

TERMS & CONDITIONS - APPLICATION FOR GENERAL INSURANCE

For Holders of Citibank Credit Cards/Citibank Accounts

'Citibank Cardmember' or 'Cardmember' shall mean and include applicant and/or authorised Cardmember and/or Additional Cardmember, (hereinafter referred to as 'Cardmember'). Cardmember and a Citibank Account holder shall hereinafter be collectively referred to as "Member".

1. The general/health insurance products, hereinafter referred to as the 'Policy', entitles the Member and their dependent family members to the benefits of the Policy as per rules or terms and conditions of the respective insurance policy issued by Royal Sundaram General Insurance Co. Limited, or New India Assurance Co. Ltd. or HDFC ERGO General Insurance Company Ltd or Bajaj Allianz General Insurance Company Limited or Aditya Birla Health Insurance Co. Limited hereinafter referred to as "insurance company".
2. The Member recognizes and understands that once his/her consent has been received by Citibank, it shall not be possible for the Insurance Company to entertain requests for alteration of choice of the Policy. Alterations, if any, can be done only at the time of renewal of the Policy.
3. The Member agrees and acknowledges that if he/she opts for non-renewal of the Policy in case of the policies that are on automatic renewal mode or any changes in details of people/property covered for subsequent Policies, he/she shall inform the Bank in writing by filling in the application form indicating his/her preference and ensuring that it reaches at least 30 days prior to the date of renewal of the Policy. In case of non renewal of the policy, he /she can inform CitiPhone through explicit instruction for the same. In the absence of receipt by the Bank of such instructions, it shall be construed by the Bank that he/she has opted for automatic renewal/auto debit to his Card/Bank Account towards renewal of the existing Policy. If the Citibank Card/Bank Account is closed for any reason or the Card/Bank Account has insufficient balance, the Policy cannot be renewed on automatic renewal basis. In this case, the insured has to make his/her own alternative arrangements for renewal of the Policy before the due date.
4. Payments: The Member expressly authorises Citibank to debit the Policy premium amount as well as the renewed Policy premium amount, in the event of any changes, in accordance with the terms and conditions of the Insurer from his Citibank Credit Card/Bank account for the Policy benefits sought for the Member or his/her family member(s).
5. The Member explicitly agrees that he/she gets insurance benefits from the insurance company corresponding to the premium amount debited on the Citibank Card/Bank Account, to the extent of the Insurance cover corresponding to the amount of premium that can be debited towards the said Card/Bank Account. The premium shall be treated like any other charge and may attract additional charges, including interest and/or service charges, in case of delayed or partial payment on the Card. Without prejudice to the aforesaid, Citibank reserves the right to arrange to have the insurance cover(s) withdrawn, in case of delayed payments or non-payment. The Account Opening Terms & Conditions and the Cardmember Agreement shall hold good for this offer.

6. Citibank reserves the right to accept requests for the Policy benefits and forward it to the Insurance Company. Applications accepted by Citibank shall not constitute deemed acceptance of the applicant as eligible for insurance cover by the Insurance Company. Citibank shall also not be responsible for any rejection of request for the Policy benefits by the Insurance Company. If the Insurance Company rejects a request for the Policy, Citibank shall be obliged to credit the amount of premium debited to the Member's Card/Account only after it has received a refund of the said amount from the Insurance Company. It must be understood that Citibank is purely a payment intermediary to the Member to avail of the insurance cover. Citibank holds out no warranty or makes no representation about quality, delivery of the cover or claims processing whatsoever by the Insurance Company.
7. The Member specifically acknowledges and understands that the Insurance Company is solely liable in case of death, disability, injury or hospitalisation of the insured person and shall not hold Citibank responsible in any manner, for compensation, recovery of compensation, processing of claims or otherwise.
8. If the Insurance Company accepts a request for the Policy, a cover note shall be sent by the Insurance Company directly to the insured person at the address specified by the Member. The insured person shall be bound by all the Terms & Conditions of the Insurance Company relating to the grant of such insurance that are in force and as amended from time to time.
9. At the time of renewal, the Member must ensure that his/her Card/Bank Account is in good standing and the available credit limit/available balance is adequate to cover payment for the Policy and related charges. In case Citibank is unable to debit the premium on the date of renewal of the policy, it shall attempt the debit on later dates till the transaction is completed, provided the Member does not lose any continuity benefit on the Policy.
10. Please note that at the time of renewal, if the Card under which the Member has opted for the Policy is reissued/ swapped, while the bank endeavours that his/her reissued/swapped Card will be debited on best effort basis, however, in such event, it would be the member's primary obligation to ensure such payment for effecting renewal of policy. This is provided, the Card Account is in good standing and the available credit limit is adequate to cover payment for the Policy and related charges.
11. Claims Processing: The insured person/beneficiary shall get in touch with the Insurance Company directly, in case of claims and shall not involve Citibank in any manner whatsoever. The insured person/legal heir shall undertake to intimate the Insurance Company, fill up the Claim Form and support claims with appropriate documents as per the normal procedure laid down by the Insurance Company.
12. Cancellation: The Member may at any time cancel the Policy either in full or in part as per the terms and conditions of the relevant Insurance Policy and in such event the insurance company shall allow the refund of premium, if any, at short period scales only as indicated in the policy document, provided no claim has occurred up to the date of cancellation. This grid may be reviewed by the Insurance Company from time to time and changes would be communicated in the cover note or through an alternate communication by the Insurance Company.
13. The member has to ensure during payment of premium from his/her Card/Bank Account that the policy application is done only for self and/or eligible members. If any other person is covered under the Policy, the Insurance Company reserves the right to reject the claim at the time of processing and/or at a subsequent date within the validity period of the Policy.

Disclaimer:

Insurance products are obligations only of the Insurance company. They are not bank deposits or obligations of or guaranteed by Citibank N.A, Citigroup Inc or any of its affiliates or subsidiaries or any

Governmental agency. All claims under the policy will be solely decided upon by the Insurance Company. Citibank, Citigroup or any of their affiliates and group entities hold no warranty and do not make any representation about the insurance, the quality of claims processing and shall not be responsible for claims, recovery of claims, or for processing of or clearing of claims, in any manner whatsoever. This document does not constitute the distribution of any information or the making of any offer or solicitation by anyone in any jurisdiction in which such distribution or offer is not authorized or to any person to whom it is unlawful to distribute such a document or make such an offer or solicitation. Investment products are not available to US persons and may not be available in all jurisdictions.

Participation by the bank's customers in an insurance product is purely on a voluntary basis.

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Citibank N.A. is a registered Corporate Agent of Tata AIA Life Insurance Company Limited, New India Assurance Company Limited, Royal Sundaram General Insurance Company Limited, Aditya Birla Health Insurance Company Limited, Bajaj Allianz General Insurance Company Limited and HDFC ERGO General Insurance Company Ltd under the composite license number CA0086 issued by IRDAI.

Life Insurance Policies: These policies are underwritten by Tata AIA Life Insurance Co. Limited (IRDAI Registration No. 110) CIN: U66010MH2000PLC128403 with its registered office at 14th Floor, Tower A, Peninsula Business Park, Senapati Bapat Marg, Lower Parel, Mumbai 400013.

All guaranteed benefits are payable only when all premiums are paid when due.

Investment risk in the investment portfolio is borne by the Policy Holder. The premium paid in Unit Linked Life Insurance policies are subject to investment risks associate with capital markets and the NAVs of the units may go up or down based on the performance of the fund and factors influencing the capital market and the insured is responsible for his or her decision. Tata AIA Life is only the name of the Insurance Company and the funds offered are only the names of the funds and does not in any way indicate the quality of the contract, its future prospects or returns.

Non-life Insurance Policies: Policies are underwritten by New India Assurance Company Limited (IRDAI Registration No. 190) CIN: U99999MH1919GOI000526 with its registered office at No.87, Mahatma Gandhi Road, Fort, Mumbai - 400 001, by Royal Sundaram General Insurance Company Limited (IRDAI Registration No. 102) CIN:U67200TN2000PLC045611 with its registered office at No. 21, Patullos Road, Chennai 600 002 or by Bajaj Allianz General Insurance Company Limited (IRDAI Registration No. 113) CIN: U66010PN2000PLC015329 with its registered office at Bajaj Allianz House, Airport Road, Yerawada, Pune 411 006.

Specialist Health Insurance Policies: These policies are underwritten by Aditya Birla Health Insurance Co. Limited (IRDAI Registration No. 153) CIN: U66000MH2015PLC263677 with its registered office at 9th Floor, One World Centre, Tower 1, Jupiter Mills Compound, S.B. Marg, Elphinstone Road, Mumbai 400 013 or by HDFC ERGO General Insurance Company Ltd (IRDAI Registration No. 146) CIN: U66030MH2007PLC177117 with its registered office at 1st Floor, HDFC House, 165-166 Backbay Reclamation, H. T. Parekh Marg, Churchgate, Mumbai – 400 020.

For more details on risk factors, terms and conditions please read the sales brochure carefully before concluding the sale.

For any queries with respect to your Insurance Policies bought through Citibank N.A., kindly contact 24 x 7 CitiPhone, The updated numbers are available on www.citibank.co.in

SECTION 41 OF THE INSURANCE ACT 1938 PROHIBITION OF REBATES

1) No person shall allow or offer to allow, either directly or indirectly, as an inducement to any person to take out or renew or continue an Insurance in respect of any kind of risk relating to lives or property in India, any rebate of the whole or part of the commission payable or any rebate of the premium shown on the policy nor shall any person taking out or renewing or continuing a Policy accept any rebate, except such rebate as may be allowed in accordance with the published prospectus or tables of the Insurer.

2) Any person making default in complying with the provisions of this section shall be liable for penalty which may extend to ten lakh rupees.