Babu bhai
2||2-206||infinity 21||film city raod
Mobile No. -76456789 , Email -babu.bhai@Kotak.com

Case Details

Status At The Time Of Investigation

Claim Number	-	20210000041	Claim Amount	-	600000
Claim Status	-	Open	Claim Sub Status	-	

Current Status From GIST

Claim Status	-	Open	Claim Sub Status	-	
Closure Date	-	31-01-2023	Settled Amount	-	0

Policy Details

Product Name	-	Kotak Secure Shield	Policy Number	-	1021347000
IMD NAME	-	BANC ASSURANCE C GST	IMD Code	-	1171380000
IMD Flag	-	🟢	Policy Type	-	Individual
Policy Start Date	-	08-05-2019	Policy End Date	-	07-05-2020
Policy Category	-	Benefit	Policy Sub Type	-	
Policy Holder Address	-	D 5 SAGAR NAGAR, SION, OPP GANESH STORE, 400022 - CHUNABHATTI MUMBAI, MUMBAI, MAHARASHTRA, India			

Babu bhai
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Mobile No. -76456789 , Email -babu.bhai@Kotak.com

Member Details

Member Name	-		Member ID	-	1000044925
Certificate Number	-	1021347000	Relation	-	Self
Sum Insured	-		Addition Effective Date	-	08-05-2019
Deletion Effective Date	-				
First Policy Incept Data	-	2019-05-08 00:00:00.0000000	Member Flag	-	🟢
Member Contact Number	-	9876543210	Member Email Id	-	SANKET.GH@GMAIL.COM

Claim Details

Nature Of Loss	-	Personal Accident (AD-PTD)	Claim Type	-	Reimbursement
Diagnosis	-	Ss	Claim Reported In Days	-	0
Date Of Admission	-	15-05-2019	Date Of Discharge	-	
Number Of Days Hospitalised	-	0			

Hospital Details

Hospital Code	-		Rohini Code	-	
Name Of Hospital	-		Hospital Type	-	

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Mobile No. -76456789 , Email -babu.bhai@Kotak.com

No Of Beds	-	Hospital Flag	-	🟢
Address Of Hospital	-	Location Of Hospital	-	

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Claim Trigger Point

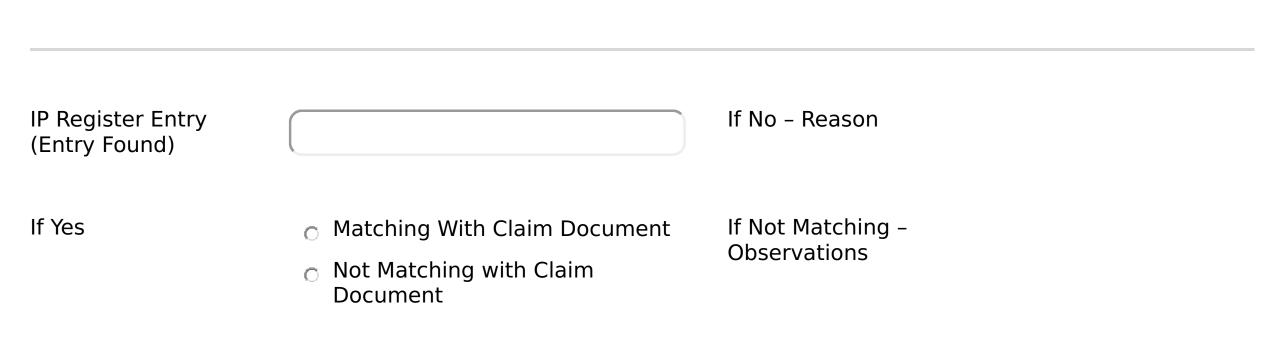|	
Trigger 1 Auto Remark	
Trigger Remark	Many desktop publishing packages and web page editors now use Lorem Ipsum as their default model text, and a search for 'lorem ipsum' will uncover many web sites still in their infancy. Various versions have evolved over the years, sometimes by accident, sometimes on purpose (injected humour and the like).
Trigger Remark	Many desktop publishing packages and web page editors now use Lorem Ipsum as their default model text, and a search for 'lorem ipsum' will uncover many web sites still in their infancy. Various versions have evolved over the years, sometimes by accident, sometimes on purpose (injected humour and the like).

Investigation Finding (Hospital Verification)

Hospital Registration Number	Not_applicable	OT	
ICU/ICCU/ PICU/CCU		Visit To Hospital	no
Hospital Visit Date		How Far From Member Address (Approx Km)	
Any Relative Near Hospital Where Insured Stayed		Comments	

IP Register Entry (Entry Found)		If No – Reason	

If Yes
- ○ Matching With Claim Document
- ○ Not Matching with Claim Document

If Not Matching – Observations

ICPs Collected		If No – Reason

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If Yes, Any PED/Non-Disclosure Findings

Any Other Discrepancy Noted   If Yes

TPR/BP/VITAL Charts   If Yes – Observations

If No – Reason

In Case Of Medical Management

Active Line Of Treatment | Many desktop publishing packages and web page editors now use Lorem Ipsum |

In Case Of Surgical Management

Operative Notes   If Provided - Findings

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If Not Provided -
Reason

Anaesthesia Notes   If Provided - Findings

If Not Provided -
Reason

Any PED History

Any Implants Used   If Yes – Invoice /
                                                     Sticker Number

Invoice Verified   Reason / Findings

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MLC Details

MLC Copy Received

no

If Yes - Date Of MLC

If No

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Is MLC Verification Done

If Yes-Observations

If No – Reason

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FIR Details

FIR Copy Received

no

If Yes - Date Of FIR

Is FIR Verification Done

If Yes-Observations

If No – Reason

Any alcohol /Drug Intoxication Found As Per Documents

no

If Yes – Details

If No – Reason

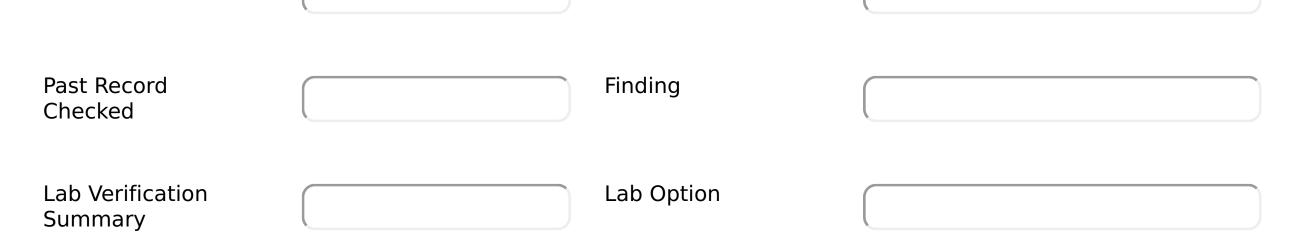MRD Records checked

If Yes-Observations

If No – Reason

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Bill Book collected

If Yes-Observations

If No – Reason

Tariff Details Card
Collected

If Yes-Observations

If No – Reason

Hospital Authority
Statement

If Yes-Observations

If No – Reason

If Yes – Any findings

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Treating Doctor Visit

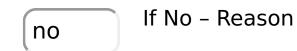| Name of doctor	Sonali Kailuke	Qualification	MBBs
Registration Number	24323244	Tariff Details Card Collected	no
If No – Reason	Many desktop publishing packages and web page editors now use Lorem Ipsum as their default model text, and a search for 'lorem ipsum' will uncover many web sites still in their infancy.	If Yes – Any PED findings	
Any discrepancy noted	no	If Yes-Observations	

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Lab Verification Details

Lab Name		Lab Location	
Inhouse		If No, then Distance from hospital / Resident	
Lab Register Entry Verified		If Yes	○ Matching With Claim Document ○ Not Matching with Claim Document

If No

Bill Book		If Yes	○ Matching With Claim Document ○ Not Matching with Claim Document

If No

Report Validation		Name Of Empanelled Pathologist	
Reg Number		Visit Done	no
Visit Date		Finding	
Past Record Checked		Finding	
Lab Verification Summary		Lab Option	

Chemist Verification

Visit Done	no	If No – Reason	Many desktop publishing packages and web page editors now use Lorem Ipsum as their default model text, and a search for 'lorem ipsum' will uncover many

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web sites still in their infancy.

If Yes – Visit Date		Pharmacy Name	

Inhouse | | If No, then Distance from hospital / Resident |

Bill Book | | If Yes | ○ Matching With Claim Document
| | | ○ Not Matching with Claim Document

If Not Match

Bill Records | | Findings

Purchase invoices Collected | | If No – Reason

Past Records Checked | | Findings

Chemist Statement Collected | | If No – Reason

If Yes – Findings | | If Yes – Any PED findings | |

Overall Chemist Verification Summary

Past Records Details | | Any Other Observations/Findings

If Yes – Any PED Findings | |

Over All Hospital Virification Findings

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Home Visit

Visit done	No	If No - Reason	Many desktop publishing packages and web page editors now use Lorem Ipsum as their default model text, and a search for 'lorem ipsum' will uncover many web sites still in their infancy. Various versions have evolved over the years, sometimes by accident, sometimes on purpose (injected humour and the like).

If Yes - Visit Date		Appointment Taken	

If No - Reason		If Yes - Name of insured with whom appointment was taken	

Mobile no		Member Address	

Name of Patient		Date of Birth of Patient	

Gender		Statement Collected	

If No - Reason		If Yes - Finding	

Any discrepancies			

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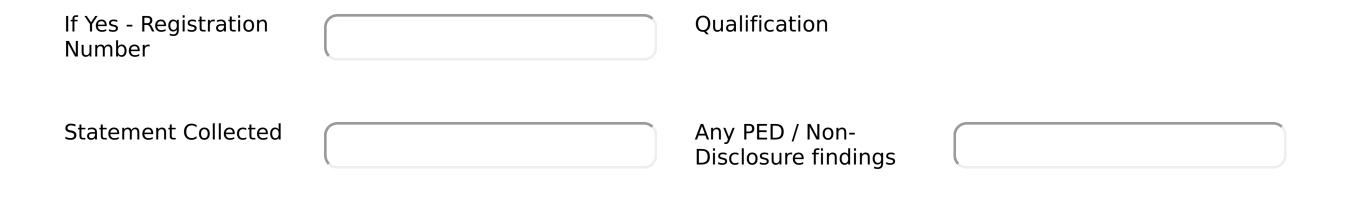Mobile No. -76456789 , Email -babu.bhai@Kotak.com

If Yes - Finding

Any PED / Non-
Disclosure findings

Insured Habits

Past documents
collected

If No - Reason

If Yes – please
specify

KYC Documents
collected

If No - Reason

If Yes

○ Matching with Claim
Document

If No - Reason

○ Not Matching with Claim
Document

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Vicinity verification

Visit done	No	If No - Reason	Many desktop publishing packages and web page editors now use Lorem Ipsum as their default model text, and a search for 'lorem ipsum' will uncover many web sites still in their infancy. Various versions have evolved over the years, sometimes by accident, sometimes on purpose (injected humour and the like).
If Yes – please specify		If Yes - Visit Date	

Visit to Family Physician

Name of Family Physician		Location	
Contact number		Distance from Insured Home	
Visit to Family Physician	No	if No - Reason	Many desktop publishing packages and web page editors now use Lorem Ipsum as their default model text, and a search for 'lorem ipsum' will uncover many web sites still in their infancy. Various versions have evolved over the years, sometimes by accident, sometimes on purpose (injected humour and the like).
If Yes - Registration Number		Qualification	
Statement Collected		Any PED / Non-Disclosure findings	

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In Cases of First Consultant / Referral doctor

Name of Family
Physician

Location

Contact number

Distance from
Insured Home

Visit to Family
Physician

No

if No - Reason

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packages and web page editors
now use Lorem Ipsum as their
default model text, and a search
for 'lorem ipsum' will uncover
many web sites still in their
infancy. Various versions have
evolved over the years,
sometimes by accident,
sometimes on purpose (injected
humour and the like).

If Yes - Registration
Number

Qualification

Many desktop publishing pa

Statement Collected

Any PED / Non-
Disclosure findings

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Office / School / Collage Visit

Visit done	Yes	If No - Reason	
If Yes - Visit Date	2023-01-01	If Yes - Visit To	Office
Attandence Record Collected	No	If Yes Check Whether Patient Was Present In Office / School / Collage During Hospitalization Period	

If Patient Is Employee - Then Check Employment Status If Patient Is Student In Collage / Schiool Then Check Enrolment Status

○ Employee ◉ Student in College/School

Name Of Person With Whom Information Was Collected

Mobile Of Person With Whom Information Was Collected		Address of Office / School / Collage	
Statement Collected	No	If No Than Reason / Yes Then Finding	Many desktop publishing packages and web page editors now use Lorem Ipsum as their default model text, and a search for 'lorem ipsum' will uncover many web sites still in their infancy. Various versions have evolved over the years, sometimes by accident, sometimes on purpose (injected humour and the like).

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Any Other Observation	No	If YES – Findings
Any PED / Non-Disclosure findings	No	
Any other Investigation findings		

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External 3rd Party Investigation Final Conclusion

Investigators Final
Observation &
suggetion

rework----Many desktop publishing packages and web page editors now use Lorem Ipsum as their default model text, and a search for 'lorem ipsum' will uncover many web sites still in their infancy. Various versions have evolved over the years, sometimes by accident, sometimes on purpose (injected humour and the like).

Investigators Final
Conclusion

Payable

Investigators Final
Recommenndation

Seems Genuine

Current Status From GIST

Remark

Rework--Many desktop publishing packages and web page editors now use Lorem Ipsum as their default model text, and a search for 'lorem ipsum' will uncover many web sites still in their infancy. Various versions have evolved over the years, sometimes by accident, sometimes on purpose (injected humour and the like).

Amount

500

Babu bhai
2||2-206||infinity 21||film city raod
Mobile No. -76456789 , Email -babu.bhai@Kotak.com

Pre-Exisiting Details

Pre-Exisiting Details

Babu bhai
2||2-206||infinity 21||film city raod
Mobile No. -76456789 , Email -babu.bhai@Kotak.com

Final Closure Comment

Verification Manager
Comment

Recommendation*

Hospitalization not seems to be justi

Investigation Status

Open

Closure Date

31-01-2023