SURAKSHA AUR BHAROSA DONO

Public Liability Insurance Act Policy

PROSPECTUS

The Bhopal Gas tragedy raised questions about social responsibility of corporates in India and the Central Government and of the need to provide for speedy relief to the unfortunate victims of disasters /tragedies due to handling of hazardous substances. To this end, the "Public Liability Insurance Act, 1991" was enacted. It casts an obligation on every owner before they commence to handle any hazardous substance, to obtain a Public liability insurance Act Policy.

Scope of Cover

This cover is available to you if your activities Involve

- Manufacturing, processing, treatment;
- Packaging;
- Storage;
- Transportation by vehicle;
- Use, collection, destruction, conversion, offering for sale;
- Transfer or the like of any substance or preparation which is defined as hazardous substance under the Environment (Protection) Act, 1986 (29 of 1986), and exceeding such quantity as may be specified, by notification, by the Central Government.

The Public Liability Insurance Act Policy covers your legal liability to indemnify the affected parties in respect of accident involving a fortuitous, sudden or unintentional occurrence while handling any hazardous substance resulting in continuous, intermittent or repeated exposure to death, of or injury to, any person or damage to any property.

Salient Features Of The Policy

- As per Public Liability Insurance Act, 1991,
  - Any One Accident Limit (AOA) should not be for an amount less than the amount of the paid-up capital of your company and at the same time it should not exceed INR 5 crore
  - AOA & Any One Year Limit (AOY) Ratio is fixed to 1:3, so AOY limit shall not exceed INR 15 crore in any case.
- Transportation Liability is covered
- Territory and Jurisdiction is India only
- Deductible is "Nil"
- Amount equal to premium is contributed toward ERF (Environmental relief fund of Ministry of Environment)
- Claim award/settlement amount is decided by the District Magistrate/ Collector
- Liability in respect of each claimant is limited as per section 3 (1) of the act as:
  - INR 25,000 per person for fatal accidents
  - INR 12,500 for medical expenses incurred
  - Damage to private property limited to INR 6,000
  - fixed monthly relief not exceeding INR 1,000 per month up to a maximum of 3 months for loss of wages due to temporary partial disability

Premium

Premium depends on various factors such as Indemnity Limit, indemnity limit (AOA to AOY) ratio, nature of business, nature and quantity of hazardous substances and turnover

Major Exclusions

- Fines, penalties, punitive and /or exemplary damages
- Deliberate, wilful non-compliance of any statutory requirements
- Pure Contractual liability
- Loss of pure financial nature like loss of goodwill, loss of market share etc.
- Damage to property owned and/or occupied by the Insured or property under care, control and custody of the Insured
- Professional liability
- Dishonest/criminal acts of employees
- War, strike, riot, civil commotion and/or terrorism
- Nuclear radiation
- Damages in respect of losses/liability arising outside India

What If You Do Not Take This Policy?

- **For first time offence**: Imprisonment for a term between 18 months to 60 months or a fine not less than Rs. 1 lakh or both
- **For second and/or subsequent offences**: Imprisonment for a term between 2 & 7 years and/or a fine not less than Rs. 1 lakh
- You are exposed to unexpected financial loss arising out of legal liability

Our Claims Services

- The Company's dedicated and experienced claims team aims to deliver a differentiated customer service in terms of fast, fair, convenient and transparent claims process for the management and settlement of your claim.
- The Company's philosophy is to always look for ways to settle valid claims in a fair and timely manner.

Our Claims Services will:

- Provide assistance in legal law suit
- Keep you informed of the progress of your claim.

The Company will act efficiently to ensure you get back to normal as quickly as possible.

Why SBIGICL?

- We are experts in risk advisory services
- We underwrite risk based on the evaluation/survey of each & every risk by our risk team leading to correct pricing.
- We offer the comprehensive basic cover along with wide range of add on covers to suit your requirement
- Sound Financial position
- Fast, fair, convenient and transparent claim settlement process
- Value added services like risk minimisation and mitigation advisory by our risk team.

Our Other Products

- Public liability Insurance Policy (other than Act)
- Product Liability Insurance
- Commercial General Liability insurance
- Director and Officers Liability Insurance
- Professional Liability Insurance (for Doctors, Engineers, Chartered Accountants, Medical establishments & Financial consultants)
- Errors and Omission Liability Insurance (for more information please visit our nearest branch and ask for Prospectus for respective products)

Grievance Redressal Procedure

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:

If you wish to register your grievances directly with us, you may write to us at head.customercare@sbigeneral.in or gro@sbigeneral.in or call our toll free number- 1800 102 1111. After examining the matter, final response would be conveyed within a period of 14 days from the date of receipt of your complaint. In our initial acknowledgement of receipt letter, we will provide the name and title of the person who is handling your Grievance. This person will have the authority necessary to investigate and resolve the Grievance.

Details of our Grievance Redressal Officer is mentioned on our website at https://www.sbigeneral.in/grievance-redressal

Note: The Company shall endeavour to maintain the regulatory TAT of 14 days in resolving your grievances.

Alternatively, you may Register your grievance with the regulator through Bima Bharosa which is a grievance redressal platform provided by the Insurance Regulatory and Development Authority of India (IRDAI). You may access the Bima Bharosa Portal using the following link: https://bimabharosa.irdai.gov.in/Home/Home

Stage 2: 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

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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.