

FAQs

Health insurance

1. Does my policy cover the COVID-19?

The Corona Viral infection resulting in hospitalisation and related expenses will be covered provided your medical policy covers hospitalisation and related expenses. There are some policies which cover specific named illnesses which will not cover Corona Viral Infection.

2. What does "grace period for policy renewal" mean?

The grace period for renewal of policies falling due during the lockdown period between 25.3.2020 to 3.5.2020 is extended upto 15.5.2020 for payment of premium without losing continuity benefit. Some companies may also allow payment of premium in instalments. However efforts should be made to pay premium online as soon as possible. Valid claims during grace period will be payable.

The World Health Organization (WHO) declared on 12 March 2020 the current COVID-19 outbreak as a pandemic. Will medical insurance policies still provide coverage for COVID-19?

The existing policies covering hospitalisation will continue to cover corona virus related hospitalisation. For new policies there is normally a waiting period of 30 days.

3. Does my policy cover Covid-19 testing expenses even if I do not undergo hospitalization

Testing expenses are payable as pre hospitalization. If there is no hospitalization such expenses are not covered.

4. What happens if I cannot intimate my health claim as per the timelines stipulated in the policy?

You may use helpline or email for intimation of claims and submission of documents electronically or use customer portals. Insurers will be empathetic in case of genuine difficulties faced by clients.

Motor Third Party Insurance

It has been allowed to renew the policies falling due in lockdown period on or before 15.5.2020.

Motor OD

1. Can I get refund under my Motor Insurance premium/extend validity on pro-rata basis for the lock down period as the vehicles are not being used during the said period.

There is no such provision under motor policies issued by Insurers

Travel Insurance/OMP

1. If my trip is cancelled due to corona travel restrictions can I claim refund or get the policy extended?

If the trip is cancelled, due to lockdown, destination country imposing flight ban, immigration ban or quarantine arising out of Covid19, policyholder can apply for a premium refund for the travel insurance purchased or request for a change in the travel period provided the insured trip has not yet commenced. Policy Holders can also apply for a change in the travel period; or request for extension of their OMP policy if they are unable to travel back home due to lockdown conditions.

House holder Insurance

1. Will my insurance cover the cost of a deep clean to my property should it be sealed due to contamination by COVID-19?

Most standard householder insurance policies do not provide cover for the costs of cleaning a property

2. I have been quarantined or am unable to travel from abroad and therefore my home may be left unoccupied. Will I be covered?

Normally the insurance coverage will continue in such an eventuality under most of the policies and wherever non occupancy limits are mentioned in the policy under certain sections, Insurers will be taking a pragmatic approach to individuals who are quarantined or stuck abroad and are unable to return to their home. Individuals should contact their insurer to obtain advice on this issue.

Subject to risk management measures are taken as much as possible to ensure the safety and security of unoccupied premises eg. Fire extinguishers, sprinklers, 24/7 security, CCTV cameras, electric power supply being shut down in storage blocks etc.

SMEs and small shopkeepers

1. Is my risk covered under fire policy beyond 30 days as it remains unoccupied due to lockdown?

Insurers have agreed to extend the cover under Fire and Special Perils policy SFSP upto 3.5.2020 without requirement of any notice from the insured

The General insurers have been advised by the Authority(IRDAI) vide press release dated 30.4.2020 to inform the policyholders of how the relevant clause(s) would apply beyond 3rd May, 2020 in all policies and what action is needed by the policyholders to avail of uninterrupted coverage. The insurers need to take a reasonable and suitable approach depending on the local situation in different geographies.

The Policyholders in turn are requested to read the terms and conditions of their insurance policies carefully and be aware of the policy requirements in case they or their insured properties are located in areas where there could be prolonged restriction of movement.

Subject to risk management measures are taken as much as possible to ensure the safety and security of unoccupied premises eg. Fire extinguishers, sprinklers, 24/7 security, CCTV cameras, electric power supply being shut down in storage blocks etc.

2. If the premise is unoccupied for more than 7 days will the burglary cover be available?

It is a known fact that unoccupied premises present an increased risk of burglary. It is advisable to give notice to insurers who will work with you to ensure suitable action is taken. Insurers will try and be as flexible as possible in these circumstances.

Subject to risk management measures are taken as much as possible to ensure the safety and security of unoccupied premises eg. Fire extinguishers, sprinklers, 24/7 security, CCTV cameras, electric power supply being shut down in storage blocks etc.

Claims FAQs

1. Will there be any extension to claim submission periods?

We understand that members may experience some delays in submitting their claims to us due to COVID-19. We request that claims are still submitted as soon as reasonably possible, however, we have increased the standard submission period with immediate effect till the lock down closes or as specified by the IRDAI.

2. Will my travel history affect my claim status?

If you have an active health policy, your travel history will not have any impact on your claim

3. Is hospitalisation due to Covid-19 mandatory for an Insurance claim?

Yes. Any person who is hospitalized for at least 24 hours as a result of coronavirus and takes treatment will be covered as per the terms and conditions of the policy.

4. Will the policy covers expenses due to quarantine?

In case the quarantine is in a hospital on the advice of a Medical practitioner, then the medical expenses incurred will be covered in accordance with the policy terms and conditions. However, expenses incurred on account of self-quarantine or quarantine at home will not be covered

5. What are the expenses not covered under Covid-19 as per insurance policy?

The non-payable expenses as listed by IRDAI will not be covered under the health insurance policy