

## CUSTOMER INFORMATION SHEET

(This document provides only key information about your policy,  
Please refer to the policy document for detailed terms and conditions.)

SI No	Title	Description	Policy/ Clause Number
1	Name of Insurance Product	Saral Bharat Laghu Udyam Suraksha	
2	Unique Identification Number(UIN) allotted by IRDAI	IRDAN144RP0029V01202324	
3	Structure	Basis of Sum/Limit Insured: Indemnity	-
4	Interests Insured	The Building, Structure, Plant and Machinery, Furniture, Fixture and Fittings, Stocks and any other Contents, assets that are declared and insured by You under this Policy as specified in policy schedule.	-
5	Sum Insured	The amount shown as Sum Insured in the Policy Schedule. It represents Our maximum liability for each cover or part of cover and for each loss, as applicable.	-
6	Policy Coverage	<p>We cover physical loss or damage, or destruction caused to the building and structures, plant and machinery, stock and other assets relating to Your business due to below listed perils:</p> <ol style="list-style-type: none"> <li>1. Fire</li> <li>2. Explosion / Implosion</li> <li>3. Lightning</li> <li>4. Earthquake, volcanic eruption or other convulsions of nature</li> <li>5. Storm, Cyclone, Typhoon, Tempest, Hurricane, Tornado, Tsunami, Flood and Inundation.</li> <li>6. Subsidence, Landslide, Rockslide</li> <li>7. Bush Fire, Forest Fire, Jungle Fire</li> <li>8. Impact damage of any kind</li> <li>9. Missile testing operation</li> <li>10. Riot, Strikes, Malicious Damages</li> <li>11. Acts of terrorism</li> <li>12. Bursting / Overflowing of water tanks, apparatus</li> <li>13. Leakage from automatic sprinkler installation</li> <li>14. Theft within 7 days of occurrence</li> </ol> <p><b>In – built Covers:</b></p> <ol style="list-style-type: none"> <li>1. Additions, alterations or extensions</li> <li>2. Temporary removal of stocks</li> <li>3. Stocks on Floater Basis</li> <li>4. Cover for Specific Contents               <ul style="list-style-type: none"> <li>• Money up to Rs. 50,000 during the policy period and certain documents like deeds, drawing etc. up to Rs. 50,000 during the policy period</li> </ul> </li> </ol>	Clause B,C,D

		<ul style="list-style-type: none"> <li>• Computer programs, information and data</li> <li>• Personal effects of employees, directors and visitors</li> </ul> <p>5. Start-Up expenses 6. Professional fees 7. Cost of removal of debris Costs compelled by Municipal Regulations</p>	
7	Add on Covers	As specified in policy schedule.	-
8	Loss Participation	As specified in policy schedule.	-
9	Exclusions	<p>We do not cover losses or expenses as stated below:</p> <ol style="list-style-type: none"> <li>1. Your deliberate, willful or intentional act or omission, or of anyone on Your behalf, or with Your connivance.</li> <li>2. Loss, damage or destruction due to acts of Terrorism shall be excluded, unless otherwise agreed by Us.</li> <li>3. Loss, damage or destruction to any electrical/electronic machine, apparatus, fixture, or fitting by over-running, excessive pressure, short circuiting, arcing, self-heating or leakage of electricity from whatever cause (lightning included). This exclusion applies only to the particular machine so lost, damaged or destroyed. However, any ensuing loss or damage to other insured property due to operation of an insured peril is covered.</li> <li>4. Loss, destruction or damage to the stocks in cold storage premises caused by change of temperature.</li> <li>5. Loss, or damage by spoilage resulting from the retardation or interruption or cessation of any process or operation caused by operation of any of the Insured Events.</li> <li>6. Your Premises or any Insured Building remaining continuously unoccupied for a period of more than 30 days, unless You have obtained prior written approval from Us and such approval is recorded as an endorsement on the Policy.</li> <li>7. War, invasion, act of foreign enemy hostilities or war-like operations (whether war is declared or not), civil war, mutiny, civil commotion amounting to a popular rising, military rising, rebellion, revolution, insurrection or military or usurped power.</li> <li>8. Ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from combustion of nuclear fuel, or the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component that is part of it.</li> <li>9. Pollution or contamination, unless               <ol style="list-style-type: none"> <li>i. the pollution or contamination itself has resulted from an Insured Event, in which case only physical damage to the Insured Property is covered, or</li> </ol> </li> </ol>	Clause E



		<table><tr><td>Less: Betterment factor / any adjustment (if applicable)</td><td>-</td></tr><tr><td>Less: Depreciation (if applicable)</td><td>-</td></tr><tr><td>Less: Salvage (if applicable)</td><td>-</td></tr><tr><td>Less: Under Insurance (if applicable)</td><td>-</td></tr><tr><td>Less: Franchise / Excess (if applicable)</td><td>-</td></tr><tr><td>Sub Total</td><td>-</td></tr><tr><td>Less: Reinstatement premium (if applicable)</td><td>-</td></tr><tr><td>Amount Payable</td><td>-</td></tr></table> <p>The claims settlement will be as per terms and conditions applicable under the Policy.</p>	Less: Betterment factor / any adjustment (if applicable)	-	Less: Depreciation (if applicable)	-	Less: Salvage (if applicable)	-	Less: Under Insurance (if applicable)	-	Less: Franchise / Excess (if applicable)	-	Sub Total	-	Less: Reinstatement premium (if applicable)	-	Amount Payable	-	
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12	Policy Servicing - Claim Intimation and Processing	<p>For Policy/Claims Servicing, reach out to us at:</p> <ol style="list-style-type: none"><li>1. Toll Free No:1800 22 1111 / 1800 102 1111. (24/7)</li><li>2. Email Id: <a href="mailto:customer.care@sbigeneral.in">customer.care@sbigeneral.in</a></li><li>3. Reimbursement Process as mentioned below<ul style="list-style-type: none"><li>• Once the claim is registered to SBIG.</li><li>• Claim SPOC will get in touch with You for a surveyor appointment.</li><li>• Survey of the damaged property will be done physically / virtually.</li><li>• Documents list will be shared by surveyor /investigator /insurance company.</li><li>• Submission of Documents to surveyor/ investigator/ insurance company.</li><li>• The surveyor will submit his report to the insurance company.</li><li>• Offer for Settlement.</li><li>• Claim remittance.</li></ul></li><li>4. Turn Around Time (TAT) for claims settlement where Surveyor is appointed:<ul style="list-style-type: none"><li>• Submission of survey report: within 15 days of appointment.</li><li>• Settlement of claim: Within a period of 7 days from the Intimation of claim or receipt of the final survey report.</li></ul></li></ol> <p>Refer below to the Escalation Matrix when TAT is not satisfied :</p> <table><tr><td>Zone</td><td>Escalation Level</td><td>Email ID</td></tr><tr><td>All Zone</td><td>First Level</td><td><a href="mailto:customer.care@sbigeneral.in">customer.care@sbigeneral.in</a></td></tr><tr><td>All Zone</td><td>Second Level</td><td><a href="mailto:gro@sbigeneral.in">gro@sbigeneral.in</a></td></tr></table>	Zone	Escalation Level	Email ID	All Zone	First Level	<a href="mailto:customer.care@sbigeneral.in">customer.care@sbigeneral.in</a>	All Zone	Second Level	<a href="mailto:gro@sbigeneral.in">gro@sbigeneral.in</a>	-							
Zone	Escalation Level	Email ID																	
All Zone	First Level	<a href="mailto:customer.care@sbigeneral.in">customer.care@sbigeneral.in</a>																	
All Zone	Second Level	<a href="mailto:gro@sbigeneral.in">gro@sbigeneral.in</a>																	

13	Grievance Redressal and Policyholders Protection	<p>In accordance with PPHI Regulations, the Company has adopted Grievance Redressal Policy, wherein the Grievance Redressal Procedure, details of GRO, Ombudsman details and link to Bima Bharosa Portal is displayed.</p> <ul style="list-style-type: none"> <li> <b>Stage 1</b>            If you are dissatisfied with the resolution provided above or for lack of response, you may write to <a href="mailto:head.customer@sbigeneral.in">head.customer@sbigeneral.in</a>. We will look into the matter and decide the same expeditiously within 14 days from the date of receipt of your complaint.         </li> <li> <b>Stage 2</b>            In case, you are not satisfied with the decision/resolution communicated by the above office, or have not received any response within 14 days, you may send your Appeal addressed to the Grievance Redressal Officer at : <a href="mailto:gro@sbigeneral.in">gro@sbigeneral.in</a> or contact Toll free number 1800 102 1111 (Available 24/7) For agents and intermediaries 1800 22 1111 (Available 24/7).            Grievance Redressal and Policyholders Protection  <a href="https://content.sbigeneral.in/uploads/0449cac1bcd144bbb160d3f6b714fbbd.pdf/">https://content.sbigeneral.in/uploads/0449cac1bcd144bbb160d3f6b714fbbd.pdf/</a> </li> <li> <b>Stage 3</b>            In case, you are not satisfied with the decision/resolution communicated by the above office, or have not received any response within 14 days, you may Register your complaint with IRDAI on the below given link  <a href="https://bimabharosa.irdai.gov.in/Home/Home">https://bimabharosa.irdai.gov.in/Home/Home</a> </li> <li> <b>Stage 4</b>            If your grievance remains unresolved from the date of filing your first complaint or is partially resolved, you may approach the Insurance Ombudsman falling in your jurisdiction for Redressal of your Grievance. The details of the Insurance Ombudsman can be accessed at ( <a href="https://www.cioins.co.in/Ombudsman">https://www.cioins.co.in/Ombudsman</a> )         </li> </ul>	
14	Obligations of prospective Policyholder / Customer	<ul style="list-style-type: none"> <li>To disclose all material information at the time of filing the proposal form.</li> <li>In case of any change / modification / addition to the already declared information the same shall be brought to the notice of the insurer immediately.</li> <li>Non-disclosure of material information about the insured Asset like Addition/Deletion of contents, Addition/Deletion/Change of Hypothecation, Change in Nominee Name, Address or asset details etc. may affect the claim settlement.</li> </ul>	

**Declaration by the Policyholder :** I have read the above and confirm having noted the details.

Place:

Date:

(Signature of the Policyholder)

**Note:**

- For product related documents including Customer Information Sheet, kindly refer to the link : <https://www.sbigeneral.in/downloads>
- In case of any conflict, the terms and conditions mentioned in the policy document shall prevail.