

## COVID-19 (Corona Virus) – Special Claims process

Due to Covid-19 pandemic and the resultant lockdown orders being enforced by various government authorities, there may be some delay / disruption in Max Life claims services as some of our branches offices might be closed temporarily during the lockdown.

We, at Max Life, are fully committed to provide our valued policyholders with best service and support in these trying circumstances.

Customers / claimants can directly contact the following nodal officers at our Gurgaon office to intimate claim or for any assistance required as per details below:

### **Nodal Officers - Gurgaon office**

- Mr. Syeed Mumtaz, Executive Claims , email at [syeed.mumtaz1@maxlifeinsurance.com](mailto:syeed.mumtaz1@maxlifeinsurance.com)
- Mr. Ashish Singh, Sr. Manager Claims, email at [ashish.singh7@maxlifeinsurance.com](mailto:ashish.singh7@maxlifeinsurance.com)
- Mr. Kapil Kaushik, Chief Manager Claims, email at [Kapil.kaushik@maxlifeinsurance.com](mailto:Kapil.kaushik@maxlifeinsurance.com)

In case, you need to intimate a claim or require any further claims related information, you may also directly write to Max Life Insurance at [claims.support@maxlifeinsurance.com](mailto:claims.support@maxlifeinsurance.com).

### **General conditions applicable for claim arising due to Covid-19:**

**A) For all death claims including term plans.**

Death claims caused due to Covid-19 are covered as per terms and conditions of the policy contract. . There is no such exclusion in the policy contract.

**B) For Critical Illness Rider/ Dread Disease Rider/ Waiver of Premium (WOP) Riders.**

These riders cover specified illnesses and Covid-19 (Corona Virus) is not included in the specified list as per the contract. Hence claims for these specific riders will not be admissible.

**C) Hospitalization benefit claim under Medicash/Medicash Plus/Healthy Family Floater plans.**

Hospitalization claims arising due to Covid-19 (Corona Virus) will be admissible as per terms and conditions of the policy contract.

Please note, all claims will be subject to our existing claim assessment practices, i.e., all necessary claims requirements are duly submitted and that there is no material nondisclosure or misrepresentation at the time of policy issuance/reinstatement.

**Office Address** - Max Life Insurance Company Ltd., Operations Centre, 90-A, Udyog Vihar, Sector 18, Gurugram-122 001, Haryana