

## **Portability**

- (1) Portability allows a health insurance policyholder (including all members under family cover) to transfer the credits gained from one insurer to another insurer. The policyholder has the right to port their individual, family floater, or group health insurance policy at the time of renewal.
- (2) To port the policy, the policyholder must apply to the new insurer to transfer the entire policy, including all family members covered under it, at least 30 days before the renewal date but not earlier than 60 days before renewal. However, insurers may also consider portability requests made within 15 days of the renewal date, ensuring no break in coverage.
- (3) Upon receiving the portability request, the company will provide the policyholder with a Portability Form, authorizing it to obtain policy and claim-related information from the existing insurer. The policyholder must submit the completed Portability Form along with the proposal form to the company.
- (4) The company will request the necessary policy and claim details from the existing insurer through the Insurance Information Bureau of India (IIB) portal (<https://iib.gov.in/>). The existing insurer must furnish the requested data within 72 hours of receiving the request. The company will then assess the proposal and communicate its decision within 5 days of receiving the information from the existing insurer.
- (5) Portability ensures the policyholder retains the credits gained under their previous policy, including:
  - i. Sum Insured
  - ii. No Claim Bonus
  - iii. Specific waiting periods
  - iv. Waiting period for pre-existing diseases
  - v. Moratorium period
- (6) For port-in policies during the port-in year, the company shall not pay any commission or incentives to its employees, distribution channels, or employees of the distribution channels.
- (7) No charges shall be levied on the policyholder for porting-in or porting-out.
- (8) In case of Health Indemnity Policies, the company and the existing insurer will work together to ensure the seamless transfer of underwriting details and claim history. The existing insurer must provide the requested information within 72 hours via the IIB portal, and the company will make a decision on the proposal within 5 days of receiving the details.
- (9) The company will ensure that the portability process is transparent and in compliance with the applicable regulations. The detailed process for portability will be specified by the company in its policy documents.