



## **THE ORIENTAL INSURANCE COMPANY LIMITED**

**Regd Office: a 25/27, Oriental House, Asaf Ali Road, Delhi-110002**

**Dear Insured's,**

It's our pleasure to serve you through our Health Insurance Policies for all your medical needs in case of emergencies. We are available as always to extend our 24\*7 support to all our customers for policy services and all health related queries.

It is to inform you all taking due cognizance of the circulated instructions by IRDAI vide Circular No: IRDAI/HLT/CIR/MISC/078/04/2020 dated:02<sup>nd</sup> April, 2020 and IRDAI/HLT/CIR/MISC/082/04/2020 dated: 03<sup>rd</sup> April, 2020 ( Queries and Responses on Circular No: IRDAI/HLT/CIR/MISC/078/04/2020 of 02<sup>nd</sup> April 2020: Attached as Annexure "A") directing all Stand Alone Health Insurers and General Insurers on guidelines issued under Notification issued by The Department of Financial Services, Government of India, dated 1<sup>st</sup> April, 2020 on the captioned matter in public interest. Vide the notification, the Central Government has directed that policyholders whose health insurance policies fall due for renewal during the period on and from 25<sup>th</sup> March, 2020 up to 14<sup>th</sup> April, 2020 and who are unable to make payment of their renewal premium on time in view of the prevailing situation in the country as a result of COVID 19 are allowed to make premium payment for renewal of policies to their insurers **on or before 21<sup>st</sup> April, 2020** to ensure continuity of the health insurance cover.

Thereby all our insured customers are requested to kindly take a note of the following advisories and act prudently to get themselves continuously covered under various health insurance policies falling due for renewal within this lockdown period with preexisting benefits intact.

1. All policyholders shall be required to pay the renewal premium for the entire period of 12 months from the date it was due, on or before 21<sup>st</sup> April, 2020.
2. Though all efforts would be made to inform you through e-mail, SMS, telephonically etc. about your renewals but you are requested to kindly check your renewal date and act accordingly.
3. Kindly contact your policy issuing office, agents and intermediaries for payment of premium for the purpose of ensuring continuity your health policy.
4. Please note that the policy will be issued only after receipt of premium due on or before the last date indicated above and it shall be ensured that the period of cover commences from the date the renewal was due without there being any break in the policy period provided such renewal fell due within the lockdown period (25<sup>th</sup> March, 2020 to 14<sup>th</sup> April, 2020).
5. Please be assured that adequate arrangements are made for ease of payment of premium by all policyholders during the week following the end of the lockdown period (the last date being 21<sup>st</sup> April, 2020).

The queries and the responses thereto are given hereunder:

1. What will be the consequences of notification on payment of renewal premium in respect of health insurance policies?

**Ans: Policyholders could face difficulties in remitting renewal premium during the lock down period. Therefore the insurers are directed to cover the risk in cases where renewal premiums are due but could not be paid during the period 25<sup>th</sup> March, 2020 to 14<sup>th</sup> April, 2020 provided renewal premium is paid on or before 21<sup>st</sup> April, 2020.**

2. Whether this is applicable to individual policies or group policies or both?

**Ans: This is applicable to all policies, that is, both individual and group policies of health insurance business.**

3. What will be date from which the renewal of health policy will be reckoned?

**Ans: The commencement of the renewed policy shall be the date on which the renewal premium is actually due. For example; If an existing policy expires on 27<sup>th</sup> March, 2020 and the renewal premium is paid on 20<sup>th</sup> April, 2020, the renewal of the policy shall be effective from 28<sup>th</sup> March, 2020.**

4. Whether an insurer or insurance agent or insurance intermediary may advise / remind policyholders to pay the renewal premium during lock down period.

**Ans: IRDAI advises policyholder to remit premiums in time. All Insurers, insurance agents and insurance intermediaries are expected to advice policyholders for remitting the renewal premiums.**

5. Whether policyholder can wait till 21<sup>st</sup> April, 2020 to pay the premium?

**Ans: Policyholders can remit the renewal premium at any time through electronic or digital means, though 21<sup>st</sup> April, 2020 is the outer limit.**