

LIFE INSURANCE

Aditya Birla Sun Life Insurance Company Limited



ADITYA BIRLA
CAPITAL

PROTECTING INVESTING FINANCING ADVISING

Dear Customer,

In this hour of need due to the outbreak of **COVID 19 (Corona Virus)** Aditya Birla Sun Life Insurance Company is committed to extend support to our policy holders and their families affected by this Pandemic.

Hospitalization Benefit:

We wish to inform you that the below plans cover COVID 19 **hospitalization benefit as per T&C of the product:**

- Hospital Care Rider
- Hospital Plus Plan
- Saral Health Plan
- Universal Health Plan
- Health Plan
- Hospital Cash Plan

A simplified claim settlement process for the policy holders who have been impacted by this/such Pandemic is given as below. **A dedicated claims manager will also assist you for expeditious settlement of claim.** List of documents to be submitted -

- Claim Form – Part A & B (available on <https://lifeinsurance.adityabirlacapital.com/>)
- Discharge Summary from hospital (Isolation centre)
- Investigation reports of all Diagnostics tests done
- Attending physician's report referring him/her to the isolation centre
- All Indoor Case papers related to the treatment
- Photo Identity of Life Insured
- Cancelled cheque of the Policy Owner

The above mentioned documents need be submitted at the below mentioned email id/address of our TPA - **FAMILY HEALTH PLAN INSURANCE TPA LIMITED**

For any further information or assistance, please contact our TPA in any of the following ways:

- **Call: 1800-102-4033**
- **Email: abslicrm@fhpl.net**
- **For Senior Citizens Email at: seniorcitizensdesk@fhpl.net**
- **Address:Registered & Corporate, No:8-2-269/A/2-1 To 6, 2nd Floor, Srinilaya Cyber Spazio, Road No.2, Banjara Hills, Hyderabad, Telangana – 500034**

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Aditya Birla Sun Life Insurance Company Ltd.

(Formerly known as Birla Sun Life Insurance Company Ltd.)

G Corp Tech Park, 5th & 6th Floor, Kasar Wadavali, Ghodbunder Road, Marg,

Thane – 400 601 | 1800 270 7000

care.lifeinsurance@adityabirlacapital.com | www.adityabirlasunlifeinsurance.com

Registered Office:

One Indiabulls Centre, Tower 1, 16th Floor,
Jupiter Mill Compound, 841, Senapati Bapat

Elphinstone Road, Mumbai - 400 013

CIN: U99999MH2000PLC128110

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Death Benefit:

We wish to inform you that the below plans cover COVID 19 **death benefit as per T&C of the product:**

- All Life Insurance Plans

A **simplified claim settlement process** for the policy holders who have been impacted by this/such Pandemic is given as below. **A dedicated claims manager will also assist you for expeditious settlement of claim.** List of documents to be submitted -

- Claimant Statement Form (available on <https://lifeinsurance.adityabirlacapital.com/>)
- Copy of Death Certificate (Issued by Municipal Authority/Gram Panchayat)
- Medical Attendant's Certificate (available on <https://lifeinsurance.adityabirlacapital.com/>)
- Investigation reports of all Diagnostic tests done
- Attending physician's report referring him/her to the isolation centre
- All Indoor Case papers related to the treatment
- Copy of Claimant's Photo Identity, Relationship Proof
- Cancelled cheque of the beneficiary
- Original Policy Bond

The above mentioned documents need to be submitted to us at the below mentioned email id/address.

For any further information or assistance, please contact our us in any of the following ways:

- **Call: 1800-270-7000**
- **Email: claims.lifeinsurance@adityabirlacapital.com**
- **Address: Aditya Birla Sun Life Insurance Co. Ltd., 6thFloor, G-Corp Tech Park, Kasarwadavali, Ghodbunder Road, Thane (w) 400601**

We assure our policyholders affected by this unfortunate event that we will always be standing by them in their hour of need.

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FAQs related to Claims due to Corona Virus (COVID 19)

1) Is coronavirus disease covered in my insurance policy?

For all **life insurance policies** already issued, the above is covered and for all pending policies and the new business, the above is covered if the policy is issued based on complete disclosure related to travel and health at application stage.

It is also gets covered under **hospitalisation claims** under the following plans:

- Hospital Care Rider
- Hospital Plus Plan
- Saral Health Plan
- Universal Health Plan
- Health Plan
- Hospital Cash Plan

Coverage will be based on the criteria defined in the Policy wordings, provided valid documents have been submitted during the claim

2) What are the claim requirements to be submitted for hospitalisation claim due to Coronavirus?

List of documents to be submitted at claims intimation are as below:

- Claim Form – Part A & B (available on <https://lifeinsurance.adityabirlacapital.com/>)
- Discharge Summary from hospital (Isolation centre)
- Investigation reports of all Diagnostics tests done
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3) What are the claim requirements to be submitted for death claim due to Coronavirus?

List of documents to be submitted at claims intimation are as below:

- Claimant Statement Form (available on <https://lifeinsurance.adityabirlacapital.com/>)
- Copy of Death Certificate (Issued by Municipal Authority/Gram Panchayat)
- Medical Attendant's Certificate (available on <https://lifeinsurance.adityabirlacapital.com/>)
- Investigation reports of all Diagnostic tests done
- Attending physician's report referring him/her to the isolation centre
- All Indoor Case papers related to the treatment
- Copy of Claimant's Photo Identity, Relationship Proof
- Cancelled cheque of the beneficiary
- Original Policy Bond

4) Since your branches are closed; how/ where do I intimate my claim?

You can intimate the **death** claim to us at the below mentioned email id/address. in any one of the following ways –

Call at : 1800-270-7000

Email at : claims.lifeinsurance@adityabirlacapital.com

Address: Aditya Birla Sun Life Insurance Co. Ltd., 6thFloor, G-Corp Tech Park, Kasarwadavali, Ghodbunder Road, Thane (w) 400601

You can intimate **hospitalization** claim at the below mentioned email id/address of our **TPA - FAMILY HEALTH PLAN INSURANCE TPA LIMITED**

For any further information/assistance, please contact our TPA in the following ways:

Call at : 1800-102-4033

Email at : abslicrm@fhpl.net

For Senior Citizens Email at: seniorcitizensdesk@fhpl.net

Address: Registered & Corporate, No:8-2-269/A/2-1 To 6, 2nd Floor, Srinilaya Cyber Spazio, Road No.2, Banjara Hills, Hyderabad, Telangana – 500034

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5) Is there any waiting period for claims under corona virus treatment?

For all life insurance policies, once issued, the above is covered without any waiting period.

Some of our hospitalisation benefit plans have waiting period of 90 days for claiming hospitalization benefit. Hence if a hospitalisation claim on COVID 19 is raised then the claim will be processed as per T&C of the respective plan.

6) Will I get any support /assistance for the claim process?

All claims reported due to Corona Virus, will be assigned a dedicated Claim relationship manager who would facilitate quick and speedy settlement.

7) Will COVID-19 illness be considered under Terminal Illness Rider claims?

No, COVID 19 illness cannot be considered under Terminal Illness Rider claims.

8) Will COVID 19 illness be considered under Critical Illness Rider claims?

No COVID 19 illness cannot be considered under Critical Illness Rider claims.