

**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	SBI General Surety Bond Bima (Conditional)	
2	Unique Identification Number(UIN) allotted by IRDAI	IRDAN144RP0001V01202324	
3	Structure	Basis of Sum/Limit Insured: Fixed Benefit	-
4	Interests Insured	The policy provides protection against breach of terms & conditions by the contractors either during the bidding stage or during the performance stage of a project.	-
5	Sum Insured	As specified in policy schedule.	-
6	Policy Coverage	There are 4 options available under this Policy and it is mandatory to opt one of them, which provides protection against breach of terms & conditions by the contractors either during the bidding stage or during the performance stage of a project. Cover options as below: 1. Bid Bond 2. Advance Payment Bond 3. Performance Bond 4. Retention Money Bond	Reference 3/4
7	Add-on Cover	No add – ons available for this product	-
8	Loss Participation	No applicable	-
9	Exclusions	The company is not liable when: 1. Contract termination between principal & beneficiary prior to insurance Changing terms of contract without the knowledge of the Surety insurer. 2. Gross Negligence, illegal /criminal acts by both principal & beneficiary. 3. War/Act of God/Nuclear Perils. 4. Fraud/Collusion. 5. Non-performance or non-fulfilment of terms /conditions of the contract Any third-party loss not part of the contract. 6. Any third-party loss not part of the contract. 7. Any price fluctuation in execution of the project. For the complete list, please refer to policy wordings.	Reference 5
10	Special Conditions and	As specified in policy schedule.	-

	Warranties										
11	Admissibility of Claim	<p>Admissibility/Denial of claim Depends as mentioned below</p> <ul style="list-style-type: none"><li>• The beneficiary shall serve notice of invocation upon insurer.</li><li>• Notice must be signed by Authorized Signatory of Beneficiary</li><li>• The beneficiary shall submit the original Surety Bond to the Insurer.</li><li>• The insurer, after completing their internal process shall make payment of the bond amount.</li></ul> <p>The Claim will be settled as per below working: -</p> <table><tr><td>Description</td><td>Amount (INR)</td></tr><tr><td>Bond Value</td><td>-</td></tr></table>	Description	Amount (INR)	Bond Value	-	-				
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Bond Value	-										
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>• The beneficiary shall intimate the claim to the insurer.</li><li>• The intimation may be given at insurer's registered office or any nearest office of the insurer or at the above given options.</li></ul></li><li>4. Turn Around Time (TAT) for Claim Settlement: 7 days from the date of receipt of all necessary documents required for assessing the claim.</li><li>5. Refer below to the Escalation Matrix when TAT is not satisfied</li></ol> <table><tr><td>Escalation Level</td><td>Email ID</td></tr><tr><td>First Level</td><td><a href="mailto:specialityclaims@sbigeneral.in">specialityclaims@sbigeneral.in</a></td></tr><tr><td>Second Level</td><td><a href="mailto:customer.care@sbigeneral.in">customer.care@sbigeneral.in</a></td></tr><tr><td>Third Level</td><td><a href="mailto:gro@sbigeneral.in">gro@sbigeneral.in</a></td></tr></table>	Escalation Level	Email ID	First Level	<a href="mailto:specialityclaims@sbigeneral.in">specialityclaims@sbigeneral.in</a>	Second Level	<a href="mailto:customer.care@sbigeneral.in">customer.care@sbigeneral.in</a>	Third Level	<a href="mailto:gro@sbigeneral.in">gro@sbigeneral.in</a>	-
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Second Level	<a href="mailto:customer.care@sbigeneral.in">customer.care@sbigeneral.in</a>										
Third 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></li></ul> <p>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> <ul style="list-style-type: none"><li>• <b>Stage 2</b></li></ul> <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</p>	-								

		<p>: <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> <ul style="list-style-type: none"> <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 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.