

Frequently Asked Questions

What is Secure Mind policy?

Secure Mind offers unique feature that provides a lump-sum benefit on happening of the following unforeseen events

- 1) Diagnosis of any of the 18 named Major Medical illness, surgeries and procedures.
- 2) Accidental Death/ Permanent Total Disablement (PTD) due to accident.

[Note: Natural Death is not covered in this policy]

- 3) In addition to this, it also pays up to 2% of the Sum insured per month(maximum of 3 months) in event of Loss of

Employment in case of salaried individual

What is "Secure SIP with Secure mind"?

You can secure your MF SIP investment against following events:

- Diagnosis of any of the 18 named Major Medical illness, surgeries and procedures.
- Accidental Death/ Permanent Total Disablement (PTD) due to accident.

How I can buy Secure Mind?

While initiating a MF SIP you will have an option to buy "Secure Mind" product in MF SIP purchase page. By selecting the option „Yes you can " buy this product.

To buy "Secure Mind" do I need to submit any extra document?

No, you can buy this policy online without submitting any extra document. However you need to mention following details

in "Secure Mind details" box in MF purchase page:

Your Occupation i.e. Salaried; Self employed; Others

Nominee name

Relationship with nominee

Details of Pre existing disease (optional)

Note – Nominee mentioned in "Secure mind details" box is acceptable for secure Mind policy only. For MF you need to follow the process defined in MF section.

From where I can get the details of Secure Mind product in the ICICIdirect site?

Secure Mind product details are mentioned in the Insurance and Mutual Fund SIP purchase page.

What are the 18 Major Medical Illness and Procedures covered under the Policy?

The Major Medical Illness and Procedures covered under the policy are:

Critical illness

a) First Diagnosis of the below-mentioned Illnesses:

1. Cancer of specified severity
2. Kidney failure requiring regular dialysis;
3. Multiple Sclerosis with persisting symptoms; or
4. Benign Brain Tumor
5. Parkinson's Disease before the age of 50 years
6. Alzheimer's Disease before the age of 50 years
7. End Stage Liver Disease

b) Undergoing for the first time of the following surgical procedures:

1. Major Organ / Bone Marrow Transplant;
2. Open heart replacement or repair of heart valves;
3. Open chest CABG;
4. Surgery of Aorta;

c) Occurrence for the first time of the following medical events:

1. Stroke resulting in permanent symptoms;
2. Permanent Paralysis of Limbs;
3. First Heart Attack- of specified severity;
4. Major Burns;
5. Loss of Speech;
6. Deafness

7. Coma

II.

i. Death of Insured Person on account of an Accident

ii. Permanent Total Disablement (PTD) on account of an accident resulting in the inability to remain gainfully employed

III. Loss of employment* on account of retrenchment or layoffs on account of:

a. Employer rules and regulations (Example, closure of a division or a department on account of poor financial health)

b. Action of any Public Authority leading to closure of the employer firm; or

c. Termination from employment due to illness. (2% of Sum insured per month, maximum 3 months)

*Self-employed persons will not be eligible to be covered for loss of employment

Please refer policy wordings for detailed definitions of the covers and exclusions

How is it different from a health insurance policy?

Secure Mind is a benefit policy that pays lump-sum amount on occurrence of the event to the insured. The lump-sum

amount helps the insured to take care of his/her future expenses, hence ensuring the continuity of the SIP as well.

The Health insurance policy reimburses the actual medical expenses incurred by the insured during hospitalization up to

Sum Insured amount

Who is eligible for the policy?

Any individual, who purchases the SIP through the icicidirect.com website, will be eligible for the policy.

The minimum age for taking this policy is 20 years and maximum is 50 years.

What will be premium amount and how I will pay the premium for secure mind?

On the basis of total SIP investment amount, applicant/customer age and investment period the secure Mind premium will

be calculated. And this amount will be paid by you in installments (equal to number of SIP installments).

Secure mind premium amount will be debited from your linked bank account along with your monthly SIP investment.

What is the maximum and minimum value for Sum insured?

Minimum value is Rs. 60000/-

Maximum value is Rs. 1500000/-

What will be the sum insured available under the Policy?

The sum insured available under the policy will be equal to the SIP investment/commitment value. For e.g. If the Monthly

SIP value is 10000 and the SIP tenure is 12 months, then the sum insured for insurance policy will be Rs. 120,000.

Will I be able to take a policy for more than 1 year?

The Policy can be taken for tenure of 1, 2, and 3 years.

Do I need to undergo any medical check-up before getting enrolled under the policy?

No. Medical tests are not required for the enrolment of this policy.

When will my policy commence?

The Policy will commence on receipt of the entire premium amount to ICICI Lombard.

Am I entitled for cover immediately after I take my policy?

There is a waiting period of 90 days in case of critical illness and loss of employment. The critical illness discovered or

discoverable within 90 days from the inception of the Policy shall not be covered. Unemployment occurring within the first 90 days of the policy is not payable. The cover for Accidental Death/ Permanent Total Disablement will commence from Policy inception date.

Can I cancel or close the Secure mind policy in between of the define tenure?

Yes. You can cancel online the Secure Mind policy anytime (before next SIP trigger date) by clicking the "Cancel Secure Mind" link in SIP book of your I-Direct account.

What will be the status of Secure Mind policy if I cancel or modify the SIP?

On cancellation or modification the secure mind policy will automatically get cancelled.

In case if I skip any SIP installment or I don't pay my SIP installment amount than what will be the status of Secure Mind?

Secure mind policy will be cancelled.

Can I buy Secure Mind for my existing/running SIP?

No. You can buy the Secure Mind policy only with new MF SIP.

What will be the status of my Secure Mind policy if due to any corporate action, the scheme (Systematic Investment Plan) gets merged?

Secure mind policy along with the SIP will get cancelled.

What will be the status of my Secure Mind policy if my SIP installment is not triggered due to KRA rejection (KRA rejection might be actual rejection at KRA end or Incorrect KRA status at our end)?

Secure mind policy along with the SIP will get cancelled.

What will be the status of my Secure Mind policy if the available amount in my bank account is equal to MF SIP installment amount and MF transaction charges?

Secure mind policy will get cancelled. However MF SIP will be triggered, hence your SIP will remain active.

Under what circumstances, can the 'Secure Mind policy' get cancelled?

It can get cancelled under following circumstances :

1. Insufficient fund for insurance premium
2. Increase in the premium due to change in age slab

Eg: Mr. X registered for an SIP on Jan 1. Based on the registration date, age of Mr. X is 45 yrs and premium is Rs. 319. The trigger date for SIP is Jan 5. SIP insurance will be considered from the date SIP is triggered(in this case it is Jan 5). Mr. X

has his birthday on Jan 3. So on Jan 5, his age is 46 years and premium to be paid is Rs. 550 instead of Rs. 319. Since the premium paid is less, SIP insurance will get cancelled.

(If SIP insurance gets cancelled as mentioned under pt.2 then refund of the premium will be given. For processing the

refund of the premium amount you need to send a scanned copy of cancelled cheque along with the request copy via mail to

ushma.parikh@icicisecurities.com)

What are the exclusions under the Policy?

The Company shall not be liable under this policy for:

1. Major Medical Illnesses & Procedures

- Pre-Existing illness

- Any critical illnesses being diagnosed to have been contracted within the first three months of the inception of the policy

- Any congenital illness or condition
- Pregnancy, childbirth and external congenital illnesses
- Use or misuse of liquor, drugs
- Any sexually transmitted diseases, AIDS etc
- Consequential losses of any kind
- War, nuclear weapon induced acts

2. Accidental Death / Permanent Total Disablement (PTD)

- a. Payment under more than one of the categories specified (Death or Permanent Total Disablement)
- b. Payment of compensation in respect of Insured Event which occurs whilst the Insured is operating or learning to operate any aircraft.
- c. Payment of compensation in respect of death, injury or disablement of Insured due to the participation in hazardous sports/adventurous sports
- d. Payment of compensation in respect of death or Permanent Total Disablement arising from or resulting directly or indirectly from any illness to any Insured
- e. Payment of compensation in respect of Death or Permanent Total Disablement resulting directly or indirectly when the Insured is exposing himself/herself to needless peril (except in an attempt to save human life);
- f. No sum shall be payable under this Section in case of any Permanent Total Disability for which medical care, treatment, or advice was recommended by or received from a Doctor or from which the Insured suffered or which was present before the commencement of the Policy Period.

3. Loss of Employment

1. The Company shall not be liable to make any payment under this Section in the event of termination, dismissal, temporary suspension or retrenchment from employment of the Insured being attributed to any dishonesty or fraud or poor performance
2. The Company shall not be liable to make any payment under this Policy in connection with or in respect of:
 - a) Self employed persons;
 - b) Any claim relating to unemployment from a job which is casual, temporary, seasonal or contractual in nature or any claim relating to an employee not on the direct rolls of the employer;
 - c) Any voluntary unemployment;
 - d) Unemployment at the time of inception of the Policy Period or arising within first three months of inception of the Policy Period.
3. Any unemployment from a job under which no salary or any remuneration is provided to the Insured
4. Any suspension from employment on account of any pending enquiry being conducted by the employer/ Public Authority
5. Any unemployment due to resignation, retirement whether voluntary or otherwise.
6. Any unemployment due to non-confirmation of employment after or during such period under which the Insured was under probation.

For more details, kindly refer to the Policy Wordings.

Will I be eligible for any tax benefit for the premiums paid towards the policy?

Yes, you will be eligible for tax benefit under section 80D of Income Tax Act, 1961, for the premiums paid towards the critical illness cover only.

What if I have to cancel my policy and will I be getting any refund of the premium?

In case you cancel your policy during the policy duration, refund of premium will not be made under the Policy.

Are there any circumstances under which the policy will get lapsed?

Policy cover will end in event of any of the following:

- Expiry of the policy period or premium payment
- In case of payment of Death/Disability claim or Major Medical Illness & Procedures claim
- In case of loss of job, maximum payment (in aggregate) of 2% of Sum insured per month (max 3 months) during unemployment then this benefit will not be available. But claim can be made under Death, Disability or Major Medical Illness & Procedures
- When the Insured Person attains the age of 55 years

Whom do I have to contact in case of a claim?

In case of a claim, you can call our 24X7 insurance helpline at 1800 2666 (All India), or email us at customersupport@icicilombard.com Alternatively, you may write to the following address to log a claim:

ICICI Lombard General Insurance Co. Ltd.
ICICI Bank Ltd,
ICICI Bank Towers, Regional office,
Plot No. 12, Nanakramguda, Financial District,
Gachibowli -Hyderabad – 500032

What is the procedure for making a claim?

1. Log a claim by giving immediate notice in writing to the Company
2. Intimate the Company within 30 days from the date of first diagnosis / undergoing of the concerned illness / surgical procedure
3. Submit all reasonable documents - information, assistance and proofs in connection with any claim within 30 days from the occurrence of the event

What documents are needed to make a claim?

The documents required for making a Major Medical Illnesses & Procedures Claim are as follows:

1. Doctor's Certificate confirming the following –
Insured person's name
Name, Date of occurrence and medical details of the illness/surgery
Confirmation of the absence of any pre-existing Illness or Injury within the first 3 months of policy start date
2. Duly completed Claim Form
3. Original Discharge Certificate/ Card from the hospital/ Doctor
4. Original investigation test reports, indoor case papers
5. Any other supporting documents as may be required by the Company

The documents required for making an Accidental Death / PTD Claim are as follows:

1. Duly completed Claim Form
2. Doctor's Report
3. First Information Report and Final Police report, wherever necessary
4. Death certificate, wherever applicable
5. Investigation Reports like Laboratory test, X-rays and reports essential of confirmation of the Injury
6. Disability certificate from a government certified Doctor or government hospital confirming the extent and nature of disability
7. Post mortem report, if applicable
8. Any other supporting documents as may be required by the Company

The documents required for making a Loss of Job Claim are as follows:

1. Duly completed claim form;
2. Certificate from the employer of the Insured confirming the termination, dismissal, temporary suspension or retrenchment from employment of the Insured furnishing the date of termination, dismissal, temporary suspension or

retrenchment from employment of the Insured with the reasons for the same. In case of temporary suspension the period of suspension should also be mentioned in such certificate.
3. Any other document as may be required by the Company.

How much the claim amount would be paid to the customer?

Example:

The customer has purchased the policy for tenure of 3 years and at the end of 2nd year, if the customer registers the claim

Scenario -1:

If the claim is accepted due to major critical illness/Accidental Death/Permanent Total Disability, the claim paid is equal to the difference of sum insured(equal to SIP Investment value) and balance monthly premium to be paid for the rest of the policy period (3rd year in this case) by the customer

Scenario -2:

If the claim is rejected, the customer can still continue the policy. However, if the customer wants to cancel the policy,

he/she can initiate the request and is cancelled upon his consent.

If the claim gets rejected due to any fraudulent reason or due to non-disclosure of relevant medical history, ICICI Lombard can cancel the policy without any consent from the customer.

Is natural death is covered in the Policy?

No. the policy doesn't cover natural death. The death due to accident/major illness and procedures specified in the policy.