GROUP PERSONAL ACCIDENT INSURANCE POLICY

Master Policy No. for SBI: 143820-0000-00 & 143990-0000-00; SBH: 143821-0000-00;





1800 22 1111 | 1800 102 1111

Call (Toll Free)

SBM : 143822-0000-	00; SB	BJ:	143	82	23-0	000	0-0)0;	SB.	T : 14	43	824	-0	00	0-0	0;	SB	P :	14	382	25-	00	00-	00				10	500	22		· · ·	•			ner		
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Name of the proposed Insured Person																																						
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SBI General Insurance Company Limited. IRDA Reg. No. 144 dated 15/12/2009. CIN: U66000MH2009PLC190546. SBI Logo displayed belongs to State Bank of India and used by SBI General Insurance Co. Ltd. under license. Corporate & Registered Office: 'Natraj', 101, 201 & 301, Junction of Western Express Highway & Andheri - Kurla Road, Andheri (East), Mumbai - 400 069. Insurance is the subject matter of the solicitation.

MOST IMPORTANT TERMS & CONDITIONS OF THE MASTER POLICY

This Insurance is subject to the terms and conditions of the Master Policy Number mentioned on the Certificate of Insurance issued to SBI & its Associate Banks and is based on this Proposal and payment of the Premium. This records the agreement between Insured and SBI General Insurance Company and sets out the brief terms of insurance and the obligations of each party as below:

TERMS & CONDITIONS

- This Policy can be bought by any permanent Indian resident having a Savings Bank / Individual Current Account with SBI & its Associate Banks and aged between 18 years to 65 years.
- Irrespective of the number of accounts the Insured has with SBI & its Associate Banks, insured is eligible to take only one policy from SBI General Insurance. Our liability will be restricted to max Rs.200,000 / Rs.400,000 / Rs.10,00,000 / Rs.20,000 as the case may be, per life, for settlement of Claim.
- Coverage under this Policy will be over and above any other Personal Accident Policies Insured has with SBI General or with any other Indian General Insurance Companies.
- Insured may terminate this Policy at any time by giving us 15 days written notice. If no claim has been made under the Policy, then we will refund premium in accordance with the table below:

Length of time Policy in force	Refund of premium	Length of time Policy in force	Refund of premium			
up to 1 month	75%	up to 6 months	25%			
up to 3 months	50%	exceeding 6 months	0%			

- We may terminate this Policy upon 15 days notice by sending a written notice of cancellation to your address and we shall refund a rateable proportion of the premium actually paid in respect of any Insured Person. Termination of this Policy shall not affect any claim filed prior to the date on which termination becomes effective as specified in the notice of termination.
- Such Termination may be on grounds of mis-representation, fraud, non-disclosure of material facts or non-cooperation of the insured.
- The premium at the time of the renewal of the policy would be the applicable premium at the date of renewal and as approved by IRDA. However, renewal will be subject to the Account of the Insured with SBI & its Associate Banks being still live and operational.
- The policy shall become voidable at the option of Insurer, in the event of any untrue or incorrect statement, misrepresentation, non-description or non-disclosure in
 any material particular in the proposal form/personal statement, declaration and connected documents or any material information having been withheld by the
 Insured or anyone acting on Insured's behalf. Any person who, knowingly and with intent to defraud the Company or any other person, files a proposal for insurance
 containing any false information, or conceals for the purpose of misleading, information concerning any fact material thereto, commits a fraudulent insurance act,
 which will render the policy voidable at the sole discretion of the Company.

EXCLUSIONS

The Company shall not be liable for any claim or claims under this Policy arising from

- Suicide, attempted suicide (whether sane or insane) or intentionally self-inflicted injury or illness, or sexually transmitted conditions, mental or nervous disorder, anxiety, stress or depression, Acquired Immune Deficiency Syndrome (AIDS), Human Immune deficiency Virus (HIV) infection; or
- · Occupations like serving in any branch of police, paramilitary, military & armed forces of any country, whether in peace or war; or
- · Being under the influence or abuse of drugs, alcohol, or other intoxicants or hallucinogens unless properly prescribed by a physician and taken as prescribed; or
- · Participation in an actual or attempted felony, riot, crime, misdemeanour, or civil commotion; or
- Operating or learning to operate any aircraft, or performing duties as a member of the crew on any aircraft apart from a Scheduled Airline; or whilst engaged in aviation or ballooning, or whilst mounting into, dismounting from or travelling in any balloon or aircraft other than as a passenger (fare paying or otherwise) in any duly licensed standard type of aircraft anywhere in the world; or
- Any loss arising out of war, civil war, invasion, insurrection, revolution, act of foreign enemy, hostilities (whether war be declared or not), rebellion, mutiny, use of
 military power or usurpation of government or military power; or
- Payment of compensation in case of death of the Insured person from nuclear damage caused by, contributed to, by or arising from ionising radiation or contamination by radioactivity from:
 - any nuclear fuel or from any nuclear waste; or from the combustion of nuclear fuel (including any self-sustaining process of nuclear fission);
 - nuclear equipment or any part of that equipment; or
- The dispersal or application of pathogenic or poisonous biological or chemical materials; the release of pathogenic or poisonous biological or chemical materials, or congenital anomalies or any complications or conditions arising there from; or
- Participation in winter sports, skydiving/parachuting, hand gliding, bungee jumping, scuba diving, ballooning, mountain climbing (where ropes or guides are customarily used), riding or driving in races or rallies using a motorized vehicle or bicycle, caving or pot-holing, hunting or equestrian activities, skin diving or other underwater activity, rafting or canoeing involving white water rapids, yachting or boating outside coastal waters (2 nautical miles), participation in any professional sports, any bodily contact sport or/and any other hazardous or potentially dangerous sport for which Insured is untrained; or
- Death resulting directly or indirectly, contributed or aggravated or prolonged by childbirth or from pregnancy; or
- For any loss to which a contributing cause was insured person's actual or attempted commission, or wilful participation in, an illegal act or any violation or attempted violation of the law or resistance to arrest or insured person committing any breach of law with criminal intent; or
- Loss caused directly or indirectly, wholly or partly by infections (except pyogenic infections which shall occur through an accidental cut or wound) or any other kind of disease

For Renewal of your policy or for Cancellation of your Auto Renewal Authorisation please contact 1800-102-1111 / 1800-22-1111 (Toll-free 8:00 am to 8:00 pm - Monday to Saturday) or write to us at customer.care@sbigeneral.in.

For complete details of Coverage & Policy Wording, kindly visit our website - www.sbigeneral.in

Grievance Redressal Procedure

nuclear weapons material;

We value your relationship and are committed to offer you best in class service. However, if you are dissatisfied with the services rendered by us during any of your interactions with us or on resolution provided by us on your service request or complaint, we request you to register your concern with our Customer Care by following the steps mentioned below. We will acknowledge receipt of your concerns within next 72 working hours and will respond to you as soon as possible, upon completion of the investigation.

Step 1: Call us at 1800-102-1111 / 1800-22-1111 (Toll-free 8:00 am to 8:00 pm - Monday to Saturday) or write to us at customer.care@sbigeneral.in. If you don't hear from us within 48 hrs please follow Step 2

Step 2: If you are not happy with the resolution provided, please write to Head – Customer Care at our Registered Office address printed overleaf. If after having followed Step 1 and Step 2 your issue remains unresolved for more than 30 days from the date of filing your first complaint, you may approach the Insurance Ombudsman for redressal of your grievance.