

**COMMERCIAL CRIME INSURANCE  
POLICY WORDING**

**REGISTERED & CORP OFFICE:**

**Universal Sampo General Insurance Company Limited:**

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**IRDAI Registration Number:134**

**CIN: U66010MH2007PLC166770**

## 1. INSURING CLAUSES

WHEREAS the **Insured** named in the Policy Schedule hereto by a proposal and declaration, which shall be the basis of this contract and is deemed to be incorporated herein, has applied to the Universal Sampo General Insurance Company Limited (hereafter referred to as the "**Insurer**") for the insurance hereinafter contained and has paid the premium as consideration for such Insurance.

In consideration of payment of the **Premium** by the **Insured** and subject to all the terms, conditions and exclusions, including all definitions, of this Policy, **Insurer** agrees to indemnify the **Insured** as follows:

**1.1** Any **Loss** which is first **Discovered** during the **Policy Period** or the **Discovery Period**, if applicable, and notified to the **Insurer** in accordance with this policy's provisions. Provided such **Loss** was sustained by the **Insured** after the **Retroactive Date**, by reason of:

- (a) **Internal Crime**; or
- (b) **External Crime**,

And

### 1.2 Defence Costs

## 2. DEFINITIONS

In this policy the following words in **bold** shall have the following meaning:

- 2.1 Alteration** means the fraudulent and material amendment, modification or change of an instrument with the intent to deceive, by a person other than the person authorised to prepare, modify or sign said instrument.
- 2.2 Bank Account** means an account maintained by the **Insured** at a banking or savings institution or a stock broker, mutual fund, liquid assets fund or similar investment institution duly regulated, from which the **Insured** or their duly authorised representatives are able to instruct the transfer, payment or delivery of funds.
- 2.3 Certificated Securities** means any bond, debenture, evidence of indebtedness, note, share, stock, or other equity or participation or other interest in property of, or an enterprise of, the issuer or an obligation of the issuer, which is:
  - (a) represented by an instrument issued in bearer or registered form; and
  - (b) of a type commonly dealt in on securities exchanges or markets or commonly recognised in any area in which it is issued or dealt in as a medium for investment; and
  - (c) either one of a class or series or by its terms divisible into a class or series of shares, participations, interests or obligations.
- 2.4 Change of Control** means an event during the **Policy Period**, whereby any person or entity other than an **Insured** or group of such persons and/or entities acting in concert:
  - (a) takes control of the composition of the board of directors or of more than 50% of the voting rights of an **Insured**; or
  - (b) holds more than 50% of the issued share capital of an **Insured** or substantially all of an **Insured's** assets whereby such person and/or entity takes control of the business operations of the **Insured**.

- 2.5 Claim** means any:
- (a) written demand for damages or other legal remedy;
  - (b) civil proceeding including third party proceeding or counterclaim;
  - (c) criminal proceeding; or
  - (d) Any formal administrative or formal regulatory proceeding commenced by the filing of a notice of charges, formal investigative order or similar document, first made or brought against an **Insured** during the **Policy Period**.
- 2.6 Client** means any customer of an **Insured** to whom such **Insured** provides goods or services under a written contract or for a fee or other monetary consideration.
- 2.7 Computer Fraud** means the criminal and intentional deprivation of an **Insured's Property** as a direct result of:
- (a) the fraudulent input of **Electronic Data** directly into the **Computer Systems**; or
  - (b) the fraudulent modification or fraudulent destruction of **Electronic Data**,
- by a **Third Party** to whom the **Insured** has not given authorised access and which acts were instructed or committed with the intention of obtaining an improper financial gain for such **Third Party** or for another **Third Party** acting or having acted in collusion with such **Third Party**.
- There shall be no cover for **Loss** resulting directly or indirectly from a **Forged, Altered, Counterfeited** or lost or stolen **Negotiable Instrument, Certificated Security** or any other written instrument or document used as source documentation in the preparation of **Electronic Data** or manually keyed in a data terminal.
- 2.8 Computer Systems** means the **Insured's** computers and all input, output, processing, storage, off-line media libraries and communication facilities which are connected to those computers and which are under the control and supervision of the operating system(s) or application(s) software operated by the **Insured**. It does not include those computers suitable solely for single use applications.
- 2.9 Counterfeit or Counterfeiting** means the imitation by a **Third Party** of **Money, Certificated Securities**, or an authentic **Negotiable Instrument** intended to deceive and of such quality as to be taken as the original and upon which the **Insured** has acted or relied. Fictitious instruments which merely contain fraudulent misrepresentations of fact and are genuinely signed or endorsed are not **Counterfeit**.
- 2.10 Consultant** means any independent external accountants, investigators or experts appointed by the **Insured** with the prior written consent of the **Insurer**.
- 2.11 Credit Arrangement** means any agreement relating to the provision of credit, extension of credit or hire purchase agreement, loan or transaction in the nature of a loan, lease or rental agreement, invoice, account, agreement or other evidence of debt, payments made or withdrawals from any customer's or client's account involving items which are not finally paid for any reason.
- 2.12 Defence Costs** mean reasonable legal fees, costs and expenses incurred and paid by the **Insured**, with the prior written consent of the **Insurer**, in the defence of any demand, claim, suit or legal proceeding brought against the **Insured** during the **Policy Period** as a direct result of a **Loss** covered under this Policy, provided that:
- (a) such indemnity is limited to the amount specified for **Defence Costs** as specified in Policy Schedule;
  - and
  - (b) the **Insurer** shall not be liable to make any payment for fees, costs or other expenses incurred by the **Insured** in establishing the existence, validity or amount of any **Loss** covered under this Policy; and

- (c) such legal fees, costs and expenses are not recoverable from any other party; and
- (d) **Defence Costs** do not comprise salaries, wages, benefits or overhead expenses of directors, officers or **Employees** of the **Insured**; and
- (e) there is no duty upon the **Insurer** to advance any legal fees, costs or expenses to the **Insured** prior to the conclusion of the demand, claim, suit or legal proceeding.

**2.13 Discovered or Discovery** is deemed to occur at the time when the **Insured** or any director, officer, partner, senior manager, department head or the equivalent, not in collusion with any person committing or implicated in the relevant **Internal Crime** or **External Crime**, first becomes aware of facts or circumstances acts or omissions which would cause a reasonable person to believe that a **Loss** of the kind covered by this Policy has been or will be sustained, regardless of when the acts, transactions or events causing or contributing to such **Loss** occurred, and regardless of whether the **Insured's** knowledge is sufficient at such time to prove that such **Loss** meets the terms and conditions of this Policy or to establish the amount or details of the **Loss**.

**2.14 Discovery Period** means the period commencing immediately after the expiry date of the **Policy**, during which written notice may be given to the **Insurer** of an **Internal Crime** or **External Crime** that was committed prior to the expiry date of the **Policy Period** and first **Discovered** during such period or during the **Policy Period** and only where **Loss** arising from such **Internal Crime** or **External Crime** is not partially nor wholly covered by any other insurance policy in force after the expiry date of the **Policy**.

**2.15 Electronic Data** means facts or information converted to a form usable in **Computer Systems** and which are run or stored in the **Computer Systems** for use by its computer programmes.

**2.16 Employee** means:

- (a) any natural person while in the regular service of the **Insured**, provided that the **Insured** has the right to govern, direct, supervise and control such person while performing such services for the **Insured** and that such person is in receipt of direct compensation by way of salary, wages, or bonuses; or
- (b) any director, officer, partner or trustee of the **Insured** while performing acts within the scope of the usual duties of an **Employee** as defined under (a) above; or
- (c) any former **Employee** within the meaning of (a) above, for a period not exceeding sixty (60) days following termination of such person's services and/or employment except when such termination involves an actual, alleged or suspected dishonest or fraudulent act; or
- (d) any person assigned to perform any duties as an **Employee**, within the meaning of (a) above, for the **Insured** by any employment agency on a contingent, temporary, seasonal or part time basis; or
- (e) any guest student, intern, secondee or volunteer pursuing studies, gaining work experience or performing the duties of an **Employee** within the meaning of (a) above; or
- (f) any trustee or fiduciary of any **Plan**.

**Employee** shall not mean any person who is or acts on behalf of any external auditor, external accountant, external data processor, external solicitor or attorney; furthermore it shall not mean any broker, factor, investment manager, investment advisor, commission merchant, consignee, contractor or other corporate or individual agent or representative.

**2.17 External Crime** means a criminal or fraudulent act committed by a **Third Party** consisting of:

- (a) **In Transit Theft, Robbery, Burglary;**
- (b) **On Premises Theft, Robbery, Burglary;**
- (c) **Forgery of Instruments;**
- (d) **Counterfeiting;**
- (e) **Funds Transfer Fraud;** or
- (f) **Computer Fraud.**

**2.18 Forgery of Instruments** means **Forgery** or **Alteration** by a **Third Party** of a **Negotiable Instrument** upon which the **Insured** has acted or relied.

**2.19 Forgery** or **Forged** means the hand-written signing or endorsing of a name of a genuine person or a copy of said person's signature without authority and with the intent to deceive. **Forgery** does not mean a signature which consists in whole or in part of one's own name signed with or without authority, in any capacity, for any purpose. Mechanically or electronically produced or reproduced signatures are treated the same as hand-written signatures.

**2.20 Fraudulent Instructions** means:

- (a) **Forged** written or printed instructions (other than bills of exchange, cheques, banker's drafts, banker's acceptances, certificates of deposit, withdrawal receipts, promissory notes, currency, **Certificated Securities**, corporate guarantees or letters of credit); or

- (b) fraudulent electronic, telegraphic, telex, facsimile or telephonic instructions made through a secured funds transfer system established between the **Insured** and a financial institution,

which purport to have come from the **Insured** or a person duly authorised by the **Insured**, but which were issued by a **Third Party** without the **Insured's** knowledge or consent.

**2.21 Funds Transfer Fraud** means the criminal and intentional deprivation of the **Insured's** funds resulting directly from **Fraudulent Instructions** given to a financial institution to transfer, pay or deliver funds of the **Insured** from a **Bank Account**.

**2.22 Governmental Acts** means any expropriation, nationalisation, confiscation, requisition by or under order of any governmental, de facto or public local authority.

**2.23 Insurer** means Universal Sompo General Insurance Company Limited

**2.24 Insured** means the **Policyholder** or its **Subsidiaries** or any **Plans**.

**2.25 Internal Crime** means dishonest or fraudulent acts committed by an **Employee** whether acting alone or in collusion with any other natural person(s), with the intent to cause the **Insured** to sustain such a **Loss** or to obtain an improper financial gain for the **Employee** or for any other natural person(s) acting in collusion with such **Employee**.

With regards to any **Credit Arrangement** or **Trading**, **Internal Crime** shall only mean dishonest or fraudulent acts committed by an **Employee** whether acting alone or in collusion with any natural person(s), with the intent to cause the **Insured** to sustain a **Loss** and which results in improper financial gain for the **Employee**. In this case, the **Insurer's** liability shall be limited to that amount of any **Loss** consisting of such improper financial gain.

**2.26 In Transit Theft, Robbery, Burglary** means the criminal and intentional deprivation of the **Insured's Property** excluding Other Property as defined under **2.36 (e)** by a **Third Party** whilst in **Transit**.

**2.27 Legal liability** means liability under law for a direct pure financial loss sustained by any **Client** in excess of the **Deductible** resulting directly from **Internal Crime** or **External**

**Crime** committed by an **Employee** of the **Insured** not in collusion with the Client nor any employee of the Client.

Direct pure financial loss sustained by a **Client** shall not include **Property** unless they are the direct result of a Fraud.

**Legal Liability** shall not include any sums claimed solely under any contract or that are in excess of the amounts necessary to restore the financial position of the **Client** to that which existed immediately prior to the occurrence of the **Internal Crime** or **External Crime**.

**2.28 Loss** means any direct financial loss sustained by the **Insured** as a result of any single or series of dishonest or fraudulent acts amounting to **Internal Crime** or **External Crime** as defined herein.

**Loss** does not mean:

- (a) any form of remuneration, including but not limited to salaries, salary increase, fees, commissions, bonuses, stock options, pensions and any other **Employee** benefit or profit sharing whether earned or not in the course of employment, or
- (b) anticipated benefits of **Trading** to the **Insured's** counterparty, or
- (c) the **Insured's** liability (of whatsoever nature), whether direct or indirect, to any third party.

Any **Loss Discovered** and notified by the **Insured** which are attributable to the same dishonest or fraudulent acts of one person whether or not an **Employee**, or in which such person is concerned or implicated, shall be deemed to be one **Loss** for the purpose of this Policy.

**2.29 Money** means currency, coins and bank notes in current use and having a face value as well as cheques, traveller's cheques, registered cheques, postal cheques, money arrears, postal or money orders.

**2.30 Negotiable Instrument** means any bill of exchange, cheque, banker's draft, banker's acceptance, certificate of deposit, withdrawal receipt, **Certificated Security** or promissory note. It does not include bearer promissory notes which may be used as an alternative to currency.

**2.31 On Premises Theft, Robbery, Burglary** means the criminal and intentional deprivation of the **Insured's Property** by a **Third Party** whilst on **Premises** or at any other any other premises maintained by a company or organisation (other than an armoured vehicle company) which specialises in the provision to third parties of secure storage or deposit of valuable property facilities within a secure environment pursuant to a written agreement with the **Insured**.

**2.32 Plan** means any pension, employee benefit, welfare benefit, share saver or share option plan or **charitable** fund or foundation maintained by the **Policyholder** or its **Subsidiaries** for the benefit of past, present and/or future directors and/or **Employees** or their respective beneficiaries, existing on or before the inception date of this policy.

Cover for any **Plan** shall only apply in respect of **Loss** arising out of any act covered under this policy committed whilst such entity is a **Plan** maintained by the **Insured**. However upon written request by the **Policyholder**, the **Insurer** may consider, after assessment and evaluation of the increased exposure, granting cover for acts committed prior to the acquisition of the **Plan**. Such cover is only valid when specifically agreed in writing by the Insurer.

**2.33 Policyholder** means the entity named in Policy Schedule.

**2.34 Policy Period** means the period of time from the Inception Date specified in Policy Schedule until the Expiration Date specified in Policy Schedule, unless this Policy is cancelled before the Expiration Date or the effective period of the Policy is extended by way of written and signed Endorsement.

**2.35 Premises** mean any building or land owned, possessed, used or occupied by the **Insured** as a place to conduct its ordinary business.

**2.36 Property** means:

- (a) **Money;**
- (b) **Certificated Securities;**
- (c) **Negotiable Instruments;** and
- (d) **Contracts** representing money or having an intrinsic value owned by the **Insured**.
- (e) Other Property such as any tangible asset (including machinery, physical vaults, safes, lockers, equipment, inventory, computers and data storage media) but only to the extent that it has an intrinsic value; which is in the **Premises** of the **Insured**.

Property does not include Land, offices or real estate and any immovable property of the **Insured**.

**2.37 Proposal Form** means all the written proposals for this Policy together with any attachments and any written information supplied to the **Insurer** in connection therewith.

**2.38 Retroactive Date** means the date(s) specified in Policy Schedule.

**2.39 Subsidiary** means any entity existing on the Inception Date of this Policy as set out in Policy Schedule and listed in the **Proposal Form** which the **Policyholder** either directly or indirectly through one or more **Subsidiaries**:

- (a) owns more than 50% of the issued and outstanding shares; or
- (b) controls more than 50% of the voting rights; or
- (c) controls the right to vote for the election or removal of the majority of such entity's board of directors.

An entity ceases to be a **Subsidiary** when any of the foregoing conditions no longer applies.

Cover for any **Subsidiary** shall only apply to **Loss** which results directly or indirectly from any acts or events which took place, and are **Discovered**, while such entity is a **Subsidiary** of the **Policyholder**.

**2.40 Third Party** means any natural person, other than (i) an **Employee** or (ii) a natural person who is in collusion with an **Employee**, as long as such person does not work for or does not represent any person or entity providing or receiving goods or services under any contract, written or implied, with any **Insured**.

**2.41 Trading** means the purchase, sale or exchange transactions, repurchase agreements or other dealings by or on behalf of the **Insured** including but not limited to securities, metals, commodities, funds, currencies, foreign exchange and interests therein, and the like (including but not limited to the purchase of inventories), together with all forms of derivatives.

**2.42 Transit** means any moving of **Property** outside the **Premises** by an **Employee** duly authorised by the **Insured** to have the care and custody of the **Insured's Property** outside **Premises** or by an armoured motor vehicle company other than a private courier company or governmental postal service. **Transit** is deemed to commence upon the receipt of the **Property** by such **Employee** or armoured motor vehicle company and



shall be deemed to end immediately upon the delivery to the designated recipient or its agent.

- 2.43 Terrorism** means the use or threatened use of force or violence against person or property, or commission of an act dangerous to human life or property, or commission of an act that interferes with or disrupts an electronic or communication system, undertaken by any person or group of persons, whether or not acting on behalf of or in connection with any organisation, government, power, authority or military force, when the effect is to intimidate or coerce or harm a government, the civilian population or any segment thereof, or to disrupt any segment of the economy.

Terrorism shall also include any act which is verified or recognised by the Government specified in Policy Schedule as an act of terrorism.

- 2.44 War** means war, any invasion, act of foreign enemy, hostile operations (whether war has been declared or not), civil war, rebellion, revolution, insurrection, riot or civil commotion assuming the proportion of or amounting to a popular uprising, military or usurped power or martial law.

### 3. EXCLUSIONS

The Insurer shall not be liable to make any payment arising from or relating to any of the following:

**3.1 Employee Acts**

Any **Loss** resulting directly or indirectly from any act or series of acts of any **Employee**, unless such **Loss** results from **Internal Crime**.

**3.2 Known Prior Fraud and or Crime**

Any **Loss** sustained by the **Insured** and caused by an **Employee** and/or any individual after the **Insured** becomes aware that:

- (a) such **Employee** has previously committed criminal, dishonest or fraudulent acts in relation to property during the term of employment with the **Insured** or prior to becoming an **Employee**; or
- (b) such individual has previously committed criminal, dishonest or fraudulent acts during the execution of a contract with the **Insured**.

**3.3 Negligent Acts Or Omissions**

Any **Loss** resulting directly or indirectly from claims made against the **Insured** or its **Employees** in which the claimant alleges a negligent act or omission or such claim would, if established, result in the establishing of a civil liability to the claimant.

**3.4 Directors or Partners**

**Loss** resulting directly or indirectly from any act, omissions or series of acts or omissions of any director, officer, partner, trustee or fiduciary of the **Insured**, whether acting alone or in collusion, unless such director, officer or partner is deemed to have committed such act or omission as an **Employee**.

**3.5 Major Shareholder**

Any **Loss** resulting directly or indirectly from the act of a person who, at the time of committing such act, owns or controls more than 10% of the issued share capital or voting rights of any **Insured**, regardless of the specific **Insured** actually incurring the **Loss**.

**3.6 Consequential Loss**

Indirect or consequential loss of any nature, including but not limited to any loss of income, interest and dividends not realised by the **Insured** or any other individual or organisation because of a **Loss** covered under this Policy.



### 3.7 Radiation and Pollution

Any **Loss**, expense, liability or consequential loss of whatsoever nature directly or indirectly caused by or contributed to, by or arising from:

- (a) ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel; or
- (b) the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof;
- (c) any seepage, pollution or contamination, including but not limited to any solid, liquid, gaseous or thermal irritant or contaminant, including asbestos, smoke, rays, vapour, soot, fumes, acids, alkalis, chemicals, waste, combustible materials to be recycled, reconditioned or reclaimed.

### 3.8 War, Terrorism and Governmental Acts

Any **Loss** of whatsoever nature directly or indirectly caused by or contributed to by or arising from war, invasion, act of foreign or internal enemy, hostilities or warlike operations (whether war be declared or not), civil war, rebellions, revolution, insurrection, civil commotion assuming the proportion of or amounting to a popular uprising, military or usurped power, martial law, riot, the act of any lawfully constituted authority or terrorism.

### 3.9 Prior and Subsequent Acts

Any **Loss**:

- (a) sustained prior to the **Retroactive Date**.  
Notwithstanding the above, in case one **Loss** is sustained by the **Insured** both before and after the **Retroactive Date**, the part of the **Loss** sustained after the **Retroactive Date** shall still be covered;
- (b) **Discovered** prior to the Inception Date as stated in Policy Schedule; or
- (c) **Discovered** or reported after the **Expiration Date** or the **Discovery Period** as stated in Policy Schedule, or after the effective date of termination of this Policy.

### 3.10 Non-Payment or Default

Any **Loss** resulting directly or indirectly from:

- (a) complete or partial non-payment of or default upon any **Credit Arrangement**, whether procured in good faith or through trick or artifice, fraud or false pretenses, unless such **Loss** results from **Internal Crime**.
- (b) **Forgery** or **Alteration** of assets received by the **Insured** in purported payment for property sold and delivered on credit, whether procured in good faith or through trick or artifice, fraud or false pretences unless such **Loss** results from **External Crime** consisting of **Forgery of Instruments**, **Counterfeiting** or **Funds Transfer Fraud**, in which event the amount of such **Loss** shall be determined to be the value of property sold and delivered on credit less all monies and/or the value of any property received from any source whatsoever, including payments and receipts in principal, interest, commissions and the like.

### 3.11 Profit and Loss or Inventory Records

Any **Loss** which is solely proved by means of:

- (a) a profit and loss computation or comparison; or
- (b) a comparison of inventory records with an actual physical count;

unless such **Loss** results from **Internal Crime**, in which case the inventory records and actual physical count of inventory can be submitted as supporting evidence of **Loss**.

### 3.12 Damage or Destruction

Any **Loss** due to damage or destruction however caused to any **Premises**, buildings, safes or vaults including any contents, fixtures or fittings other than **Loss of Insured's Property** resulting from **External Crime** consisting of **On Premises Theft, Robbery, Burglary**.

**3.13 Confidential information, Trade Secrets and Computer Programmes**

Any **Loss** of, or arising from directly or indirectly the unauthorised accessing of, any confidential information, including but not limited to; trade secrets, computer programmes, customer information, patents, trademarks, copyrights, processing methods or any similar non-public information.

**3.14 Fines and Penalties**

Fines, penalties or damages of any type for which the **Insured** is actually or allegedly legally liable.

**3.15 Extortion or Kidnap and Ransom**

Any **Loss** resulting directly or indirectly from extortion, kidnap, ransom or any threat thereof.

**3.16 Forgery or Alteration**

Any **Loss** resulting directly or indirectly from **Forgery** or **Alteration** unless such **Loss** results from **Internal Crime** or from **External Crime** consisting of **Forgery of Instruments, Counterfeiting or Funds Transfer Fraud**.

**3.17 Input, Modification or Destruction of Electronic Data**

Any **Loss** resulting directly or indirectly from the input, modification or destruction of electronic data unless such **Loss** results from **Internal Crime** or directly from **External Crime** consisting of **Computer Fraud**.

**3.18 Bills of Lading and Similar Documents**

Any **Loss** resulting directly or indirectly from any items which are or purport to be travellers' cheques, bills of lading, shipping documents, warehouse receipts, trust receipts, accounts receivable, or any other bills, documents or receipts similar in nature or effect or serving a similar purpose.

**3.19 Credit and Other Cards**

Any **Loss** resulting directly or indirectly from the use or purported use of any credit, debit, charge, access, convenience, identification or other cards, whether such cards are issued by the **Insured** or by any other person or organisation other than the **Insured** unless such **Loss** results from **Internal Crime**.

**3.20 Trading and Other Dealings**

Any **Loss** resulting directly or indirectly from **Trading**, whether conducted or effected by any dishonest or fraudulent act or otherwise, with or without the knowledge of the **Insured**, in the name of the **Insured** or otherwise, unless such **Loss** results from **Internal Crime**.

**3.21 Loss Induced By Electronic Communications**

Any **Loss** resulting directly or indirectly from the **Insured** having acted or relied upon electronic data or communications sent by third persons to the **Insured** with the intention to obtain credit or investment funds fraudulently or dishonestly therefrom.

**3.22 Money Laundering**

**Loss** directly or indirectly resulting from acts consisting of or partaking to actual or alleged movement of illicit cash or equivalent cash proceeds, including but not limited to money laundering within the meaning given under any domestic or international legal system.

### 3.23 Voluntary Surrendering

Any **Loss** resulting from the voluntary giving or surrender of **Property** by the **Insured**, whether or not induced by trick, deception or artifice, in any exchange or purchase, unless such **Loss** results from **Internal Crime**.

### 3.24 Negligent Control

Any **Loss** sustained by the **Insured** as a result of the absence of an internal audit and examination at their Head Office and all offices at least once every twelve months and/or the failure to implement the recommendations of any such audit and examination report within the time limit set out in such report, or, failing any such time limit, no later than six (6) months after the issuance of such report.

### 3.25 Bodily injury

**Loss** which is based upon, attributable to or in any way connected to a bodily injury suffered by the **Insured** or by any **Third-Party**.

### 3.26 Employee's Criminal Record

Any **Loss** as a result of any **Internal Crime** or **External Crime** committed by any **Employee** whose previous criminal record was known by the legal representative of the **Insured**, or his direct manager or the human resources department of the company where he is employed.

## 4. LIMIT OF LIABILITY AND DEDUCTIBLE

### 4.1 Limit Of Liability

The total liability of the **Insurer** for any **Loss** sustained and **Defence Costs** incurred by the **Insured** is limited to the Aggregate Limit of Liability stated in Policy Schedule for all **Losses Discovered** during the **Policy Period** and notified in accordance with section 5.7 of this Policy. The Sub-Limits of any applicable Insuring clauses or Extension stated in Policy Schedule are part of and not in addition to the Aggregate Limit of Liability.

The Aggregate Limit of Liability and the applicable Sub-Limits shall be reduced by the amount of any payment made by the **Insurer** for **Loss** or **Defence Costs**. Upon exhaustion of the Aggregate Limit of Liability and the applicable Sub-Limits by such payments, the **Insurer** shall have no further liability:

- (a) to indemnify the **Insured** under any Insuring Clauses, Extension or Endorsement to this Policy for any **Loss** or **Defence Costs**; nor
- (b) to continue the defence of the **Insured** in the event that the **Insurer** elected to conduct the defence of any suit or legal proceedings and the **Insured** shall assume all responsibility for its defence at its own cost.

If a **Loss** is covered under more than one Insuring Clause the maximum amount payable with respect to such **Loss** shall not exceed the largest amount available under any one applicable Insuring Clause.

The Aggregate Limit of Liability and any Sub-Limit may be reinstated in whole or in part by recoveries effected subsequent to any payment made under this Policy to the extent of the recovery amounts to be allocated to the **Insurer** pursuant to General Provisions 6.11 herein and provided such recovery amounts are actually received by the **Insurer** during the **Policy Period** as stated in Policy Schedule or within twelve (12) months thereafter.

### 4.2 Deductible

The **Insurer** will pay for **Loss** or **Defence Costs** in excess of the Deductible amount(s) set forth in Policy Schedule that exceed the amount of recoveries made prior to such payment.

In the event that more than one Insuring Clause shall be applicable, then the largest Deductible relating to any applicable Insuring Clause shall apply.

## 5. GENERAL PROVISIONS

### 5.1 Non Accumulation Of Liability

Regardless of the number of years this Policy has been in force or may continue to be in force, and regardless of the premiums paid, the Aggregate Limit of Liability and the applicable Sub-Limits shall not be cumulative from year to year or from Policy Period to Policy Period.

### 5.2 Deductible and other Insurance

For each and every loss, cover under this policy will be excess of the greater of:

- (i) the Deductible specified in the Schedule; or
- (ii) the amount of any other valid and collectible insurance or indemnity, contractual or otherwise, available to the insured.

Deductible shall not apply in respect of:

(a) any plan, where such plan is required by law to comply with the Employee Retirement Income Security Act 1974 (ERISA) in the United States of America (USA); or in a capacity as trustee or fiduciary under law (statutory or non-statutory including common) or administrator of any pension, profit sharing or employee benefits programme, including but not limited to an actual or alleged violation of the responsibilities, obligations or duties imposed by the Employee Provident Fund Act of 1952 (India) or the Payment of Gratuity Act, 1972 (India), Employee Pensions Scheme, 1995 (India), Employee Retirement Income Security Act of 1974 (USA) or the Pensions Act 1995 (UK) and any amendments to any of the foregoing thereto or any similar provisions of the law from time to time in force, common or statutory, of any state, territory, jurisdiction, or political subdivision thereof;

(b) use of any investigative specialist.

If a loss is covered partly under this policy and partly under a prior policy issued by another insurer or carrier, the Retention under this policy applicable to the loss will be reduced by the retention or deductible actually applied to loss under such other policy.

### 5.3 Exclusive Policy Benefit

Nothing in this Policy is intended to confer a directly enforceable benefit on any third party other than an **Insured**.

### 5.4 Single Policy, Notice & Authority

This Policy is a single contract of insurance and if there is more than one **Insured** this Policy will remain a single contract of insurance for the benefit of the **Insureds** as being jointly covered and not separately for their several interests. In this event, the following conditions apply:

- (a) The **Policyholder** represents and warrants that all **Insureds** agree that the **Policyholder** shall not only act on its own behalf but also on behalf of all **Insureds** under this Policy, in respect of but not limited to:
  - i. the review and acceptance of all documentation and amendments thereto forming part of this Policy and declaration of risks; and
  - ii. the provision and receipt of all notices of this Policy including notification of **Loss**, notice of cancellation or renewal;
  - iii. the authorisation of use of personal data; and
  - iv. the payment of premiums due under this Policy and acceptance of any return

premium.

- (b) if coverage under this Policy ceases in relation to one **Employee** or to one of the **Insureds** other than the **Policyholder**, then the remaining **Employees** or **Insureds** shall continue to be covered under this Policy; and
- (c) knowledge possessed or **Discovery** made by the **Policyholder** or by any **Insured** shall constitute knowledge possessed or **Discovery** made by the **Policyholder** and every **Insured**; and
- (d) payment of any **Loss** or **Defence Costs** to the **Policyholder** or the **Insured** involving one or more **Insured(s)** will fully release the **Insurer** with respect to such **Loss** or **Defence Costs**.

## 5.5 Changes In Risk

### A) Liquidation

In the event of the liquidation of an **Insured**, either voluntary or compulsory, or the appointment of a Receiver or Manager, or the entering into of any Scheme of Arrangement or composition with creditors, or the control of an **Insured** being taken over by any Government or by officials appointed by any Government or Governmental Authority or Agency, then this Policy shall immediately cease to afford any coverage of any kind for **Loss** subsequently **Discovered** or notified to the **Insurer** in relation to such **Insured**.

### B) Change of Control

In the event of **Change of Control** of an **Insured**, this Policy shall immediately cease to afford any coverage of any kind for **Loss** subsequently **Discovered** or notified to the **Insurer** in relation to such **Insured**.

Nonetheless, in the event of a **Change of Control**, the **Insurer** may at its sole discretion consider providing continuation of coverage, provided that the relevant **Insured** or the **Policyholder**:

- (a) gives written notice to the **Insurer** within thirty (30) days prior to the **Change of Control**; and
- (b) promptly provides the **Insurer** with all such further information as the **Insurer** may require; and
- (c) obtains the written consent of the **Insurer** to extend the coverage provided by this Policy in respect of such **Insured**; and
- (d) pays to the **Insurer** any additional premium as required.

### C) Mergers, Acquisitions and New Subsidiaries

In the event that an **Insured** shall during the **Policy Period**:

- (a) merge or consolidate with another entity; or
- (b) acquire or purchase the assets of another entity; or
- (c) create a new **Subsidiary**,

this Policy shall provide automatic coverage for **Loss** subsequently **Discovered** or notified to the **Insurer** in relation to this entity provided the **Loss** arises out of a covered act committed while such entity is a **Subsidiary** or **Plan** of the **Policyholder** (or after any retroactive date specifically agreed by the **Insurer** for the entity) and the **Loss** is **Discovered** after the effective date of the event listed in (a) (b) or (c), on condition that such entity:

- (1) has a total gross annual turnover and total number of employees which are less than 10% of the combined total gross annual turnover and total number of **Employees** of the **Insured**; and
- (2) has not **Discovered** any **Loss** of a type covered by this Policy within the last three (3) years exceeding 50% of the deductible of this Policy, whether the **Loss** was insured or not and before the application of any retention, deductible or excess; and
- (3) conducts business activities which do not materially deviate from those conducted by the **Insured**; and
- (4) provides a satisfactory signed and dated **Proposal Form** for such entity within thirty (30) days following such events.

If the new entity fails to meet any one of the conditions set out above, this Policy shall not provide any coverage with respect to any **Loss** in relation to this new entity **Discovered** or notified to the **Insurer** after the effective date of the considered merger, consolidation with another entity, acquisition, purchase, or creation of a Subsidiary.

Nonetheless, the **Insurer** may in that case, at its sole discretion, consider providing coverage, provided that the relevant **Insured** or the **Policyholder** shall:

- (a) give written notice to the **Insurer** within thirty (30) days of such event; and
- (b) promptly provide the **Insurer** with sufficient details to permit the Insurer to assess and evaluate the potential increase in exposure; and
- (c) obtain the written consent of the **Insurer** to extend the coverage provided by this Policy in respect of such entity; and
- (d) pay to the **Insurer** any reasonable additional premium as required.

#### **D) Additional Premises**

If the **Insured** shall, during the **Policy Period**, establish any new additional offices or other locations where the **Insured** conducts its ordinary business with the same security standard as the **Premises** stated in the **Proposal Form**, other than as stated in 6.5 (C) (Mergers, Acquisitions and New Subsidiaries) then such additional locations shall be automatically covered as **Premises** hereunder from the date of their establishment, without the requirement of notice to the **Insurer** or the payment of any additional premium for the remainder of the **Policy Period**.

### **5.6 Termination And Cancellation Provisions**

This Policy shall terminate without the tender of unearned premium:

As a whole:

- (a) On the Expiration Date stated in Policy Schedule; or
- (b) Immediately upon the dissolution of the **Policyholder**; or
- (c) Immediately upon the **Change of Control** of the **Policyholder**, unless the **Insurer** agrees to provide continuation of coverage in accordance with Changes in Risk 6.5(B) (Change of Control); or
- (d) Immediately upon exhaustion of the Aggregate Limit of Liability as stated in Limit of Liability and Deductible 5.1 (Limit of Liability) and Policy Schedule; or

With respect to any **Employee**:

- (e) Immediately after first **Discovery** of a **Loss** actually or potentially arising from such **Employee's** conduct. The **Insurer** shall have no liability to indemnify the **Insured** for **Loss** resulting from such **Employee's** conduct after the date of such **Discovery**.

This Policy shall be cancelled:

- (f) By the **Insurer** for non-payment of premium as stated in General Provisions 6.16 (Premium Payment); or
- (g) Thirty (30) days after the **Policyholder** receives and acknowledges a written notice from the **Insurer** of its decision to terminate this Policy; or
- (h) Immediately upon receipt by the **Insurer** of a written notice from the **Policyholder** of its decision to terminate this Policy.
- (i) The grounds for cancellation of the policy, for the **Insurer**, can be only on the grounds of mis- representation, non-disclosure of material facts, fraud or non-co-operation of the **Insured**.

The **Insurer** shall refund any unearned premium computed at customary short-rate of the Premium set forth in Policy Schedule if cancelled by the **Policyholder** as provided in paragraph (h) of this General Provisions but pro-rata of said Premium if cancelled by the **Insurer** as provided in paragraph (f) of this General Provisions.

### **5.7 Notification And Proof Of Loss**

Upon **Discovery** of a **Loss** or potential **Loss** the **Insured** shall:

- (a) as soon as practicable within the **Policy Period** give written notice to the **Insurer** through the entity and address stated in Policy Schedule. However, in the event that it has not been practicable for the **Insured** to give such notice during the **Policy Period**, then written notice given no later than 30 days of the Expiry Date of the **Policy Period** shall be deemed to have been given during the **Policy Period**;

and

- (b) within six (6) months after **Discovery**, or within such further period as agreed to in writing by the **Insurer**, furnish written proof of **Loss** to the **Insurer** with full particulars of the **Loss** by specifying or establishing the following elements:

1. **Loss due to Internal Crime:**

- i. the identity of the person responsible for the **Loss**; and
- ii. the specific dishonest or fraudulent acts involved in each transaction or item constituting such **Loss**; and
- iii. where applicable, the improper personal financial gain obtained by any **Employee** for each **Credit Arrangement** or **Trading**; and
- iv. the demonstration of a causal link between such dishonest or fraudulent acts and the resultant **Loss**;

2. **Loss due to External Crime** consisting of **Forged Instruments** or **Counterfeiting**:

the demonstration that, had the **Negotiable Instruments, Certificated Securities** or **Money** in question been genuine and not been **Forged** or **Counterfeit** or had not borne **Alteration**, the **Insured** would not have sustained the **Loss** claimed;

3. **Loss due to other acts of External Crime:**

the demonstration that such **Loss** directly and exclusively resulted from the insured peril (either item ((a), (b), (e) or (f) of Definition 3.15 herein) and not from economic conditions or other contributing causes.

There shall be no cover for any **Loss** under this Policy unless that Loss is notified in accordance with this clause.

### 5.8 Cooperation

The **Insured** shall cooperate fully with the **Insurer** and its appointed representatives in all matters pertaining to any **Loss** notified hereunder.

The **Insured** shall, upon request and at times and places designated by the **Insurer**, provide for examination of all pertinent records including audit records of its accountants and provide for interview of any of its **Employees** or other persons, to the best of its ability and power.

The **Insured** agrees to execute all papers and render all assistance to secure all rights, title, interest and causes of action as it may have against any person or entity in connection with any **Loss** notified hereunder, and to do nothing to prejudice such rights or causes of action.

### 5.9 Basis Of Valuation

The following provision will apply for the purpose of valuation in the settlement of a **Loss** under this policy:

(a) **Foreign Currency**

In the event that a **Loss** is suffered in a currency other than the currency stated in Policy Schedule, the rate of exchange applicable thereto for the purposes of determining the valuation of **Loss** shall be the closing mid-spot rate on the date of **Discovery** (or if



**Discovered** during a weekend or national holiday, on the next business day thereafter) as offered by the **Insurer's** Central Bank.

(b) **Book of Accounts and Records**

The value of books of accounts or other records used by the **Insured** in the conduct of their business shall be the cost of blank books, blank pages or other materials plus the cost of labour and computer time for the actual transcription or copying of data which shall have been furnished by the **Insured** in order to reproduce such books and other records.

(c) **Certificated Securities**

In respect of **Certificated Securities**, the **Insurer's** maximum liability shall be the lesser of:

- (i) The closing market value of the relevant **Certificated Securities** on the last business day prior to **Discovery**. The basis of valuation shall include any accrued interest (including coupons), dividends and privileges attached to said **Certificated Securities** up to **Discovery**;
- (ii) The value agreed between the **Insured** and the **Insurer** if there is no market price or value for the relevant **Certificated Securities** on the relevant day;
- (iii) If the relevant **Certificated Securities** are replaceable and the **Insurer** has given its prior written consent to this end, the actual cost of replacement of said **Certificated Securities**;
- (iv) If the **Insurer** has given its prior written consent to this end, the actual cost of filing of a lost instruments bond for the purpose of obtaining the issuance of duplicate securities,

subject always to the **Limit of Indemnity** and the applicable Deductible.

(d) **Electronic Data**

To the extent that a **Loss** as covered under this Policy results from the destruction, erasure or theft of **Electronic Data** or computer programmes used by the **Insured** for the conduct of its business, the value of such **Loss** shall be:

- (a) the cost of labour for the actual reproduction by way of transcription or copying of data, which shall have been furnished by the **Insured** in order to reproduce such **Electronic Data**, including the cost of purchasing a software license necessary to reproduce such Electronic Data; and/or
- (b) the cost of repurchasing the **Electronic Data** and/or computer programmes if the latter were initially purchased from a third party.

(e) **Computer Systems**

In the event that a **Loss** as covered under this Policy results from the destruction, erasure or theft of **Computer Systems**, the **Insurer** shall be liable to pay for such **Loss** to the extent of the replacement cost of such items of the equivalent kind or quality. The value of any **Electronic Data** or computer programmes stored on such **Computer Systems** shall be indemnified as described in section 6.9(d) above.

(f) **Precious Metals**

In the event that a **Loss** as covered under this Policy results from damage to or the loss or destruction of precious metals, the value of precious metals shall be determined by their average market value on the date of **Discovery** (or if **Discovered** during a weekend or national holiday, on the next business day thereafter).

(g) **Other Property**

In the event of a **Loss** as covered under this policy, the insurer shall be liable for the actual cost of the property lost or damaged at the time of loss (excluding profit of any kind) taking into consideration the wear and tear and depreciation for usage.

#### **5.10 Subrogation**

The **Insurer** upon payment of any **Loss** hereunder shall be subrogated to all of the **Insured's** rights, titles, interests and causes of action and recovery against any person or entity in respect of such **Loss**.

The **Insured** shall cooperate with the **Insurer's** reasonable request for assistance in all matters, including the execution of any documents, affecting such subrogated rights, whether such matters shall be or become necessary or required before or after indemnification by the **Insurer**.

#### **5.11 Recoveries**

Any recoveries, whether effected by the **Insurer** or the **Insured**, following the payment of a **Loss** under this Policy and after deducting the actual cost of obtaining such recovery but excluding the **Insured's** own labour or establishment costs, will be allocated in the following order of reimbursement:

- (a) Initially, to reimburse the **Insured** for any **Loss** which exceeds the amount of **Loss** paid under this Policy (disregarding the amount of any Deductible applicable),
- (b) Subsequently, to reimburse the **Insurer** for any payment made for such **Loss**, costs, fees and expenses incurred under this Policy, and
- (c) Finally, to reimburse the **Insured** for such **Loss** sustained by the **Insured** by reason of the Deductible applicable pursuant to Policy Schedule.

#### **5.12 Representations**

In granting cover for each **Insured**, the **Insurer** has relied upon the particulars and statements contained in the **Proposal Form** which are deemed to be accurate, complete and material to the acceptance of the risk assumed under this Policy.

The person or persons signing the **Proposal Form** shall be deemed to be the duly authorised agent(s) of the **Policyholder** and each individual **Insured**.

#### **5.13 Fraudulent Notifications**

If the **Insured** shall give notice of any **Loss** knowing the same to be false or fraudulent, as regards amount or otherwise, such **Loss** shall be excluded from the policy and the **Insurer** reserves the right to avoid this policy in its entirety and in such case, all **Loss** shall be forfeited.

#### **5.14 Assignment**

The **Insured** shall not be entitled to assign this policy nor any interest or right under the policy without the **Insurer's** written consent.

#### **5.15 Titles, Headings And Bold**

The titles and headings to the various paragraphs and sections in this Policy, including endorsements attached, are included solely for ease of reference and do not in any way limit, expand or otherwise affect the provisions under this Policy, other than those words in bold which have special meaning and are defined.

#### **5.16 Premium Payment**

The **Insurer** shall have the right to cancel this Policy for non-payment of premium by sending not less than thirty (30) days prior notice of cancellation to the **Policyholder** via the broker.

If the premium due is paid in full to the **Insurer** before the notice period expires, notice

of cancellation shall automatically be revoked. Otherwise, the Policy shall automatically be cancelled and void *ab initio*.

**5.17 Interpretation**

The interpretation and meaning of the terms, exclusions, limitations and conditions of this Policy shall be determined in accordance with the English text as it appears in this Policy.

**5.18 Territorial Scope & Governing Law**

Where legally permissible and subject to all terms and conditions of this policy, this policy shall apply to any **Loss** incurred anywhere in the world, unless otherwise stated in Policy Schedule. Any interpretation of this policy relating to its construction, validity or operation shall be made exclusively in accordance with the laws specified in Policy Schedule.

**5.19 Arbitration Clause**

The parties to the contract may mutually agree and enter into a separate Arbitration Agreement to settle any and all disputes in relation to this policy. Arbitration shall be conducted under and in accordance with the provisions of the Arbitration and Conciliation Act, 1996.

**5.20 No Third Party Rights**

Notwithstanding what is stated in any Law, this Policy is not intended to confer any rights or benefits on and or enforceable by any Third-Party other than an Insured and accordingly no Third Party shall acquire any rights in relation to or under this Policy nor can enforce any benefits or claim under term of this contract against the Insurer.

**5.21 Claim Procedure**

**Insurer** will settle the **Claim** under this Policy within 30 days from the date of receipt of necessary documents required for assessing the **Claim**. In the event that **Insurer** decides to reject a **Claim** made under this Policy, **Insurer** shall do so within a period of thirty days of the survey report or the additional survey report, as the case may be, in accordance with the provisions of Protection of Policyholders' Interest Regulations 2017.

**Claim Intimation**

In the event of any circumstances likely to give rise to a claim insured must follow the following.

1.Immediately lodge a written complaint/FIR with the police station (Indicative: depending on

case merits) and parallelly report the matter to USGICL customer care no. Toll Free Number: 1800-22-4030 / 1800-200-4030, alternatively you can notify your claim by sending mail to <contactclaims@universalsompo.com>.

**Followed by notification of a claim, insured is expected to follow the following procedures.**

1. Insured should evaluate the loss situation and accordingly accumulate the facts with supporting documents in regards to the following in line to the nature of business;

a) Injury, which means death, bodily injury, illness or disease of or to any person and

b) Damage, which means loss of possession or control of or actual destruction (whether full or

partial) to tangible property and

c) Pecuniary loss

The liability policy shall compensate claimant's costs, fees and expenses incurred with USGI's consent in defending any claim made against the insured. However these are payable within the limit of liability, unless otherwise specified. Legal liability to be established.

**Basic documents to be submitted by insured for claim settlement (To be submitted by insured after reporting of loss)**

- Claim Form: The formal claim application provided by your insurer.
- Police Report: Documentation of the crime from law enforcement.
- Proof of Loss: Detailed account of the loss, including how it occurred and its impact.
- Financial Records: Bank statements, financial reports, or any other documents showing the financial impact of the crime.
- Evidence of the Crime: Any physical evidence, photos, or video footage related to the crime.
- Witness Statements: Statements from employees or other individuals who might have witnessed the incident.
- Insurance Policy: A copy of the current insurance policy detailing coverage and terms.
- Correspondence: Any communication with law enforcement, your insurance company, or other relevant parties.
- **Escalation Matrix**

Level 1 - [contactclaims@universalsompo.com](mailto:contactclaims@universalsompo.com)

Level 2 - [grievance@universalsompo.com](mailto:grievance@universalsompo.com)

Level 3 - [gro@universalsompo.com](mailto:gro@universalsompo.com)

**5.22 Grievance Redressal Procedure:**

If You have a grievance about any matter relating to the Policy, or Our decision on any matter, or the claim, You can address Your grievance as follows:

➤ **Step 1**

**a. Contact Us**

1-800-224030/1-800-2004030

**b. E-mail Address: [Contactus@universalsompo.com](mailto:Contactus@universalsompo.com)**

**c. Write to us Customer Service Universal Sampo General Insurance Company Limited**

Unit No. 601 & 602, 6th Floor, Reliable Tech Park, Thane- Belapur Road, Airoli, Navi Mumbai, Maharashtra - 400708

**d. Senior Citizen Number: 1800 267 4030**

➤ **Step 2**

If the resolution you received, does not meet your expectations, you can directly write to our Grievance Id. After examining the matter, the final response would be conveyed within two weeks from the date of receipt of your complaint on this email id.

Email Us- [grievance@universalsompo.com](mailto:grievance@universalsompo.com)

Drop in Your concern

Grievance Cell: Universal Sampo General Insurance Co. Ltd, Unit No. 601 & 602, 6th Floor, Reliable Tech Park, Thane- Belapur Road, Airoli, Navi Mumbai, Maharashtra - 400708

Visit Branch Grievance Redressal Officer (GRO)

Walk into any of our nearest branches and request to meet the GRO

- We will acknowledge receipt of your concern immediately

- Within 2 weeks of receiving your grievance, we will respond to you with the best solution.
- We shall regard the complaint as closed if we do not receive a reply within 8 weeks from the date of our response

➤ **Step 3:**

In case, You are not satisfied with the decision/resolution of the above office or have not received any response within 15 working days, You may write or email to:

Chief Grievance Redressal Officer

**Universal Sampo General Insurance Company Limited**

Unit No. 601 & 602, 6th Floor, Reliable Tech Park, Thane- Belapur Road, Airoli, Navi Mumbai, Maharashtra - 400708

Email : [gro@universalsampo.com](mailto:gro@universalsampo.com)

For updated details of grievance officer, kindly refer the link

<https://www.universalsampo.com/resource-grievance-redressal>

➤ **Step 4.**

**Bima Bharosa Portal link :** <https://bimabharosa.irdai.gov.in/>  
**Insurance Ombudsman**

You can approach the Insurance Ombudsman depending on the nature of grievance and financial implication, if any. Information about Insurance Ombudsmen, their jurisdiction and powers is available on the website of the Insurance Regulatory and Development Authority of India (IRDAI) at [www.irdai.gov.in](http://www.irdai.gov.in), or of the General Insurance Council at <https://www.gicouncil.in/>, the Consumer Education Website of the IRDAI at <http://www.policyholder.gov.in>, or from any of Our Offices.

**The updated contact details of the Insurance Ombudsman offices can be referred by clicking on the Insurance ombudsman official site:**

<https://www.cioins.co.in/Ombudsman>

**Note: Grievance may also be lodged at IRDAI** <https://bimabharosa.irdai.gov.in/>

**The contact details of the Insurance Ombudsman offices are as below-**

Office Details	Jurisdiction of Office Union Territory, District)
<b>AHMEDABAD</b> Office of the Insurance Ombudsman, Jeevan Prakash Building, 6th floor, Tilak Marg, Relief Road, Ahmedabad – 380 001. Tel.: 079 - 25501201/02/05/06 Email: bimalokpal.ahmedabad@cioins.co.in	Gujarat, Dadra & Nagar Haveli, Daman and Diu.
<b>BENGALURU -</b> Office of the Insurance Ombudsman, Jeevan Soudha Building, PID No. 57-27-N-19 Ground Floor, 19/19, 24th Main Road, JP Nagar, 1st Phase, Bengaluru – 560 078. Tel.: 080 - 26652048 / 26652049 Email: bimalokpal.bengaluru@cioins.co.in	Karnataka
<b>BHOPAL</b> Office of the Insurance Ombudsman, 1st floor, "Jeevan Shikha", 60-B, Hoshangabad Road, Opp. Gayatri Mandir,	Madhya Pradesh Chattisgarh.

<p>Bhopal – 462 011.          Tel.: 0755 - 2769201 / 2769202          Email: bimalokpal.bhopal@cioins.co.in</p>	
<p><b>BHUBANESHWAR</b>          Office of the Insurance Ombudsman,          62, Forest park,          Bhubaneshwar – 751 009.          Tel.: 0674 - 2596461 / 2596455          Fax: 0674 - 2596429          Email: bimalokpal.bhubaneswar@cioins.co.in</p>	Odisha
<p><b>CHANDIGARH</b>          Office of the Insurance Ombudsman,          S.C.O. No. 101, 102 &amp; 103, 2nd Floor          Batra Building, Sector 17 – D,          Chandigarh – 160 017          Tel.: 0172 - 4646394 / 2706468          Email: bimalokpal.chandigarh@cioins.co.in</p>	Punjab, Haryana(excluding Gurugram, Faridabad, Sonapat and Bahadurgarh) Himachal Pradesh, Union Territories of Jammu & Kashmir, Ladakh & Chandigarh.
<p><b>CHENNAI</b>          Office of the Insurance Ombudsman,          Fatima Akhtar Court, 4th Floor, 453,          Anna Salai, Teynampet,          CHENNAI – 600 018.          Tel.: 044 - 24333668 / 24333678          Email: bimalokpal.chennai@cioins.co.in</p>	Tamil Nadu, PuducherryTown and Karaikal (which are part of Puducherry).
<p><b>DELHI</b>          Office of the Insurance Ombudsman,          2/2 A, Universal Insurance Building,          Asaf Ali Road,          New Delhi – 110 002.          Tel.: 011 – 23237539          Email: bimalokpal.delhi@cioins.co.in</p>	Delhi & Following Districts of Haryana - Gurugram, Faridabad , Sonapat & Bahadurgarh
<p><b>GUWAHATI</b>          Office of the Insurance Ombudsman,          Jeevan Nivesh, 5th Floor,          Nr. Panbazar over bridge, S.S. Road,          Guwahati – 781001(ASSAM).          Tel.: 0361 - 2632204 / 2602205          Email: bimalokpal.guwahati@cioins.co.in</p>	Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura.
<p><b>HYDERABAD</b>          Office of the Insurance Ombudsman,          6-2-46, 1st floor, "Moin Court",          Lane Opp. Saleem Function Palace,          A. C. Guards, Lakdi-Ka-Pool,          Hyderabad - 500 004.          Tel.: 040 – 23312122          Email: bimalokpal.hyderabad@cioins.co.in</p>	Andhra Pradesh, Telangana, Yanam and part of Union Territory of Puducherry.
<p><b>ERNAKULAM</b>          Office of the Insurance Ombudsman,          10th Floor, Jeevan Prakash, LIC Building,          Opp to Maharaja's College, M.G.Road,          Kochi - 682 011.          Tel.: 0484 - 2358759          Email: bimalokpal.ernakulam@cioins.co.in</p>	Kerala, Lakshadweep, Mahe-a part of Union Territory of Puducherry
<p><b>KOLKATA</b>          Office of the Insurance Ombudsman,          Hindustan Bldg. Annexe, 7th Floor,          4, C.R. Avenue,</p>	West Bengal, Sikkim, Andaman & Nicobar Islands.

<b>KOLKATA - 700 072.</b> <b>Tel.: 033 - 22124339 / 22124341</b> <b>Email: bimalokpal.kolkata@cioins.co.in</b>	
<b>LUCKNOW</b> Office of the Insurance Ombudsman, 6th Floor, Jeevan Bhawan, Phase-II, Nawal Kishore Road, Hazratganj, Lucknow - 226 001. <b>Tel.: 0522 - 4002082/3500613</b> <b>Email: bimalokpal.lucknow@cioins.co.in</b>	Districts of Uttar Pradesh : Lalitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhadra, Fatehpur, Pratapgarh, Jaunpur, Varanasi, Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareli, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkarnagar, Sultanpur, Maharajgang, Santkabirnagar, Azamgarh, Kushinagar, Gorkhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharathnagar.
<b>MUMBAI</b> Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054. <b>Tel.: 69038800/27/29/31/32/33</b> <b>Email: bimalokpal.mumbai@cioins.co.in</b>	Goa, Mumbai Metropolitan Region excluding Navi Mumbai & Thane.
<b>NOIDA</b> Office of the Insurance Ombudsman, Bhagwan Sahai Palace 4th Floor, Main Road, Naya Bans, Sector 15, Distt: Gautam Buddh Nagar, U.P.-201301. <b>Tel.: 0120-2514252 / 2514253</b> <b>Email: bimalokpal.noida@cioins.co.in</b>	State of Uttaranchal and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshehar, Etah, Kanooj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautambodhanagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanshiramnagar, Saharanpur.
<b>PATNA</b> Office of the Insurance Ombudsman, 2nd Floor, Lalit Bhawan, Bailey Road, Patna 800 001. <b>Tel.: 0612-2547068</b> <b>Email: bimalokpal.patna@cioins.co.in</b>	Bihar, Jharkhand.
<b>PUNE</b> Office of the Insurance Ombudsman, Jeevan Darshan Bldg., 3rd Floor, C.T.S. No.s. 195 to 198, N.C. Kelkar Road, Narayan Peth, Pune – 411 030. <b>Tel.: 020-24471175</b> <b>Email: bimalokpal.pune@cioins.co.in</b>	Maharashtra, Area of Navi Mumbai and Thane excluding Mumbai Metropolitan Region.

#### Information about Us

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