

CUSTOMER INFORMATION SHEET

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

Sl. No	Title	Description	Policy/ Clause Number
1	Product Name	SBI General Bharat Sookshma Udyam Suraksha	
2	Unique Identification Number allotted by IRDAI	IRDAN144RP0031V02202021	
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.	Clause C
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	Home Building Cover & Home Contents Cover: <ol style="list-style-type: none"> 1. Fire 2. Explosion / Implosion 3. Lightning 4. Earthquake, volcanic eruption or other convulsions of nature 5. Storm, Cyclone, Typhoon, Tempest, Hurricane, Tornado, Tsunami, Flood and Inundation. 6. Subsidence, Landslide, Rockslide 7. Bush Fire, Forest Fire, Jungle Fire 8. Impact damage of any kind 9. Missile testing operation 10. Riot, Strikes, Malicious Damages 11. Acts of terrorism 12. Bursting / Overflowing of water tanks, apparatus 13. Leakage from automatic sprinkler installation 14. Theft within 7 days of occurrence In – built Covers: <ol style="list-style-type: none"> 1. Additions, alterations or extensions 2. Stocks at many locations on floater basis 3. Temporary Removal of Stocks 4. Cover for Specific Contents 5. Start-Up expenses 6. Professional fees u Cost of removal of debris Costs compelled by Municipal Regulations	Base Coverage Section 1

7	Add-on Cover	As opted and specified in the policy schedule .	-
8	Loss Participation	As specified in policy schedule.	-
9	Exclusions	<p>The company is not liable with respect to -</p> <ol style="list-style-type: none"> 1. Excess of ₹ 5,000 (Rupees Five Thousand) for each claim. This means that We will deduct ₹ 5000 (Rupees Five Thousand) for each and every loss suffered by You under the terms of this policy. For terrorism risk the excess shall be as per the clause attached to this policy. 2. Your deliberate, willful or intentional act or omission, or of anyone on Your behalf, or with Your connivance. 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. 4. Loss, destruction or damage to the stocks in cold storage premises caused by the change of temperature. 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. 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. 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. 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. 9. Pollution or contamination, unless <ol style="list-style-type: none"> 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 ii. An Insured Event itself results from pollution or contamination. 10. Loss, destruction or damage to bullion or unset precious stones, any curios or works of art unless such amount is declared separately and recorded in the Policy Schedule. 	5. Exclusions

		<div>11. Loss of any Insured Property which is missing or has been mislaid, or its disappearance cannot be linked to any single identifiable Insured Event.</div> <div>12. Loss or damage to any Insured Property removed from Your Premises to any other place, except<ul style="list-style-type: none">i. Machinery and equipment were temporarily removed for repairs, cleaning, renovation or other similar purposes for a period not exceeding 60 days.ii. Stock covered under Clause (C) (4.2) of this Policy</div> <div>13. Any reduction in the market value of any Insured Property after its repair or reinstatement.</div> <div>14. Loss or damage to any Insured Property or any claim which is covered by a marine policy in force at the time of loss or damage, except in excess of the limits of that policy.</div> <div>15. Any consequential or indirect loss or damage of any description, i.e. losses or extra costs (financial or non-financial) that follow or are a consequence of an Insured Event, like, loss by delay, loss of income or wages or earnings, or of market, or of time, medical expenses, or any costs not covered by this Policy.</div> <div>Costs, fees or expenses for preparing any claim.</div>													
10	Special Conditions and warranties	As specified in the policy schedule.	Clause H												
11	Admissibility of Claim	<div>Admissibility/Denial: ·</div> <ul style="list-style-type: none">Admissibility/Denial of claim depends on the document submitted for the damaged item claimed by the insured in reference to event /peril / term and condition of the policy.The surveyor will verify the document and the loss as per policy term / Condition and coverage mentioned in the policy.Submit the Report to the Us.It also depends on the investigation report (if any), the claim would not be acceptable if it falls under specific warranty or General exclusion/ condition mentioned in the Policy Wordings. <div>Below mentioned in the sample process on claim calculation</div> <table><tr><td>Description</td><td>Amount</td></tr><tr><td>Gross Loss</td><td>-</td></tr><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></table>	Description	Amount	Gross Loss	-	Less: Betterment factor / any adjustment (if applicable)	-	Less: Depreciation (if applicable)	-	Less: Salvage (if applicable)	-	Less: Under Insurance (if applicable)	-	-
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12	Policy Servicing - Claim Intimation and Processing	<p>For Policy/Claims Servicing, reach out to us at:</p> <p>1. Toll Free No:1800 22 1111 / 1800 102 1111. (24/7)</p> <p>2. Email Id: customer.care@sbigeneral.in</p> <p>3. Reimbursement Process as mentioned below</p> <ul style="list-style-type: none">• Once the claim is registered to SBIG.• Claim SPOC will get in touch with You for a surveyor appointment.• Survey of the damaged property will be done physically / virtually.• Documents list will be shared by surveyor /investigator /insurance company.• Submission of Documents to surveyor/ investigator/ insurance company.• The surveyor will submit his report to the insurance company.• Offer for Settlement.• Claim remittance. <p>4.Turn Around Time (TAT) for claims settlement where Surveyor is appointed:</p> <ul style="list-style-type: none">• Submission of survey report: within 15 days of appointment.• Settlement of claim: Within a period of 7 days from the Intimation of claim or receipt of survey report. <p>5. 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>customer.care@sbigeneral.in</td></tr><tr><td>All Zone</td><td>Second Level</td><td>gro@sbigeneral.in</td></tr></table>	Zone	Escalation Level	Email ID	All Zone	First Level	customer.care@sbigeneral.in	All Zone	Second Level	gro@sbigeneral.in	-	-
Zone	Escalation Level	Email ID											
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13	Grievance Redressal and Policyholders Protection	<p>In accordance with PPHI Regulations, the Company has adopted Grievance Redressal Policy, where in the Grievance Redressal Procedure, details of GRO, Ombudsman details and link to Bima Bharosa Portal is displayed,</p> <p>Stage 1</p> <p>If you are dissatisfied with the resolution provided above or for lack of response, you may write to head.customercare@sbigeneral.in. We will look into the matter and decide the same expeditiously within 14 days from the date of receipt of your complaint.</p> <p>Stage 2</p>	Clause L										

		<p>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: gro@sbigeneral.in or contact Toll free number 1800 102 1111 (Available 24/7) For agents and intermediaries 1800 22 1111 (Available 24/7).</p> <p>Grievance Redressal and Policyholders Protection https://content.sbigeneral.in/uploads/0449cac1bcd144bbb160d3f6b714fbbd.pdf</p> <p>Stage 3 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 given below link: https://bimabharosa.irdai.gov.in/Home/Home</p> <p>Stage 4 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 https://www.cioins.co.in/Ombudsman.</p>	
14	Obligations of prospective Policyholder / Customer	<ul style="list-style-type: none"> To disclose all material information at time of filling the proposal form. In case of any change / modification / addition to the already declared information the same shall be brought to the notice of the insurer immediately. Non-disclosure of material information may affect or prejudice the claim settlement 	-

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.