

N R/LCI-001/21



Insurance

Life & Critical Illness



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Cover Types

This Policy Wording, Your Policy Schedule and Application, set out the Insurance Agreement between **You** and **Us**. Please read it carefully.

Despite **Our** detailed and comprehensive definitions, if **You** find any term or condition given herein to be vague or ambiguous, please do not hesitate to contact **Us**, **We** will be happy to assist.

Please note that, the words with special meanings are highlighted in bold print and defined in relevant sections.

We (Insurer, JSC „Aldagi“) and **You** (Insured), agree that in return for payment of the **Premium**, **We** will indemnify **You** for the **Insured event** that took place in the **period of insurance** subject to the terms, conditions and exclusions set out herein.

More specifically, based on the product choice you have made:

01

Life

Cover is provided for **Your** life.

02

Critical Illness

Cover is provided for **Your** critical illness, initial diagnosis of which was made during the **period of insurance** of this Insurance Agreement.

03

Combined

Cover is provided for **Your** life and critical illness.

Please read carefully General Conditions which applies to all sections of this Insurance Agreement. Please note that, based on the product chosen - **01**, **02** or **03** - Special Conditions of the respective section applies to **You**.

Moreover, if **Your** product includes critical illness cover, please read carefully Critical Illness Conditions, given as a last part herein.

General Conditions

Exclusions

We will not pay any **Limit** in respect of events directly or indirectly caused by:

- Taking of narcotic, psychotropic or toxic substances.
- Self – destructive behavior being in a state of alcoholic intoxication (ethanol in blood > 0.3 Per mille).
- Suicide, attempt of suicide or self-injury.
- Willful venture in dangerous (harmful or potentially harmful) situations (except for saving life).
- Deliberate actions of **Your** heir or Beneficiary, directed to murder **You** or attempt thereof or giving bodily/health injury to **You**;
- Taking part in a criminal act or attempt thereof.
- HIV or AIDS
- War; civil commotion/hostilities; rebellion; strike; riot; terrorism.
- Taking part in operations organized by Emergency Management Service (Fire-fighting, army, police, Ministry of Internal Affairs).
- Taking part in an underground works.
- Taking part in risky competition or sport, such as: boxing or other combat sport, climbing, speleology, alpinism, horse-racing, diving, flights on hang-gliders, jumps with parachutes, rally, off-piste skiing, competition with snowmobile, motorboat, motoryacht or water scooter.
- Such illness or medical issue (including progress or complications thereof), which **You** were aware of (should be aware of), at the time of Insurance Agreement signing, and **We** were not.
- Living/being outside Georgia for more than 13 consecutive weeks in any 12 months.
- Unreasonable failure to seek or follow medical advice.

Premium

You pay **Premium** as per Policy Schedule payment terms. In case of non-payment of the **Premium** on time, **We** shall set the additional two-week deadline and inform **You** thereof, by sending SMS, with indication of the Agreement number and **Premium** due. If the claim is made after the expiration of the aforementioned deadline and the payment still has not been performed, **We** shall be released from the obligation to pay any claim. **We** shall reserve the right to terminate the Insurance Agreement unilaterally, in case of non-payment of **Premium** on time by giving one month prior notice.

In case of non-payment of the **Premium** in full/ first premium installment on time, the insurance provided under this Agreement shall be automatically terminated, by the expiry of 30 calendar days from the date specified for payment in the Policy Schedule, without any additional notice from **Us**.

Currency

Despite any currency indicated in the Policy Schedule, all payments are made in GEL as per National Bank of Georgia's official exchange rate set at the date of payment.

Cooperation

You (or **Your** heir) are obliged to authorize **Us** to acquire/process **Your** personal data (including data of special category) from any institution in any form. Furthermore, **We** have the right to send **You** to medical examination (including exhumation) to doctor/expert/institution authorized by **Us**, or request conduction of an alternative medical expertise (including crosschecking the diagnosis).

Termination

This Insurance Agreement may be terminated by the provision of law or/and: by the desire of any one party (subject to giving 30 days' written notice of termination), non-payment of the **Premium**, or on the basis of non-adherence of Utmost Good Faith principles.

Bad Faith

We have the right to refuse to pay any **Limit**, if **You** (or **Your** representative):

- have not made claim within 72 hours (or when it is impossible to make a claim for objective reasons, immediately, when reasonably possible) upon becoming aware of critical illness diagnosis or **Your** death.
- Provided false/fraudulent information, document or notice in the Application or during the **period of insurance**.
- Failed to cooperate with **Us** during **Your** claim management, inter alia, failed to fulfill **Our** instructions.

Dispute Resolution

Disputes arisen in connection with this Insurance Agreement shall be referred to the mediator of the Georgian Insurance Association's "Insurance Mediation" on hot line: (+995 32) 2 555 155, or at address: 24 Mosashvili st. Tbilisi 0162, Georgia, or email: mediacia@insurance.org.ge. The costs of the mediation are financed by the member fees of the Georgian Insurance Association.

In case of failure of the negotiation, disputes will be resolved by court as per applicable laws of Georgia.

Notifications

We can send notification in hard copy, SMS, or electronic form on the contact details given in the Policy Schedule. In case of the change of the contact details, it is **Your** duty to update **Us** thereof, otherwise all notices/documents sent by **Us** to the above mentioned addresses shall be deemed delivered.

Section 01 – Life Special Conditions

Waiting Period

The **Waiting Period** is set to 90 days by the Insurance Agreement with the beginning of its term, which means that the **Limit** payable for death is not paid, if death occurred during that period. **Waiting Period** is not applicable for an accidental death¹.

List of documents in case of claim

The authorized person is obliged to submit to **Us** the following documents related to **Your** case:

- Death certificate issued by the relevant body with indication of the date and place of death, date of birth and other relevant information determined by the law;
- Form 106, Medical certificate on death (which should include an undisputable and specified reason of death); If such certificate is not submitted, or there is missing a specific reason for death (or there is indicated indefinite reason), an expertise conclusion on the reason of death should be submitted;
- The documents issued by corresponding authorized bodies regarding the event; If there is an legal proceeding on the case - all the investigation documents concerning the case (i.e. case-file);
- Identification document of the beneficiary;
- If there is no beneficiary in the Policy Schedule, **Your** heir(s) must provide the inheritance right certificate, which determines his/her share in **Your** inheritance.

We have the right to request the documents issued by corresponding authorized bodies, which permit to determine the definite cause of the death.

Based on the case, **We** have the right to request additional documents concerning the claim.

Rule for payment of Limit

In case of death, **Limit** is paid to beneficiary (indicated in the Policy Schedule) in full, upon which this insurance ceases.

Limit is paid in GEL in 10 (ten) calendar days after receiving all the above mentioned documents, confirmation of the covered event and signing the Act by both parties.

¹Sudden, unforeseen event caused by external forces (be it bodily damage or death).

Section 02 – Critical Illness Special Conditions

Waiting Period

The **Waiting Period** is set per each critical illness by this Insurance Agreement with the beginning of its term, which means that the **Limit** is not payable for events occurring during that period.

List of documents in case of claim

There is written a list of relevant documents per each critical illness in Critical Illness Conditions. In addition to that, for all types of claims, **You** are obliged to submit to **Us** the following:

- **Your** (**Your** authorized representative- if **You** are unconscious) statement on making a claim for the **Limit**.
- **Your** identification document.
- Medical documents confirming the rendered medical services to **You** (including Form 100 - with indication of diagnosis, prescription and the survey results, certified by a seal and signature of the authorized person/doctor);

Based on the case, **We** have the right to request additional documents concerning the claim.

Rule for payment of Limit

In case of critical illness diagnosis, **Limit** is paid based on Critical Illness Conditions in full, upon which Critical Illness Insurance Cover ceases. There is **Survival Period** per each critical illness, which is set to be from 0 (null) to 30 (thirty) days (see Critical Illness Conditions). **Survival Period** commences immediately after the date of first diagnosis of critical illness. If **You** die during this period, the payment by the event of "Critical Illness" is not made. Please further note that, **Limit** is neither paid, if it is claimed (by your heir(s)) after **Your** death.

Limit is paid in GEL in 10 (ten) calendar days after receiving all the above mentioned documents, confirmation of the covered event and signing the Act by both parties.

Child Cover

With this Section, **We** also provide critical illness (first diagnosis of which was made during the **period of insurance** of this Insurance Agreement) cover for **Your** children (listed in the Application), who are aged between 30 days and 18 years old.

The same General Conditions' and Critical Illness Special conditions' terms, conditions and exclusions apply to **Your** children as it is upon **You**. Furthermore, Child Cover includes the following additional conditions:

We will not pay any **Limit** in respect of events, when:

- The child's condition was present at birth.
- The symptoms or illness, which may give rise to critical illness, first arose before the child was covered (before the **period of insurance**).
- **Limit** is already paid for **You** or **Your** two children (Limit is neither paid twice for the same child).

We will pay the lower of 50% of the Critical Illness **Limit** and 30 000 GEL (in case **Limit** is indicated in foreign currency - 10 000 in that very currency) in case the child is diagnosed with critical illness. Any claim under Child Cover does not affect **Your** Critical Illness **Limit**, it stays unchanged and does not reduce with paid sums.

Limit is only paid once for each child despite the number of insurance policies and events. If both parents have Critical Illness Insurance Cover with **Us**, the above mentioned part of the **Limit** is paid from that parent's Insurance Policy which has got the higher **Limit**.

Upon **Your** request, any of **Your** existing or future children can be added to **Your** Policy Schedule during the **period of insurance**,

Section 03 - Combined Special Conditions

Rule for payment of Limit

Payment of **Limit** depends on the sequence of events. Upon critical illness diagnosis, the very part of the **Limit** is paid, which we have agreed and indicated in the Policy Schedule, the remaining part of the **Limit** is used in case of death. Whereas in case of death (without critical illness diagnosis), **Limit** is paid to beneficiary (indicated in the Policy Schedule) in full, upon which this insurance ceases.

Limit is paid per relevant section's (in case of death: Section – 01; for critical illness: Section – 02) Special Conditions (inter alia 'Waiting Period', 'List of documents in case of claim' and 'Rule for payment of Limit').

Rule for payment of Premium

In case of payment of the **Limit** allocated for critical illness, there is provided 3 (three) months grace period on **Premium** payment, which commences on the date of payment of the mentioned **Limit**. The grace period ends in three months, after which, **Premium** is paid in accordance to the terms and amounts indicated in the Policy Schedules.

Critical Illness Conditions

List of illnesses, conditions and surgical procedures which are covered by this critical illness insurance:

Cancers

Presence of one or of more malignant tumors, including:

- leukemia,
- lymphoma,
- disease of Hodgkin,

characterized by

- uncontrollable growth,
- introduction into the healthy tissues.

Exceptions:

- Tumours with malignant changes in the carcinomas in situ, without invasive growth potential (preinvasive cancer, Intraepithelial cancer) (including dysplasia of the uterine cervix of 1,2,3 stage) or histologically described as precancer,
- all hyperkeratoses,
- Kaposi's sarcoma and other tumors, associated with the HIV- infection or AIDS,
- all tumours that histologically described as benign,
- chronic lymphocytic leukemia.

Waiting Period: 6 months.

Survival period: 14 days.

Decision as to the Limit payment shall be approved on the basis of the oncologist's medical statement together with the histological examination results.

2 Myocardial infarction

Acute necrosis of the heart muscle due to absolute or relative insufficiency of coronary blood flow. The diagnosis should be substantiated by the presence of all three symptoms:

- long bout of typical chest pain.
- new typical ECG changes, such as:
 - ST segment changes and T wave with the characteristic dynamics
 - Formation of the pathological, to persist Q wave
- typical increase in activity of enzymes cardiospecific blood.

The diagnosis and the survey data must be confirmed by a qualified physician (cardiologist). From the definition there are excluded: myocardial infarction without ST-segment changes and with increased troponin I or T in the blood, other acute coronary syndromes (such as stable / unstable angina).

Exceptions:

- Silent myocardial infarction.

Waiting Period: 6 months.

Survival period: 14 days.

3. Insult

Any cerebrovascular changes that can cause permanent neurologic symptoms and include the site of brain tissue necrosis, hemorrhage and embolism. The diagnosis must be confirmed by the presence of typical clinical symptoms and computer data or magnetic resonance imaging of the brain. The duration of neurologic symptoms should be at least 3 months.

Exceptions:

- neurological symptoms, migraine,
- cerebral disorders due to injury,
- vascular diseases affecting the eye or optic nerve,
- transient ischemic attacks, lasting less than 24 hours,
- attacks of vertebrobasilar ischemia,
- lacunar stroke without neurological symptoms.

Waiting Period: 6 months.

Survival period: 30 days.

4 Alzheimer's disease - resulting in permanent symptoms

A definite diagnosis of Alzheimer's disease by a Neurologist, Psychiatrist or Geriatrician. There must be permanent clinical loss of the ability to do all of the following:

- remember;
- reason;
- perceive, understand, express and give effect to ideas.

For the above definition, the following are not covered:

- Other types of dementia.

Waiting Period: 6 months.

Survival period: not applicable.

5. Surgical treatment of diseases of the aorta

Confirmed by a specialist surgical intervention to treat chronic diseases of the aorta by resection and replacement of defective aortic graft. The term of the aorta in this particular case, it is commonly understood as thoracic and abdominal part. Branches of the aorta of coverage are excluded.

Exceptions:

- Damage of aorta caused by injury
- Any other type of surgical interference, e.g. stent insertion and endovascular therapy

Waiting Period: 6 months.

Survival period: 30 days.

6 Transplantation of heart valve

Confirmed by a specialist surgical replacement of one or more diseased heart valves by artificial valve/s. Definition includes the replacement of the aortic, mitral, tricuspid, or pulmonary (pulmonary valve) valves of the heart by their artificial counterparts due to the development of stenosis / insufficiency or a combination of these states.

Excluded from coverage: valvotomy, valvuloplasty, and other types of treatment carried out without transplantation (replacement) valves.

Waiting Period: 6 months.

Survival period: 30 days.

7 Bacterial meningitis

Inflammation of the membranes of the brain and spinal cord, confirmed by a specialist, as well as by results of specific investigations (blood and cerebrospinal fluid, CT scan or MRI of the brain). In addition, the disease should have the effect of continuing failure to independently perform three or more basic household actions: wash (the ability to wash in the shower or bath), dressing (removing or putting on his/her clothes, buttoned or come unfastened), personal hygiene (use the toilet maintain an acceptable level of hygiene), mobility (ability to move around the house or within the floor), to regulate excretory functions, hungry / thirsty (but not cooking). The result of this disease may also be a complete bedridden state and unable to climb out of bed on their own without assistance. The above conditions must be confirmed by medical records, at least for 3 months.

Waiting Period: not applicable.

Survival period: not applicable.

8 Parkinson's disease - resulting in permanent symptoms

A definite diagnosis of Parkinson's disease by a Neurologist or Geriatrician.

There must be permanent clinical impairment of motor function with associated tremor and muscle rigidity.

For the above definition, the following are not covered:

- Parkinsonian syndromes/Parkinsonism.

Waiting Period: 30 days.

Survival period: not applicable.

9 Extensive burns

Extensive burns of the third degree, an area of at least 20% of the body of the Insured and above. The diagnosis must be confirmed by a specialist, as well as the results of measuring the area of burn on the table, the Lund-Browder, or using similar tools.

Waiting Period: not applicable.

Survival period: 30 days.

10 Traumatic brain injury - resulting in permanent symptoms

Death of brain tissue due to traumatic injury resulting in permanent neurological deficit with persisting clinical symptoms.

Waiting Period: not applicable.

Survival period: not applicable.

11 Renal failure

Irreversible end-stage chronic dysfunction of both kidneys, leading to:

- Increased serum creatinine in the blood to 7-10 mg%,
- violation of introduction of products of nitrogen metabolism,
- violation of a water-salt, osmotic, acid-base balance,
- hypertension

that requires:

- permanent hemodialysis conducting,
- peritoneal dialysis,
- or a kidney transplant.

The diagnosis must be confirmed by a qualified physician (nephrologist).

Waiting Period: 6 months.

Survival period: 30 days.

12 Transplantation of vital organs

Confirmed by a specialist transfer of:

- heart
- Lung
- liver
- kidney
- Pancreas (excluding transplant only the islets of Langerhans)
- bone marrow
- small intestine

Exceptions:

- organ donation,
- transplantation of other organs, parts of the body or any tissue.

The need for transplantation must be confirmed by a qualified physician.

Waiting Period: 6 months.

Survival period: 30 days.

13 Encephalitis

Inflammation of the brain (cerebral hemispheres, brainstem or cerebellum), bacterial and viral etiology, diagnosis must be confirmed by a specialist, as well as results of special studies (e.g., blood and cerebrospinal fluid, CT scan or MRI of the brain). In addition, the disease should have the effect of continuing failure to independently perform three or more basic household actions: wash (the ability to wash in the shower or bath), dressing (removing or putting on his/her clothes, buttoned or come unfastened), personal hygiene (use the toilet maintain an acceptable level of hygiene), mobility (ability to move around the house or within the floor), to regulate excretory functions, hungry / thirsty (but not cooking). The result of this disease may also be a complete bedridden state to bed and unable to climb out of bed on their own without assistance. The above conditions must be confirmed by medical records, at least for 3 months.

Waiting Period: not applicable.

Survival period: 30 days.

14 Polio

Acute infection with the polio virus has the consequence of the development of paralytic poliomyelitis, involving violations of motor functions and respiratory failure. The final diagnosis must be confirmed by a specialist, as well as by results of special investigations, proving the presence of polio virus (e.g., the study of excrement or cerebrospinal fluid, blood test for antibodies). Cases of any other form of polio, which excludes the development of paralysis, are not grounds for payment. Other causes of paralysis constitute a special exception.

Waiting Period: not applicable

Survival period: 30 days

15 Total permanent disability

Sharply or considerably expressed disability due to an accident. Degree of disability should be qualified as sharply or considerably expressed limitation of abilities by such medical center, which is selected by the respective competent governmental body and is authorized to determine status of person(s) ability.

Waiting Period: not applicable.

Survival period: not applicable.

16 Coma (with associated permanent symptoms)

A state of unconsciousness with no reaction to external stimuli or internal needs which:

- requires the use of life support systems for a continuous period of at least 96 hours; and
- with associated permanent neurological deficit with persisting clinical symptoms.

For the above definition, the following are not covered:

- Medically induced coma;
- Coma resulted from alcohol or drug abuse.

Waiting Period: not applicable.

Survival period: 30 days.

Notification

For making a claim, please
call to our call center on the following number:

+995 32 2444 999