



Universal Sampo

General Insurance Co. Ltd.

Suraksha, Hamesha Aapke Saath

Toll free Fax No. 022-29211844 Email: contactus@universalsampo.com

SHOPKEEPER'S INSURANCE POLICY- **POLICY WORDING**

In consideration of Your having paid the premium, We will indemnify You on the happening of any insured event, as mentioned under the item “**what we cover**” under each section, to the extent of loss suffered but not exceeding the sum insured and / or limit of liability stated in the schedule of the policy, provided that all the terms, conditions and exceptions of this Policy in so far as they relate to anything to be done or complied with by You have been met.

This policy is an evidence of the contract between you and Universal Sampo General Insurance Company Limited. The information furnished by you in the proposal form and the declaration signed by you forms the basis of this contract.

The Policy, the Schedule and any Endorsement shall be read together and any word or expression to which a specific meaning has been attached in any part of this Policy or of Schedule shall bear such meaning wherever it may appear.

Definitions

1. **You/Your :** The person (s) named as Insured in the Schedule
2. **We/Us/Our :** Universal Sampo General Insurance Company Limited
3. **Proposal:** The application form you sign for this insurance and/or any other information you give to us or which is given to us on your behalf.
4. **Policy:** Policy wording, the Schedule, the Proposal form and Endorsement / Memoranda if any.
5. **Schedule:** The document which describes you, the cover that applies the Period of Insurance and other details of your policy.
6. **Sum Insured:** It means the amount stated in each section of the Schedule which shall be our maximum liability under this Policy for any one claim or in the aggregate for all claims under each section during the Policy period.
7. **Period of Insurance:** The time period for which the contract of insurance is valid as shown in the Policy Schedule.
8. **Excess/Deductible** The amount stated in each section in the Schedule, which shall be borne by you first in respect of each and every claim made under this Policy. Our liability to make any payment under the Policy is in excess of the Excess/Deductible.
9. **Valuables:** Valuables means (a) gold or silver or any precious metals or articles made from any precious metals (b) watches or Jewellery or precious stones or models or coins or curios, sculptures, manuscripts, stamps, collection of stamps, rare books, medals, moulds, designs or any other collectibles (c) deeds, ATM cards, credit cards, bonds, bills of exchange, bank notes, treasury or promissory notes, cheques, money, securities or any other negotiable instrument.
10. **Insured Premises:** The place(s) named in the Schedule from which you operate your business
11. **Market Value:**



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This is the basis of Sum Insured for stocks under this policy. Market value for stocks means the procurement value of stocks from the same or similar source at the time of damage or Loss.

12. Reinstatement Value:

This is the basis of Sum insured for all assets other than stocks under this Policy. Reinstatement Value represents the replacement value of the asset as New at time of Damage or Loss.

13. **Retroactive Date** means the date specified in the **Schedule** and, if none is specified, the commencement date specified for the **Period of insurance**

SECTION 1:

FIRE AND ALLIED PERILS- BUILDING & CONTENTS

WHAT WE COVER

Loss or Damages directly caused to Building and its Contents by insured perils listed hereunder and subject to its not being otherwise excluded.

1. Fire
2. Lightning
3. Explosion / Implosion.
4. Damage caused by an aircraft, other aerial or space devices and articles dropped therefrom.
5. Riot, Strike and Malicious Damage:- Visible physical Damage by external violent means directly caused to the property insured.
6. Strom, Cyclone, Typhoon, Tempest, Hurricane, Tornado, Flood and Inundation.
7. Impact Damage by any rail/road vehicle or animal by direct contact.
8. Subsidence and Landslide including Rockslide: Damage caused by subsidence of the part of site on which the insured property stands or landslide/rockslide.
9. Bursting and overflowing of water tank, apparatus and pipes.
10. Missile testing operations.
11. Leakage from automatic sprinkler installations
12. Bush Fire.
13. Earthquake- Damage to property insured including by fire occasioned by or in consequence of earthquake including flood or overflow of the sea, lakes, reservoirs and rivers and/or landslide/rockslide resulting therefrom.
14. Terrorism- Terrorism means an act ,including but not limited to ,the use of force or violence and/or the threat thereof ,of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organization(s) or government(s) committed for political ,religious, ideological or similar purpose ,including the intention to influence any government and/or to put the public or any section of the public in fear.

WHAT WE EXCLUDE

1. Damage caused by pressure waves.
2. Destruction or damage caused to the property by its own fermentation, natural heating or spontaneous combustion or its undergoing heating or drying process
3. Burning of property insured by order of any Public Authority.
4. Explosion/implosion losses to boilers (other than domestic boilers), economizers or other vessels, machinery or apparatus (in which steam is generated) including their contents.
5. Destruction or damage to property caused by centrifugal forces.
6. Damages caused by



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- a) Permanent or temporary dispossession of any building resulting from the unlawful occupation by any person of such building or prevention of access to the same.
 - b) Burglary, housebreaking, theft, larceny or any other such attempt or any omission of any kind of any person (whether or not such act is committed in connection with the disturbance of public peace) in any malicious act
 - c) Total or partial cessation of work or the retardation or interruption or cessation of any process or operations or omissions of any kind.
7. Damage by vehicle/animals belonging to or owned by You & Your family.
 8. Damages caused by :-
 - a) Normal cracking, settlement or bedding of structures.
 - b) Settlement or movement of made up ground.
 - c) Coastal or river erosion.
 - d) Defective design or workmanship or use of defective material
 - e) Demolition, construction, structural alteration or repair of any property or ground work or excavation.
 9. Damages caused to the insured property by pollution or contamination
 10. Expenses necessarily incurred on Architect, Surveyor and Consulting Engineer's fees and Debris Removal following Damage to property insured by an insured peril in excess of 3% and 1% of the claim amount respectively
 11. Loss, destruction or damage to the stocks in cold storage unit caused by change of temperature.
 12. Valuables and cash in safe , unless specifically covered in the Schedule
 13. Loss, destruction damage to any electrical machine, apparatus fixture or fittings arising from or occasioned by overrunning excessive pressure short circuiting , arcing, self-heating or leakage of electricity from whatever cause (lightning included) provided that this exclusion shall apply only to the particular electrical machine, apparatus, fixture or fittings which may be destroyed or damaged by fire so set up.
 14. Livestock or pets
 15. Valuables as defined under the policy
 16. Loss or damage to property insured if removed to any building or place other than in which it is herein stated , except machinery and equipment's temporarily removed for repairs, cleaning, renovation or other similar purposes for a period not exceeding 60 days.
 17. 5% of claims amount for Act of God Perils (Lightning, Storm, Tempest, Flood, Inundation and the like, subsidence, landslide, rockslide ,earthquake) subject to a minimum of Rs. 10,000/-

Special Condition Applicable To Section 1:

If the property hereby insured shall at the breaking out of any fire or at the commencement of destruction of or damage by any of the insured perils be collectively of greater value than the sum insured thereon, then you shall be considered as your own insurer for the difference and shall bear a rate able proportion of the loss accordingly. Provided, however, that if the sum insured hereby on the property insured shall at the event of such fire or at the commencement of such destruction or damage be not less than 85% of the collective value of the property insured, this condition shall be of no purpose and effect.

SECTION 2 BURGLARY & ROBBERY



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Definition:

1. Burglary: Burglary means the unforeseen and unauthorized entry to or exit from the insured premises by aggressive means with the intent to steal the contents there from.
2. Robbery: Robbery means the theft of Contents at the insured premises using unforeseen, aggressive and violent means against Insured's Employees
3. Contents: Content means the items specified in the Schedule
4. Safe: Safe means a strong cabinet within the premises designed for the safe and secure storage of valuable items and access to which is restricted
5. Strong Room: Strong Room means a room within the premises designed for the secure storage of money and access to which is restricted.

WHAT WE COVER

Loss or Damages directly caused to

- 'Contents' or any part thereof whilst kept in the insured premises
- Damage to Insured premises (including reasonable costs for damaged locks at the entry and/or exit points)
- Loss of money contained in Safe or Strong Room
- Loss of money from the cashier's till and/or counter
- Caused by actual or attempted burglary and/or robbery during the policy period.

However Our liability for any one loss shall be limited to money equivalent to maximum one day's collection only or the sums mentioned in the schedule whichever is less.

WHAT WE EXCLUDE

- Loss or damage from any yard, garden outbuilding (including sheds or garages not attached to the building) or any other property outside the confines of the premises unless specified in the Schedule
- Valuables and cash in safe , unless specifically covered in the Schedule
- Loss or damage of motor vehicles, trailers unless shown in the schedule
- Loss or damage in which you, your employees or any other person lawfully on or about your premises is or is alleged to be in any way concerned or implicated
- Loss or damage resulting from an act of Riot, Strike, Malicious Damage and Terrorism
- Damage to glass and sign boards
- Live stock
- Loss or damage to contents or stock when the premises are left unoccupied for more than 30 consecutive days unless the same has been reported to us in writing and our written approval obtained.
- Contents from the safe following the use of a key to gain access to the safe, or any duplicate thereof belonging to you unless such key has been obtained by aggressive or violent means.
- Any consequential loss or legal liability
- First Rs 1000/- under each and every claim

SECTION 3 MONEY



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WHAT WE COVER

Loss of money whilst carried by you or your employees, caused during the Policy period by robbery, theft or any other fortuitous event.

WHAT WE EXCLUDE

1. Loss of money carried by any person other than You or Your employees
2. Loss of money due to pick pocketing, mysterious disappearance or unexplained shortage.
3. Loss of Money unless FIR is lodged within 12 Hrs of occurrence of loss and Police Report obtained.
4. Consequential loss of any nature
5. Money carried out under contract of affreightment.
6. Loss of money where you or your employee is alleged to be involved as a principal or accessory or is alleged to be in anyway concerned or implicated
7. Loss of or damage to any property which is not insured , whether belonging to you or your employee or any third party

Any personal or bodily injury or mental injury or suffering of any description

SECTION 4

PLATE GLASS AND NEON SIGNS/GLOW SIGNS

WHAT WE COVER

Any accidental loss or damage to Plate Glass/Neon Signs/Glow Signs.

1. Damage to frame and framework of any description following breakage of Glass and/or Neon Boards/glow signs subject to a maximum of Rs 5000/-.
2. Following breakage of Glass, the cost of tinting, lettering, painting, embossing, silvering or any other ornamental work on the replacement Glass, provided that such costs have been included in the Sum Insured of the Glass under this Section.

WHAT WE EXCLUDE

1. First Rs 1000/- under each and every claim
2. Breakage or damage during removal, alteration and repairs carried out at your premises
3. Scratching other than the fracture extending through the entire thickness of Plate Glass
4. Damage or breakage to Plate Glass or Neon Signs, Glow Signs which are not securely fixed.
5. Any loss or damage caused willfully by you or your employees, or any loss or damage in which you or any person acting on your behalf is or is alleged to be involved or implicated.
6. Any loss or damage for which the manufactures or supplier is responsible.
7. Any costs incurred in connection with the elimination of functional failures unless such failures were caused by an indemnifiable event
8. Loss or damage caused by sun, rain, hail or climatic or atmospheric conditions.

Fusing or burning out of bulbs and/or tubes howsoever caused

SECTION 5

ELECTRONIC EQUIPMENT INSURANCE



Definition:

1. Electronic Equipment:

Electronic Equipment means the items specified in the Schedule and which are contained or fixed at or in the insured premises. This may include computer, fax machine, televisions sets or any other electronic item including accessories and/or system software.

WHAT WE COVER

- Loss or damage to Electronic Equipment due to fortuitous events unless otherwise excluded
- Loss or damage to External Data Media and/or costs of restoring information and data stored therein.

NB 1: This cover is applicable during the period when after successful completion of their performance/acceptance test, such equipment's, parts, accessories are at work or at rest or being dismantled for the purpose of cleaning, overhauling or in course of aforesaid operation themselves or when being shifted within the premises or during re-erection.

NB 2: We will not be liable for payment for the restoration of information and data stored in the External Data Media unless this can be achieved from a back up system for the lost data and information.

WHAT WE EXCLUDE

1. The first 10% or Rs 2500/- (whichever is higher) of each and every claim in respect of damage to electronic equipment's and the first 5% or Rs 1000/- of any claim concerning External Data Media.
2. Damage due to faults/defects existing at the commencement of this insurance and known to You , whether such faults/defects were known to Us or not and any willful act or negligence of You or Your employees
3. Damage due to continuous influence of operation (e.g. wear and tear, cavitation, erosion, corrosion, incrustation) gradual deterioration and climatic condition other than those described and covered as insured perils in Section 1 (Fire and Allied Perils)
4. Any cost incurred in connection with elimination of functional failures unless such failures were caused by Damage covered under this Section of the Policy.
5. Damage for which the manufacturer or supplier is responsible either by law or under contract or any amount recoverable under the terms of Maintenance Agreement.
6. Damage to rented or hired equipment's for which owner is responsible either by law or under lease and/or Maintenance Agreement.
7. Cost of transporting the electronic equipment to and from the place of repair.
8. Damage to consumable items (e.g. bulbs, valves, tubes, ribbons, fuses, seals, belts, wires, chains, exchangeable tools, objects made of glass, porcelain or ceramics and operating media as well as aesthetic defects like scratches etc. unless such parts are affected by an indemnifiable Damage to the insured Item itself).
9. Damage to external antenna, dishes, masts and fittings by theft.
10. Damage arising through fitting, adjustment, repair or dismantling of any part of said equipment/installation other than by an authorized representative of an Electronic Equipment manufacturer, dealer or that of a reputed repairer.
11. Any cost required for alteration, improvement or overhaul or for making drawings, patterns and core boxes.
12. Loss or damage to electronic equipment older than 10 years from the date of manufacture.
13. Loss or damage to mobile phones or other similar communication devices
14. False programming, punching, labeling or inserting or the inadvertent canceling of information or data contained in External Data Media.



Special Provisions Applicable To Section 5

1. SUM INSURED

The Sum Insured shall be equal to cost of replacement of Electronic Equipment as new of same kind, type and capacity including freight, dues and custom duties and also cost of dismantling and re-erection. The value of system software also must form part of the sum insured.

2. CLAIM SETTLEMENT

The basis of claim settlement can be on either Repair basis or on a Total Loss basis. The total loss basis is adopted if the cost of repair exceeds or equals the Market Value of the Equipment immediately before the Damage.

In case of settlement on repair basis No deduction will be made for depreciation in respect of parts replaced except those with limited life.

For Total Loss Basis settlement Market Value of item will be calculated by deducting proper depreciation from the Replacement Value of item as new of same kind, type and capacity. If the damaged items become obsolete, then all cost necessary to replace the damaged item with a follow up model will be allowed.

The Sum Insured under the Policy if found to be less than the amount required to be insured as described under "Sum Insured" above, then We will pay only in such proportion as the Sum Insured bears to the amount required to be insured. Each and every item shall be subject to this condition separately.

SECTION 6
BREAKDOWN OF BUSINESS EQUIPMENT'S

Definition:

Business Equipment's:

Business Equipment's means the electrical and/or mechanical equipment's specified in the Schedule which are contained in or fixed at the insured premises and used solely in the course of the Business.

WHAT WE COVER

Loss or damage to Business Equipment's due to unforeseen and sudden physical damage by any cause not hereinafter excluded whilst in the premises necessitating its immediate repair or replacement.

WHAT WE EXCLUDE

1. The first Rs 500/- or 5% of Sum Insured whichever is higher for each loss or damage. The section carries an excess of 5% of the sum insured subject to a minimum of Rs 500/- for each and every loss.
2. Damage covered under Maintenance agreement or for which manufacturer or supplier is responsible
3. Damage resulting from overload experiment or test requiring imposition of abnormal conditions.
4. Damage due to deterioration of or wearing away of any item caused by or as a result of normal use or exposure, atmospheric or climatic conditions, rust, corrosion, moth, vermin or insect.



5. Gradually developing flaws, defects, cracks or partial fractures in any part not necessitating immediate stoppage, although at some future time repair or replacements of parts affected may be necessary.
6. Damage due to faults/defects existing at the commencement of this insurance and known to You , whether such faults/defects were known to Us or not and any willful act or negligence of You or Your employees
7. Damage to consumables such as ropes, rubber items, dies, moulds, blade, cutters, knives, exchangeable tools, engraved or impression cylinders or rolls, glass and porcelain items, ceramics, operating media, belts or wires, fabrics, anti-corrosive, non-metallic linings unless such parts are affected by an indemnifiable Damage to the insured item itself
8. Cost of transport to the repair shop and back of any Damaged item
9. Loss or damage to Business Equipment's older than 10 years from the date of manufacture
10. Loss or damage to any Business Equipment by perils insurable under other Sections of this Policy.
11. Loss or damages to mobile phones or other similar communication devices.
12. Any costs incurred in connection with the maintenance of Business Equipment including parts replaced in the course of such maintenance operations.

Special Provisions

1. Sum Insured

It is a requirement of this insurance that the Sum Insured in respect of items specified in the Schedule shall be equal to the cost of replacement of the insured property by new property of the same kind and capacity, including freight, custom duties.

2. Claim Settlement

The basis of claim settlement can be on either Repair basis or on a Total Loss basis. The total loss basis is adopted if the cost of repair exceeds or equals the Market Value of the Equipment immediately before the Damage.

In case of settlement on repair basis No deduction will be made for depreciation in respect of parts replaced except those with limited life.

In case of Total Loss, the claims will be settled on Market Value basis, which will be arrived at by deducting proper depreciation from the Replacement Value of item as new of same kind, type and capacity.

SECTION 7

PERSONAL ACCIDENT

Definitions:

Accident means a sudden unforeseen and involuntary event caused by external, visible and violent means.

Accidental Death means Death resulting from Bodily Injury solely and independently of any other cause except Illness directly resulting from, or medical or surgical treatment rendered necessary for such Injury, occasions the Death of the Insured Person within 12 months from the date of Accident.

Adventure Sports: Participation in sports activities such as bungee jumping, sky diving, white water canoeing/rafting and engaging in racing, hunting, mountaineering, ice hockey, winter sports and the like.



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Ambulance means any vehicle used solely for the conveyance of injured persons from Accidental location or Your residential place or Hospital to any Hospital in emergency cases.

Bodily Injury means accidental physical bodily Injury solely and directly caused by external, violent visible cause.

Break in Policy occurs at the end of the existing Policy term, when the premium due for Renewal on a given Policy is not paid on or before the premium Renewal date or within 30 days thereof.

Capital Sum Insured means the monetary amounts shown against Insured Person(s) which is the maximum limit of our liability against said Insured Person.

Cashless facility means a facility extended by Us to You where the payments, of the costs of treatment undergone by You in accordance with the Policy terms and conditions, are directly made to the network provider by Us to the extent pre-authorization approved.

Condition Precedent means a Policy term or condition upon which the Insurer's liability under the Policy is conditional upon.

Contribution is essentially the right of an insurer to call upon other insurers liable to the same Insured to share the cost of an indemnity claim on a rateable proportion of Sum Insured. This clause shall not apply to any Benefit offered on fixed benefit basis.

Disclosure to information norm means the Policy shall be void and all premium paid hereon shall be forfeited to the Company, in the event of misrepresentation, mis-description or non-disclosure of any material fact.

Emergency Care means management for a severe Illness or Injury which results in symptoms which occur suddenly and unexpectedly, and requires immediate care by a Medical Practitioner to prevent death or serious long term impairment of the Insured Person's health.

Hospitalization means admission in a Hospital for a minimum period of 24 In-patient Care consecutive hours except for specified procedures/ treatments, where such admission could be for a period of less than 24 consecutive hours.

Hospital means any institution established for In- patient care and Day Care treatment of Illness and/ or Injuries and which has been registered as a Hospital with the local authorities under the Clinical Establishments (Registration and Regulation) Act, 2010, or under the enactments specified under the Schedule of Section 56(1) of the said Act OR complies with all minimum criteria as under:

- has qualified nursing staff under its employment round the clock,
- has at least 10 inpatient beds, in those towns having a population of less than 10, 00,000 and 15 inpatient beds in all other places,
- has qualified Medical Practitioner (s) in charge round the clock,
- has a fully equipped operation theatre of its own where surgical procedures are carried out,
- Maintains daily records of patients and will make these accessible to Insurance company's authorized personnel.

Illness means a sickness or a disease or pathological condition leading to the impairment of normal physiological function which manifests itself during the Policy Period and requires medical treatment.



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Acute condition - Acute condition is a disease, Illness or Injury that is likely to respond quickly to treatment which aims to return the person to his/her state of health immediately before suffering the disease/Illness/Injury which leads to full recovery.

Chronic condition - A chronic condition is defined as a disease, Illness, or Injury that has one or more of the following characteristics:

- it needs ongoing or long-term monitoring through consultations, examinations, check-ups, and / or tests
- it needs ongoing or long-term control or relief of symptoms
- it requires Your rehabilitation or for you to be specially trained to cope with it
- it continues indefinitely
- it comes back or is likely to come back

Injury means accidental physical bodily harm excluding Illness or disease solely and directly caused by external, violent and visible and evident means which is verified and certified by a Medical Practitioner.

Inpatient Care means treatment for which the Insured Person has to stay in a Hospital for more than 24 hours for a covered event.

Insured means the individual whose name is specifically appearing in the Schedule herein after referred as “You”/”Your”/”Yours”/”Yourself”.

Insured Person: The person(s) named as Insured Person in the Schedule which will include you and your family inclusive of dependent parents.

Medical Advise means any consultation or advice from a Medical Practitioner including the issue of any prescription or repeat prescription.

Medical Expenses means those expenses that an Insured Person has necessarily and actually incurred for medical treatment on account of Illness or Accident on the advice of a Medical Practitioner, as long as these are no more than would have been payable if the Insured Person had not been Insured and no more than other Hospitals or doctors in the same locality would have charged for the same medical treatment.

Nominee means the person(s) nominated by the Insured Person to receive the insurance benefits under this Policy payable on his/her death.

Medical Practitioner is a person who holds a valid registration from the Medical Council of any State or Medical Council of India or Council for Indian Medicine or for Homeopathy set up by the Government of India or a State Government and is thereby entitled to practice medicine within its jurisdiction; and is acting within the scope and jurisdiction of licence and is not a member of the Insured Person’s Family.

Notification of Claim is the process of notifying a claim to the insurer or TPA by specifying the timelines as well as the address / telephone number to which it should be notified.

Period of Insurance: The time period for which the contract of insurance is valid as shown in the Policy Schedule.

Permanent Total Disablement: The bodily Injury that totally, irrecoverably and absolutely prevents you from engaging in any kind of occupation.



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Permanent Partial Disability: The bodily Injury that results in total, irrevocable, absolute and continuous loss of or impairment of a body part or sensory organ specified under the Table of Benefits.

Proposal: The application form you sign for this insurance and/or any other information you give to us or which is given to us on your behalf.

Policy: Policy wording, the Schedule, the Proposal form and Endorsement / Memoranda, if any.
Renewal means the terms on which the contract of insurance can be renewed on mutual consent with a provision of Grace Period for treating the Renewal continuous for the purpose of all waiting periods.

Reasonable and Customary Charges means the charges for services or supplies, which are the standard charges for the specific provider and consistent with the prevailing charges in the geographical area for identical or similar services, taking into account the nature of the Illness / Injury involved .

Schedule means Schedule attached to and forming part of this Policy mentioning the details of the Insured/Insured Persons, the Sum Insured, the period and the limits to which benefits under the Policy would be payable.

Subrogation means the right of the insurer to assume the rights of the Insured Person to recover expenses paid out under the Policy that may be recovered from any other source.

Temporary Total Disablement: The bodily Injury that prevents you from engaging in your occupation for a period not exceeding 104 weeks since the date of Injury to the time you are fit enough to resume your occupation as certified by Medical Professional

Terrorism/Terrorist activity: means any actual or threatened use of force or violence directed at or causing damage, Injury, harm or disruption, or commission of an act dangerous to human life or property, against any individual, property or government, with the stated or unstated objective of pursuing economic, ethnic, nationalistic, political, racial or religious interests, whether such interests are declared or not. Robberies or other criminal acts, primarily committed for personal gain and acts arising primarily from prior personal relationships between perpetrator(s) and victim(s) shall not be considered Terrorist activity. Terrorism shall also include any act, which is verified or recognized by the relevant Government as an act of terrorism.

You/Your/Yours/Yourself means the person(s) that We insure and is/are specifically named as Insured in the Schedule.

We/Our/Ours/Us mean Universal Sompo General Insurance Company Limited.

War means War, whether declared or not, or any warlike activities, including use of military force by any sovereign nation to achieve economic, geographic, nationalistic, political, racial, religious or other ends.

WHAT WE COVER

(i)Accidental bodily injury directly resulting to the death or disablement to you as per the Table of Benefits owner/partner or director of the establishment

(ii)WE shall pay to you or your legal representative / nominee the compensation set forth in Table of Benefits (as percentage of Capital Sum Insured)

WHAT WE EXCLUDE

1. Natural Death
2. Compensation under more than one of the benefits mentioned in Table of Benefits in respect of same period of disablement.
3. Any other payment after a claim under one of the benefits 1,2, 3 and 4 in Table of benefits has



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- been admitted and becomes payable.
4. Any payment in case of more than one claim under this Policy during any one period of Insurance by which our liability in that period would exceed CSI
 5. Payment of compensation in respect of death or Injury as a consequence of/resulting from
 - a) Committing or attempting suicide, intentional self-Injury.
 - b) Whilst under influence of intoxicating liquor or drugs.
 - c) Drug addiction or alcoholism.
 - d) Whilst engaged in any adventurous sports and/or hazardous activities.
 - e) Committing any breach of law with criminal intent.
 - f) War, Civil War, invasion, act of foreign enemies, revolution, insurrection, mutiny, military or usurped power, seizure, capture, arrest, restraint, or detainment, confiscation, or nationalisation or requisition by or under the order of any government or public authority.
 6. Consequential loss of any kind and/or any legal liability
 7. Pregnancy including child birth, miscarriage, abortion or complication arising there from.
 8. Participation in any naval, military or air force operations.
 9. Curative treatments or interventions
 10. Venereal or sexually transmitted diseases.
 11. HIV and or related Illness

S. No.	Table of Benefits	Percentage of Capital Sum Insured
1	Accidental Death	100
2	Permanent Total Disability:	
a)	Loss of sight (both eyes)	100
b)	Loss of two limbs	100
c)	Loss of one limb and one eye	100
d)	Permanent Total and absolute disablement as certified by Medical Practitioner	100
3	Permanent Partial Disability:	
A	Loss of sight of one eye	50
B	Loss of one limb	50
C	Loss of toes-all	20
D	Great-both phalanges	5
E	Great-one phalanx	2
F	Other than great, if more than one toe lost each	1
G	Loss of hearing – both ears	50
H	Loss of hearing – one ear	15
I	Loss of Speech	50
J	Loss of four fingers and thumb of one hand	40
K	Loss of four fingers	35
L	Loss of thumb-both phalanges	25
M	Loss of thumb-one phalanx	10
N	Loss of index finger	
	i) Three phalanges	10



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	ii)Two phalanges	8
	iii)One phalanges	4
O	Loss of middle finger	
	i) Three phalanges	6
	ii)Two phalanges	4
	iii)One phalanges	2
P	Loss of ring finger	
	i) Three phalanges	5
	ii)Two phalanges	4
	iii)One phalanges	2
Q	Loss of little finger	
	i) Three phalanges	4
	ii)Two phalanges	3
	iii)One phalanges	2
R	Loss of Metacarpals	
	(i)First or second (additional)	3
	(ii)Third, fourth or fifth (additional)	2
S	Any other permanent partial disablement	% as assessed by Medical Practitioner appointed by us
4	Temporary Total disablement benefit at the rate per week for period of confinement or part thereof.	1% of C.S.I or Rs 5000/- whichever is lower for 104 weeks max.

SECTION 8

FIDELITY GUARANTEE

Definition:

Employee:

Employee means the category of persons named in the Schedule and/or persons who have entered into a contract of service with you, whether such contract of service is expressed or implied, verbal or written, but shall not include persons whose employment is of a casual nature and/or who are employed other than for the purpose of the Business.

WHAT WE COVER

Direct pecuniary loss sustained by you in consequence of any deliberate fraudulent or dishonest act of an Employee if

- I. You are able to identify which employee is responsible
- II. The employee's dishonesty happens during the period of insurance
- III. The loss is reported to the police immediately upon discovery



NB: Any monies which, but for the dishonest or fraudulent conduct of the Employee concerned, would have been payable to such Employee by the Insured and any monies of such Employee with the Insured (or which may come into the custody, care or control of the Insured) shall be applied by the Insured, to the extent it is legally entitled to do so, against the amount payable by us in diminution or extinction of any loss control) shall be applied by you against the amount payable by us in diminution or extinction of any loss..

WHAT WE EXCLUDE

1. Any act of ssemployee dishonesty committed by a person whom you knew to be dishonest
2. Any loss resulting directly or indirectly from trading in securities : whether in your name or in a genuine or fictitious account
3. Losses reported after 90 days from the date of cancellation or expiry of the policy period
4. Consequential loss of any kind
5. Legal liability of any kind
6. Any expenses incurred by you in establishing the existence of or quantification of any fact or loss giving rise to a claim under this policy
7. Any loss sustained before the retroactive date or more than 2 years before the date of first discovery, whichever may be later

Special Condition Applicable To Section 8:

We will not be liable for and no indemnity will be provided by us in respect of any loss arising in circumstances where:

- You carry on any business other than the Business stated in the proposal
- The duties or terms of service Employees differ from those described in the proposal
- The precautions and checks for ensuring the accuracy of your accounts are not the same as described in your proposal.

SECTION 9 **PUBLIC LIABILITY**

Definitions:

1. Damages:

Damages means monetary sum payable by you pursuant to judgments or awards and/or settlements negotiated by or on behalf of you, but shall not include fines, penalties, punitive damages or any other amount for which you are legally liable.

2. Defense Costs:

Defense Costs means the expenses incurred by you or on your behalf in the investigation or settlement or defense of a claim and shall include legal costs and disbursements.

3. Limit of liability:

Limit of Liability means the amount stated in the schedule which shall be our maximum liability under this section (inclusive of Damages and/or Defence Costs, and regardless of the number of claimants or the total number or amount of Claims made against you) for any one Claim and in the aggregate for all Claims made during the Policy Period.



WHAT WE COVER

Damages including the Defence costs incurred by you against

- (a) Third Part Property Damage
- (b) Third Party injury/death

Caused in the course of the Business by an accident in your business premises if notified during the policy period.

WHAT WE EXCLUDE

1. Any liability arising out of a contractual obligation.
2. Any accident arising out of wilful or intentional non-compliance of any statutory regulations.
3. Any bodily injury of any person under a contract of employment with you, your contractors or sub-contractors arising out of and in the course of employment
4. Consequential loss of any kind.
5. Libel, slander, false arrest, wrongful eviction, wrongful detention, defamation including mental injury, shock resulting there from.
6. Liability arising out of Vehicles covered under Indian Motor Vehicle Act.
7. Damage to property belonging to third parties that is rented, leased or under hire –purchase agreement or on loan to you
8. Damage to property belonging to third party handled by you by way of your trade or worked upon by or in your care, custody or control.
9. Pollution of any kind
10. Any Liability under the Public Liability Insurance Act which attaches liability on a no fault basis
11. Product Liability
12. Any claim directly or indirectly connected to earthquake, typhoon, cyclone, flood or other convulsions of nature or atmospheric disturbances

Special Provision Applicable To Section 9:

You shall not admit liability for or settle or compromise or make or promise any payment in respect of any claim which may be the subject of an indemnity under the policy or incur any costs or expenses in connection therewith without the prior written consent from us.

We shall be entitled (but in no case obliged) to take over and conduct the investigation, defense and /or settlement of any claim. For this purpose you shall give all the information, documentation, records and other assistance to our representatives. Having taken over the defense of any claim, we may in our sole and absolute discretion relinquish the same.

SECTION 10

WORKMEN’S COMPENSATION

WHAT WE COVER

Legal compensation incurred by you under the Fatal Accident Act 1855, Workmen’s Compensation Act 1923 or any amendment thereto or under Common Law in respect of accidental death, bodily injury, illness or disease to any employee mentioned in the Schedule during the Policy Period arising out of and in the course of employment

WHAT WE EXCLUDE

1. Any interest and/or penalty imposed on account of failure to comply with requirements laid down under Workmen’s Compensation Act 1923 and subsequent amendments of the said Act.
2. Liabilities to employees of your contractors or sub-contractors
3. Any liability by virtue of an agreement, which would not have been attached in the absence of such agreement.
4. Any sum which you would have been entitled to recover from any party but for an agreement



between you and such party

SECTION 11 **BUSINESS INTERRUPTION**

A) Business Interruption (Applicable To Proposer Whose Turnover Is Over Rs 10 Lakhs)

Definitions Applicable To This Section

Indemnity Period: The period beginning with the occurrence of the Damage and ending not later than 12 months thereafter during which the result of the business shall be affected in consequence of the Damage.

Revenue: The money paid or payable to you for goods sold and delivered and for services rendered in course of the business at the Premises less the relative amounts in respect of the purchase of goods

Standard Revenue: The Revenue during the period in the twelve months immediately before the date of the damage which corresponds with the Indemnity period. To which such adjustments shall be made as may be necessary to provide for the trend of the business and for variations in or special circumstances affecting the business either before or after the damage or which would have affected the business had the damage nor occurred so that the figures thus adjusted shall represent as nearly as may be reasonably practicable the results which but for the damage would have been obtained during the relative period after the damage.

Annual Revenue: The Revenue during the period in the twelve months immediately before the date of the damage which corresponds with the Indemnity Period

Limit of Liability: Our maximum liability under this Section in respect of each item as stated in the Schedule for any one Period of Insurance.

WHAT WE COVER

If Your Business is interrupted because of a loss or damage to the Premises by any of insured perils under Section 1 for which valid claim is payable under this Policy, We will pay for the loss resulting from the interruption in respect of the following items in accordance with the Basis of Settlement and the Limit of Liability.

- a) Loss of Revenue
- b) Increase in cost of working

BASIS OF SETTLEMENT

The amount payable as indemnity shall be,

- a) In respect of loss of Revenue: the amount by which the Revenue during the Indemnity Period shall, in consequence of the damage, fall short of the Standard Revenue.
- b) In respect of Increase in cost of working: the additional expenditure necessarily and reasonably incurred for the sole purpose of avoiding or diminishing the loss in Revenue which but for the expenditure would have taken place during the Indemnity Period in consequence, but not exceeding the amount of the reduction in Revenue thereby avoided.

Less any sum saved during the Indemnity Period in respect of such of the working expenses and standing charges of the business as may cease or be reduced in consequence of the damage.

Provided that if the Limit of Liability by this item be less than the Annual Revenue, the amount payable shall be proportionately reduced.

WHAT WE EXCLUDE

Loss arising out of, caused by, occasioned by, attributable to or howsoever connected to:



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1. any period of Interruption not solely attributable to an insured event under Section 1;
2. the loss or absence of any securities, obligations or documents of any kind, stamps, coins or paper-money, cheques, books of Account or other business books, computer systems or records;
3. the loss or absence of any manuscripts, plans, drawings, designs, patterns, models, or moulds;
4. the action or inaction of any public authority;
5. lack of funds on any account whatsoever;
6. a change to the Business or the Insured Premises after the effective date of this endorsement whereby the risk has been increased, unless the we have expressly acknowledges such change and confirmed in writing that the cover provided by us remains in force.

Special Conditions:

1. If during the Indemnity Period goods shall be sold or services shall be rendered elsewhere than at the Premises for the benefit of the business either by You or by others on Your behalf the money paid or payable in respect of such sales or services shall be brought into account in arriving at the Revenue during the Indemnity Period.
2. If You declare at the latest 12 months after the expiry of any Period of Insurance, that the Revenue earned during the accounting period of 12 months most nearly concurrent with any Period of Insurance, as certified by Your Auditors, was less than the Limit of Liability thereon, a pro rata return of premium not exceeding 50% of the premium paid on such Insured for such Period of Insurance shall be made in respect of the difference. Where, however, the declaration is not received by Us within 12 months after the expiry of the period of Insurance, no refund shall be admissible. If any damage has occurred giving rise to a claim under this policy such return shall be made in respect only of said difference, as is not due to such damage.

B) Business Interruption – Applicable To Proposers With A Turnover Of Less Than 10 Lakhs

Definitions:

1. Indemnity Period means the period of time commencing at midnight on the day of the occurrence of the insured event under Section 1 of the Policy and ending on the day upon which such insured event ceases to affect the normal commercial activity of the Business or a maximum of 365 days thereafter, whichever is earlier.
2. Interruption means the cessation of the normal commercial activity of the Business solely on account of an insured event under Section 1 of the Policy and in spite of your best efforts to resume normal commercial activity.
3. Saleable Items means the stock of the Business.

WHAT WE COVER

In the event of an accepted claim under Section 1 of the Policy being the sole and direct cause of the Interruption of your business, we will indemnify you as provided for under Special Condition 1 (Basis of Loss Settlement) up to the Limit of Indemnity for the loss sustained during the Indemnity Period.

Basis of Loss Settlement

The loss to be indemnified hereunder shall be calculated by dividing the value of 35% of Saleable Items (subject to the Saleable Items Sum Insured specified in the Schedule) as at the date of the insured event under Section 1 by 365, and thereafter multiplying the total by the Indemnity Period. If during the Indemnity Period any goods are sold elsewhere by the Insured or by another on his behalf, then an amount equivalent to 35% of such sales shall be taken as a deduction against our liability.



WHAT WE EXCLUDE

Loss arising out of, caused by, occasioned by, attributable to or howsoever connected to:

1. any period of Interruption not solely attributable to an insured event under Section 1;
2. the loss or absence of any securities, obligations or documents of any kind, stamps, coins or paper-money, cheques, books of Account or other business books, computer systems or records;
3. the loss or absence of any manuscripts, plans, drawings, designs, patterns, models, or moulds;
4. the action or inaction of any public authority;
5. lack of funds on any account whatsoever;
6. a change to the Business or the Insured Premises after the effective date of this endorsement whereby the risk has been increased, unless we have expressly acknowledged such change and confirmed in writing that the cover provided by us remains in force.

Special Conditions:

Average

If the actual value of Saleable Items as at the date of the insured event under Section 1 exceeds the Sum Insured specified in the Schedule, then the Insured shall be considered as being his own insurer for the difference and shall bear a rateable proportion of the loss accordingly.

General Conditions Applicable To Section 11

1. The cover afforded shall cease if:
 - a. the Business is wound up or carried on by a liquidator or receiver or permanently discontinued;
 - b. Your interest in the Business ceases otherwise than by death;
2. Notification of Claims
 - a) It is a condition precedent to our liability that, upon the happening of any event giving rise to or likely to give rise to a claim under this endorsement, you shall:
 - a. immediately and in any event within 7 days give written notice of the same to us at the address shown in the Schedule for this purpose, and in case of notification of an event likely to give rise to a claim to specify the grounds for such belief, and
 - b. with due diligence do and concur in doing and permit to be done all things which may be reasonably practicable to minimise or check any interruption of or interference with the Business or to avoid or diminish the loss, and
 - c. not later than 30 days after the expiry of the Indemnity Period, at your own expense, deliver to us a written statement setting forth full particulars of your claim, and
 - d. at your expenses produce or procure and give to us such documents, proofs, information, explanations and other evidence as we may reasonably require for the purpose of investigating or verifying the claim together with a declaration on oath or in other legal form of the truth of the claim and of any matters connected therewith.

General Exclusions Applicable To The Policy



1) Radioactive contamination:

Any loss, damage or legal liability directly or indirectly caused by:

- (a) Ionising radiation or radioactive contamination from nuclear fuel or nuclear waste arising from burning nuclear fuel; or
- (b) the radioactive, poisonous, explosive or other dangerous properties of any nuclear equipment or nuclear part of that equipment.

2) War Risks:

Any consequence whatsoever resulting directly or indirectly from or in connection with any of the following regardless of any other contributing cause or event:

War, invasion, act of foreign enemy hostilities or a warlike operation or operations (whether war be declared or not) civil war rebellion revolution insurrection civil commotion assuming the proportions of or amounting to an uprising military or usurped power.

3) Sonic bangs:

Any loss, damage or legal liability directly or indirectly caused by pressure waves caused by aircraft and other flying objects traveling at or above the speed of sound.

4) Pollution and/or Contamination:

Loss, destruction or damage caused to the insured property by pollution or contamination excluding

- Pollution or contamination which itself results from a peril hereby insured against
- Any peril hereby insured against which it self results from pollution or contamination

5) Gradually occurring losses:

Loss or damage by wear and tear, depreciation, insects, vermin, moth, fungus, corrosion, rust, atmospheric or climatic conditions ingress of water, gradually operating cause, process or cleaning, dyeing, repair, alteration or restoration.

6) Wilful Act:

Loss or damage caused by or arising out of wilful act of the insured or any person acting on his/her behalf including circumstance, fact or matter you are or ought to be reasonably aware prior to the commencement of this contract.

7) Accidental External means:

Loss or damage caused by or arising out of accidental external means except as specifically covered under respective sections.

8) Consequential Losses

Loss by delay, loss of market, loss of goodwill and / or any other consequential or indirect loss or damage not covered under Section 11.

9) Public Authority

- Loss, destruction or damage caused to the property insured by burning by order of any Public Authority
- Permanent or temporary dispossession resulting from confiscation, commandeering, requisition or destruction by order of the Government or any lawfully constituted Authority

10) Liability

- a) Liability more specifically insured elsewhere
- b) Liability arising out of Asbestosis or any matter related to or arising out of the sale, manufacture, production, distribution or the like of asbestos.



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General Conditions Applicable To All Sections Of The Policy Except To The Extent Specifically Varied Under Such Sections

1. Notice:

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

2. Reasonable care:

You must take all reasonable steps to protect the property insured, prevent damage or accidents and maintain the property insured in a sound condition.

3. Mis-description:

This Policy shall be void and premium paid shall be forfeited in the event of mis-representation, mis-description or non-disclosure of any material facts by you or your representative.

4. Alteration of Risk:

The cover afforded under this policy shall be suspended and no payment shall be made hereunder if:

- a) You carry on any business at the insured premises other than the business stated in the proposal
- b) There is any material changes in the facts and matters stated in the proposal
- c) The ownership of the stocks/contents passes from you to any other person or entity otherwise than by the operation of the law of succession as applicable.

5. A) Claims Procedure:

A) In the event of any circumstances likely to give rise to a claim you must:

- a) Intimate us as soon as reasonably possible, but in any event within 15 days of the date of the incident.
However in respect of loss or damage under Section 2 (Burglary and Robbery) and Section 3 (Money), the loss must be reported within 24 hours of the happening of any insured event.
- b) Lodge complaint with the local police immediately.
- c) Take all reasonable steps to recover any property which has been lost and protect /safe guard damaged property from further loss or damage.
- d) Provide without expense to us, all proofs, certificates, evidence, assistance or information which we may reasonably require

B) The documents normally required to be submitted in the event of a claim are :

1. Duly completed Claim form
2. Copy of FIR
3. Estimate of loss / repairs
4. Invoice/ Bills/Receipts
5. FR
6. Any other details/documents called for a specific loss
7. We shall condone delay on merit for delayed claims where the delay is proved to be beyond Your control

C) Rights And Responsibilities:

1. On the happening of loss or damage to any of the property insured by this policy, the Company may



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- a) Enter and take and keep possession of the building or premises where the loss or damage has happened.
- b) Take possession of or require to be delivered to it any property of the Insured in the building or on the premises at the time of the loss or damage.
- c) Keep possession of any such property and examine, sort, arrange, remove or otherwise deal with the same.
- d) Sell any such property or dispose of the same for account of whom it may concern.

The powers conferred by this condition shall be exercisable by the Company at any time until notice in writing is given by the insured that he makes no claim under the policy, or if any claim is made, until such claim is finally determined or withdrawn, and the Company shall not by any act done in the exercise or purported exercise of its powers hereunder, incur any liability to the Insured or diminish its rights to rely upon any of the conditions of this policy in answer to any claim.

If the insured or any person on his behalf shall not comply with the requirements of the Company or shall hinder or obstruct the company, in the exercise of its powers hereunder, all benefits under this policy shall be forfeited.

The Insured shall not in any case be entitled to abandon any property to the Company whether taken possession of by the Company or not.

5 B) Basis Of Claims Settlement:

UNLESS OTHERWISE SPECIFICALLY STATED UNDER THE RESPECTIVE SECTION, THE BASIS OF SETTLEMENT SHALL BE AS UNDER:

Where a damaged item can be repaired or reinstated at a cost less than the replacement cost then we will indemnify you in respect of expenses necessarily incurred to restore the affected item as nearly as practicable to its state immediately prior to the happening of the insured event.

In case of a total loss, we will pay you in respect of restoration or replacement costs. We shall not be bound to reinstate or restore exactly or completely but only as permitted by the circumstances and in a reasonably sufficient manner and to the state that existed immediately prior to the happening of the insured event.

Unless otherwise expressly stated in particular section, if the value of the insured property shall at the time of any insured event be collectively of greater value than the sum insured thereon then you shall be considered as your own insurer of the difference and shall bear a rateable proportion of the loss or damage. Each item if more than one shall be separately subject to this condition.

6. Cancellation

We may cancel this Policy by sending 15 days' notice in writing by recorded delivery to You at Your last known address. You will then be entitled to a pro-rata refund of premium for the un-expired period of this Policy from the date of cancellation, which We are liable to pay on demand.

You may cancel this Policy by sending a written notice to Us. Retention premium for the period we were on risk will be calculated based on following short period table and the balance will be refunded to you subject to the condition that no claim has been preferred on us :

Upto 1 month	25% of annual premium
Above 1 month and upto 3 months	50% of annual premium
Above 3 months and upto 6 months	75% of annual premium
Above 6 months	100% of annual premium



7. 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 the wilful act or with your connivance, all benefits under this policy shall be forfeited.

8. Contribution:

If at the time of any loss or damage happening to any property 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 .

9. Subrogation:

You shall at our expense do or concur in doing or permit to be done all such acts and things that may be necessary or reasonably required by us for the purpose of enforcing any rights and remedies or obtaining relief or indemnify from the other parties to which we shall be or would become entitled or subrogated upon our paying or making good any loss or damage under this Policy whether such acts and things shall be or become necessary or required before or after we indemnify your loss or damage

10. Arbitration

Should any dispute arise between Us and You on the quantum of amount payable, liability being otherwise admitted by us, such dispute will be referred to Arbitration proceedings in accordance with Arbitration and Conciliation Act of 1996 as amended from time to time. Further the making of an award by Arbitrator(s) shall be a condition precedent to any right of action or suit by You against Us.

11. 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.

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. Renewal:

We agree to renew the policy on payment of renewal premium. However we may exercise our option not to renew the policy on grounds of fraud, misrepresentation, or suppression of any material fact either at the time of taking the policy or any time during the currency of the earlier policies or bad moral hazard.

- i. We shall not deny the Renewal of the Policy on the ground that You had made a claim or claims in the previous or earlier years, except for Death or Permanent Total Disablement claims where the Policy terminates following payment of the benefit covered (For Personal Accident section)

14. Free Look-up period

1. The Policy shall have a free look period. The free look period shall be applicable at the inception of the Policy and:
 - You will be allowed a period of at least 15 days from the date of receipt of the Policy to review the terms and conditions of the Policy and to return the same if not acceptable
2. If You have not made any claim during the Free Look period, You shall be entitled to
 - i. A refund of the premium paid less any expenses incurred by Us on Your medical examination and the stamp duty charges or;



- ii. Where the risk has already commenced and the option of return of the Policy is exercised by You, a deduction towards the proportionate risk premium for period on cover or;
- iii. Where only a part of the risk has commenced, such proportionate risk premium commensurate with the risk covered during such period.

15. Nominee

You can at the inception or at any time before the expiry of the Policy, make a nomination for the purpose of payment of claims under the Policy in the event of Your death.

Any change of nomination shall be communicated to Us in writing and such change shall be effective only when an endorsement on the Policy is made by Us.

In case of any Insured Person other than You under the Policy, for the purpose of payment of claims in the event of death, the default nominee would be You.

17. Multiple Policy: If two or more policies are taken by *You* during the period for which *You* are covered under this *Policy* from one or more insurers, the contribution clause shall not be applicable where the cover/benefit offered:

- is fixed in nature i.e. Personal Accident Benefit, if available under the *Policy*,
 - does not have any relation to the treatment costs;
- i. *We* also agree that even if, *You* are covered under multiple policies providing Personal Accident cover, *We* shall make the claim payments independent of payments received under other similar policies in respect of the covered event.
 - ii. *We* agree that even if two or more policies are taken by *You* during the time for which *You* are covered under this *Policy* from one or more insurers for indemnification of *Your* Hospitalisation treatment costs, *We* shall not apply the *Contribution* clause and *You* shall have the following rights
 - *You* may choose to get the settlement of claim from *Us* as long as the claim is within the limits of and according to terms and conditions of the *Policy*
 - If the amount to be claimed exceeds the *Sum Insured* under a single *Policy* after consideration of the deductible and co-pay, *You* shall have the right to choose any insurers including *Us* by whom *You* wish *Your* claim to be settled. In such cases, *We* shall settle the claim with contribution clause
 - Except for Personal Accident cover, in case if *You* have taken policies from *Us* and one or more insurers to cover the same hospitalisation risk on indemnity basis, *You* shall only be indemnified the hospitalisation costs in accordance with the terms and condition of the *Policy*.

18. Policy Holder's Right:

On receipt of the survey report or the additional survey report, as the case may be, an insurer shall within a period of 30 days offer a settlement of the claim to the insured. If the insurer, for any reasons to be recorded in writing and communicated to the insured, decides to reject a claim under the Policy, it shall do so within a period of 30 days from the receipt of the survey report or the additional survey report, as the case may be. Upon acceptance of an offer of settlement by the insured, the payment of the amount due shall be made within 7 days from the date of acceptance of the offer by the insured. In the cases of delay in the payment, the insurer shall be liable to pay interest at a rate which is 2% above the bank rate prevalent at the beginning of the financial year in which the claim is reviewed.

19. Sum Insured enhancement:

The Sum Insured under the Policy cannot be enhanced during its term. If you wish to enhance Your Sum Insured, You may cancel the current Policy held by You and purchase a new Policy with higher SI from Us.



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20. Notices and Claims

Any notice, direction or instruction given under this Policy shall be in writing and delivered by hand, post, or facsimile to:

Universal Sampo General Insurance Co. Ltd.

Express IT Park, Plot No. EL - 94, T.T.C. Industrial Area, M.I.D.C., Mahape, Navi Mumbai-400710

Toll Free Numbers: 1-800-224030 (For MTNL/BSNL Users) or 1-800-2004030

Landline Numbers: (022)-27639800 or (022)39133700 (Local Charges Apply)

E-mail Address: contactus@universalsompo.com

Fax Numbers: (022)39171419

Note: Please include Your Policy number for any communication with us.

Claims Disclaimer In the unfortunate event of any loss or damage to the insured property resulting into a claim on this policy, please intimate the mishap IMMEDIATELY to our Call Centre at Toll Free Numbers on 1-800-2004030 (other users) or on chargeable numbers at (022)39133700. Please note that no delay should be allowed to occur in notifying a claim on the policy as the same may prejudice liability.

In case of any discrepancy, complaint or grievance, please feel free to contact us.

Grievances

In case You are aggrieved in any way, You may register a grievance or Complaint by visiting Our website or write to us on contactus@universalsompo.com.

You may also contact the Branch from where You have bought the Policy or the Complaints Coordinator who can be reached at Our Registered Office.

You may also contact on Our –

Toll Free Numbers: 1 - 800 - 224030 (For MTNL/BSNL Users) or 1 - 800 – 2004030 or on chargeable numbers at +91-22-27639800/+91-22-39133700; and also send us fax at: (022) 39171419

- You can also visit Our Company website and click under links Grievance Notification
- You can also send direct mail to the concerned authorities at grievance@universalsompo.com

If the issue still remains unresolved, You may, subject to vested jurisdiction, approach Insurance Ombudsman for the redressal of Your grievance.

The updated details are also available on: <http://www.gbic.co.in/ombudsman.html>

The details of Insurance Ombudsman are available below:

Office of the Ombudsman	Contact Details
AHMEDABAD	Office of the Insurance Ombudsman, 6th Floor, Jeevan Prakash Bldg, Tilak Marg, Relief Road, Ahmedabad - 380001. Tel nos: 079-25501201/02/05/06 email: bimalokpal.ahmedabad@gbic.co.in
BHOPAL	Office of the Insurance Ombudsman, 2nd Floor, Janak Vihar



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	Complex, 6, Malviya Nagar, BHOPAL-462 003. Tel.:- 0755-2769201/9202 Fax : 0755-2769203 Email: bimalokpal.bhopal@gbic.co.in
BHUBANESHWAR	Office of the Insurance Ombudsman, 62, Forest Park, BHUBANESHWAR-751 009. Tel.:- 0674-2596455/2596003 Fax : 0674-2596429 Email: bimalokpal.bhubaneswar@gbic.co.in
CHANDIGARH	Office of the Insurance Ombudsman, SCO No.101-103, 2nd Floor, Batra Building, Sector 17-D, CHANDIGARH-160 017. Tel.:- 0172-2706468 /2772101 Fax : 0172-2708274 Email: bimalokpal.chandigarh@gbic.co.in
CHENNAI	Office of the Insurance Ombudsman, Fathima Akhtar Court, 4th Floor, 453 (old 312), Anna Salai, Teynampet, CHENNAI-600 018. Tel.:- 044-24333668 /24335284 Fax : 044-24333664 Email: bimalokpal.chennai@gbic.co.in
NEW DELHI	Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Bldg., Asaf Ali Road, NEW DELHI-110 002. Tel.:- 011-23234057/23232037 Fax : 011-23230858 Email: bimalokpal.delhi@gbic.co.in
GUWAHATI	Office of the Insurance Ombudsman, "Jeevan Nivesh", 5th Floor, S.S. Road, GUWAHATI-781001. Tel.:- 0361-2132204/5 Fax : 0361-2732937 Email: bimalokpal.guwahati@gbic.co.in
HYDERABAD	Office of the Insurance Ombudsman, 6-2-46, 1st Floor, Moin Court, A.C. Guards, Lakdi-Ka-Pool, HYDERABAD-500 004. Tel : 040-65504123 /23312122 Fax: 040-23376599 Email: bimalokpal.hyderabad@gbic.co.in
ERNAKULAM	Office of the Insurance Ombudsman, 2nd Floor, CC 27/2603, Pulinat Bldg., M.G. Road, ERNAKULAM-682 015. Tel : 0484-2358759/2359338 Fax : 0484-2359336 Email: bimalokpal.ernakulam@gbic.co.in
KOLKATA	Office of the Insurance Ombudsman, Hindustan Building. Annexe, 4th Floor, C.R. Avenue, KOLKATA – 700 072 Tel No: 033-22124339/22124346 Fax: 22124341 Email: bimalokpal.kolkata@gbic.co.in
LUCKNOW	Office of the Insurance Ombudsman, Jeevan Bhawan, Phase-2, 6th Floor, Nawal Kishore Road, Hazaratganj, LUCKNOW-226001. Tel : 0522 -2231331 /223133 Fax: 0522-2231310 Email: bimalokpal.lucknow@gbic.co.in
MUMBAI	Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S.V. Road, Santacruz(W), MUMBAI-400 054. Tel : 022-26106960/26106552 Fax : 022-26106052 Email: bimalokpal.mumbai@gbic.co.in
JAIPUR	Office of the Insurance Ombudsman, Ground Floor, Jeevan Nidhi II, Bhawani Singh Road, JAIPUR – 302 005. Tel: 0141-2740363



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BENGALURU	Office of the Insurance Ombudsman, 24th Main Road, Jeevan Soudha Bldg., JP Nagar, 1st Phase, Ground Floor BENGALURU – 560025. Tel No: 080-26652049/26652048 Email: bimalokpal.bengaluru@gbic.co.in
NOIDA	Office of the Insurance Ombudsman, 4th Floor, Bhagwan Sahai Palace, Main Road, Naya Bans, Sector-15, NOIDA – 201301. Tel: 0120-2514250/51/53 Email: bimalokpal.noida@gbic.co.in
PATNA	Office of the Insurance Ombudsman, 1st Floor, Kalpana Arcade Building, Bazar Samiti Road, Bahadurpur, PATNA – 800006 Tel No: 0612-2680952 Email id : bimalokpal.patna@gbic.co.in .

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