

**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	Product Name	Erection All Risks Insurance Policy	
2	Unique Identification Number allotted by IRDAI	IRDAN144RP0005V01201011	
3	Structure	Basis of Sum/Limit Insured: Indemnity	
4	Interests Insured	Material Damage - provides coverage for the property lost, damaged or destroyed by any cause, other than those specifically excluded in the Policy & Third Party Liability.	-
5	Sum Insured	As specified in the policy schedule	-
6	Policy Coverage	<p>There are two Sections in the Policy.</p> <p>Material Damage (Section I)- provides coverage for the property lost, damaged or destroyed by any cause, other than those specifically excluded in the Policy, necessitating replacement or repair.</p> <p>The Company will pay or make good all such loss or damage up to an amount not exceeding the sum specified in respect of each of the items and not exceeding in the whole the total Sum Insured specified.</p> <p>Third Party Liability (Section II) –provides coverage towards:</p> <p>a) legal liability for accidental loss or damage caused to property of other persons</p> <p>b) legal liability(under contract) for fatal or non-fatal injury to any persons other than the Insured's own employees or workmen or employees of the owner of the works or premises due to construction of any property.</p> <p>The Policy also provides for payment of :</p> <ul style="list-style-type: none"> <li>All costs and or expenses of litigation recovered by any claimant from the Insured.</li> <li>All costs or expenses incurred by Insured with the written consent of the Company</li> </ul>	Base Coverage Section 1 Section 2 Of Policy Wordings
7	Add-on Cover	As specified in policy schedule.	-

8	Loss Participation	Deductible As mentioned in policy schedule	-
9	Exclusions	<p>The Company will not be liable under the Policy in respect of loss or damage due to</p> <ul style="list-style-type: none"> <li>• the Excess as stated in the Schedule;</li> <li>• loss discovered only at the time of taking an inventory;</li> <li>• loss or damage due to wear and tear, gradual deterioration due to atmospheric conditions or rust, scratching of painted/polished surfaces or breakage of glass;</li> <li>• loss or damage due to faulty design, defective material or casting, bad workmanship etc</li> <li>• the cost necessary for rectification of any error during erection • loss of or damage to files, drawings, accounts, bills, currency, packing materials etc</li> <li>• any damage or penalties on account of the Insured's non-fulfillment of the terms of delivery or completion under his Contract of Erection</li> <li>• loss or damage to vehicles licensed for general road use or water borne vessels etc</li> <li>• liability consequent upon - 1. bodily injury to or illness of employees or workmen of the Contractor(s) or the Principal(s) or any other firm connected with the project 2. Loss of or damage to property belonging to or held in care custody or control of the Contractor(s), the Principal(s) or any other firm connected with the project 3. any accident caused by vehicles licensed for general road use or by waterborne vessels or aircraft; 4. any agreement by the Insured to pay any sum by way of indemnity.</li> <li>• War and War like operations, Nuclear perils</li> <li>• Wilful act or gross negligence, existing defects, normal wear and tear and consequential loss</li> <li>• Cessation of work whether total or partial</li> </ul>	5. Exclusions part In policy wordings
10	Special Conditions and Warranties	As mentioned in policy schedule	-
11	Admissibility of Claim	<p>Admissibility/Denial : ·</p> <p>Admissibility/Denial of claim Depends on the document submitted for the damaged item claimed by the You in reference to event /peril and terms and conditions of the policy.</p> <ul style="list-style-type: none"> <li>• Surveyor will verify the document and assess the loss as per policy term / condition and coverage mentioned in the policy.</li> <li>• Submit the Report to the Us</li> <li>• It also depends on investigation report (if any)</li> </ul>	-

		<ul style="list-style-type: none"><li>The claim would not be acceptable if it falls under specific warranty or General exclusion/condition mentioned in the Policy Wordings.</li></ul> <p>Below mentioned in the sample process on claim calculation</p> <table><tr><th>Description</th><th>Amount</th></tr><tr><td>Gross Loss</td><td>XX</td></tr><tr><td>Less betterment factor / any adjustment</td><td>XX</td></tr><tr><td>Less Depreciation</td><td>XX</td></tr><tr><td>Less Salvage</td><td>XX</td></tr><tr><td>Less Under Insurance</td><td>XX</td></tr><tr><td>Less Franchise / Excess</td><td>XX</td></tr><tr><td>Sub Total</td><td>XX</td></tr><tr><td>Less reinstatement premium</td><td>XX</td></tr><tr><td>Amount Payable</td><td>XX</td></tr></table>	Description	Amount	Gross Loss	XX	Less betterment factor / any adjustment	XX	Less Depreciation	XX	Less Salvage	XX	Less Under Insurance	XX	Less Franchise / Excess	XX	Sub Total	XX	Less reinstatement premium	XX	Amount Payable	XX	
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Amount Payable	XX																						
12	Policy Servicing - Claim Intimation and Processing	<ol style="list-style-type: none"><li>Customers will be encouraged to report losses to the Call Centre.</li><li>Customers may notify a claim using one of the following communication channels:</li><li>Toll Free No:1800 22 1111 / 1800 102 1111. (24/7)</li><li>Email notification to central email address: customer.care@sbigeneral.in</li><li>By submitting the information in the Claim intimation Template given below at any SBIGIC Branch<ul style="list-style-type: none"><li>Policy Number</li><li>Date Of loss</li><li>Estimated loss</li><li>Loss Description</li><li>Contact person at Loss Site.</li><li>Via the website <a href="http://www.sbigeneral.in">www.sbigeneral.in</a></li></ul></li><li>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>Escalation Matrix:</p> <table><tr><th>Zone</th><th>Escalation Level</th><th>Email ID</th></tr><tr><td></td><td></td><td></td></tr></table>	Zone	Escalation Level	Email ID				-														
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, where in the Grievance Redressal Procedure, details of GRO, Ombudsman details and link to Bima Bharosa Portal is displayed,</p> <p><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.care@sbigeneral.in">head.customer.care@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.</p> <p><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).</p> <p>Grievance Redressal and Policyholders Protection <a href="https://content.sbigeneral.in/uploads/0449cac1bcd144bbb160d3f6b714fbbd.pdf/">https://content.sbigeneral.in/uploads/0449cac1bcd144bbb160d3f6b714fbbd.pdf/</a></p> <p><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 given below link: <a href="https://bimabharosa.irdai.gov.in/Home/Home">https://bimabharosa.irdai.gov.in/Home/Home</a></p> <p><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>.</p>				-

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>	-
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**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.