

## Griha Raksha Plus

### PROSPECTUS

This prospectus gives basic information about the Griha Raksha Plus policy that You can purchase from Us, i.e. the SBI General Insurance Company (herein after the "Company", "We", "Our", "Us"). The Griha Raksha Plus Policy provides insurance cover for Your Home Building, and/or Home Contents or Both

In this Prospectus, You will find information about the following insurance covers:

1. **Home Building Cover**, that covers any loss, damage or destruction of Your Home Building,

2. **Home Contents Cover**, that covers articles or things in Your home,

3. **Optional Covers:**

- I. Acts of terrorism
- II. Reasonable fees of architect, surveyor, consulting engineer
- III. Reasonable costs of clearing debris from the site
- IV. Loss of Rent & Rent for Alternative Accommodation
- V. Cover for Valuable Contents
- VI. Personal Accident Cover
- VII. Accidental Damage Cover – General Contents
- VIII. Temporary Resettlement Expenses
- IX. EMI Protection
- X. Utility Expense Cover
- XI. Electrical Clause / Electrical Installation Clause
- XII. Tenant Liability Cover
- XIII. Pet Insurance
- XIV. Loss of Key

#### Important Dos and Don'ts

1. While filling up the Proposal Form	<ul style="list-style-type: none"> <li>• Read the instructions in the proposal form carefully before filling up the details.</li> <li>• Understand the basis for arriving at the Sum Insured for both Home Building and Home Contents before filling up the details. This is given below in this Prospectus under the heading 'Sum Insured'. It is also explained in the Proposal Form.</li> <li>• Fill up the proposal form completely and answer all the questions truthfully.</li> </ul>
2. Your Obligations during the Policy Period	<ul style="list-style-type: none"> <li>• Take care to prevent theft, loss or damage to Your Home Building and Home Contents.</li> <li>• Inform Us of any change in circumstances such as change of address, details of additions or alterations to Home Building etc.</li> <li>• Do not allow unauthorized persons to occupy Your Home Building.</li> </ul>
3. Your Obligations when You have a Claim	<ul style="list-style-type: none"> <li>• Give notice of loss to Us, as required.</li> <li>• Inform the respective authorities, as required.</li> <li>• Make true and full disclosures in Your claim form.</li> <li>• Give all documents supporting the claim.</li> <li>• Give full cooperation for inspection and investigation of claim.</li> </ul>

#### Summary of insurance covers

If Your Home Building or the articles or things in Your home are lost, damaged or destroyed because of the following unforeseen events that occur during the Policy Period, we provide cover as follows:

Name of Cover	Your loss	We pay	Nature of Cover
Home Building Cover	Building is damaged	Cost of Repair	Standard
	Building is completely destroyed (Total Loss)	Cost of Construction	Standard
Home Contents Cover	Any General Content is damaged	Cost of repairs	Standard
	Article or thing is lost or destroyed (Total Loss)	Cost of replacing that item with a same or similar item	Standard
Acts of terrorism	Cover physical loss or physical damage occurring during the period of this Policy caused by an act of sabotage and/or terrorism to the location/s mentioned in the schedule.	Exclusions and Excess as per Terrorism Clause attached.	Optional

Architect & surveyor fee	We will pay you the expenses up to 5% of the claim amount for reasonable fees of architect, surveyor, consulting engineer.	Cost of repairs/replacement	Optional
Removal of debris	Covers the expenses up to 2% of the claim amount for reasonable costs of removing debris from the site	Cost of clearance	Optional
Loss of Rent & Rent for Alternative Accommodation	Pays the amount of rent you lose or alternative rent you pay while your Home Building is not fit for living because of physical loss arising out of an Insured Events.	Loss of rent & accommodation	Optional
Personal Accident Cover	Unfortunate death of You or Your spouse or family due to an insured peril that caused damage to Home Building and/or Contents	Up to ₹ 20,00,000/- per person	Optional
Cover for Valuable. Contents on Agreed Value Basis (under Home Contents Cover)	Valuable content is physically damaged	Cost of repair.	Optional
	Valuable content is a total loss	Agreed Value	
Accidental Damage Cover – General Contents	Covers Accidental damage external or internal to general contents including DG Set, Pump set, Solar Panel or in-house lift.	Cost of repair and depreciation as applicable	Optional
Temporary Resettlement Expenses	In the event of insured premises is damaged due to perils covered, we would reimburse cost towards below. <ul style="list-style-type: none"> <li>general contents taken on rent by the insured</li> <li>transit to relocate the balance general contents from and to an alternative accommodation.</li> <li>One-time reimbursement of incidental charges towards brokerage or rent agreement registration charges of alternate accommodation.</li> </ul>	Expenses as incurred. Upto the specified limit as opted	Optional
EMI Protection	We will pay Equated Monthly Instalment (EMI) to Insured for a maximum of 3 / 6 months [as mentioned in the schedule] on the current EMI due to the financier.	Cost of EMI, which is due to the financier, which is due based on repair period.	Optional
Utility Expense Cover	We will pay the utility bills due [for a period maximum up to 3 months]. For the purpose of the cover utility bill means services of public utility like sewage, electricity, waste disposal, water, broadband and society maintenance bills paid by You.	Actual cost of utility bills due up to max Rs 50000/-	Optional
Electrical Clause / Electrical Installation Clause	Covers loss or damage by fire to electrical appliance and installation insured, arising from or occasioned by overrunning, excessive pressure, short circuit, arcing, self-heating or leakage of electricity from whatever cause (lightning included).	Cost of repair/replacement subject to max of Rs. 1,00,000/-	Optional
Tenant Liability Cover	Covers legal liability towards damage to Home Building occupied by the Insured or to the surrounding third party property.	Cost of legal liability maximum up to the amount of Rs 7,50,000/-	Optional
Pet Insurance	In the event an insured peril that caused damages to Your Home Building and Home Contents (if opted) also results in the unfortunate death of your Pet(s)	We will compensate the amount as specified in the policy schedule.	Optional
Loss of Key	Covers Cost of Key Replacement, Break- in Protection with the labour cost, Lock out Reimbursement-	Cost of replacement/ repair	Optional

### Which unexpected events are covered?

We give insurance cover for physical loss or damage, or destruction caused to Insured Property by the following unforeseen events occurring during the Policy Period.

The events covered are given in Column A and those not covered in respect of these events are given in Column B.

Column A	Column B
<b>We cover</b> physical loss or damage, or destruction caused to the Insured Property by	<b>We do not cover</b> for loss or damage, or destruction caused to the Insured Property by
1. Fire	caused by burning of Insured Property by order of any Public Authority
2. Explosion or Implosion	-
3. Lightning	-
4. Earthquake, volcanic eruption, or other convulsions of nature	-
5. Storm, Cyclone, Typhoon, Tempest, Hurricane, Tornado, Tsunami, Flood and Inundation	-
6. Subsidence of the land on which Your Premises stand, Landslide, Rockslide	caused by <ul style="list-style-type: none"> <li>a. normal cracking, settlement or bedding down of new structures,</li> <li>b. the settlement or movement of made up ground,</li> <li>c. coastal or river erosion,</li> <li>d. defective design or workmanship or use of defective materials, or demolition, construction, structural alterations or repair of any property, or ground works or excavations.</li> </ul>
7. Bush fire, Forest fire, Jungle fire	-
8. Impact damage of any kind, i.e., damage caused by impact of, or collision caused by, any external physical object (e.g. vehicle, (including own), falling trees, aircraft, wall etc.	a. caused by pressure waves caused by aircraft or other aerial or space devices travelling at sonic or supersonic speeds.
9. Missile testing operations	-
10. Riot, Strikes, Malicious Damages,	caused by <ul style="list-style-type: none"> <li>a. temporary or permanent dispossession, confiscation, commandeering, requisition or destruction by order of the government or any lawful authority, or</li> <li>b. temporary or permanent dispossession of your home by unlawful occupation by any person.</li> </ul>
11. Bursting or overflowing of water tanks, apparatus and pipes,	-
12. Leakage from automatic sprinkler installations.	a) repairs or alterations in Your Home or the building in which Your Home is located, b) repairs, removal or extension of any sprinkler installation, or defects in the construction known to You.
13. Theft within 7 (seven) days from the occurrence of and proximately caused by any of the above Insured Events	if it is <ul style="list-style-type: none"> <li>a) any article or thing outside Your Home, or</li> <li>b) any article or thing attached from the outside of the outer walls or the roof of Your Home, unless securely mounted.</li> </ul>

### Examples

1. Your home catches fire. All its doors are opened for fighting the fire. A person takes advantage of the situation and carries away Your TV Set. Since this theft follows a fire and happened on the day of the fire i.e., within 7 days of occurrence of the fire, we will pay for Your loss up to the limits of the applicable Sum Insured.
2. During riots, a rioter breaks a window of Your home and takes away articles of value ₹ 15,000. It costs ₹ 20,000 to repair the window. Here the loss is due to theft, which arose during riots (and therefore occurred within 7 days of occurrence of the event), which is an insured event. It arose at a time when You were not in a position to protect Your home and articles. We will pay ₹ 15,000 for the loss of contents, and ₹ 20,000 for repairs of the window.

## Sum Insured

### i. For Home Building

The maximum amount We pay under this Policy is the Sum Insured which is based on the prevailing Cost of Construction of Your Home Building at the Policy Commencement Date as declared by You and accepted by Us. It is shown in the Policy Schedule. If Policy Schedule shows any limit for any cover or item, such limit is the maximum We will pay for that item or cover. Premium is calculated with reference to the amount of Sum Insured.

- If You have purchased an annual policy, the Sum Insured will be automatically increased each day by an amount representing 1/365th of 10% of Sum Insured at the Policy Commencement Date.
- If You have purchased a policy of more than one-year duration, the Sum Insured will automatically increase each year by 10% for Home Building Cover without additional premium for a maximum of 200% of the Sum Insured at Policy Commencement Date. There will be no additional premium for this increase.

#### Example

On 1 January 2017, You have purchased Griha Raksha Plus for Your Home Building for three years. Sum Insured for the building of Your home is ₹ 5,00,000. The Sum Insured for the Building will be as follows:

Period	Sum Insured for Building (₹)
1-1-2018 to 31-12-2018	5,50,000
1-1-2019 to 31-12-2019	6,00,000

### ii. For Home Contents:

The maximum amount We pay under this policy is the Sum Insured and it is shown in the policy schedule. If the Policy Schedule shows any limit for any item, or category or groups of items, such limit is the maximum We will pay for that item.

If You have purchased only Home Contents cover, You have to declare Sum Insured for General Contents.

The Sum Insured You have chosen for General Contents must be enough to cover the cost of replacement of that item/s.

When We pay You the full Sum Insured for any cover or any item covered, the Policy ends to that extent. Except this, the insurance cover will be maintained up to the full Sum Insured throughout the Policy Period. You need to pay only the proportionate additional premium. This will ensure that Your Home Building and its contents remain insured throughout.

#### Example

- If Your TV Set insured for ₹ 15000 is destroyed in fire or stolen within 7 days of the fire, and We pay Your claim of ₹ 15000, the new TV that You buy will not be covered under this Policy unless You add it again and pay additional premium. If Your TV set is repaired, and We pay You repair charges of ₹ 5,000, the cover for the same TV will continue for ₹ 10000. It will continue for ₹ 15,000 if You pay proportionate premium again.
- If Your home building insured for ₹ 20,00,000 is severely damaged and We pay You ₹ 20,00,000 under the Home Building Cover to cover its repair and reconstruction, You will not be covered under this Policy for the new building that You construct, unless You pay premium for the cover.

## Who can purchase this Policy?

You can purchase the Home Building Cover if You own or are a tenant of the Home Building and You are liable for insurance. You can also purchase Home Contents cover for articles or things in Your home as optional cover.

## How long does this cover protect me?

The cover protects You during the period of the policy. You can buy the policy for one year or more than one year but the policy duration cannot exceed 20 years.

## The Home Building Cover

**The Building:** You can purchase this cover for Your home, i.e., Your building, flat, apartment, duplex apartment, bungalow or any dwelling place. Fittings and fixtures are included. Additional structures like garages, domestic outhouses for residence, compound walls, fences, gates, retaining walls and internal roads, parking space, water tanks for residence, parking space, are also covered.

## Who can purchase?

You can purchase this cover if

- You own the structure,
- You are occupying Your home as purchaser under an agreement of sale,
- You are an authorised occupier of Your home,
- Your structure is occupied by a tenant, a licensee or Your employee, or
- You are a tenant under an agreement in writing and are liable for insurance.

**Residential use:** You can purchase this insurance cover if Your Home Building is used for residence. If You carry on commercial activity by employing other persons, You must purchase another insurance cover meant for commercial premises.

### Examples

1. You have let out Your house under a registered lease to Your tenant. You can purchase Home Building Cover as its owner. Your tenant can purchase the Home Contents Cover.
2. You own a two-storey house. You and Your family reside in the building and run a grocery shop in two rooms of the ground floor and personally attend to the grocery business. You can purchase this policy.
3. You own and reside in a three-storey house. You are a partner in a firm that runs an electronic shop on the ground floor. Five employees attend the shop. You can purchase this policy only for the two floors of the building where You reside. You can purchase other policies to cover the shop on the ground floor.

### Sum Insured

The Sum Insured for the Home Building Cover shall be equal to the Cost of Construction of Your Home Building including fittings and fixtures at the Policy Commencement date. The cost of construction is calculated as follows-

[Carpet area of Your home structure in sq. m. / sq .ft X rate of cost of construction at the commencement date declared by You and accepted by Us] + cost of construction for additional structures at the Policy Commencement date declared by You and accepted by Us.

The rate of cost of construction is the prevailing rate of cost of construction of Your Home Building at the Policy Commencement date as declared by You and accepted by Us.

### Example

The area of Your Home Building is 100 sq m./sq feet You declare, and We accept, that rate of cost of construction of Your Home Building is ₹ 20,000 per sq.m. /sq.ft Your Home Building is insured for ₹ 20,00,000. Your Home Building is damaged by earthquake and is a total loss. Our surveyor assesses the reconstruction cost on the date of earthquake at ₹ 16,00,000 calculated at ₹ 16,000 per sq m. /sq .ft for that town. Since We accepted the rate that You declared, We will pay ₹ 20,00,000.

If the actual carpet area is less than the carpet area You have declared, We will calculate the claim amount on the basis of the actual carpet area.

### Example

The area of Your Home Building is 100 sq m./ sq.ft The rate of cost of construction for Your Home Building is ₹ 15,000 per sq m./ sq .ft By mistake, You have declared an area of 120 sq.m./ sq .ft, and Your Home Building is insured for ₹ 18,00,000 instead of ₹15,00,000. Your Home Building gets totally damaged by earthquake. Since the actual area was not correctly declared, We will pay ₹ 15,00,000..

### No Underinsurance

Underinsurance does not apply to the Griha Raksha Plus policy. This is a very special feature of this policy. Thus, if Your Sum Insured calculated on the basis of the information that You have provided Us is less than the actual value at risk, the difference will not affect the amount We pay.

### Example

The area of Your Home Building is 100 sq.m./1000sq .ft. The rate of cost of construction for that town is ₹ 15,000 per sq.m 1500 per /sq .ft. By mistake, You have declared an area of 90 sq.m. 900 /sq .ft, and Your Home Building is insured for ₹ 13,50,000, instead of ₹ 15,00,000. There is a loss that requires repairs that cost You ₹ 5,00,000. We will pay You ₹ 5,00,000.

### The Home Contents Cover

**The Contents:** You can purchase this cover for the articles or things of personal, non-commercial use which are located inside Your home. This policy covers General Contents that are usual in any home i.e., furniture and fittings, television sets, telephones, electronic items, antennas, water storage equipment, air conditioners, kitchen equipment and other household items.

You can pay additional premium and purchase cover for Valuable Contents, like jewellery, silverware, paintings, works of art, valuable carpets, antique items, curios, paintings.

Some contents are not covered, like bullion or unset precious stones, manuscripts, vehicles, explosive substances

**Location and use of contents:** You can choose this cover for Contents that are located in Your home and are used for personal use.

### Sum Insured

**You have to declare the total value of contents and the break up like electrical/electronic items, furniture/fixture/fittings and others.**

In case you opt only Home Contents cover, You have to declare Sum Insured for General Contents.

The Sum Insured You have chosen must be enough to cover the cost of replacement of the Contents when You purchase the policy.

### Who can purchase?

You can purchase this cover if

1. You are the owner of the articles or things,
2. You have purchased the articles or things under instalment or hire purchase system, or on lease, or
3. You are responsible for the articles or things as part of written contract of employment.

Thus, a tenant, lessee, licensee or employee can purchase the Home Contents Cover.

### Examples

1. You occupy a flat provided to You by Your employer. You can purchase Home Contents Cover for Your articles or things in the flat.
2. A company owns a building consisting of flats occupied by its employees. The employees can purchase Home Contents Cover. The company can purchase only Home Building Cover.

## Optional Covers

You can purchase Optional covers under Your Griha Raksha Plus by choosing from the Add-ons and paying additional premium if any, offered by Us under this product and the ones that You have purchased will be mentioned in the Policy Schedule and the relevant clause/s and/or endorsements will be attached to this Policy.

### 1. Acts of terrorism (Coverage as per Terrorism Clause)

Cover physical loss or physical damage occurring during the period of this Policy caused by an act of sabotage and/or terrorism to the location/s as mentioned in the schedule.

### 2. Architect & surveyor fee

Reimburses you the expenses up to 5% of the claim amount for reasonable fees of architect, surveyor, consulting engineer.

### 3. Removal of debris

Reimburses you the expenses up to 2% of the claim amount for reasonable costs of removing debris from the site.

### 4. Loss of Rent and Rent for Alternative Accommodation

We will pay the amount of rent you lose or alternative rent you pay while your Home Building is not fit for living because of physical loss arising out of an Insured Events as follows:

- i. If You are living in Your Home as a tenant, and You are required to pay higher rent for the alternative accommodation, the difference between the rent for alternative accommodation and the rent of Your Home Building will be paid
- ii. We will pay the loss under this cover for an accommodation that is not superior to Your Home Building in any way and in the same city as Your Home Building.
- iii. The amount of lost rent shall be calculated as follows:
- iv. Sum Insured for Cover for Loss of Rent (as declared by You in the Proposal Form and specified by Us in the Policy Schedule) X Period necessary for repairs ÷ Loss of Rent Period opted for.
- v. This cover will be available for the reasonable time required to repair Your Home Building to make it fit for living. The maximum period of this cover is three years from the date Your Home Building becomes unfit for living. You must submit a certificate from an architect or the local authority to show that Your Home Building is not fit for living.
- vi. Claim for loss of rent will be accepted only if We have accepted Your claim for loss for physical damage to Your Home under the Home Building Cover.

### 5. Cover for Valuable Contents

- I. Valuable contents such as jewellery, silverware, paintings, works of art etc. can be covered under this optional cover. A value of these contents may be agreed between You and Us on the basis of valuation certificate.
- II. If valuable contents are physically damaged by any insured event the cost of repairing the item is covered.
- III. If the valuable contents are a total loss, Sum Insured for the item will be paid

Subject otherwise to terms, conditions, limitations and exceptions of the Policy.

### 6. Personal Accident Cover

In the event an insured peril that caused damages to Your Home Building and/or Home Contents also results in the unfortunate death of insured member(s), We will pay compensation upto ₹20,00,000 (Twenty Lakh) per person.

In the event of the unfortunate death of one insured member, the Personal Accident cover shall continue for the other insured members until expiry of the policy (In case the insured members are more than one).

Subject otherwise to terms, conditions, limitations and exceptions of the Policy.

### 7. Accidental Damage Cover – General Content

Covers Accidental damage external or internal to general contents including DG Set, Pump set, Solar Panel or in-house lift which can be defined as loss or damage caused by a sudden, unintended or unexpected event that is not the result of a deliberate act.

**Basis of Sum Insured:** Market Value Basis

**Deductible:** 5% of claim amount subject to minimum of Rs.5,000/-

Subject otherwise to terms, conditions, limitations and exceptions of the Policy.

### 8. Temporary Resettlement Expenses

In the event of insured premises is damaged due to perils covered under the policy we would reimburse cost towards below.

1. for a maximum period of six-month cost of general contents taken on rent by the insured would be reimbursed subject to submission of bill / invoice or up a limit of Rs. 2 Lakhs whichever is less.
2. Cost of transit to relocate the balance general contents from and to an alternative accommodation subject to submission of bill / invoice or up a limit of Rs. 1,00,000/- whichever is less.
3. One-time reimbursement of incidental charges maximum of Rs. 25,000/- towards brokerage or rent agreement registration charges of alternate accommodation.

Subject otherwise to terms, conditions, limitations and exceptions of the Policy.

### 9. EMI Protection

We will pay Equated Monthly Instalment (EMI) to Insured in the event of admissible claim under the policy for Partial Loss where insured house will undergo repair for a maximum of 6 months on the current EMI due to the financier subject to a maximum of Rs 2.5 lacs.

Indemnity period will be counted from the date of repair as certified by the appointed surveyor.

Payment will be made after completion of repairs [as per below table]:

a.	15 Days - 45 Days	1 EMI
b.	46 Days - 75 Days	2 EMIs
c.	76 Days – 105 Days	3 EMIs
d.	106 Days – 135 Days	4 EMIs
e.	136 Days – 165 Days	5 EMIs
f.	166 Days and above	6 EMIs

Subject otherwise to terms, conditions, limitations and exceptions of the Policy.

#### 10. Utility Expense Cover

We will pay the utility bills due [for a period maximum up to 3 months] subject to maximum of Rs. 50000/-

Indemnity period will be counted from the date of repair as certified by the appointed surveyor.

[The amount payable under this Cover Benefit will be in addition to the amount payable under the policy.]

Subject otherwise to terms, conditions, limitations and exceptions of the Policy.

#### 11. Electrical Clause / Electrical Installation Clause

Covers loss or damage by fire to electrical appliance and installation insured, arising from or occasioned by overrunning, excessive pressure, short circuit, arcing, self-heating or leakage of electricity from whatever cause (lightning included), Subject to a maximum of Ra.1 lac/-

Terms, conditions, limitations and exceptions of the Policy as applicable.

##### Example:

If there is short circuit in AC resulting in spread of fire, cost of AC will not be considered in the claim amount as per the exclusion no 5 in the policy wording.

If insured opts for this Add on cover, cost of AC will also be considered in the claim amount subject to maximum of Rs.1 lac.

Subject otherwise to terms, conditions, limitations and exceptions of the Policy.

#### 12. Tenant Liability Cover

The Cover extends to include all sums for which the Insured having insurable interest derived out of the terms of the lease agreement shall become legally liable to pay following upon damage to Home Building occupied by the Insured or surrounding third party property, consequent upon the Insured's occupation of any premises or Home building as a tenant.

In the event of any Landlord to the Insured having effected insurance on behalf of the Insured as tenant; or the Insured as tenant being entitled to indemnity or compensation from any other source then the provision of such compensation shall be combined with such insurance and shall be considered to be the 'initial indemnity' and any amount having been paid for by such combined 'initial indemnity' shall be deducted from the indemnity provided for by this Policy. If such an amount of 'initial indemnity' shall exceed the limit of indemnity as provided by this Policy, then there shall be no payment of indemnity in terms of this clause

The indemnity provided herein shall be subject to the limit of indemnity as specified in your Policy Schedule/Certificate of insurance.

##### Maximum limit of liability is Rs 7,50,000/-

#### 13. Pet Insurance:

In the event an insured peril that caused damages to Your Home Building and Home Contents (if opted) results in the unfortunate death of your Pet(s), We will compensate the amount as specified in the policy schedule.

The maximum liability of the company is restricted to the Sum insured opted.

Subject otherwise to terms, conditions, limitations and exceptions of the Policy.

#### 14. Loss of Key:

Covers Cost of Key Replacement, Break- in Protection with the labour cost, Lock out Reimbursement-

**Key Replacement** - We will reimburse You for the cost of replacing Your Home and/or Your Vehicle keys which are Lost or stolen. The covered cost is limited to the money You paid to a locksmith to produce a new key.

**Break- in Protection** - We will reimburse You for the cost of replacing Your locks & keys if Your Home or Your Vehicle is broken in to. The covered costs include the lab or cost for replacing the lock.

**Lock out Reimbursement** - We will reimburse You for the cost of obtaining keys from a locksmith if You are locked out of Your Home or Your Vehicle due to loss or Theft of Your keys.

Subject otherwise to terms, conditions, limitations and exceptions of the Policy.

#### Exclusions, that is, what We do not pay

We do not cover losses and expenses for any loss or damage or destruction of the Insured Property that is directly or indirectly a result of or is caused by or arising from events, stated below:

1. Your deliberate, wilful or intentional act or omission, or of anyone on Your behalf, or with Your connivance.

2. War, invasion, act of foreign enemy hostilities or war-like operations (whether war is declared or not), civil war, mutiny, civil commotion amounting to a popular rising, military rising, rebellion, revolution, insurrection or military or usurped power.
3. Ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from combustion of nuclear fuel, or the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component that is part of it.
4. Pollution or contamination, unless
  - i. the pollution or contamination itself has resulted from an Insured Event,
  - or
  - ii. an Insured Event itself results from pollution or contamination.
5. Loss, damage or destruction to any electrical/electronic machine, apparatus, fixture, or fitting by over-running, excessive pressure, short circuiting, arcing, self-heating or leakage of electricity from whatever cause (lightning included). This exclusion applies only to the particular machine so lost, damaged or destroyed.
6. Loss or damage to bullion or unset precious stones, manuscripts, plans, drawings, securities, obligations on documents of any kind, coins or paper money, cheques, vehicles, and explosive substances, unless otherwise expressly stated in the policy.
7. Loss of any Insured Property which is missing or has been mislaid, or its disappearance cannot be linked to any single identifiable event.
8. Loss or damage to any Insured Property removed from Your Home to any other place.
9. Loss of earnings, loss by delay, loss of market or other consequential or indirect loss or damage of any kind or description whatsoever.
10. Any reduction in market value of any Insured Property after its repair or reinstatement.
11. Any addition, extension, or alteration to any structure of Your Home Building that increases its Carpet Area by more than 10% of the Carpet Area existing at the Commencement Date or later renewal of this Policy, unless You have paid additional premium and such addition, extension or alteration is added by Endorsement.
12. Costs, fees or expenses for preparing any claim.
13. In case of building under construction, any loss to the construction material or apparatus lying near building and has not become part of the erected structure stands excluded.

## Premium

Premium is the amount You pay to Us for the insurance covers. Any insurance cover begins only after We have received the premium.

- i. Base rate as would be applicable on Home Building Cover and Home Contents cover basis the tenure of policy.
- ii. Various risk factors would be analysed in detail by the underwriters and the risk adjusted rate would be arrived after application of the risk factors adjustments on the starting base rate. The risk factors to be analysed are obtained from the standard proposal form for this product.
- iii. The risk adjusted rate so arrived would be applied on the sums insured of covered property (i.e. Home Building or Home Contents or Both together) to as arrive at the Risk Adjusted premium. On this additional adjustment for cover enhancement and in optional covers will be applied to arrive at Final Risk Adjusted Premium.
- iv. Additional premium in respect of Terrorism would be charged as per the guideline provided by the National Terrorism Pool Manager from time to time.
- v. The premium for the risk would be the sum total of Final Risk Adjusted premium + Terrorism Premium. This premium would be the gross premium which is subjected to commission/brokerage as per IRDA regulations from time to time.
- vi. If there is no acquisition cost (for example direct client) an additional reduction up to 10% may be considered on the total premium excluding terrorism premium.
- vii. Taxes applicable would be levied on the premium.

## Changes and Cancellation

### CANCELLATION OF INSURANCE:

#### 1. Cancellation by Insured

- a. Insured can cancel this Policy at any time during the policy period by giving the Company notice in writing, in such case, The Company shall
1. Refund the proportion premium for unexpired policy period, if the period/term of the policy is up to one year and there is no claim(s) made during the policy period.
2. refund premium for the unexpired policy period, in respect of policies with the policy period/term more than one year and the risk coverage for such policy years has not commenced.

#### 2. Cancellation by Company:

The Company will cancel the policy with 7 days' notice period only on grounds of established fraud and in such case no refund shall be made to Insured.

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## Making a claim

You must make a claim for the amount of cover. We will verify the claim and accept it if it is according to the terms and conditions of this Policy.

When You suffer loss or damage to Your Home Building or articles or things in it,

1. You must give notice to Us immediately,
2. You must state in this notice:
  - i. the Policy Number,
  - ii. Your name,
  - iii. details of report to the police that You made,
  - iv. details of report to any Authority that You made,
  - v. details of the Insured Event,
  - vi. brief statement of the loss,
  - vii. particulars of any other insurance of Your Home Building or any of Your Home Contents,
  - viii. details of loss or damage under any Optional Cover or Add-ons,
  - ix. submit photographs of loss or physical damage, wherever possible.
3. Report to police, fire authorities and appropriate legal Authorities,
4. Take all reasonable steps to prevent further damage to Home Building and Home Contents
5. Preserve and collect evidence, take and preserve photographs,
6. Assist Us and Our representatives in collecting evidence and details, give Us all information, books of accounts, and other documents,
7. Submit claim form at the earliest opportunity but within 30 days from date You first notice the loss or damage.
8. Prove that the Insured Event has happened and prove the extent of Your loss.

This is important because We must investigate whether the loss or damage is covered by the terms and conditions of the policy.

## This Prospectus

This prospectus gives information only. This is not an insurance contract. Each insurance cover is subject to terms and conditions, which You can read in the Griha Raksha Plus Policy document. You must read the policy document to know the insurance cover fully. You can get a copy of the Griha Raksha Plus Policy from Our branch or from Our website [www.sbigeneral.in](http://www.sbigeneral.in). For any legal interpretation, policy document will hold.

## Grievances

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:

### Stage 1: Bima Bharosa

You can register your grievances with the regulator using the following link: <https://bimabharosa.irdai.gov.in/Home/Home>

### 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.

Email: [head.customercare@sbigeneral.in](mailto:head.customercare@sbigeneral.in)

Toll-Free Number: 1800 102 1111 (Available 24/7)

### 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

Email: [gro@sbigeneral.in](mailto: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.

### 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>

**INSURANCE ACT 1938 SECTION 41- Prohibition of Rebates**

No person shall allow or offer to allow either directly or indirectly, as an inducement to any person to take out or renew or continue an insurance in respect of any kind of risk relating to lives or property in India, any rebate of the whole or part of the commission payable or any rebate of the premium shown on the policy, nor shall any person taking out or renewing a policy accept any rebate, except such rebate as may be allowed in accordance with the published prospectus or tables of the insurer.

ANY PERSON MAKING DEFAULT IN COMPLYING WITH THE PROVISIONS OF THIS SECTION SHALL BE PUNISHABLE WITH PENALTY WHICH MAY EXTEND TO TEN LAKHS RUPEES.

**Disclaimer: In the event of any question relating to interpretation of the insurance coverage, the policy document will prevail.**