

SBI GENERAL JEWELLERS BLOCK INSURANCE POLICY

PROSPECTUS

This document is only a summary of the features of the Policy. Actual benefits available are as mentioned in the Policy, and are subject to its terms, conditions and exclusions.

SBI General Jeweller's Block Insurance Policy is designed to provide comprehensive all risk cover for Jeweller's and Diamontaire manufacturer, Traders, Showrooms and Business houses. The Policy protects the insured assets like jewellery, bullions, cash etc as defined in policy wordings and schedule at the business premises against all risks of physical loss or damage to the insured property. The Policy also provides protection when such valuables are in transit or, under the custody of the Insured, directors, employees, cutters, sorters on all risk basis. In addition to the valuables the furniture and other business equipment's may also be covered against risks as insured.

SCOPE OF COVER

SECTION - 1: PROPERTY IN PREMISES

This policy section insures against all risks of direct physical loss of or damage howsoever caused to property insured under items (i) to (iv) herein below up to the limits as mentioned under Section - I of the schedule whilst contained in the premises where the insured's business is carried on or at other premises where the insured property is deposited as specified in the schedule or endorsed thereto:

- i) Stock on premises
- ii) Stock in vaults, safes and bank lockers
- iii) Stock in display window
- iv) Money on premises
- v) Stock anywhere on premises outside business hours.

SECTION 2 - PROPERTY IN CUSTODY OF THE INSURED & SPECIFIED PERSONS

- Covers a broad category of people and entities as Insureds under the Policy
- Covers legal liability to pay compensation for personal injury, property damage and advertising liability
- Broad definitions of personal injury, insured's products, products liability and advertising liability.
- Covers property damage including any loss of use of property.
- Covers liability for property damage to any property temporarily in the Insured's physical or legal control.

EXCLUSIONS:

This section insures against all risks caused to property insured under items (a), (b) and (c) up to the limits as mentioned under Section – 2 of the Schedule and carried, conveyed / distributed outside the specified premises for purpose of Insured's business, directly entrusted by the Insured and their authorized representatives.

- a) Outside Business Premises Limit** - Property insured, excluding Money, whilst in the custody of Director(s), Employee(s) including contract employee(s), Partner(s), Duly Constituted Attorney(s) and Consultant(s) and such other authorized persons of the Insured.
- b) Memo Limit** - Property insured, excluding Money, whilst in the custody of Cutter(s), Broker(s), Agent(s), Goldsmith(s), Dealer(s), Client(s), Job worker(s), Contractor(s), Sub-Contractor(s) and other such entities including the employee(s) of the above, whether or not in regular employment of the Insured.
- c) Money** directly relating to the Insured's business in the custody of Director(s), Employee(s) including Contract Employee(s), Partner(s), Duly Constituted Attorney(s) and authorized person(s) of the Insured.

If the value of Property at any place were in excess of Rs. 5 Lacs, the same should be stored overnight or during non-business hours in a burglar proof safe.

SECTION 3 - PROPERTY IN TRANSIT

This policy section insures against all risks of direct physical loss of or damage howsoever caused to property insured whilst in transit under (a) to (e) herein below up to the limits mentioned under Section 3 of the schedule within the Geographical Area / Territorial Limits specified in the schedule.

- a) Registered Insured Post Parcel
- b) Airfreight
- c) Angadias
- d) Couriers (Such as BVC / Malca Amit / Brink's / Lemuir / Securus Logistics Pvt. Ltd. / Sequel Logistics)
- e) Logistics Providers and any other carriers and delivery services used in the normal course of Insured's business

SECTION 4 - FURNITURE, FIXTURE, FITTINGS & CONTENTS

This section insures against all risks of direct physical loss of or damage howsoever caused to the office furniture, fixtures, fittings and other property of the Insured being used in connection with the Insured's business whilst contained in the premises stated in the schedule, including loss or damage in respect of Tenants' improvements and betterments and / or Signs where the Insured's business is carried on.

SECTION 5 - FIDELITY GUARANTEE

Insurance under this section is extended to cover the property insured against direct physical loss or damage sustained through any act or acts of fraud or dishonesty committed by Employee(s), acting alone or in collusion with others, subject to such fraudulent acts being committed during the policy period specified in the Schedule.

SECTION 6 - EXHIBITION

This insurance is extended to cover the property insured whilst at the exhibitions and up to the limits stated in the Schedule. Cover is provided for transits to and from exhibitions where so indicated and by the methods stated in the Schedule.

SECTION 7 - BOILING/CASTING/LASER MACHINE OPERATIONS

This policy Section insures against all risks of direct physical loss of or damage to property insured whilst they are under the process of Boiling and / or Casting and / or Laser Machine Operations after business hours at the Insured's premises, specified in the policy, subject to maintaining proper records.

SECTION 8 - MYSTERIOUS LOSS

This insurance is extended to cover the property insured against mysterious loss or unexplained shortage up to the limit stated in the Schedule. Coverage is applicable only when CCTVs are installed with Recording.

Also provided Wearing Coverage: Coverage is extended to include cover for the Photo Shoot or Fashion Show with the warranty that Insured's staff to be present with the goods at all the times and is subject to personal conveyance clause.

EXTENSIONS

On payment of Additional premium Below mentioned Extensions can be opted in the policy.

1. Body piercing extension:
2. Purchase protection cover:
3. Personal jewellery extension:
4. Personal injury during robbery and hold up:
5. Fixed glass and related fittings
6. Neon & sign boards
7. Public liability at the insured premises
8. Terrorism inclusion clause
9. Certificate extension Clause.
10. Floater Cover

THIS PROSPECTUS

The details provided in the prospectus is only indicative and not exhaustive. This is not an insurance contract. Each Section cover is subject to terms and conditions, for complete details read in the SBI GENERAL JEWELLER'S BLOCK INSURANCE POLICY policy wordings. You can get a copy of the policy wording from Our branch or from Our website www.sbigeneral.in.

GRIEVANCE

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

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 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

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>

DISCLAIMER

In the event of any question relating to interpretation of the insurance coverage, the policy document.