

PUBLIC LIABILITY INSURANCE POLICY

PROSPECTUS

This Policy is designed to protect you against your legal liability to pay compensation for Injury or Damage suffered by third party arising out of accidents occurring in your premises and resulting from your normal business operations. It is prudent risk mitigation practice to have such cover in place to ensure continuity of your business as a single incident may lead to heavy financial obligation.

This cover is applicable to you if you are an owner of or managing/operating/handling/involved in:

- Manufacturing and processing facilities.
- Godowns, warehouses and other storage facilities.
- Construction activities.
- Maintenances and other industrial activities.
- Hotel, Motels, Club Houses, Restaurants, Boarding and Lodging house and Guest House
- Cinema Halls, auditoriums, theatres, open air theatres public halls, malls and multiplex
- Office/Residential/Administration premises.
- Medical establishments, research Institutions, Laboratories and Airport Premises(excluding Aviation Liability)
- Schools and Education institutions and Public Libraries
- Exhibitions and fairs, fetes and pandals, amusement park
- Any other industrial or non industrial activities

This cover is applicable to both industrial risk and Non-Industrial risk.

SCOPE OF COVER:

The public Liability Insurance covers

- Your legal liability to pay compensation to the third party in respect of bodily injury and/or property damage, suffered by them, arising out of the accidents occurring in your premises.
- It also covers the legal cost and expenses incurred by you in defense within the limit of indemnity.

ADD ON COVERS:

On payment of additional premium, the following coverages can be opted :

- Act of God perils extension
- Transportation Liability Extension
- Sudden and accidental pollution extension
- Food and Beverages Liability extension
- Lift, Elevator and Escalator liability extension
- Coverages for other facilities like swimming pool, health club etc.

PREMIUM:

Premium rate depends on various factors such as limit of indemnity, indemnity limit(AOA to AOY) ratio, nature of business, turnover, no/type of premise to be covered, location of premises, optional covers opted for etc.

MAJOR EXCLUSIONS:

- Fines, penalties, punitive and /or exemplary damages
- Deliberate, willful non-compliance of any statutory requirements
- Bodily injury/property damage to persons under contract of employment
- 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 radiations

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 minimization and mitigation advisory by our risk team

OUR OTHER PRODUCTS:

- Public liability Insurance Act Policy
- 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)

ANCELLATION AND TERMINATION OF POLICY:

1. Cancellation by Insured

- 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
 - 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.
 - 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.

(A) 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: 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>.

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.