

How to open a General Insurance Account

Procedure :

There are various types of general insurance policies available:

- Motor Insurance
- Health Insurance
- Travel Insurance
- Home Insurance



- First research online on the plans and insurance providers available. Compare the plans available and choose the insurer and plan of your choice based on your requirements.
- Visit the nearest branch of the insurer office of your choice.
- Fill and submit the details on the application form.
- Based on the details filled in the form, the insurance company would give you a quote with the premium amount to be paid.
- If quote is acceptable by you, you can pay the premium amount.
- Submit the documents required.
- You can also buy insurance online by going to the website of the insurer and selecting the plan you require and filling out the details asked for.
- Quote is generated online and after making the payment you may scan and upload supporting documents or get them picked up from your residence.

Documents Required:

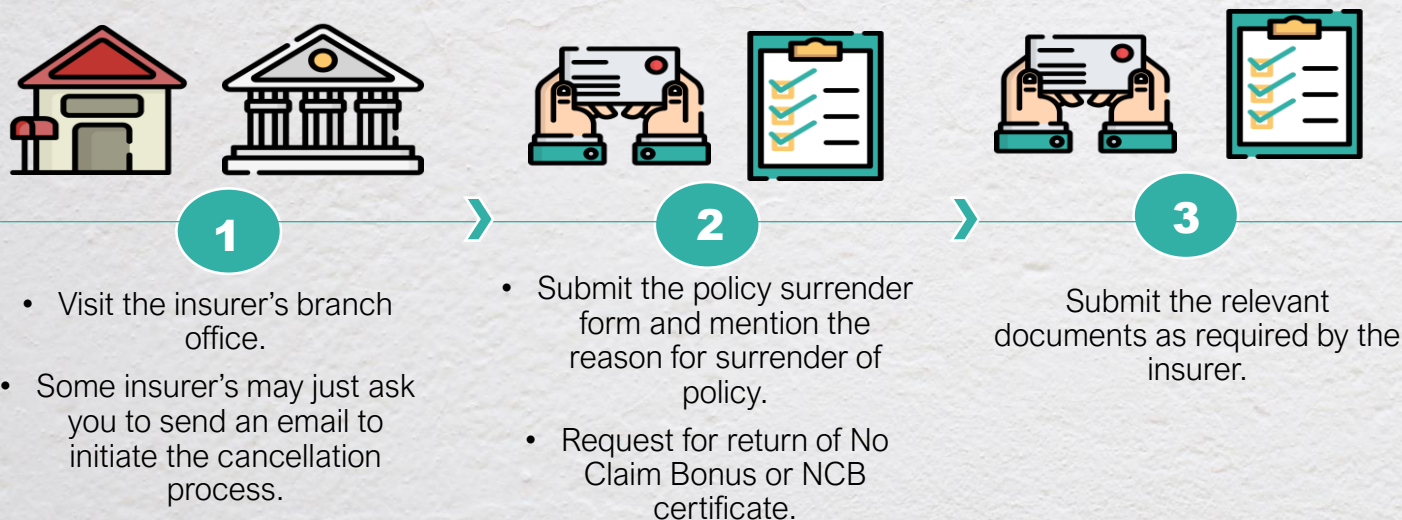
- Address proof
- Identity proof
- Age proof (for health insurance)
- Driving License (for motor insurance)
- Registration certificate of vehicle (for motor insurance)

Forms: Application form would be available at the insurer's office or can be downloaded from the insurer's website.

How to close a General Insurance Account

Procedure :

- There is a free-look period in insurance policies of 15 days. Within this period, if the insured wishes to cancel he can do so by stating the reason and is entitled to a refund of premium amount after deducting stamp duty and other proportionate risk charges.
- For policies cancelled after this period, premiums may not be refunded. Check with the insurer.



Documents Required:

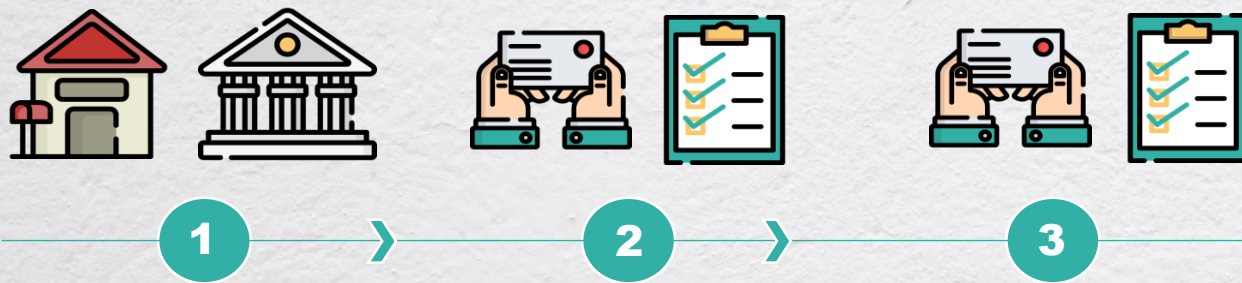
- Original policy document
- Cancelled cheque with the policy holder's name on it/ passbook copy/ bank statement with account holder's name and account number on it (for premium refund)
- Identity proof (PAN card, passport, Aadhar card, driving license, voter's id)
- Policy surrender or cancellation form

Forms: Cancellation form would be available at the insurer's office or can be downloaded from the insurer's website.

How to add a nominee

Procedure :

Nomination facility is generally applicable in general insurance policies only under rare scenarios like death during hospitalisation or in accident, etc.



- Visit the insurer's office and fill in the nomination section in the application form with the details of the nominee.
- For online applications also, mention the nomination details in the section provided.
- For addition or change in nominee, submit a service request form for change in nominee along with original policy.
- If nominee is less than 18 years, then the policy holder should provide a guardian details as well.

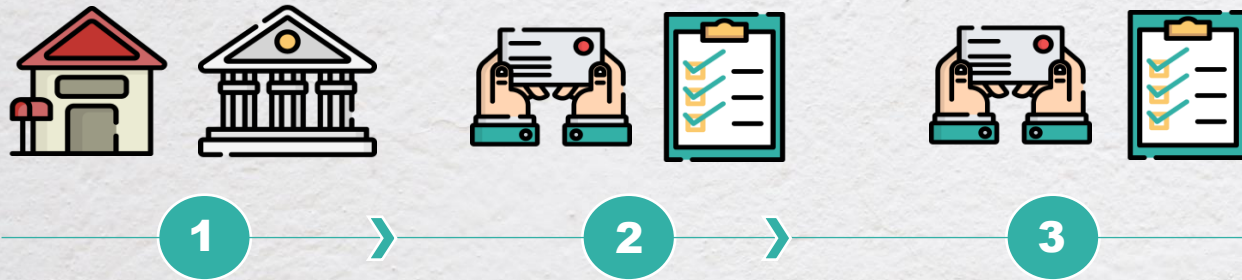
Documents Required:

- Nomination details to be filled in application form itself

Forms: Nomination form would be available at the insurer's office or can be downloaded from the insurer's website.

How to change address

Procedure :



- Visit the insurer's office branch.
- Submit the policy servicing request form for change in address.

- Submit a self attested photocopy of the new address proof along with your policy details.

You could also send a mail to the customer service email id mentioned on the insurer's website for change of address along with a self attested photocopy of the new address proof.

Documents Required:

- Change of address form duly filled in
- Attested copy of new address proof like passport, Aadhar card, Driving license, Voter ID card issued by Election Commission Of India, bank statement/ passbook with photograph (not more than 6 months old)

Forms: Forms for change of address would be available at the insurer's office or can be downloaded from the insurer's website.

How to change mode of holding in General Insurance

Procedure :

Not applicable

Documents Required:

Not applicable

Forms: Not applicable

How to change status from minor to major

Procedure :

- General insurance policies are valid only for one year and the premium amount in health insurance are calculated based on the age at the time of buying the policy. So no major change due to minor turning major during the policy term.
- Even in case of family floater policies, the age at which a child can no longer be covered under the same family policy varies between 18 to 25. Hence no major change when minor turns major.

Documents Required:

- Not applicable

Forms: Not applicable

Death of Holder

Procedure :

- In motor insurance in case of death in accident, you can claim from your Personal Accident Cover or from the other person's third party insurance cover. If claiming through third party insurance cover, first you need details of insurance cover of the other person (if he has one), an FIR needs to be filed with police and then approach motor claims lawyer who would file a case in the court. This is a complex process and hence better to claim using individual's policy itself.
- In health insurance policies too, death during hospitalisation would be covered.

Documents Required:

- Claims form with bank account details
- Certificate of death
- Claimant's PAN card and address proof
- Original policy document
- Medical records of diagnosis and treatment (if applicable)
- Doctor's / hospital 's certificate (if applicable)
- Post mortem attested by hospital authorities (in case of health insurance policies)
- FIR (in case of motor insurance)
- Police records attested by police authorities (in case of Personal Accident policy)



- Visit the insurer branch office and intimate regarding the death of the policy holder.

Fill the death claim form and submit the same along with relevant documents like death certificate.

Once the claim is processed, the proceeds of the insurance would be paid out to the bank account of the claimant as mentioned on the death claim form.

Forms: Form for making a claim on death of holder would be available at the insurer's office or can be downloaded from the insurer's website.

Divorce

Procedure :

- A divorce would affect the policy in case of family floater plans in health insurance policy.
- If you wish to change the nominee in any policy
- If there is a change in your name due to divorce.



- 1
- Visit the insurer branch office and submit the service request for change in nomination, name change or removal of spouse name from family floater plan.

- 2
- You may submit a written request mentioning that change in nomination or name or deletion of a member from the family floater plan is due to divorce.

- 3
- Submit the relevant documents required like identity and address proof documents of new nominee, new name proof, etc.

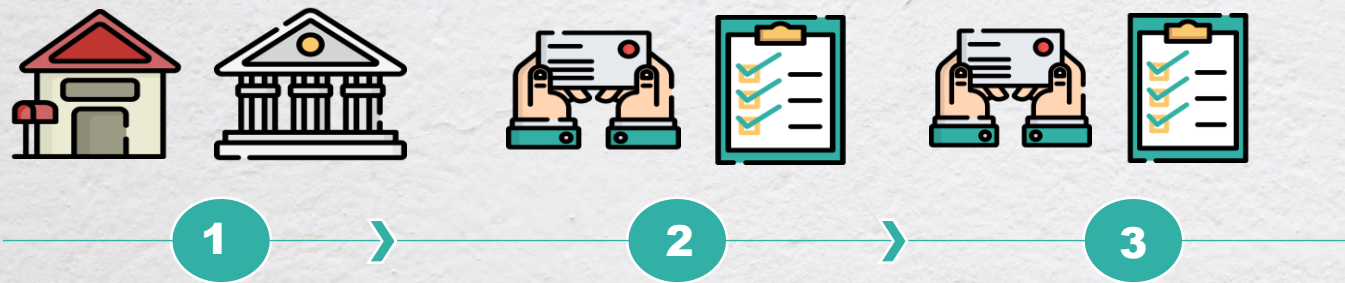
Documents Required:

- Request for deletion of member from family floater policy (in health insurance – family floater plan)
- Request for change in name or nominee or both
- Divorce papers (if required)
- PAN and address details with new name
- PAN and address details of new nominee
- Proof of new name like gazette notification or newspaper advertisement

Forms: A written request may be given for changes required. Form for change in name and nomination would also be available at the insurer's office or can be downloaded from the insurer's website

Name Change

Procedure :



- Visit any branch of the insurer's office.

- Submit the service request form for change in name along with relevant documents and the original policy document.

- Carry valid photo ID proof for verification.

Documents Required:

- Original policy document
- Any one document proof for change in name as per the circumstances
 - a) Gazette notification
 - b) Newspaper advertisement
 - c) Affidavit
 - d) Marriage certificate

Forms: Form for change in name would be available at the insurer's office or can be downloaded from the insurer's website

Mandate Holder & General Power Of Attorney

Procedure :

- The policy holder can transact online to pay premiums etc.
- Someone else can visit the insurer's office and pay the premium on your behalf too like an agent or family members too.
- A mandate holder need not be registered to transact on your general insurance policies.
- Also as NRI's need not buy general insurance products in India, general power of attorney is also not required.

Documents Required:

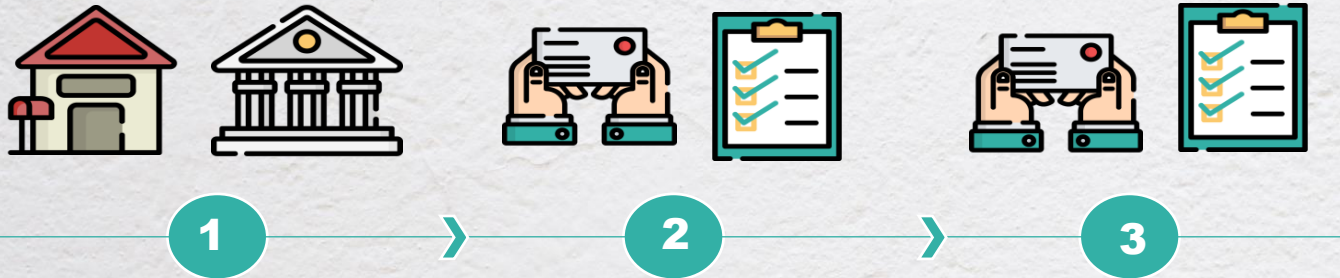
- Not applicable

Forms: Not applicable

Change in Scheme

Procedure :

- There are no schemes in General Insurance policies.
- However you can switch or port your policy from one insurer to another during renewal of policy without losing the No Claims Benefits accrued on the current policy.



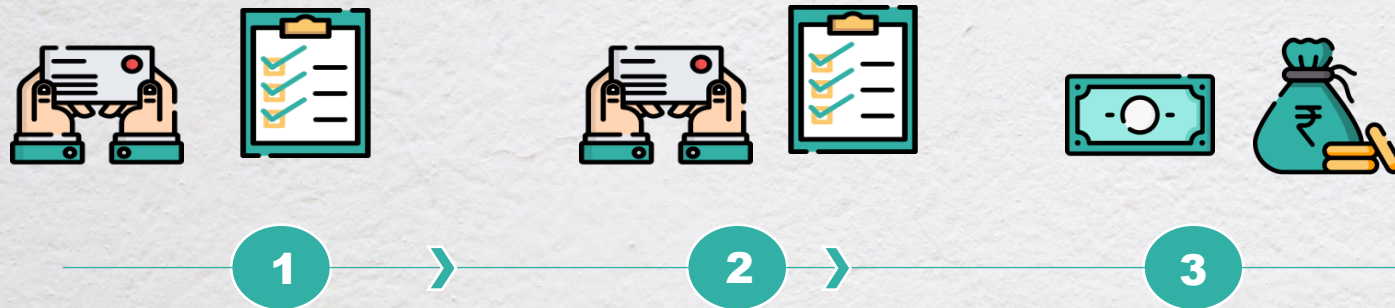
- 1**
 - Do a research on which insurer to switch and the benefits provided.
 - Visit the new insurer's branch office at least 45 to 60 days before expiry of current policy.
- 2**
 - Fill in the request for portability and provide all details of existing policy. Also fill in the new proposal form.
 - The new insurer then contacts the old insurer and based on your previous history decides within 15 days whether to accept your portability request and the terms and conditions.
- 3**
 - If the terms and conditions of the new insurer are acceptable to you, then you can agree and the policy will be ported to the new insurer.

Documents Required:

- Portability request form duly filled in
- PAN Card copy
- Previous insurance policy
- Registration Certificate (for motor insurance policy)

Forms: Form for porting of policy would be available at the insurer's office or can be downloaded from the insurer's website.

Procedure :



- You can buy insurance online by going to the website of the insurer and selecting the plan you require and filling out the details asked for.
 - Medical details need to be provided in case of health insurance policy. .
- Quote is generated online and after making the payment you may scan and upload supporting documents or get them picked up from your residence.
 - The insurer may want to inspect the vehicle or ask for few medical tests (based on case to case).
- Once documents are received and verified, soft copy of the insurance policy will be emailed to you.
 - Future renewals can be done online by just providing policy number, verifying the details and making the payment.

Documents Required:

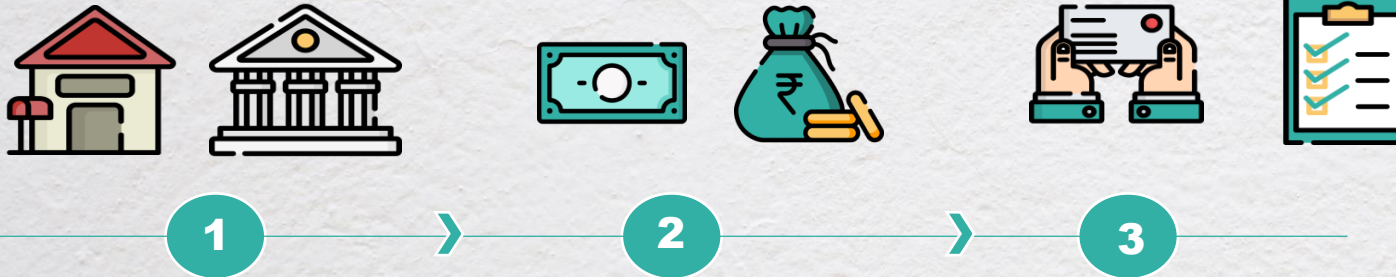
- Address proof
- Identity proof
- Age proof
- (for health and travel insurance)
- Registration Certificate (for motor insurance)
- Driving License (for motor insurance)

Forms: Not applicable

Account Invalid

Procedure :

- For policies like motor and health insurance policies, policy is generally for one year.
- After the policy expiry date, a grace period is available (7-15 days for health insurance and 15- 30 days for motor insurance) to renew the policy.
- The policy remains In force if the renewal is done within the grace period, if not the policy lapses and you lose benefits like NCB, waiting period for pre existing diseases, making a claim etc. .



- Visit the insurer's branch with policy details.
- The insurer would re inspect the vehicle and provide new quote or ask for certain medical tests to be done. . .
- Complete the formalities, fill the new proposal form.
- Pay the total premium amount due.
- Submit the required documents.
- You may also complete the formalities online. If inspection of vehicle or medical check up required, you need to go and complete the formalities.

Documents Required:

- Previous policy copy
- Address proof
- Identity proof
- Registration Certificate (for motor insurance)
- Driving License (for motor insurance)

Forms: The proposal form and application form would be available at the insurer's office or you can download the same from the insurer's website.

Signature Change

Procedure :



- Visit the insurer's office.

- Submit the service request form for change in signature duly filled in.

- Submit the relevant documents required for change in signature.

Documents Required:

- Service request form for change in signature
- New signature duly attested by bank manager with seal, signature and designation of bank branch manager

Forms: Form for change in signature would be available at the insurer's office or can be downloaded from the insurer's website.

Procedure :

KYC is done at the time of account opening itself by submitting proof of identity and proof of address along with the application form.



- Visit the insurer's office and submit the ID proof, address proof at the time of filling application form itself.

- For insurance policies bought online, after entering your details you need to upload scanned documents of identity and address proof.

- Scan and upload all important documents like PAN card, Aadhar card, for ID and address proof.

Documents Required:

- Self attested copy of identity proof
- Self attested copy of address proof

Forms: No separate form for KYC

Consolidation

Procedure :

You can not merge or consolidate two general insurance policies. Hence not applicable.

Documents Required:

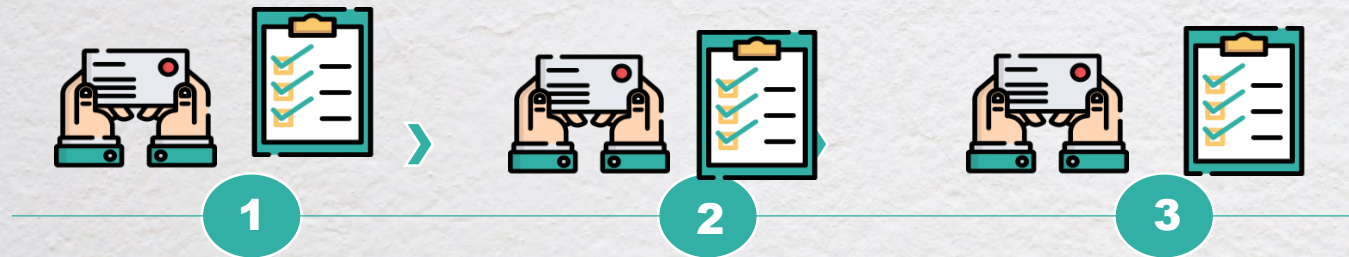
- NIL

Forms: Not applicable

Non receipt of bonus/ maturity

Procedure :

- There are no bonuses declared in general insurance policies.
- Only on making a claim, the proceeds are transferred to the policy holder.
- Most claims are cashless and insurer directly pays to garage (in motor insurance) or hospital (in health insurance) in case of network of garages or hospitals.
- Only in case, the claim is not cashless and you pay from your pocket and later make a claim, the proceeds would be transferred to your account.



- In case of non receipt of claim amount, kindly check with your insurer by providing the policy number.

- The insurer will check and confirm if the claim has been approved and when the amount would be credited to your account.

- If you are not satisfied with the resolution, give your complaint in writing along with relevant documents and take an acknowledgement of your complaint with date of receipt.
- You will receive a resolution to your complaint.

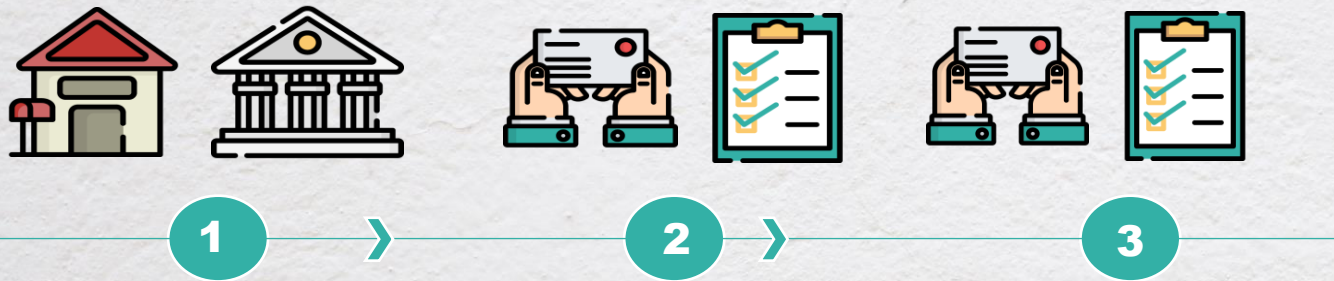
Documents Required:

Written letter with policy number and claim details

Forms: No forms required. Just a written request

Getting statements

Procedure :



- The policy document would be couriered to the address mentioned on the application form within 15 days of completing the purchase formalities.

- A soft copy of policy would also be sent to the email id provided.

- In case of non receipt of policy document, contact the insurer with payment details and they would send the policy document by courier or email.

Documents Required:

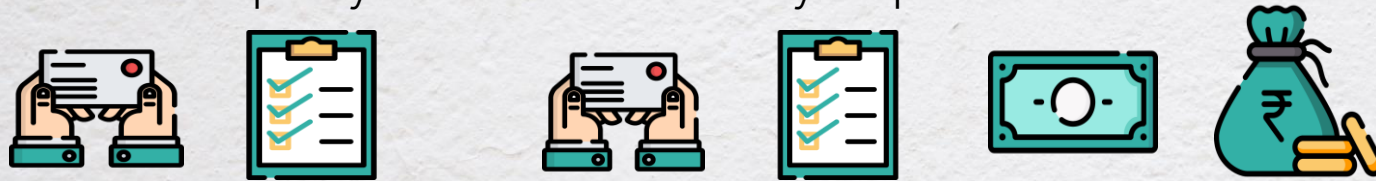
- NIL

Forms: No specific form, just call insurer's office or give a hand written request

Direct Debit

Procedure :

- Renewal needs to be done every year. Also premium would not be the same year on year in general insurance policies and they may increase or decrease based on claims history.
- Hence setting up auto debit or ECS instructions for general insurance policy would not be actually be possible.



1

- Visit the bank branch where your bank account is in case you wish to set up ECS for general insurance premiums.

2

- Fill up the Standing Instructions form or ECS mandate form with details for debiting the premium for your general insurance policy on a pre mentioned date (once in a year – 10 to 15 days before policy expiry date).

3

- While renewing policy, you can make the payment using internet banking or your Debit card and the premium amount would automatically get debited from your bank account.

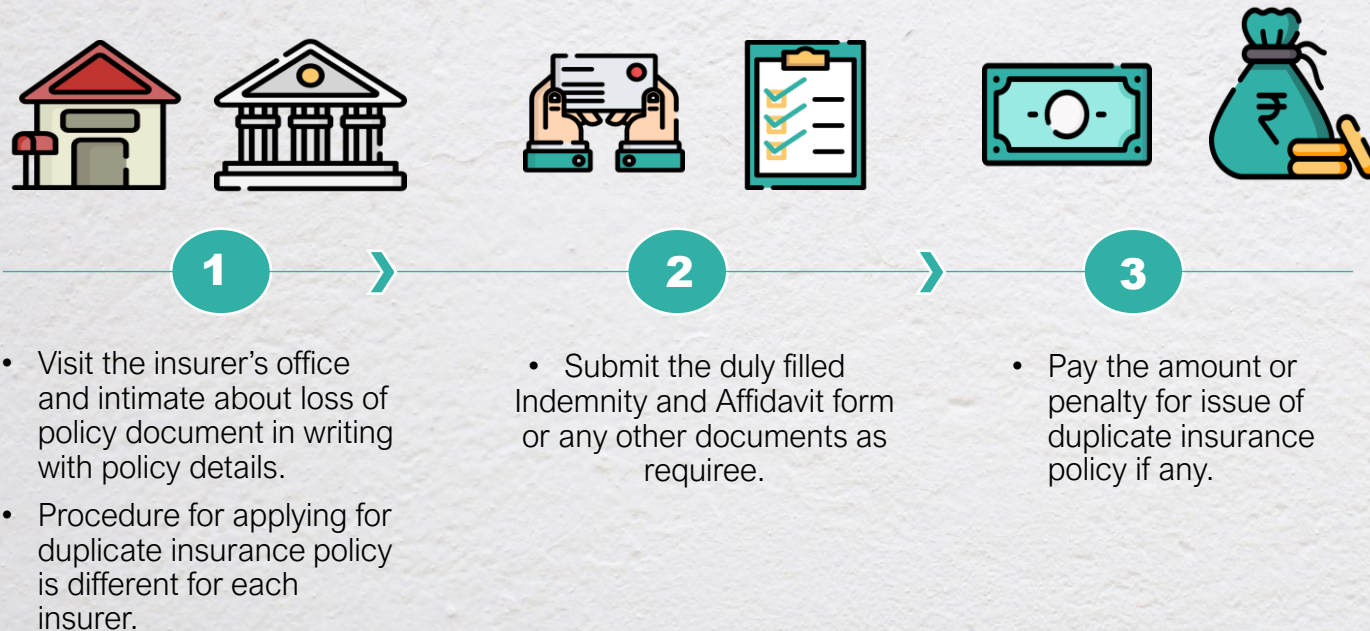
Documents Required:

- Standing Instructions form (if required)

Forms: You can get the Standing Instructions or ECS mandate form from your respective bank or can be downloaded from the respective bank's website

Loss of certificates

Procedure :



Documents Required:

- Duly filled indemnity and Affidavit form

Forms: Form for issue of duplicate policy statement would be available at the insurer's website or card can be downloaded from the insurer's website.