation	<< As per limit chosen >>	<< As per limit chosen >>
11	Delay of Checked in Baggage	<< As per limit chosen >>	<< As per limit chosen >>
12	Loss of Checked in Baggage	<< As per limit chosen >>	<< As per limit chosen >>
13	Trip Delay	<< As per limit chosen >>	<< As per limit chosen >>
14	Missed Connection	<< As per limit chosen >>	<< As per limit chosen >>
15	Trip Cancellation due to Hospitalization	<< As per limit chosen >>	<< As per limit chosen >>
16	Trip Cancellation for any reason	<< As per limit chosen >>	<< As per limit chosen >>
17	Trip Interruption	<< As per limit chosen >>	<< As per limit chosen >>
18	Bounced Bookings of Airlines and Hotel	<< As per limit chosen >>	<< As per limit chosen >>
19	Hijack Distress Allowance	<< As per limit chosen >>	<< As per limit chosen >>
20	Loss of Passport	<< As per limit chosen >>	<< As per limit chosen >>
21	Loss of International Driving License	<< As per limit chosen >>	<< As per limit chosen >>
22	Up-gradation to Business Class	<< As per limit chosen >>	<< As per limit chosen >>
23	Compassionate Visit	<< As per limit chosen >>	<< As per limit chosen >>
24	Return of Minor Child	<< As per limit chosen >>	<< As per limit chosen >>
25	Political Risk and Catastrophe Evacuation	<< As per limit chosen >>	<< As per limit chosen >>
26	Personal Liability	<< As per limit chosen >>	<< As per limit chosen >>
27	Bail Bond Insurance	<< As per limit chosen >>	<< As per limit chosen >>
28	Home Burglary (Home in India) (in INR)	<< As per limit chosen >>	<< As per limit chosen >>
29	Fire Cover for Building (Home in India) (in INR)	<< As per limit chosen >>	<< As per limit chosen >>
30	Fire Cover for Contents (Home in India) (in INR)	<< As per limit chosen >>	<< As per limit chosen >>
31	Emergency Cash Assistance	<< As per limit chosen >>	<< As per limit chosen >>
32	Maternity Cover	<< As per limit chosen >>	<< As per limit chosen >>
33	Loss of Portable Equipment	<< As per limit chosen >>	<< As per limit chosen >>
34	Travel Loan Secure	<< As per limit chosen >>	<< As per limit chosen >>
35	Visa Fees Protection	<< As per limit chosen >>	<< As per limit chosen >>
36	Chiropractic Treatment	<< As per limit chosen >>	<< As per limit chosen >>

37	Extended Cover in the Country of Residence	<< As per limit chosen >>	<< As per limit chosen >>
38	Fraudulent Card Payment	<< As per limit chosen >>	<< As per limit chosen >>
39	Travel Date Change Cover	<< As per limit chosen >>	<< As per limit chosen >>
40	Deportation Expenses	<< As per limit chosen >>	<< As per limit chosen >>
41	Tuition Fee	<< As per limit chosen >>	<< As per limit chosen >>
42	Sponsor Protection	<< As per limit chosen >>	<< As per limit chosen >>
43	Loan Protection	<< As per limit chosen >>	<< As per limit chosen >>
44	Educational Institution - Insolvency/ Derecognition	<< As per limit chosen >>	<< As per limit chosen >>
45	Residential Nursing Benefit	<< As per limit chosen >>	<< As per limit chosen >>
46	Sports injury	<< As per limit chosen >>	<< As per limit chosen >>
47	Alcoholism & Drug Abuse	<< As per limit chosen >>	<< As per limit chosen >>
48	Self-inflicted Injury	<< As per limit chosen >>	<< As per limit chosen >>
49	Mental and Nervous Disorder	<< As per limit chosen >>	<< As per limit chosen >>
50	Cancer Prevention - Screening & Mammography Cover	<< As per limit chosen >>	<< As per limit chosen >>
51	Physiotherapy	<< As per limit chosen >>	<< As per limit chosen >>
52	Vision Care	<< As per limit chosen >>	<< As per limit chosen >>
53	Felonious Assault	<< As per limit chosen >>	<< As per limit chosen >>
54	Visa Revocation Expenses	<< As per limit chosen >>	<< As per limit chosen >>
55	Accommodation Extension Expenses	<< As per limit chosen >>	<< As per limit chosen >>