SURAKSHA AUR BHAROSA DONO

SBI General Flexi Home Insurance

PROSPECTUS

This prospectus gives basic information about the Flexi Home Insurance policy that You can purchase from Us, i.e. the SBI General Insurance Company (herein after the "Company", "We"," Our", "Us"). The Flexi Home Insurance 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:

Home Building Cover :-That covers only loss, damage or destruction of your home Building

Home content Cover :-That covets articles or things in you Home

Valuable contents Cover :- That covers yours valuable content

We are Providing the Below mentioned additional perils & additional cover by paying the additional premium.

1. Optional Perils
   - I. Earthquake(Inc Tsunami)
   - II. Storm, Tempest Cyclone,Typhoon, Hurricane, Tornado
   - III. Loss caused due to Flood and Inundation
   - IV. Loss caused due to Lightning
   - V. Explosion of domestic pressure vessels
   - VI. Subsidence, Landslide, Rockslide, Avalanche
   - VII. Bush Fire, Forest Fire
   - VIII. Impact Damage of any kind
   - IX. Loss caused due to Missile Testing Operations
   - X. Riot, Strikes, Malicious Damages
   - XI. Bursting or overflowing of water tanks, apparatus and pipes
   - XII. Leakage from automatic sprinkler installations
2. Optional Covers
   - I. Acts of terrorism
   - II. Employees Compensation Insurance
   - III. Public Liability
   - IV. Burglary / Theft of contents & personal belongings (on FLB)
   - V. Contents (excluding Jewellery)
   - VI. Valuable Contents
   - VII. Personal Accident Cover
   - VIII. Accidental Damage Cover – General Contents
   - IX. Temporary Resettlement Expenses
   - X. EMI Protection
   - XI. Electrical Clause / Electrical Installation Clause
   - XII. Tenant Liability Cover
   - XIII. Pet Insurance
   - XIV. Loss of Key
   - XV. Loss of Rent & Rent for Alternative Accommodation
   - XVI. Architect & surveyor fee
   - XVII. Removal of debris
   - XVIII. Loss of Cash while transit
   - XIX. Fine Art

Important Dos and Don'ts:

Summary of insurance covers

1.	While filling up the Proposal Form	Read the instructions in the proposal form carefully before filling up the details. 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. Fill up the proposal form completely and answer all the questions truthfully.

2.	Your Obligations during The Policy Period	Take care to prevent theft, loss or damage to Your Home Building and Home Contents. Inform Us of any change in circumstances such as change of address, details of additions or alterations to Home Building etc. Do not allow unauthorized persons to occupy Your Home Building.
3.	Your Obligations when You have a Claim	• Give notice of loss to Us, as required. • Inform the respective authorities, as required. • Make true and full disclosures in Your claim form. • Give all documents supporting the claim. • Give full cooperation for inspection and investigation of claim.

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 due to fire	Cost of Repair	Standard
	Building is completely destroyed (Total Loss) due to fire	Cost of Construction	Standard
Home Contents Cover	Any General Content is damaged due to fire	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
Earthquake	The loss caused by an earthquake occurring before the effective date and time of the Policy nor for any loss commencing after the expiration date and time of this Policy. However, the Company will be liable for any losses occurring for a period of up to maximum seventy-two consecutive (72) hours after the expiration of this Policy, provided that the earthquake damage occurs prior to the date and time of the expiration of this Policy.		Optional
Storm, Tempest Cyclone, Typhoon, Hurricane, Tornado	Loss, destruction or damage directly caused by Storm, Cyclone, Typhoon, Tempest, Hurricane, Tornado, excluding those resulting from earthquake, Volcanic eruption or other convulsions of nature.		Optional
Tsunami	The loss caused due to a very large wave in the sea which destroys things when it reaches the land, and is often caused by movements under the surface of the earth (an earthquake)		Optional
Loss caused due to flood and inundation	Any Loss Caused due to Flood and Inundation		Optional
Loss caused due to Lightning	Any Loss Caused due to Ligning		Optional
Subsidence Landslide, Rockslide, Avalanche	Loss, destruction or damage directly caused by Subsidence of part of the site on which the property stands or Land slide/Rock slide excluding: the normal cracking, settlement or bedding down of new structures the settlement or movement of made up ground coastal or river erosion defective design or workmanship or use of defective materials demolition, construction, structural alterations or repair of any property or groundwork or excavations.		Optional
Explosion of domestic pressure vessels	Excluding loss, destruction of or damage To boilers (other than domestic boilers), economizers or other vessels, machinery or apparatus(in which steam is generated) or their contents resulting from their own explosion/implosion, Caused by centrifugal forces.		Optional
Bush Fire forest fire	Loss arised due to fire forest		Optional

Impact damage of any kind	Loss of or visible physical damage or destruction caused to the property insured due to impact by any Rail/Road vehicle or animal by direct contact not belonging to or owned by (a) the Insured or any occupier of the premises or (b) their employees while acting in the course of their employment.		Optional
Loss caused due to missile Testing Operations			Optional
Riot, strikes, malicious damages	Loss of or visible physical damage or destruction by external violent means directly caused to the property insured but excluding those caused by Total or partial cessation of work or the retardation or interruption or cessation of any process or operations or omissions of any kind. Permanent or temporary dispossession resulting from confiscation, commandeering, requisition or destruction by order of the Government or any lawfully constituted Authority. Permanent or Temporary dispossession of any building or plant or unit or machinery resulting from the unlawful occupation by any person of such building or plant or unit or machinery or prevention of access to the same. Burglary, housebreaking, theft, larceny, or any such attempt or any omission of any kind of any person (whether or not such act is committed in the course of a disturbance of public peace) in any malicious act.		Optional
Bursting or over flowing of water tanks, apparatus and pipes	Loss or damage to property insured directly caused by bursting or overflowing of water tanks, apparatus or pipes from within the building insured or containing the property insured, but excluding: (a) loss or damage whilst the building is unoccupied (b) loss or damage by water discharged or leaking from any automatic sprinkler installation in the within described.		Optional
Leakage from automatic sprinkler installations	Excluding loss, destruction or damage caused by repairs of alterations to the buildings or premises repairs, removal or extension of the sprinkler installation Defects in construction known to the Insured		Optional
Burglary/theft	We will pay You for the loss and damage caused by Burglary or Theft including Larceny and/or attempted Burglary or Theft		Optional
Electrical clause/Electric installation clause	The policy covers loss or damage by fire to electrical appliance and installation insured by this policy 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 Rs. 1lac. Provided that no liability exists under this Policy for loss or damage to any electrical machine, apparatus, fixture or fittings or to any portion of the electrical installation unless caused by fire and allied perils as covered under the policy. Subject otherwise to terms, conditions, limitations and exceptions of the Policy.		Optional
Loss of cash whilst in transit	We will indemnify You and/or Your Family for actual loss of money in coins and/or currency notes up to the Section Sum Insured by, Robbery, hold up or Theft within 6 hours of withdrawal of money from a Bank (including ATM centers) at which You maintain an account, while such money is in Your possession.		Optional

Personal Accident	In the event an Insured peril that caused damages to Your Home Building and/or Home Contents also results in the unfortunate death of either You or Your spouse, We will pay compensation of as mentioned in Policy Schedule per person and number of family members covered will be up to 6 members. In the event of the unfortunate death of the Insured due to defined peril & location specified in policy schedule , the Personal Accident cover shall continue for the spouse until expiry of the Policy.		Optional
Fine Art	We will indemnify You towards the loss or damage caused to the covered Fine Art due to covered Fire peril under the Policy.		Optional
Acts of terrorism	Cover physical loss or physical damage occurring	Exclusions and Excess as per	Optional
	During the period of this Policy caused by an act of sabotage and/or terrorism to the location/s mentioned in the schedule.	Terrorism Clause attached.	
Architect & survey or 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	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	Max 6 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	Optional
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. General contents taken on rent by the insured transit to relocate the balance general contents from and to an alternative accommodation. One-time reimbursement of incidental charges towards brokerage or rent gistration charges of alternate accommodation.	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 applianceand 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

Basis of Sum Insured

a. The Sum Insured for the Home Building Cover is the prevailing Cost of Construction of Your Home Building at the Commencement Date as declared by You and accepted by Us and will be the maximum amount payable in the event the Home Building is a Total Loss.

b. If the Policy Period is more than one year, We will automatically increase Your Sum Insured during the Policy Period by 10% per annum on each anniversary of Your Policy without additional premium for a maximum of 100% of the Sum Insured at the Policy Commencement Date ie on the base Sum Insured on straight line method.

c. 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 for annual policies. E.g. a Sum Insured of ₹10 Lakh at policy inception shall escalate to ₹11 Lakh by 1st policy anniversary, ₹12 Lakh by 2nd policy anniversary, ₹13 Lakh by 3rd policy anniversary and so on, with the maximum being ₹30 Lakh without additional premium.

General Exclusion

1. We do not cover any loss or damage, or destruction caused to the Insured Property by burning of Insured Property by order of any Public Authority.
2. 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
3. **Subsidence of the land on which Your Home Building stands, Landslide, Rockslide**
   a. normal cracking, settlement or bedding down of new structures,
   b. the settlement or movement of made up ground,
   c. coastal or river erosion,
   d. defective design or workmanship or use of defective materials, or demolition, construction, structural alterations or repair of any property, or groundworks or excavations.
4. **Impact damage caused by pressure waves caused by aircraft or other aerial or space devices travelling at sonic or supersonic speeds.**
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. **Riot, Strikes, Malicious Damages caused by**
   a. Temporary or permanent dispossession, confiscation, commandeering, requisition or destruction by order of the government or any lawful authority,
   or
   b. Temporary or permanent dispossession of Your Home by unlawful occupation by any person.
7. **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.
8. **Theft**
   a. of any article or thing outside Your Home,
   or
   b. of any article or thing attached from the outside of the outer walls or the roof of Your Home, unless securely mounted
9. **Any consequential loss or loss, destruction, Damage or Bodily Injury due to:**
   a. War, invasion, act of foreign enemy, hostilities (whether war be declared or not),civil war, rebellion, revolution insurrection mutiny, military or usurped power, seizure, capture, arrests, restraints and detainments of all kings, princess and people of whatever nation, condition or quality what so ever;
   b. Ionizing radiation contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion (including any self sustaining process of nuclear fission) of nuclear fuel;
   c. Nuclear weapons material;
   d. Willful act by You, Your Family, Your Domestic staff
   e. Fungi, wet or dry rot, bacteria, meaning the presence, growth, proliferation, spread or any activity of "Fungi", wet or dry rot,

bacteria. Whenever "Fungi", wet or dry rot, bacteria occurs, the "Fungi", wet or dry rot, bacteria and any resulting loss is always excluded under this Policy, however caused. In 25 addition there is no coverage to test for, monitor, clean up, remove, remediate, contain, treat, detoxify, neutralize, or in way respond to, or assess the effects of, "Fungi", wet or dry rot, bacteria.

f. Consequential loss of any kind or description.

g. Any loss, Damage, Accident, Injury occurring before the cover commences under the Policy.

Cancellation and Termination of Policy

1. Cancellation

i). 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

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.

ii). 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.

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