

## **PORTABILITY**

**What is Portability:** Portability allows you to transfer your entire health insurance policy (including all family members under a family cover) from your current insurer (**Existing Insurer**) to a new one (**Acquiring Insurer**).

**Transfer of Benefits:** By porting, the policyholder is entitled to transfer the credits gained in the expiring policy from the Existing Insurer to the Acquiring Insurer. Following benefits can be ported to the Acquiring Insurer:

- Sum Insured and accrued No Claim Bonus (NCB) in the Expiring Policy.
- Time already served for specific waiting periods and pre-existing diseases (PED).
- Completed moratorium periods (the time after which an insurer cannot look back and deny a claim based on non-disclosure).

### **Portability Procedure:**

1. A policyholder desirous of porting his/her policy to another insurer shall apply to such insurer to port the entire policy along with all the members of the family, if any, at least 30 days before, but not earlier than 60 days from the due date for renewal.  
Insurers are free to consider proposal for portability even if the policyholder has approached within 15 days from the renewal date of the existing policy, but in all such cases acquiring insurer shall ensure that there is no break in policy.
2. No charges shall be levied on the policyholder for porting-in or porting-out.
3. The Acquiring Insurer shall seek the insurance details from the existing insurer through Insurance Information Bureau of India (IIB) <https://iib.gov.in/> portal.
4. The existing insurer shall provide the information sought by the Acquiring insurer immediately but not more than 72 hours of receipt of request through Insurance Information Bureau of India (IIB) <https://iib.gov.in/> portal.
5. The Acquiring insurer shall decide and communicate on the proposal at the earliest possible time but not more than 5 days of receipt of information from Existing insurer.
6. The Acquiring and the Existing Insurers shall jointly, ensure that the entire underwriting details and claim history of the Policyholders are seamlessly transferred.