



R/LCI-001/24

Insurance

Life & Critical Illnesses

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Cover

Types

These Terms and Conditions, Your Policy Schedule and Application, set out the Insurance Agreement between You and Us. Please read these Terms and Conditions 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, characteristic terms for insurance and the words with special meanings are highlighted in bold print and defined in relevant sections.

We, on one hand, (Insurer, „Insurance Company Aldagi“ JSC) and You, on the other hand, (Insured), agree that in return for payment of the Premium by You, 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 which of the three products listed below you have chosen:

1

Life

Cover is provided for Your life.

2

Critical Illnesses

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

3

Combined

Cover is provided for Your life and critical illness.

Please read General Conditions carefully, which apply 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 apply to You.

Moreover, if Your product includes critical illness cover, please read Critical Illness Conditions carefully, 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 by you.
- 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 when the purpose of your actions are to save human life).
- Actions of Your heir (of all five lines) or Beneficiary of this Insurance, directed to murder You or attempt thereof or giving bodily/health injury to You;
- Committing a criminal act by you or attempt thereof.
- Your immunodeficiency virus (HIV) or acquired immune deficiency syndrome (AIDS).
- War; civil commotion/hostilities; rebellion; strike; riot; terrorism.
- Taking part in operations organized by various services used to manage emergency situations (Fire-fighting/rescue, army, police, Ministry of Internal Affairs).
- Taking part in underground works.
- Taking part in risky competition or sport, such as: boxing or other combat sports, climbing, speleology, alpinism, horse-racing, diving, flights on hang-glidern, jumps with parachutes, rally, off-piste skiing, competition with snowmobile, motorboat, motoryacht or water scooter.
- Such illness or medical issue or progress or complications thereof, which You were aware of (should have been aware of), at the time of Insurance Agreement signing, and We were not.
- Unreasonable failure to seek or follow medical advice.

Premium

You pay Premium as per Policy Schedule payment terms mentioned in the personal terms of the Policy. 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 to the mobile phone number indicated in the personal terms, with indication of the Agreement number, due Premium and the date after which no limits will be paid. 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.

Besides, sending SMS is not mandatory in case of non-payment of the Premium in full/first premium installment on time. In this case, 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.

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 special category data) from any institution in any form. Furthermore, We have the right to send You to medical examination (including Medical examination of the corpse) to doctor/expert/institution authorized by Us, or request conduction of an alternative medical expertise (including crosschecking the diagnosis).

Termination

1. This Insurance Agreement may be terminated by the provision of law or/and: by the desire of parties (subject to giving 30 days' prior written notice of termination), in case of non-payment of the Premium, or on the basis of non-adherence of Utmost Good Faith principles.
2. The Insured may repudiate from Life and Critical Illness Insurance Contract within 30 days from the date of its making without giving any reason or without fear of any penalty or extra charge.
 - 2.1. The Insured may not repudiate from this Contract under paragraph 2 above and therefore this paragraph shall not apply to:
 - a) any insurance contract, the price of which does not exceed 30 Gel;
 - b) any insurance contract with an effective period shorter than the repudiation period;

- c) any insurance contract related to the Framework Contract where the Framework Contract does not contain the right to repudiation;
- d) any insurance contract, the price of which depends on any change occurring on the financial market that is beyond the Insurer's control and that may occur during the period for exercising the right to repudiation;
- e) If prior to the expiry of the period for exercising the right to repudiation the Insured/Beneficiary expressly and unequivocally requested, having regard to the Terms of Insurance Contract, services and the Insurer informed the Insured that by receiving such services the latter forfeits the right to repudiation.

3. Consequences of repudiation:

3.1. The Insured's repudiation from the Contract under paragraph 2 of the Insurance Terms shall result in the cancellation of the Parties' obligations under the Life and Critical Illness Insurance Contract and the return of any sums that parties have already received as a result of performance of such obligations.

3.2. In the case of repudiation the Insurer shall:

- a) Repay the paid Premium (if any) in full to the Insured within no later than 14 calendar days after receipt of the notice of repudiation. The Insurer has no obligation to repay the Insured any sum paid for the additional expenses arising from the Insured's choice of non-standard services or services costlier than those offered by the Insurer;
- b) Repay the sum through the same payment methods used by the Insured except where the Insured consents to the use of another payment method and incurs no additional expense.

Bad Faith

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

- have not made a claim within 72 hours (or when it is impossible to make a claim for valid reasons, immediately, immediately when reasonably possible) upon Your death or becoming aware of critical illness diagnosis.
- Provided false/fraudulent information, document or notice in the Application or anytime during the period of Insurance agreement.
- Failed to cooperate with Us in the process of managing Your claim (including failure to follow 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, Georgia, or email: mediacia@insurance.org.ge. The costs of the insurance mediation of Georgian Insurance Association 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

There is a 90-day waiting period for death risk coverage from the effective date of this agreement, 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 an indefinite reason), an expertise conclusion on the reason of death should be submitted;

1. Bodily injury or death resulting from an unexpected, visible external impact

- The documents and reports issued by law enforcement authorities regarding the event; If a criminal case has been initiated in connection with 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 specifications of a 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.

Section 02 - Critical Illnesses Special Conditions

Waiting Period

The Waiting Period is set per each critical illness by this Insurance Agreement from 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

A list of relevant documents for each critical illness is provided in the Critical Illness Conditions section. 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
- Detailed Medical documents confirming the rendered medical services to You (including Form 100 - with indication of diagnosis, prescription and the examination results, certified by a seal and signature of the authorized person/doctor);

Based on the specifications of a 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 is terminated. There is a 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 limit of "Critical Illness" will not be paid. 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 documents specified in the Critical Illness Conditions and signing the Insurance Act by both parties.

Child Cover

With the Critical Illness 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 by you, 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, in the same manner. Furthermore, Child Cover includes the following additional conditions:

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

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

We will pay the lower of 50% of the Critical Illness Limit, up to a maximum of 30 000 (thirty thousand) GEL (in case Limit is indicated in foreign currency - 10 000 (ten thousand) in that very currency) in case the child is diagnosed with critical illness. Paying Limit 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 one child, despite the number of insurance policies and events. If both parents have Critical Illness Insurance Cover with Us, the above mentioned 50% 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 Life and Critical Illness insurance is terminated.

Limit is paid per relevant section's (in case of death: Section - 01; in case of 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:

1 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, without invasive growth potential (preinvasive cancer, Intraepitelial cancer) (including dysplasia of the uterine cervix of 1,2,3 stage) or histologically described as precancer.
- All types of 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 and Morphological 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, intense bout of typical chest pain.
- Newly manifested ECG changes, such as:
 - ST segment changes and T wave with the characteristic dynamics
 - Formation of the pathological Q wave
- Increase in activity of enzymes cardiospecific blood.

The diagnosis and the survey data must be confirmed by a qualified physician (cardiologist). The following are excluded from coverage: 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 Stroke

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 data of computer or magnetic resonance imaging/scan of the brain. The duration of neurologic symptoms should be at least of 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: 14 days

4

Alzheimer's disease - Resulting in permanent symptoms

A definite diagnosis of Alzheimer's disease by a Neurologist, Psychiatrist or Geriatrician.
A disease-induced and clinically confirmed permanent loss of the following abilities must be observed:

- Memory;
- Reason;
- Perceive, understand, express and give effect to ideas.
The following is excluded from coverage:
- 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. In this particular case, the term 'aorta' refers to both its thoracic and abdominal sections. Branches of the aorta are excluded from the coverage.

Exceptions:

- Damage of aorta caused by injury

- Any other type of surgical interference, e.g. stent insertion or 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) of 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 independently), dressing (removing or putting on his/her clothes independently, Fastening or unfastening buttons), personal hygiene (using the toilet in compliance with the acceptable level of hygiene), mobility (ability to move around the house or within the floor independently), as well as loss of regulation in excretory functions, loss of the feeling of hunger and thirst. 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 supported by medical records from at least the past 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 a clinical proven impairment of motor function with associated tremor and muscle rigidity as a result of the disease.

For the above definition, the following are not covered:

- Parkinsonian syndromes/Parkinsonism.

Waiting Period: 6 months.

Survival Period: Not applicable.

9

Extensive Burns

Extensive third-degree burns involving an area of at least 20% of the body, or more. The diagnosis must be confirmed by a specialist, along with the results of measuring the burn area using the Lund-Browder chart or 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%,
- Impairment in the excretion of nitrogen metabolism products ,
- 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:

Transplantation of the organs listed below must be confirmed by a specialist:

- Heart
- Lung
- Liver
- Kidney
- Pancreas (Excluding transplantation of 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 independently), dressing (removing or putting on his/her clothes independently, Fastening or unfastening buttons), personal hygiene (using the toilet in compliance with the acceptable level of hygiene), mobility (ability to move around the house or within the floor independently), as well as loss of regulation in excretory functions, loss of the feeling of hunger and thirst. 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 supported by medical records from at least the past 3 months.

Waiting Period: Not Applicable.

Survival Period: 30 days.

14 Polio

Acute infection with the polio virus resulting in the development of paralytic poliomyelitis, which involves motor function impairment 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 covered. Paralysis resulted from causes other than polio virus are also excluded.

Waiting Period: Not Applicable.

Survival Period: 30 days.

15 Total Permanent Disability:

Sharply or considerably expressed disability due to an accident. Degree of disability directly caused by an accident, 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 (on external irritants) or internal needs which:

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

For the above definition, the following are not covered:

- Medically induced coma;
- Coma resulting from the excessive intake of alcohol or drugs.

Waiting Period: Not Applicable.

Survival Period: 30 days.

Notification

For making claims, please
call out our call center on the following number:

+995 32 2444 999