MARINE CARGO INSURANCE -OPEN POLICY

CUSTOMER INFORMATION SHEET

(This document provides only key information about your policy, Please refer to the policy document for detailed terms and conditions.)

Sl. No.	Title	Description	Policy Clause Number
1.	Product Name	**Marine Cargo Insurance - Open Policy**	
2.	Unique Identification Number (UIN) allotted by IRDAI	IRDAN144RP0013V01201011	
3.	Structure	Indemnity	
4.	Interests Insured	Marine Cargo of Description ad provided under policy schedule.	
5.	Sum Insured	As provided in policy schedule	
6.	Policy Coverage (What the policy covers?)	As mentioned in policy schedule	Base Coverage
7.	Add-on Cover	As per policy schedule	
8.	Loss Participation	As Per deductible given in Policy Schedule (XX% of loss subject to minimum amount of Rs XXX	
9.	Exclusions	As mentioned in policy schedule	5. Exclusions
10.	Special Conditions and Warranties (if any)	As mentioned in policy schedule	
11.	Admissibility of Claim	**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.	

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		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. The Claim will be settled as per below working: -	

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	

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12.	**Policy Servicing - Claim Intimation and Processing**	For Policy/Claims Servicing, reach out to us at:
		1. Toll Free No:1800 22 1111 / 1800 102 1111.
		2. Email Id: customer.care@sbigeneral.in
		3. Reimbursement Process as mentioned below
		  • Once the claim is registered to SBIG.
		  • Claim SPOC will get in touch with You for a surveyor appointment.
		  • Survey of the damaged property will be done physically / virtually.
		  • Documents list will be shared by surveyor /investigator /insurance company.
		  • Submission of Documents to surveyor/ investigator/ insurance company.
		  • The surveyor will submit his report to insurance company.
		  • Offer for Settlement.
		  • Claim remittance.
		4. Turn Around Time (TAT) for Claim Settlement: 7 days from the date of receipt of all necessary documents required for assessing the claim.
		5. Refer below to the Escalation Matrix when TAT is not satisfied	

Zone	Escalation Level	Email ID
All Zone	First Level	customer.care@sbigeneral.in
All Zone	Second Level	gro@sbigeneral.in

SI. No.	Title	Description	Policy Clause Number
13.	**Grievance Redressal and Policyholders Protection**	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 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 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	
14.	**Obligations of prospective Policyholder / Customer**	• 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 may affect or prejudice the claim settlement	

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.