

## SBI General Livestock Policy

### PROSPECTUS

Livestock serves as the primary source of income for countless farmers in India. SBI General Livestock Policy safeguards farmers against financial setbacks caused by the unfortunate demise of their livestock, which holds immense value within the farming community. This comprehensive policy extends coverage to various animals including Cattle, Sheep, Goats, Pigs, Camel, Horses, Mules, Donkey, Yak, Elephant, and Rabbit, whether they are utilized for commercial or personal purposes. In the event of the death of any insured animal(s) during the policy period, compensation is provided as per the terms of the policy.

#### What does this Policy cover?

The Policy covers death caused by

- i. Natural Calamities
- ii. Fire
- iii. Aircraft Damage, Missile testing operations
- iv. Riot, Strike
- v. Famine\*
- vi. Surgical Operations
- vii. Accident
- viii. Disease contracted during the Policy period

#### Extensions/ Endorsement (Additional benefits)

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

- 1) Permanent Total Disability (PTD)
- 2) Theft of Animal
- 3) Transit Cover Beyond 80 Km,(By Rail , Road )
- 4) Waiver of Waiting Period
- 5) Waiver of Deductible

**Note:** PTD & Theft cover is not available for Pigs, Sheep's, Goats and Rabbits.

\***Famine** is an extreme and prolonged state of hunger in a considerable proportion of masses of a country or a region that results in widespread and acute malnutrition and death by starvation or diseases due to the inadequacy of food and nutrition.

For the purposes of this Policy, the declaration of a Famine can only be made upon the recommendation of the respective State Government/s

#### Sum Insured

Means the amount set out in the Schedule against each Animal covered in the Policy and the same would be 100% of the market value/agreed value. The market price of the animal to be insured will be assessed and agreed jointly by the beneficiary, authorized veterinary doctor and Insurer.

#### Deductible

- In case of Cattle -1% of each and every claim amount subject to a minimum of INR 500.
- However, based on Underwriter's assessment a different Deductible may be proposed.

#### Exclusions

##### General Exclusions

The Company shall not be liable under this Policy for any claim/s arising out of:

1. Malicious or wilful injury or neglect, overloading, unskilful treatment or use of Animal insured for purpose other than as stated in the Policy without the consent of the Company in writing.
2. Accidents and/or diseases contracted prior to commencement of risk.
3. Death of insured Animal due to diseases contracted within 15 days from the Date of Commencement of Risk, unless such insurance is a continuous renewal with us without any break of the Policy that was in force or Add-On cover 4.4, Waiver of Waiting Period, is opted under this Policy.
4. Intentional slaughter of the insured Animal except in case where destruction is necessary to terminate incurable suffering on humane consideration on the basis of certificate issued by qualified Veterinary Doctor appointed by the Company or in cases where destruction is resorted to by order of lawfully constituted authority in such case(s), any compensation received by the Insured will be deducted from the claim amount payable by the Company.

5. Transportation by Air/Sea.
6. Transportation beyond 80kms (unless Add-On cover Transit Cover Beyond 80kms, is opted under the Policy)
7. Missing, straying, theft (unless Add-On Cover Theft of Animal, is opted under the Policy) or clandestine sale of the Animal insured,
8. War, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, mutiny, tumult, military or usurped power or any consequence thereof or attempt there at.
9. Any Accident, loss, destruction, damage or legal liability directly or indirectly caused by or contributed to or arising from ionizing radiation or contamination by radioactivity from any source whatsoever, or from nuclear material or weapons or any consequence thereof.
10. All the claims received without intact identification by the way of Ear Tag (or micro-chip).
11. Legal liability, if any, arising out of the use of the Animal insured.
12. Death of insured Animal due to drought or malnutrition.
13. Loss or damage, cost or expenses of whatsoever nature directly or indirectly caused by, resulting from or in connection with any action taken in controlling, preventing, suppressing or in any way relating to such action taken in respect of any act of terrorism shall also be excluded, unless it is proved by the Insured to the satisfaction of the Company that such loss or damage, cost or expenses of whatsoever nature is not directly or indirectly caused by, resulting from or in connection with any action taken in controlling, preventing, suppressing or in any way relating to such action taken in respect of any act of terrorism.
14. Any consequential loss, however arising.

#### **Special Exclusions applicable to Listed Livestock (wherever applicable)**

##### **1. Specific Exclusions applicable to Cattle**

- i. Diseases such as Rinderpest, Black Quarter, Haemorrhagic Septicaemia, Foot & Mouth, Anthrax and Theileriosis unless the Animal(s) is / are inoculated and necessary Veterinary Certificate for such inoculation/s is submitted to the Company prior to Cattle contracting these diseases resulting in death.
- ii. Pleuropneumonia in respect of Cattle in Lakhimpur and Sivasagar (Sibsagar) District of Assam.
- iii. Brucellosis in stud/ breeding bulls.
- iv. Any death and disability arising out of bullock cart racing/sports/related activities in case of bullocks

##### **2. Specific Exclusion applicable to Sheep & Goat**

- i. Enterotoxaemia, Sheep Pox, Goat Pox, Rinderpest, FMD, Anthrax, Haemorrhagic Septicaemia, Black Quarter. These diseases are covered if the Animal is successfully inoculated (protected) and necessary Veterinary Certificate for such inoculation/s is submitted to the Company.

##### **3. Specific Exclusions applicable to Pig**

- i. Disability of any kind
- ii. Breeding and farrowing risk
- iii. Swine flu is covered if the Animal is successfully inoculated and necessary Veterinary Certificate for such inoculation/s is submitted to the Company.

##### **4. Specific Exclusions applicable to Camel**

- i. Famine: Death due to scarcity of food.

##### **5. Specific Exclusions applicable to Horse/Pony/Mule/Donkey/Yak**

- i. Racing, hunting and bloodstock purpose.
- ii. Diseases like Glanders, South African Horse Sickness, Rinderpest, Anthrax, Black Quarter, Foot and Mouth Disease, Tetanus.

##### **6. Specific Exclusion applicable to Elephant**

- i. Haemorrhagic Septicaemia, Anthrax and Rabies unless inoculated and necessary Veterinary Certificate for such inoculation/s is submitted to the Company.

##### **7. Specific Exclusions applicable to Rabbit**

- i. Pasteurellosis infection
- ii. Culling, Cannibalism and intentional slaughter.
- iii. Undergrowth
- iv. Myxomatosis: This disease is covered if the rabbits are successfully inoculated and necessary Veterinary Certificate for such inoculation/s is submitted to the Company.
- v. Coccidiosis: This disease is covered if suitable and effective coccidiostats are administered through food or water.

#### **Information about our Claims Services**

- The Company's dedicated and experienced claimsteam aim to deliver a differentiated customer service of a 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 pay valid claims in a fair and timely manner.

**Our Claims Services will:**

- Provide assistance in emergency situations.
- Where necessary, co-ordinate repair/replacement of your property if it is damaged or lost.
- 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

**Cancellation and Termination of Policy**
**1. Cancellation by Insured**

- a. 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
  - (i) 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.
  - (ii) 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.

**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](mailto: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](mailto: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.**