

Frequently asked questions (FAQ) on Group Assurance Health Plan (GAHP) of HDFC ERGO Health (Erstwhile Apollo Munich Health Insurance-AMHI)

- 1) What happened to Apollo Munich Health Insurance Company Ltd?
Ans. They are taken over by HDFC ERGO Health (HEHI). All policies insured by AMHI will be now honoured by HEHI.
- 2) Whether HEHI will do all the renewals of existing AMHI policies?
Ans. No-They have renewed the GAHP policy of AMHI till 15.05.2020, beyond that date renewal is not accepted by HEHI.
- 3) How the policies falling due for renewal beyond 15.05.2020 will be renewed?
Ans. All such policies will be renewed through M/s Bajaj Allianz General Insurance Company Ltd or M/s TATA AIG General Insurance Company Ltd as per sole discretion of the customers.
- 4) What will happen to the claim arising in the existing policies, which have been renewed before 15.05.2020?
Ans. HEHI will honour those policies as per IRDAI guidelines.
- 5) Whether the renewal with BAGIC/TAGIC will put me into any difficulty?
Ans. No-(The process will be seamless).
- 6) Whether all features of erstwhile AMHI are available in the product of BAGIC/TAGIC?
Ans. Yes
- 7) Whether the premium structure of HEHI (erstwhile AMHI Health) is same as offered by BAGIC / TAGIC?
Ans. Yes, premium structure is same
- 8) Whether I will get continuity benefit?
Ans. Yes, on renewal basis offered on or before the due date.
- 9) Whether I will get pre-existing diseases covered?
Ans. Yes, on effect of renewal on or before the due date.
- 10) Whether I can renew the policy even if I am over 69 years of age?
Ans. Yes, provided your age at the time of first entry to the insurance with HEHI was below 69 years.
- 11) What I have to do to renew my policy in time?
Ans. Customers shall have to approach nearest branch before 15 days.
- 12) What if I could not do so before 15 days?
Ans. Bank will do its best to arrange the renewal, as special cases, with at least two days in hand before the renewal.
- 12) What if I don't have even 2 days?
Ans. The renewal may still happen, but as the discretion of the company-M/s BAGIC & TAGIC
- 13) How do I pay my premium?
Ans. Premium amount can be paid through Canara Bank account.
 - a) For M/s BAGIC- A/c No-1333201006598 and IFSC Code-CNRB0001333
 - b) For M/s TAGIC- A/c No-0225201005614 and IFSC Code-CNRB0000225

- 14) Can I pay by cheque or any other mode?
Ans. Yes, you can pay cheque of Canara Bank or other banks; you can even pay by DD also.
- 15) How the proposal form will be downloaded?
Ans. Proposal form may be downloaded from www.canarabank.com
- 16) Whether medical check-up required?
Ans. No
- 17) Can I increase the sum insured?
Ans. Yes, at the time of renewal by paying proportionate / additional premium amount. However continuity & PED will available for the original sum insured only.
- 18) Whether somebody will contact me for renewal?
Ans. Yes, M/s BAGIC or TAGIC representative will contact you in this regard.
19. What if I am not contacted by the branch or the company people?
Ans. You need not necessarily wait for somebody to contact, you can contact nearest branch of the Canara bank.
20. Customer can give ECS mandate while porting with M/s BAGIC or TAGIC?
Ans. Yes
21. Where should customer approach in case of any grievance with regard to renewals of the policy?
Ans. Customer may contact the nearest Canara Bank Branch.

The list of M/s Bajaj Allianz and M/s TATA AIG circle wise SPOC/Contact person are furnished in Annexure.

Annexure

M/s Bajaj Allianz circle wise SPOC person list:

| Circle | Circle Spoc Name | Contact No | Email ID |
|-------------|---------------------------|------------|--|
| AGRA | ISHANT AGARWAL | 8127881441 | Ishant.Agarwal@bajajallianz.co.in |
| AHMEDABAD | BHAVESH MAKAR | 9978833832 | Bhavesht.Makar@bajajallianz.co.in |
| BENGALURU | D VINAY NARASIMHA SWAMY | 7022284578 | vinay.narasimhaswamy@bajajallianz.co.in |
| BHOPAL | RAJESH SEN | 7440401242 | rajesh.sen@bajajallianz.co.in |
| BHUBANESWAR | P SUDHANSHU KUMAR SUBUDHI | 7381033981 | P.Sudhanshu.Subudhi@bajajallianz.co.in |
| CHANDIGARH | AMIT JULKA | 8872022110 | amit.julka01@bajajallianz.co.in |
| CHENNAI | JAGADESH C | 8150849769 | jagadesh.c@bajajallianz.co.in |
| DELHI | SUMMIT GAGROO | 9136017666 | summit.gagroo@bajajallianz.co.in |
| GUWAHATI | THOKCHOM PREMJI SINGH | 9007096082 | premjitt.singh@bajajallianz.co.in |
| HUBBALLI | HALESHA MURTHY | 9886009020 | haleshamurthy.a@bajajallianz.co.in |
| HYDERABAD | RAGHU DEVARAKONDA | 7732010203 | raghu.devarakonda@bajajallianz.co.in |
| JAIPUR | YUVRAJ SINGH YADAV | 9987751004 | yuvraj.yadav@bajajallianz.co.in |
| KARNAL | DEERAJ SHARMA | 8725000478 | deeraj.sharma@bajajallianz.co.in |
| KOLKATA | AJIT KUMAR | 7026000787 | ajitt.kumar03@bajajallianz.co.in |
| LUCKNOW | SAIRAJ JAYARAMAN | 7017620108 | sairaj.jayaraman@bajajallianz.co.in |
| MADURAI | MOHAMED BILAL | 8939895194 | mohamed.bilal02@bajajallianz.co.in |
| MANGALURU | ASIF SHAMIM | 9949666100 | asiff.shamim01@bajajallianz.co.in |
| MANIPAL | LOHITH SHETTY | 9071746838 | lohith.shetty@bajajallianz.co.in |
| MUMBAI | MUKESH KUMAR SONI | 9214417783 | mukesh.soni02@bajajallianz.co.in |
| PATNA | AMRESH KUMAR | 9135006399 | amresh.kumar04@bajajallianz.co.in |
| PUNE | BISHU KUNAL | 9823173158 | bishu.kunal03@bajajallianz.co.in |
| RANCHI | AMRESH KUMAR | 9135006399 | amresh.kumar04@bajajallianz.co.in |
| TRIVANDRUM | SREEJITH SP | 9605304654 | Sreejith.SP@bajajallianz.co.in |
| VIJAYAWADA | SANKU LAKSHMAN KUMAR | 9133664333 | lakshman.kumar@bajajallianz.co.in |

M/s TATA AIG circle wise SPOC person list:

| Circle Office | Region Head Name | Contact Number | Email ID |
|--------------------------|--------------------------------|--------------------------|--|
| AHMEDABAD | AMIT GARG | 7507143050 | Amit.Garg@tataaig.com |
| BENGALURU & BENGALURU II | ASHISH KUMAR SINHA | 8884187249 | Ashishkumar.Sinha@tataaig.com |
| BHOPAL | AMIT GARG | 7507143050 | Amit.Garg@tataaig.com |
| BHUBANESWAR | VIVEK GUPTA | 9264499433 | Vivek.Gupta@tataaig.com |
| CHANDIGARH | MUNISH KUMAR | 9736003807 | Munish.Kumar@tataaig.com |
| CHENNAI & CHENNAI II | A MOHD IQBAL | 9380242757 | Mohamediqbal.A@tataaig.com |
| DELHI | SANJIV KUMAR | 8285445767 | Sanjiv.Kumar@tataaig.com |
| DELHI II | SANJIV KUMAR / MUNISH KUMAR | 8285445767 9736003807 | Sanjiv.Kumar@tataaig.com Munish.Kumar@tataaig.com |
| ERNAKULAM | MITHUN MOHAN | 9847132774 | Mithun.Mohan@tataaig.com |
| GUWAHATI | TANMOY ROY | 9830300888 | tanmoy.Roy@tataaig.com |
| HYDERABAD & HYDERABAD II | ANKIT GARG | 6396605451 | Ankit.Garg@tataaig.com |
| JAIPUR | NEERAJ SINGH BISHT | 7375071333 | Neerajsingh.Bisht@tataaig.com |
| KARNAL | MUNISH KUMAR | 9736003807 | Munish.Kumar@tataaig.com |
| KOLKATA & KOLKATA II | TANMOY ROY | 9830300888 | tanmoy.Roy@tataaig.com |
| LUCKNOW & LUCKNOW II | CHIRAG MITTAL | 8126941211 | Chirag.Mittal@tataaig.com |
| MADURAI | A MOHD IQBAL | 9380242757 | Mohamediqbal.A@tataaig.com |
| MANGALURU | ASHISH KUMAR SINHA | 8884187249 | Ashishkumar.Sinha@tataaig.com |
| MANIPAL | ASHISH KUMAR SINHA | 8884187249 | Ashishkumar.Sinha@tataaig.com |
| MUMBAI & MUMBAI II | AMIT GARG | 7507143050 | Amit.Garg@tataaig.com |
| PATNA | ANUBHAV PRABHAKAR | 9572477310 | Anubhav.Prabhakar@tataaig.com |
| PUNE | AMIT GARG | 7507143050 | Amit.Garg@tataaig.com |
| RANCHI | VIVEK GUPTA | 9264499433 | Vivek.Gupta@tataaig.com |
| TRIVANDRUM | MITHUN MOHAN | 9847132774 | Mithun.Mohan@tataaig.com |
| VIJAYWADA | ANKIT GARG | 6396605451 | Ankit.Garg@tataaig.com |
