

## PROSPECTUS PLANTATION INSURANCE POLICY

### Scope of Cover

#### What We cover

Indemnity against loss or damage caused to the insured crop by one or more of the following events:

- Fire (including forest fire, bush fire)
- Lightning
- Riot and Strike
- Storm, Hailstorm, Cyclone, Typhoon, Hurricane, Tornado whilst in direct and immediate operation
- over the area which the crop insured herein stands
- Flood and Inundation
- Impact by road/rail vehicles, aircraft and other aerial devices or articles dropped therefrom
- Wild animals
- Earthquake

#### What we don't cover

We will not pay loss or damage attributable to:

- any claim arising from a peril insured against under this Policy unless the assessed claim amount exceeds 10% of Sum Insured or Rs 1000/- per acre whichever is lower
- first 20% of the assessed claim amount for which You will be Your own insurer
- theft, including theft during or after operation of an insured peril
- insects, pests and diseases, other than those specifically covered
- any act of negligence/omission on Your part and /or Your employees
- drought conditions
- human action, birds and locusts
- fog and/or high humidity
- non-flowering of crop
- rainwater, where the rains occur independently of the immediate and direct operation of the insured peril in the area where the crop insured herein stands
- improper selection of site and plant spacing
- frost and cold waves
- delay in the onset of monsoon
- excessive heat or heat wave
- pollution of any form
- improper maintenance
- burning of property by the order of any public authority or arising out of subterranean fire
- water logging
- weeds and improper/insufficient/irregular weeding
- cost of structures supporting the crop, irrigation system and any agricultural equipment
- crop being damaged after harvesting or whilst the crop is in storage or in transit

- non-compliance with scientific agricultural practices
- any kind of consequential loss
- natural mortality of the plants/trees
- loss or damage to plant produce
- i) war and allied perils, lockout, malicious damage, civil commotion, confiscation, commandeering, persons acting on behalf of or in connection with any political organization
- ii) requisition or destruction or damage by order of any Government or by public or municipal or local authority
- iii) nuclear reaction, nuclear radiation or radioactive contamination
- iv) volcanic eruption or other convulsions of nature other than those specifically covered

### **Extent of insurance cover**

This product is designed to cater to the need of those engaged in cultivation of horticultural trees or plantations or specified crops, cash crops.

This Policy shall provide indemnity for loss/damage to crops/trees due to Fire (including forest & bush fire), Lightning, Riot and Strike, Storm, Hailstorm, Cyclone, Typhoon, Hurricane, Tornado whilst in direct and immediate operation over the area where the crop insured herein stands, Flood and Inundation, Impact by road/rail vehicles, aircraft and other aerial devices or articles dropped therefrom, Wild animals, Earthquake, Pests and diseases specifically covered in the Policy.

This Policy can also be extended at inception of the Policy to include damage due to unseasonal rains and frost in case of Grapes and also coverage of pests and diseases in case of Eucalyptus and Mangium on payment of additional premium.

### **Applicability**

This policy is suitable for individual farmer- owner or tenant engaged in cultivation of horticultural crops like Citrus Fruits (Orange, Lime, Sweet Lime), Grapes, Chikoo, Banana, Pomegranate and Plantations like Rubber, Poplar, Eucalyptus, Sugar cane, Teak Wood etc. Also an association /organized and registered body of farmers engaged in cultivation of specified crops and bodies procuring inputs, processing/marketing of the produce can take this policy.

### **Period Of Cover**

**Period of cover will be for crop duration or twelve months (one year) whichever is shorter subject to the following:**

1. Period of insurance in respect of Sugarcane crop shall be extendable by such period beyond twelve months (up to a maximum of eighteen months) as may be necessitated by the variety(e.g. Adsali) grown. This will, however, entail additional premium on pro-rata basis for such period as may be in excess of twelve months.
2. In respect of Rubber, Eucalyptus, Poplar and Teakwood where plants are first required to be raised in nurseries and then fields, the period of insurance shall commence after expiry of twelve months from transplanting. (nurseries are not covered).

### **Sum Insured**

Sum Insured shall be based on the cost of cultivation, i.e. input cost or cost of raising/development of insured tree(s)- whichever item is applicable depending on the crop which is insured.

## Extensions

### Coverage for unseasonal rains and frosts in case of Grapevines

"In consideration of payment of additional premium as stated in the Schedule, it is hereby agreed and declared that notwithstanding anything contained contrary in the Policy, the Insurer shall indemnify the Insured any loss or damage to grapevines arising out of unseasonal rains &/or frost."

### Coverage for pests and diseases in case of Eucalyptus and Mangium

"In consideration of payment of additional premium as stated in the Schedule, it is hereby agreed and declared that notwithstanding anything contained contrary in the Policy, the Insurer shall indemnify the Insured any loss or damage to Eucalyptus/Mangium due to following pests and diseases:

- (i) Jewel Beetles
- (ii) Subterranean Termites
- (iii) Root Rot caused by wood rotting fungi
- (iv) Pink disease caused by corticium salmonicolor"

### Special Clause for Banana

"It is hereby agreed and declared that notwithstanding anything contained contrary in the Policy, following conditions will be applicable for cultivation of banana:

- (i) Propping at the time of bunching stage should be done effectively wherever necessary. Propping is a must at the bunching stage for the Nendran variety of banana.
- (ii) Sum Insured for Banana shall not exceed Rs 25,000/-per acre for Red Banana and Rs 20,000/- per acre for Robusta Matti and other varieties including the cost of propping materials.
- (iii) The loss will be assessed on the actual input cost incurred until the time of loss but not exceeding the following limits:

Stage of Cultivation	Per Acre Cost of input as % of Total Cost
1 <sup>st</sup> month of cultivation	25%
2 <sup>nd</sup> month of cultivation	35%
3 <sup>rd</sup> month of cultivation	50%
4 <sup>th</sup> month of cultivation	70%
5 <sup>th</sup> month of cultivation	90%
6 <sup>th</sup> month of cultivation	100%

### Specific Clause for Sapota (Chikoo):

"It is hereby agreed and declared that notwithstanding anything contained contrary in the Policy, following conditions will be applicable for cultivation of sapota:

- (i) The age wise Sum Insured shall not exceed the following limits:

Age	Maximum Sum insured per Hectare(Rs)
1 <sup>st</sup> year	7000/-

2 <sup>nd</sup> year	9000/-
3 <sup>rd</sup> year	10,500/-
4 <sup>th</sup> year	13,000/-
5 <sup>th</sup> year	16,000/-

(ii) Loss/damage to the fruit (produce) shall not be covered under this policy.”

#### **Specific Clause for Citrus:**

“It is hereby agreed and declared that notwithstanding anything contained contrary in the Policy, following conditions will be applicable for cultivation of citrus:

(i) Sum Insured will be based on the actual input cost incurred but shall not exceed the following limits:

Age	Maximum Sum Insured per Hectare (Rs)
1st year	9,500/-
2nd year	12,000/-
3rd year	15,000/-
4th year	18,500/-
5th year	23,000/-
6th year	28,500/-

(ii) Loss/damage to the fruit (produce) shall not be covered under this policy.”

#### **Specific Clause for Rubber**

“It is hereby agreed and declared that notwithstanding anything contained contrary in the Policy, following conditions will be applicable for cultivation of rubber:

(i) The trees insured should be more than one year old from the date of Planting and should not be over 22 years of age.

(ii) Maximum Sum Insured for Rubber Plantation is given as under:

Age of Rubber Plant	Maximum Sum Insured per Hectare (Rs)
1 <sup>st</sup> year	19,500/-
2 <sup>nd</sup> year	26,000/-
3 <sup>rd</sup> year	31,000/-
4 <sup>th</sup> year	35,000/-
5 <sup>th</sup> year	38,500/-
6 <sup>th</sup> year	42,000/-
7 <sup>th</sup> year	45,000/-

#### **Specific Clause for Eucalyptus:**

“It is hereby agreed and declared that notwithstanding anything contained contrary in the Policy, following conditions will be applicable for cultivation of eucalyptus:

(i) This policy excludes to indemnify the insured in respect of loss, damage or liability directly or indirectly caused by or arising out of or aggravated by:

- Loss or damage to **ENTIRE TRANSPLANTS (ETPs)** by any of the insured peril or perils if the ETPs have been in the field for a period of less than 12 months.
- Loss or damage to the cultivation caused due to or contributed by or arising from the clearance of fields after harvesting by means of fire.

- (i) Inter-cropping done by the farmers for the fullest utilization of the land barring rice , would be done only if such inter-crop does not interfere with the normal growth and health of the trees.
- (ii) The spacing of trees should be as per the prescribed agricultural practices.
- (iii) No smoking and/or cooking shall be allowed in the open within 30 metres of the property hereby insured except in the well laid premises set apart for this purpose.
- (iv) In the event of Fire or occurrence of any of the insured perils, only death of the affected plants will be considered as loss under this policy. No decline or retardation in growth, short term or long term, by the occurrence of any of the insured perils shall be deemed to be loss.
- (vi) The loss will be assessed on the actual input cost incurred till the time of loss but not exceeding the following limits:

Age of Eucalyptus Plant	Maximum Sum Insured per Hectare (Rs)
1 <sup>st</sup> year	8500/-
2 <sup>nd</sup> year	12,000/-
3 <sup>rd</sup> year	14,500/-
4 <sup>th</sup> year	17,500/-
5 <sup>th</sup> year	20,500/-
6 <sup>th</sup> year	23,500/-
7 <sup>th</sup> year	26,500/-

#### **Specific Clause for Poplar Plant:**

"It is hereby agreed and declared that notwithstanding anything contained contrary in the policy, the loss will be assessed on the actual input cost incurred till the time of loss but not exceeding the following limits:

Age of Poplar Plant	Maximum Sum Insured per Hectare(Rs)
1 <sup>st</sup> year	15,500/-
2 <sup>nd</sup> year	22,000/-
3 <sup>rd</sup> year	28,000/-
4 <sup>th</sup> year	34,000/-
5 <sup>th</sup> year	40,000/-
6 <sup>th</sup> year	46,000/-
7 <sup>th</sup> year	47,000/-
8 <sup>th</sup> year	48,000/-

#### **Specific Clause for Sugarcane:**

"It is hereby agreed and declared that notwithstanding anything contained contrary in the Policy, following conditions will be applicable for cultivation of sugarcane:

- (i) The cut crop shall be held covered whilst lying in the field pending removal. This extension, however, shall apply only to crops cut on the previous day. It is warranted that the previous days cutting would be removed from the field within the next 24 hours.
- (ii) In the event of fire, sugarcane crop will be cut and crushed within 48 hours and a certificate of its weight and value has to be submitted.
- (iii) Sum Insured shall not exceed Rs 32,000/-per hectare for Plant Crop and Rs 22,000/- per hectare for Ratoon Crop.
- (v) The loss will be assessed on the actual input cost incurred till the time of loss but not exceeding following limits:

12 Months Crop	15 Months Crop	16 Months Crop	Maximum % of Sum Insured payable	
			Plant Crop	Ratoon Crop
First 4 weeks	First 5 weeks	First 6 weeks	40	10
4-8 weeks	5-10 weeks	6-12 weeks	60	35
8-16 weeks	10-20 weeks	12-24 weeks	75	75
16-20 weeks	20-25 weeks	24-30 weeks	80	80
20-28 weeks	25-35 weeks	30-42 weeks	85	85
28-36 weeks	35-45 weeks	42-54 weeks	90	90
36-44 weeks	45-55 weeks	54-66 weeks	95	95
44-48 weeks	55-60 weeks	66-72 weeks	100	100

#### **Specific Clause for Teakwood Plantation:**

"It is hereby agreed and declared that notwithstanding anything contained contrary in the Policy, following conditions will be applicable for cultivation of Teak wood:

(i) This policy excludes to indemnify the insured in respect of loss, damage or liability directly or indirectly caused by or arising out of or aggravated by:

- (a) Loss or damage to ENTIRE TRANSPLANTS(ETPs) by any of the insured peril or perils if the ETPs have been in the field for a period of less than 12 months.
- (b) Loss or damage to the cultivation caused due to or contributed by or arising from the clearance of fields after harvesting by means of fire.
- (ii) Inter cropping done by the farmers for the fullest utilization of the land barring rice, would be done only if such inter-crop does not interfere with the normal growth and health of trees.
- (iii) The spacing of the trees should be as per the prescribed agricultural practices.
- (iv) (a) No smoking and/or cooking shall be allowed in the open in the fields and within 30 metres of the property hereby insured except in the well laid premises set apart for this purpose.  
(b) Fallen dry leaves should be removed regularly from the field.
- (v) In the event of fire or occurrence of any of the insured perils, only death of affected plants will be considered as loss under this policy. No decline or retardation in growth, short term or long term, by the occurrence of any of the insured perils shall be deemed as loss.
- (vi) Clearance from Environmental Authorities or Forest Authorities is a prerequisite for the commencement of the risk.
- (vii) The loss will be assessed on the actual input cost incurred till the time of loss but not exceeding the following limits:

Age of Tree	Maximum Sum Insured per acre(Rs)
1 <sup>st</sup> year	36,000/-
2 <sup>nd</sup> year	45,000/-
3 <sup>rd</sup> year	55,000/-

- (viii) Following scale of Franchise shall be applicable for Teakwood plantation in supersession to provision given under 'What We Exclude' (Sr No.a of this policy:

Age	Franchise(Rs per ace)
1 <sup>st</sup> year	1000/-
2 <sup>nd</sup> year	750/-
3 <sup>rd</sup> year	500/-
4 <sup>th</sup> year	400/-
5 <sup>th</sup> year	300/-
6 <sup>th</sup> year	250/-

### Specific Clause for Strawberry Plantation:

"It is hereby agreed and declared that notwithstanding anything contained contrary in the Policy, following conditions will be applicable for cultivation of Strawberry:

(i) No compensation is payable for loss or damage to the fruits (produce). Only plants are covered against loss beyond rejuvenation.

(ii) The plantation at the time of offering insurance should be at least one month old after plantation/transplantation i.e. after the plants have been cultivated in the ultimate grower's field."

### FRANCHISE

No claim shall be payable under this policy if the amount of the claim assessed does not exceed 10% of sum insured per acre or Rs 1000/- per affected acre whichever is higher. For Teakwood, applicable franchise will be as under:

Age	Franchise (Rs per ace)
1 <sup>st</sup> year	1000/-
2 <sup>nd</sup> year	750/-
3 <sup>rd</sup> year	500/-
4 <sup>th</sup> year	400/-
5 <sup>th</sup> year	300/-
6 <sup>th</sup> year	250/-

### EXCESS

Each and every claim shall be subject to a deduction of 20% from the claim amount payable. In other words, the Insurance Company's liability in the event of total loss will be only 80% of the assessed loss.

### Conditions

#### 1. Notice:

Every notice and communication to Us required by or in respect of this Policy shall be in writing.

#### 2. Reasonable Care

You shall take all reasonable steps to safeguard the crop from loss/damage and to maintain it in efficient condition. In the event of frost affecting the plantation, it shall be Your duty to maintain adequate temperature as per standard practice. You shall take all practicable steps to minimize



and avert the loss/damage and adhere to sound agricultural practices.

### **3. Inspection**

You shall permit Our authorized representative at all times to inspect the crops hereby insured and Your premises , and shall also furnish any information which We may require and shall comply with all the regulations and directions from time to time made and given by Us.

### **4. Maintenance**

You shall maintain census records of plant/tree population,number-wise,age-wise,specie-wise and variety –wise. You shall also keep the site clean and tidy and free of weeds and other debris.

### **5. Cancellation**

You can cancel the policy at any time during the term, by informing the Company. In case You cancel the policy, you are not required to give reasons for cancellation  
In such case of cancelation, the Company will refund proportional premium for unexpired policy period and there is no claim(s) made during the policy period

The Company can cancel the policy only on the grounds of established fraud, by giving minimum notice of 7 days to the retail policyholder.

### **6. Application of Franchise, Excess and other deductions in the event of Claim**

Franchise, Excess and other deductions shall apply separately to each incident giving rise to loss/damage under this Policy and for the purpose hereof an incident shall not be considered to have terminated until there have been seven consecutive days freedom from the operating insured perils and that only thereafter shall this condition apply afresh.

### **7. Cessation of the risk**

This Policy shall cease to cover any insured property immediately if You sell it or part with any interest in it whatsoever, whether permanently or temporarily.

### **8. Condition of Average**

You shall insure all plants/trees comprising the crop owned by You at each location, failing which if a claim arises the same will be settled in the proportion which the insured number of plants/trees per hectare bears to the total number of plants/trees per hectare.

### **9. Contribution:**

If at the time of any loss or damage happening to the subject matter hereby insured there be any other subsisting insurance or insurances, whether effected by You or by any other person on Your behalf covering the same property We shall not be liable to pay or contribute more than its rateable proportion of such loss.

**Below Warranty will be applied in case multiple policies involving Bank or other lending or financing entity**



Warranted that in case there is more than one insurance policy issued to the customer/policyholder covering the same risk, contribution clause stands deleted. Underinsurance will be applied on an overall basis taking into consideration the sum insured under all policies and comparing it with the value at risk

#### **10. Fraud**

If the claim be in any respect fraudulent, or if any false declaration be made or used in support thereof or if any fraudulent means or devices are used by You or anyone acting on Your behalf to obtain any benefits under the Policy or if loss or damage be occasioned by Your willful act or with Your connivance, all benefits under this Policy shall be forfeited ab initio.

#### **11. Arbitration**

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. (This clause does not apply to policies bought by individuals)

#### **12. Geographical limits:**

The Geographical Limit of this Policy and jurisdiction shall be India. All claims under this Policy shall be settled in Indian Rupees only.

#### **13. Disclaimer Clause**

If We shall disclaim Our liability in any claim, and such claim shall not have been made the subject matter of a suit in a court of law within 12 months from the date of disclaimer, then the Claim shall for all purposes be deemed to have been abandoned and shall not thereafter be recoverable under this Policy.

#### **14. Observation**

Due observation and fulfillment of the terms and conditions and endorsements of this Policy in so far as they relate to anything to be done or complied with by You shall be a condition precedent to any liability being entertained by Us/ to make any payment under this Policy.

### **Who can take the Policy**

This product is designed to cater to the need of those engaged in cultivation of horticultural trees or plantations or specified crops, cash crops.

### **Criteria on which discounts in premium can be allowed**

No claim discount  
Good features discount

## **Exclusions specific to the policy, which can be covered on payment of additional premium.**

### **Coverage for pests and diseases in case of Eucalyptus and Mangium**

"In consideration of payment of additional premium as stated in the Schedule, it is hereby agreed and declared that notwithstanding anything contained contrary in the Policy, the Insurer shall indemnify the Insured any loss or damage to Eucalyptus/Mangium due to following pests and diseases:

- (i) Jewel Beetles
- (ii) Subterranean Termites
- (iii) Root Rot caused by wood rotting fungi
- (iv) Pink disease caused by corticium salmonicolor"

### **Coverage for unseasonal rains and frosts in case of Grapevines**

"In consideration of payment of additional premium as stated in the Schedule, it is hereby agreed and declared that notwithstanding anything contained contrary in the Policy, the Insurer shall indemnify the Insured any loss or damage to grapevines arising out of unseasonal rains &/or frost."

## **Claims Procedure**

The claim would be admissible as per the coverages and the exclusions mentioned in the policy wordings

### **Claim Intimation**

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

- a. Reporting and Lodging of complaint with the local police immediately for the loss due to Terrorism /Burglary / Theft / involvement of any third party / injury or casualty/ malicious act.
- b. Take all reasonable steps within the insured's power to recover / minimize the extent of the loss or damage.
- c. Intimate us as soon as reasonably possible. Notice of claim and registration shall be done at our Toll Free Number: 1800-22-4030 or 1800-200-4030, alternatively you can notify your claim by sending mail to <contactclaims@universalsompo.com>.
- d. While notifying your claim, please share your
  - 1) policy number under which you prefer to lodge your claim,
  - 2) date of loss,
  - 3) place of loss,
  - 4) cause of loss
  - 5) estimate of your loss.
  - 6) Details of contact person with mobile no. and e- mail ID.
- e. Preserve the damaged or defective parts / items / assets and make them available for inspection by an official of the insurance company or surveyor /investigator appointed.
- f. Furnish all such information / proofs and documentary evidence as the surveyor / insurance

company may require processing your claim.

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

- a. Insured shall do all possible loss minimization activity to reduce further loss or aggravation of loss.
- b. Insured shall not dispose / throwing away /selling / destroying any of damaged item/salvage before inspection of loss by insurer/surveyor been appointed.
- c. Insured shall furnish all necessary documents/photographs/videos and proof / evidence in relevant to their claim to surveyor / insurance company to establish their loss.
- d. Insured shall not offer promise or assurance to any third party for their loss arising out of this incident.
- e. After receipt of all necessary claim documents, re-instatement bills and payment proofs, claim working with surveyor observation would be shared to insured by surveyor / insurance company for their understanding and concurrence.
- f. Based on the final surveyor report, claim preferred by insured would be processed and concluded for settlement.
- g. Post notification of a claim, Insured would be followed for the basic settlement documents or clarification on the discrepancy observed on the basic settlement documents. In spite of our best effort, if insured fails to respond for the basic details within the defined time limit, the claim preferred by insured would be repudiated as " Loss was not established

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

1. Policy Documents: A copy of the insurance policy or certificate to verify coverage details.
2. Claim Form: Completed claim form provided by the insurer.
3. Proof of Loss: Documentation detailing the extent of the damage or loss. This could include photographs, videos, or a written report.
4. Damage Assessment Report: An assessment report from a qualified expert or adjuster.
5. Maintenance Records: Documentation of routine maintenance and care of the plantation.
6. Inventory List: A detailed list of plants, equipment, and other assets affected by the loss.
7. Proof of Ownership: Documents proving ownership of the plantation and its assets, such as deeds or purchase receipts.
8. Financial Records: Records showing financial loss, such as income statements and profit and loss statements.
9. Police or Incident Report: If the claim involves theft, vandalism, or other criminal activities, a copy of the police report may be required.
10. Repair or Replacement Estimates: Estimates for the cost of repairing or replacing damaged items.

**Turn Around Time (TAT) for claims settlement (excluding policies issued on the property/ building on reinstatement basis)**

- a. The Surveyor shall be appointed within 24 hours from the intimation.
- b. The surveyor to share the Letter of requirement within 02 days from the date of his visit to

the loss premises.

- c. The Surveyor shall share its reminders emails/letter after 05 days from the date of last mail in case the documents has not been submitted.
- d. The Insurance Company to obtain survey report within 15 days from the date of appointment.
- e. Post receipt of survey report insurance company to conclude the case within 07 days of receipt of survey report.

### 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)

### Grievances

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

**Contact Us** - 1-800-224030/1-800-2004030

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

**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

**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@universalsompo.com](mailto:gro@universalsompo.com)

For updated details of grievance officer, kindly refer the link <https://www.universalsompo.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/>

**INSURANCE ACT 1938, SECTION 41 - PROHIBITION OF REBATES**

1. No person shall allow or offer to allow, either directly or indirectly as an inducement to any person to take out or renew or continue an insurance in respect of any kind or risk relating to lives or property in India, any rebate of the whole or part of the commission payable or any rebate of the premium shown on the policy, nor shall any person taking out or renewing or continuing a policy accept any rebate except such rebate as may be allowed in accordance with the prospectus or tables of the Insurer.
2. Any person making default in complying with the provisions of this section shall be punishable with fine, which may extend to Ten Lakhs rupees.

**Disclaimer: The above information is only indicative in nature. For full range of benefits available and the conditions and exclusions applicable under the policy, kindly refer to the policy wordings.**

**Registered & Corp Office:** Universal Sampo General Insurance Company Ltd. 8th Floor & 9th Floor (South Side), Commerz International Business Park, Oberoi Garden City, Off Western Express Highway, Goregaon East, Mumbai 400063, Toll free no: 1800-22-4030/1800-200-4030, IRDAI Reg no: 134, CIN# U66010MH2007PLC166770 E-mail: [contactus@universalsompo.com](mailto:contactus@universalsompo.com), website link [www.universalsompo.com](http://www.universalsompo.com)