

**CONTRACTORS ALL RISKS (CAR) INSURANCE**

**CUSTOMER INFORMATION SHEET**

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.	Product Name	Contractors All Risks (CAR) Insurance																																		
2.	Unique Identification Number allotted by IRDAI	IRDAN144RP0010V01200910																																		
3.	Structure	Indemnity																																		
4.	Interests Insured	As per Project description in Description of works Category as per schedule																																		
5.	Sum Insured	<table border="1"> <thead> <tr> <th colspan="3">POLICY LIMIT</th> </tr> <tr> <th>SR</th> <th>Insured Items</th> <th>Sum Insured Amount in (Rs.)</th> </tr> </thead> <tbody> <tr> <td></td> <td><b>Material Damage -</b></td> <td></td> </tr> <tr> <td>1.</td> <td>Contract works (Permanent and Temporary works including all materials to be incorporated therein)</td> <td></td> </tr> <tr> <td>1.1</td> <td>Contract Price</td> <td></td> </tr> <tr> <td>1.2</td> <td>Materials or items supplied by the Principal</td> <td></td> </tr> <tr> <td>2</td> <td>Landed Cost of Imported Items at Construction site (Please specify whether included in 1.1 and 1.2 above) at Exchange Rate .....</td> <td></td> </tr> <tr> <td>3</td> <td>Any other works, &amp; installations not included in 1.1 and 1.2 above (eg camp, colony, stores etc as per list enclosed)</td> <td></td> </tr> <tr> <td>4</td> <td>Construction Plant &amp; Machinery (Memo 6) as per list enclosed</td> <td></td> </tr> <tr> <td></td> <td><b>Total Erected Value</b></td> <td></td> </tr> <tr> <td>5</td> <td>Extensions - As defined in the policy schedule</td> <td></td> </tr> </tbody> </table>	POLICY LIMIT			SR	Insured Items	Sum Insured Amount in (Rs.)		<b>Material Damage -</b>		1.	Contract works (Permanent and Temporary works including all materials to be incorporated therein)		1.1	Contract Price		1.2	Materials or items supplied by the Principal		2	Landed Cost of Imported Items at Construction site (Please specify whether included in 1.1 and 1.2 above) at Exchange Rate .....		3	Any other works, & installations not included in 1.1 and 1.2 above (eg camp, colony, stores etc as per list enclosed)		4	Construction Plant & Machinery (Memo 6) as per list enclosed			<b>Total Erected Value</b>		5	Extensions - As defined in the policy schedule		As mentioned in Schedule under Sum Insured category
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6.	<b>Policy Coverage (What the policy covers?)</b>	As mentioned in Policy Wordings	Please Refer Operative clause(Pg 1 Second Paragraph), exclusions to policy – Pg 2 General Exclusions and Memo 8 under-Major Perils/AOG Perils .General Exclusions also stated in this document under point no 9																
7.	<b>Available Add on for the said Product</b>	Add ons as per policy schedule	Please refer extension Part of Policy Schedule																
8.	<b>Loss Participation</b>	As Per deductible given in Policy Schedule (XX% of loss subject to minimum amount of Rs XXX)	Please refer policy schedule- Excess for Section I & II in B & C.																
9.	<b>Exclusions (what the policy does not cover)</b>	As mentioned in policy Wordings	General Exclusions Section																
10.	<b>Special Conditions and Warranties (if any)</b>	As mentioned in policy schedule	Pls refer Special condition section in Policy Schedule																

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11.	Admissibility of Claim	<p>Admissibility/Denial: • 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"> <thead> <tr> <th>Description</th> <th>Amount</th> </tr> </thead> <tbody> <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> </tbody> </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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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.</li> <li>2. Email Id: customer.care@sbigeneral.in</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 insurance company.</li> <li>• Offer for Settlement.</li> <li>• Claim remittance.</li> </ul> </li> <li>4. Turn Around Time (TAT) for claims settlement: The Company will settle the claim within a period of 7 days from the receipt of the final survey report, as the case may be.</li> </ol> <p>Where the Company has failed to receive the report of surveyor within the stipulated time (15 days from allocation), in such case, the claim shall be settled within 22 days in compliance with section 64UM of Insurance Act, 1938.</p>																					

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		<p>(This timeline is not applicable for policies issued on (building/property) on reinstatement basis)</p> <p>5. Escalation Matrix:</p> <table border="1" data-bbox="386 357 1268 520"> <thead> <tr> <th data-bbox="386 357 530 413">Zone</th> <th data-bbox="530 357 806 413">Escalation Level</th> <th data-bbox="806 357 1268 413">Email ID</th> </tr> </thead> <tbody> <tr> <td data-bbox="386 413 530 467">All Zone</td> <td data-bbox="530 413 806 467">First Level</td> <td data-bbox="806 413 1268 467">customer.care@sbigeneral.in</td> </tr> <tr> <td data-bbox="386 467 530 520">All Zone</td> <td data-bbox="530 467 806 520">Second Level</td> <td data-bbox="806 467 1268 520">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	
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13.	<b>Grievance Redressal and Policy-holders Protection</b>	<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><b>Stage 1: Bima Bharosa</b></p> <p>You can register your grievances with the regulator using the following link: <a href="https://bimabharosa.irdai.gov.in/Home/Home">https://bimabharosa.irdai.gov.in/Home/Home</a></p> <p><b>Stage 2: Head – Customer Care</b></p> <p>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: <a href="mailto:head.customercare@sbigeneral.in">head.customercare@sbigeneral.in</a></p> <p>Toll-Free Number: 1800 102 1111 (Available 24/7)</p> <p><b>Stage 3: Grievance Redressal Officer (GRO)</b></p> <p>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: <a href="mailto:gro@sbigeneral.in">gro@sbigeneral.in</a></p> <p>Designation: Grievance Redressal Officer</p> <p>Phone: 022-45138021</p> <p>Note: The Company shall endeavour to maintain the regulatory TAT of 14 days in resolving your grievances.</p> <p><b>Stage 4: Escalation to Insurance Ombudsman</b></p> <p>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.</p> <p>Submit your Grievance online:  <a href="https://www.cioins.co.in/Ombudsman">https://www.cioins.co.in/Ombudsman</a></p>										

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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> </ul> <p>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.</p>	Please refer Warranties/ Endorsement of Policy Schedule

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.