

BAGGAGE INSURANCE POLICY

CUSTOMER INFORMATION SHEET / KNOW YOUR POLICY

This document provides only key information about your policy. Please refer to the policy document for detail terms and conditions.

| Sl. No. | Title | Description | Policy Clause Number |
|---------|---|--|--|
| 1. | Name of Insurance Product/ Policy | Baggage Insurance Policy | |
| 2. | Unique Identification Number allotted by IRDAI | IRDAN144RP0005V01201213 | |
| 3. | Structure | Indemnity | |
| 4. | Interests Insured | The articles and / or personal effects of the Insured (other than property of the Business) in packing or in containers suitable and standard to the mode of Travel that is accompanied by the Insured or whilst such Baggage is lodged either in a locked private room of a hotel or guest house or any other accommodation occupied by the Insured during the Insured's stay at that location or in a public locker facility availed by the Insured during the course of or at any intermediate stage of the Travel. | Definitions- Baggage in policy wording |
| 5. | Sum Insured | Current market values of each of the contents including the values of the packages themselves (suitcase, trunk, bag etc.) will be the Sum Insured for the Policy. Valuable articles (jewellery, furs, cameras, field glasses and similar items), exceeding 5% of the total Sum Insured must be separately listed with individual value(s) and approved by the Company. | Under Provisions: Sum Insured in Policy Wording |
| 6. | Policy Coverage (What the policy covers?) | Coverages available: The Company will indemnify the Insured against the loss and/or destruction of accompanied personal baggage arising out of <ul style="list-style-type: none"> • Standard Fire and Special Perils • Theft • Any other accident during travel | Please refer- What is covered under policy wordings |
| 7. | Available Add on for the said Product | No add-ons available for this policy | NA |

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| 8. | Loss Participation | Deductibles may vary case to case basis | Point 14 under definitions in policy wording |
| 9. | Exclusions (What the policy does not cover) | <p>The Company shall not be liable in respect of –</p> <ol style="list-style-type: none"> 1. Loss, damage, liability or expenses, whether direct or indirect, occasioned by, happening through or arising from any consequences of war, invasion, act of foreign enemy, hostilities (whether war be declared or not) civil war, rebellion revolution, insurrection, military or usurped power or civil commotion or loot or pillage in connection therewith. 2. Terrorism. 3. Loss or damage directly or indirectly caused by or arising from or in consequence of or contributed to by Nuclear weapons material. 4. Any legal liabilities of whatsoever nature directly or indirectly caused by or contributed to by or arising from ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel or from any nuclear weapons and similar other weapons of mass destruction. 5. Loss or damage caused by depreciation or wear and tear. 6. Consequential loss of any kind or description. 7. Loss or damage due to cracking, scratching, breakage of lens or glass whether part of any equipment or otherwise, gramophone records and other articles of a brittle or fragile nature, unless such loss or damage arises from a vehicle or aircraft by which such property is conveyed. 8. Loss or damage caused by moth, mildew, vermin or any process of cleaning, dyeing repairing or restoring to which the property is subjected. 9. Loss of or damage caused by mechanical derangement or over winding of watches and clocks. 10. Theft from car except from car of fully enclosed saloon type having all the doors, windows and other openings securely locked and properly fastened. 11. Loss or damage whilst being conveyed by any carrier under contract of affreightment. 12. Loss of or damage to money, securities, manuscripts, deeds, bonds, bills of exchange, promissory notes, stock or share certificates, stamps, business books or documents, jewellery, watches, furs, precious metal, precious stones, gold and silver ornaments, travel tickets, cheques and bank drafts. | Please refer to exceptions in Policy wording |

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| | | <p>13. Loss, destruction of articles which did not form part of the contents of any of the package when the journey commenced, unless specifically declared and accepted by the Company.</p> <p>14. Loss, destruction of or damage to articles of consumable nature.</p> <p>15. Loose articles such as sticks, straps, umbrellas, sun shades, fans, deck chairs, property in use on the voyage and/or journey or articles or clothes whilst being worn on the person or carried about.</p> <p>16. Loss, destruction or damage cause by or arising from the leakage, spilling or exploding of liquids, oil or materials of a like nature or articles or dangerous or damaging nature.</p> | | | | | | | | | | | | | | | | | | | | | |
| 10. | Special conditions and warranties (if any) | Policy will be subjected to warranties and conditions on case to case basis | Please refer to point no 3 conditions IN Policy Wording | | | | | | | | | | | | | | | | | | | | |
| 11. | Admissibility of Claim | <p>Admissibility: Admissibility 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. Surveyor will verify the document and assess the loss as per policy term / condition and coverage mentioned in the policy. Submitted the Report to the insurer. It also depends on 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.</p> <p>The Claim will be settled as per below working: -</p> <table border="1" data-bbox="375 1387 1315 1898"> <thead> <tr> <th data-bbox="375 1387 1060 1434">Description</th><th data-bbox="1060 1387 1315 1434">Amount</th></tr> </thead> <tbody> <tr> <td data-bbox="375 1434 1060 1480">Gross Loss</td><td data-bbox="1060 1434 1315 1480"></td></tr> <tr> <td data-bbox="375 1480 1060 1527">Less betterment factor / any adjustment</td><td data-bbox="1060 1480 1315 1527"></td></tr> <tr> <td data-bbox="375 1527 1060 1573">Less Depreciation</td><td data-bbox="1060 1527 1315 1573"></td></tr> <tr> <td data-bbox="375 1573 1060 1620">Less Salvage</td><td data-bbox="1060 1573 1315 1620"></td></tr> <tr> <td data-bbox="375 1620 1060 1666">Less Under Insurance</td><td data-bbox="1060 1620 1315 1666"></td></tr> <tr> <td data-bbox="375 1666 1060 1712">Less Franchise / Excess</td><td data-bbox="1060 1666 1315 1712"></td></tr> <tr> <td data-bbox="375 1712 1060 1759">Sub Total</td><td data-bbox="1060 1712 1315 1759"></td></tr> <tr> <td data-bbox="375 1759 1060 1805">Less reinstatement premium</td><td data-bbox="1060 1759 1315 1805"></td></tr> <tr> <td data-bbox="375 1805 1060 1898">Amount Payable</td><td data-bbox="1060 1805 1315 1898"></td></tr> </tbody> </table> | Description | Amount | Gross Loss | | Less betterment factor / any adjustment | | Less Depreciation | | Less Salvage | | Less Under Insurance | | Less Franchise / Excess | | Sub Total | | Less reinstatement premium | | Amount Payable | | |
| Description | Amount | | | | | | | | | | | | | | | | | | | | | | |
| Gross Loss | | | | | | | | | | | | | | | | | | | | | | | |
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| Less Depreciation | | | | | | | | | | | | | | | | | | | | | | | |
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| Sub Total | | | | | | | | | | | | | | | | | | | | | | | |
| Less reinstatement premium | | | | | | | | | | | | | | | | | | | | | | | |
| Amount Payable | | | | | | | | | | | | | | | | | | | | | | | |
| 12. | Policy Servicing - Claim Intimation and Processing | <ul style="list-style-type: none"> Customers will be encouraged to report losses to the Call Centre. Customers may notify a claim using one of the following communication channels: <ul style="list-style-type: none"> Toll Free No:1800 22 1111 / 1800 102 1111. | | | | | | | | | | | | | | | | | | | | | |

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| | | <ul style="list-style-type: none"> • Email notification to central email address: customer.care@sbigeneral.in • By submitting the information in the Claim intimation Template given below at any SBIGIC Branch <ul style="list-style-type: none"> • Policy Number • Date Of loss • Estimated of loss • Loss Description • Contact person at loss Site. • Via the website www.sbigeneral.in • Turn Around Time (TAT) for claims settlement: The Company will offer to settle/reject the claim under this Policy within 7 days from the date of receipt of all necessary documents required for assessing the claim. <p>Escalation Matrix:</p> <table border="1"> <thead> <tr> <th data-bbox="372 830 588 884">Zone</th><th data-bbox="588 830 854 884">Escalation Level</th><th data-bbox="854 830 1298 884">Email ID</th></tr> </thead> <tbody> <tr> <td data-bbox="372 884 588 937">All Zone</td><td data-bbox="588 884 854 937">First Level</td><td data-bbox="854 884 1298 937">customer.care@sbigeneral.in</td></tr> <tr> <td data-bbox="372 937 588 1016">All Zone</td><td data-bbox="588 937 854 1016">Second Level</td><td data-bbox="854 937 1298 1016">gro@sbigeneral.in</td></tr> </tbody> </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 | | | | | | | | | | |
| All Zone | First Level | customer.care@sbigeneral.in | | | | | | | | | | |
| All Zone | Second Level | gro@sbigeneral.in | | | | | | | | | | |
| 13. | Grievance Redressal and Policy holders Protection | <p>If You have a grievance about any matter relating to the Policy, or Our decision on any matter, or the claim, You can address Your grievance as follows:</p> <p>Stage 1: Bima Bharosa You can register your grievances with the regulator using the following link: https://bimabharosa.irdai.gov.in/Home/Home</p> <p>Stage 2: Head – Customer Care Alternatively, if you wish to register your grievances directly with us, you may write to the Head – Customer Care. We aim to respond to all Grievances within 7 days. In our initial acknowledgement of receipt letter, we will provide the name and title of the person that is handling your Grievance. This individual will have the authority necessary to investigate and resolve the Grievance.</p> <p>Email: head.customer@sbigeneral.in Toll-Free Number: 1800 102 1111 (Available 24/7)</p> <p>Stage 3: Grievance Redressal Officer (GRO) In case, you are still not satisfied with the decision/resolution communicated by the above officer or have not received any response within 5 Business days, you may escalate the matter to the Grievance Redressal Officer (GRO) which will undergo a detailed case investigation, and we aim to resolve the issue within 7 days from the date of receipt of your Grievance at GRO Desk</p> <p>Email: gro@sbigeneral.in Designation: Grievance Redressal Officer Phone: 022-45138021 Note: - The Company shall endeavour to maintain the regulatory TAT of 14 days in resolving your grievances.</p> | | | | | | | | | | |

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| 14. | Obligations of prospective Policyholder / Customer | <p>Stage 4: Escalation to Insurance Ombudsman If you feel that the response to your Grievance was unsatisfactory, or if you believe your concerns have not been adequately addressed by the company, you may escalate the matter to the Insurance Ombudsman. Submit your Grievance online: https://www.cioins.co.in/Ombudsman</p> <p>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 (about the insured Asset like) may affect the claim settlement. · 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 by the policyholder.</p> | 6.General Conditions-Sub Section 1 |

Declaration by the Policy Holder: I have read the above and confirm having noted the details.

Place:

Date:/...../.....

Signature of the Policyholder

Note:

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