

## Underwriting Philosophy

“In line with our core value of “Customer First”, we aim to deliver our customers a fair and consistent underwriting experience. All underwriting decisions are based on statistical data and medical research information relevant to the assessment of the risk. We regularly perform reviews of our underwriting philosophy to ensure our assessments and the underlying supporting information remains relevant and accurate. We underwrite all individuals (including Transgender) based on the risk they present and as some customers might be at a higher risk of mortality/morbidity than others, this risk will be reflected in the decisions we make. We offer life and health insurance coverage of prevalent medical conditions, critical illnesses, Disability , mental illness and HIV/AIDS as well; subject to customers health conditions and our risk assessment procedure.

Our constant endeavor is to arrive at underwriting decision by undergoing a risk assessment process to determine the applicant’s eligibility for cover and premium that they should pay”.

## Underwriting Approach

Aviva Life has a well-defined board approved Underwriting policy. The Underwriting philosophy and Policies of Aviva life does not discriminate against any individual (including Transgender) who wants to avail the product that the company offers in the market.

The Underwriting policy of Aviva covers granting Life/ health insurance coverage to **Persons affected with HIV/ AIDS.**

- A) For proposals with disclosure of HIV/ AIDS, underwriting assessment is undertaken which includes calling for all medical records especially Green Book, attending physician reports, CD4 ( Cluster of differentiation 4 ) counts over and above the mandatory medical evaluation.

The Underwriting policy of Aviva covers granting Life/ health insurance coverage to **persons affected with mental illness.**

- A) Aviva abides by the relevant provisions of The Mental Healthcare Act, 2017.
- B) For proposals with disclosure of mental illness, underwriting assessment is undertaken which includes calling for all medical records, attending physician reports, mental health questionnaires over and above the mandatory medical evaluation.

The Underwriting policy of Aviva covers granting Life/ health insurance coverage to **Persons with Disabilities.**

- A) For proposals with disclosure of disabilities, underwriting assessment is undertaken which includes calling for all medical records, attending physician reports, over and above the mandatory medical evaluation

The Underwriting policy of Aviva covers granting Life/ health insurance coverage to **Transgender.**

- B) For proposals with disclosure of gender as Transgender, underwriting assessment is undertaken which includes calling for all medical records done in the past, attending physician reports, over and above the mandatory medical evaluation along with questionnaire.

The information obtained from proposal form & medical records/ reports regarding a medical condition, its duration, degree of severity, past and future prognosis; other factors including Occupation, Social, Lifestyle, Habits; the final underwriting decision is conveyed for the base plan, any additional rider if any.

To arrive a fair and competitive decision Aviva follows the Underwriting manuals which has a rating that is based on extensive research in line with the medical condition.

Final Underwriting decision may vary from standard acceptance to charging an extra premium, deferring the risk or declining the proposed cover. The final decision is communicated to the applicant through various approved legal means of communication (Letter, SMS and Email). The Policy is issued only when the customer has provided his consent.