

Sl. No.	Title	Description	Policy Clause Number																												
			SURAKSHA AUR BHAROSA DONO																												
CONTRACTORS PLANT & MACHINERY INSURANCE (CPM)																															
CUSTOMER INFORMATION SHEET																															
(This document provides only key information about your policy, Please refer to the policy document for detailed terms and conditions.)																															
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1.	Product Name	Contractors Plant & Machinery Insurance (CPM)																													
2.	Unique Identification Number(UIN) allotted by IRDAI	IRDAN144RP0003V01201011																													
3.	Structure	Operational policy – Engineering LOB																													
4.	Interests Insured	As per machinery description given in policy schedule	Please refer to policy schedule under Sum Insured section																												
5.	Sum Insured	<table border="1"> <thead> <tr> <th>S. No</th> <th>Risk location</th> <th>Machinery Description</th> <th>Serial Number</th> <th>Year of Mfg</th> <th>Sum Insured (Rs.)</th> <th>Compulsory Deductible</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	S. No	Risk location	Machinery Description	Serial Number	Year of Mfg	Sum Insured (Rs.)	Compulsory Deductible																						Please refer to policy schedule under Sum Insured section
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6.	Policy Coverage	Subject to the terms, exceptions, exclusions, provisions and conditions contained herein or endorsed hereon, the Company will at its own option by payment or reinstatement or repair indemnify the Insured against unforeseen and sudden physical damage by any cause not hereinafter excluded to any Insured Property specified in the attached Schedule(s) whilst at the location mentioned therein necessitating its immediate repair or replacement. This Policy shall apply to the insured items whether they are at work or at rest, or being dismantled for the purpose of cleaning or overhauling, or in the course of the aforesaid operations themselves, or when being shifted within the premises, or	Please refer- Page 1 para 2 in Policy Wording																												

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		<p>during subsequent re-erection, but in any case only after successful commissioning. The liability of the Company for any one item of the insured property shall not exceed in the aggregate in any one Period of Insurance the Sum Insured set against such item in the attached Schedule(s). However the Sum Insured under such item can be reinstated after occurrence of a claim for balance period</p> <p>Policy is issued on All risk basis subject to Terms ,condition and Exclusions provided in Policy Wording</p>	
7.	Available Add on for the said Product	<p>Add ons as per policy schedule</p> <p>1)xxxx</p> <p>2)xxxxx</p> <p>3)xxxxx</p>	Please refer Policy Schedule under add ons
8.	Loss Participation	<p>As Per deductible given in Policy Schedule (XX% of loss subject to minimum amount of RsXXX)</p>	Please refer to Policy Schedule
9.	Exclusions (what the policy does not cover)	<p>The company is not liable with respect to -</p> <p>a) the Excess stated in the Schedule to be borne by the Insured in any one occurrence; if more than one item is lost or damaged in one occurrence, the insured shall not, however, be called upon to bear more than the highest single Excess applicable to such items;</p> <p>b) loss or damage due to electrical or Mechanical breakdown, failure, breakage or derangement, freezing of coolant or other fluid, defective lubrication or lack of oil or coolant, but if as a consequence of such breakdown or derangement an accident occurs causing external damage, such consequential damage will be indemnifiable;</p> <p>c) loss of or damage to replaceable parts and attachment such as bits, drills, knives or other cutting edges, saw blades dies, moulds, patterns, pulverizing and crushing surfaces, screens and sieves, ropes, belts, chains, elevator and conveyor bands, batteries, tyres, connecting wires and cables, flexible pipes, joining and packing material regularly replaced;</p> <p>d) loss or damage due to explosion of any boiler or pressure vessel subject to internal steam or fluid pressure or of any internal combustion engine;</p> <p>e) loss of or damage to vehicles designed and licensed for general road use unless these vehicles are exclusively used on construction site;</p> <p>f) loss of or damage to Hull and machinery of waterborne vessels or crafts, however this exclusion shall not apply to Contractors Plant and machinery mounted on water borne vessels or crafts for the purpose of use for the contract work;</p>	Please refer Exceptions in Policy Wording

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		<p>g) loss or damage due to total or partial immersion in tidal waters;</p> <p>h) loss or damage whilst in transit, from one location to another location (Public Liability will not be payable while Contractors Plant & Machineries are on Public Roads); i) loss or damage as a direct consequence of the continual influence of operation (e.g. wear and tear, corrosion, rust, deterioration due to lack of use and normal atmospheric conditions);</p> <p>j) loss or damage occurring whilst any insured item is undergoing a test of any kind or is being used in any manner or for any purpose other than that for which it was designed;</p> <p>k) loss of or damage to plant and/or machinery working underground. Note- This does not apply to Machineries used in Tunneling works;</p> <p>l) War, Invasion, act of foreign enemy, hostilities or war like operation (whether war be declared or not), Civil War, Rebellion Revolution Insurrection, Mutiny, Civil Commotion, Military or usurped power, martial law, conspiracy, confiscation, commandeering a group of malicious person or persons acting on behalf of or in connection with any political organisation, requisition or destruction or damage by order of any government de jure or de facto or by any public, Municipal or Local Authority;</p> <p>m) loss or damage directly or indirectly caused by, or arising out of, or aggravated by nuclear reaction, nuclear radiation or radioactive contamination;</p> <p>n) loss or damage due to any faults or defects existing at the time of commencement of this Policy within the knowledge of the Insured or his representatives, whether such faults or defects were known to the Company or not;</p> <p>o) loss or damage directly or indirectly caused by, or arising out of or aggravated by the willful act or willful negligence of the Insured or his representatives;</p> <p>p) loss or damage for which the supplier or manufacturer is responsible either by law or under contract;</p> <p>q) consequential loss or liability of any kind or description;</p> <p>r) loss or damage discovered only at the time of taking an inventory or during routine servicing.</p> <p>s) Terrorism Damage Exclusion Warranty:</p>	
10.	Special Conditions and Warranties (if any)	As defined in policy schedule	Terrorism Damage Exclusion Warranty

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11.	Admissibility of Claim	<p>Admissibility:</p> <ul style="list-style-type: none"> 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>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	<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. 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 settle the claim within a period of 7 days from the receipt of the final survey report, as the case may be. 																					

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		<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> <p>(This timeline is not applicable for policies issued on (building/property) on reinstatement basis)</p> <p>Escalation Matrix:</p> <table border="1" data-bbox="386 525 1268 683"> <thead> <tr> <th data-bbox="386 525 530 581">Zone</th> <th data-bbox="535 525 806 581">Escalation Level</th> <th data-bbox="811 525 1268 581">Email ID</th> </tr> </thead> <tbody> <tr> <td data-bbox="386 587 530 629">All Zone</td> <td data-bbox="535 587 806 629">First Level</td> <td data-bbox="811 587 1268 629">customer.care@sbigeneral.in</td> </tr> <tr> <td data-bbox="386 636 530 678">All Zone</td> <td data-bbox="535 636 806 678">Second Level</td> <td data-bbox="811 636 1268 678">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.	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</p> <p>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</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: head.customercare@sbigeneral.in Toll-Free Number: 1800 102 1111 (Available 24/7)</p> <p>Stage 3: Grievance Redressal Officer (GRO)</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: gro@sbigeneral.in Designation: Grievance Redressal Officer Phone: 022-45138021</p> <p>Note: - The Company shall endeavour to maintain the regulatory TAT of 14 days in resolving your grievances.</p> <p>Stage 4: Escalation to Insurance Ombudsman</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: https://www.cioins.co.in/Ombudsman</p>										

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14.	Obligations of prospective Policyholder / Customer	As per policy schedule	6.General Conditions-Sub Section 1

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.