SBI general INSURANCE
SURAKSHA AUR BHAROSA DONO

SARAL BHARAT LAGHU UDYAM SURAKSHA

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**	**Saral Bharat Laghu Udyam Suraksha**	
2.	**Unique Identification Number(UIN) allotted by IRDAI**	IRDAN144RP0029V01202324	
3.	**Structure**	Basis of Sum/Limit Insured: Indemnity	Clause C
4.	**Interests Insured**	The Building, Structure, Plant and Machinery, Furniture, Fixture and Fittings, Stocks and any other Contents, assets that are declared and insured by You under this Policy as specified in policy schedule.	Clause C
5.	**Sum Insured**	<table><tr><th>S.No</th><th>Type of Asset</th><th>Asset Description</th><th>Sum Insured (₹)</th></tr><tr><td>1.</td><td>Building including plinth, Basement and additional structures</td><td></td><td></td></tr><tr><td>2.</td><td>Plant and Machinery</td><td></td><td></td></tr><tr><td>3.</td><td>Furniture & Fixtures, Fittings and other equipment</td><td></td><td></td></tr><tr><td>4.</td><td>Stocks of Raw Material</td><td></td><td></td></tr><tr><td>5.</td><td>Stock in Process</td><td></td><td></td></tr><tr><td>6.</td><td>Finished Stock</td><td></td><td></td></tr><tr><td>7.</td><td>Other Contents</td><td></td><td></td></tr></table> The amount shown as Sum Insured in the Policy Schedule. It represents Our maximum liability for each cover or part of cover and for each loss, as applicable.	
6.	**Policy Coverage**	We cover physical loss or damage, or destruction caused to the building and structures, plant and machinery, stock and other assets relating to Your business due to below listed perils: 1. Fire 2. Explosion / Implosion 3. Lightning	Clause B,C,D

<table>
<tr><th>Sl. No.</th><th>Title</th><th>Description</th><th>Policy Clause Number</th></tr>
<tr><td></td><td></td><td>4. Earthquake, volcanic eruption or other convulsions of nature
5. Storm, Cyclone, Typhoon, Tempest, Hurricane, Tornado, Tsunami, Flood and Inundation.
6. Subsidence, Landslide, Rockslide
7. Bush Fire, Forest Fire, Jungle Fire
8. Impact damage of any kind
9. Missile testing operation
10. Riot, Strikes, Malicious Damages
11. Acts of terrorism
12. Bursting / Overflowing of water tanks, apparatus
13. Leakage from automatic sprinkler installation
14. Theft within 7 days of occurrence
In – built Covers:
1. Additions, alterations or extensions
2. Temporary removal of stocks
3. Stocks on Floater Basis
4. Cover for Specific Contents
• Money up to Rs. 50,000 during the policy period and certain documents like deeds, drawing etc. up to Rs. 50,000 during the policy period
• Computer programs, information and data
• Personal effects of employees, directors and visitors
5. Start-Up expenses
6. Professional fees
7. Cost of removal of debris
Costs compelled by Municipal Regulations</td><td></td></tr>
<tr><td>7.</td><td>Add on Covers</td><td>Option Cover Details
*Stocks which fluctuate in value to be covered on (monthly) declaration basis (in Rs)
<table>
<tr><th>S.No</th><th>Optional Cover opted</th><th>Sum Insured</th></tr>
<tr><td>1</td><td>Terrorism Damage</td><td></td></tr>
<tr><td>2</td><td>Accidental Damage Cover Clause</td><td></td></tr>
<tr><td>3</td><td>Involuntary Betterment/Technological Advancements Clause</td><td></td></tr>
<tr><td>4</td><td>Impact Damage by Insured’s Own Vehicle</td><td></td></tr>
<tr><td>5</td><td>Electrical Clause /Electrical Installation Clause</td><td></td></tr>
<tr><td>6</td><td>Brand and Trade Mark Clause</td><td></td></tr>
<tr><td>7</td><td>Deterioration of Stocks</td><td></td></tr>
<tr><td>8</td><td>Adequacy of Sum Insured</td><td></td></tr>
<tr><td>9</td><td>Leakage and Contamination Cover</td><td></td></tr>
<tr><td>10</td><td>EMI Protection cover</td><td></td></tr>
<tr><td>11</td><td>Loss of Rent and Additional Expenses of Rent for an Alternate Premises</td><td></td></tr>
<tr><td>12</td><td>Floater Cover</td><td></td></tr>
<tr><td>13</td><td>Declaration Policy for Stocks</td><td></td></tr>
</table></td><td>Clause C,D</td></tr>
</table>

<table>
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<tr><td></td><td></td><td>

In Built Covers

<table>
<tr><th>S.No</th><th>Covers</th><th>Sl Limits</th></tr>
<tr><td>1.</td><td>Additions, alterations or extensions</td><td>15% of Sum Insured (Excluding Stocks)</td></tr>
<tr><td>2.</td><td>Temporary removal of stocks</td><td>10% of the Sum Insured of Stock</td></tr>
<tr><td rowspan="5">3.</td><td colspan="2">Cover for Specific Contents</td></tr>
<tr><td>Money</td><td>Upto Rs.50,000</td></tr>
<tr><td>Deeds, manuscripts and business books, plans, drawings, securities, obligations or documents of any kind</td><td>Upto Rs.50,000</td></tr>
<tr><td>Computer programmes, information and data</td><td>Upto Rs. 5,00,000</td></tr>
<tr><td>Employees', Directors', visitors' personal effects</td><td>Upto Rs.15,000 per person for a maximum of 20 persons</td></tr>
<tr><td>4.</td><td>Start-Up Expenses</td><td>Upto Rs.5,00,000</td></tr>
<tr><td>5.</td><td>Professional fees</td><td>5% of the claim amount</td></tr>
<tr><td>6.</td><td>Costs for removal of debris</td><td>2% of the claim amount</td></tr>
<tr><td>7.</td><td>Cost compelled by Municipal Regulations</td><td>Upto Sum Insured</td></tr>
</table>

</td><td></td></tr>
<tr><td>8.</td><td>Loss Participation</td><td>i. Excess of 5% of each claim subject to a minimum of ₹10,000 (Rupees Ten Thousand) for each claim.
ii. For terrorism risk the Excess shall be as per the Clause attached to this policy.</td><td>Clause B,C</td></tr>
<tr><td>9.</td><td>Exclusions</td><td>We do not cover losses or expenses as stated below:
1. Your deliberate, willful or intentional act or omission, or of anyone on Your behalf, or with Your connivance.
2. Loss, damage or destruction due to acts of Terrorism shall be excluded, unless otherwise agreed by Us.
3. 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. However, any ensuing loss or damage to other insured property due to operation of an insured peril is covered.
4. Loss, destruction or damage to the stocks in cold storage premises caused by change of temperature.
5. Loss, or damage by spoilage resulting from the retardation or interruption or cessation of any process or operation caused by operation of any of the Insured Events.</td><td>Clause E</td></tr>
</table>

Sl. No.	Title	Description	Policy Clause Number
		6. Your Premises or any Insured Building remaining continuously unoccupied for a period of more than 30 days, unless You have obtained prior written approval from Us and such approval is recorded as an endorsement on the Policy. 7. War, invasion, act of foreign enemy hostilities or war-like operations (whether war is declared or not), civil war, mutiny, civil commotion amounting to a popular rising, military rising, rebellion, revolution, insurrection or military or usurped power. 8. Ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from combustion of nuclear fuel, or the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component that is part of it. 9. Pollution or contamination, unless i. the pollution or contamination itself has resulted from an Insured Event, in which case only physical damage to the Insured Property is covered, or ii. an Insured Event itself results from pollution or contamination. 10. Loss, destruction or damage to bullion or unset precious stones, any curios or works of art unless such amount is declared separately and recorded in the Policy Schedule. 11. Loss of any Insured Property which is missing or has been mislaid, or its disappearance cannot be linked to any single identifiable Insured Event. 12. Loss or damage to any Insured Property removed from Your Premises to any other place, except i. machinery and equipment temporarily removed for repairs, cleaning, renovation or other similar purposes for a period not exceeding 60 days, ii. Stock covered under Clause (C) (4.3) of this Policy. 13. Any reduction in market value of any Insured Property after its repair or reinstatement. 14. Loss or damage to any Insured Property or any claim which is covered by a marine policy in force at the time of loss or damage, except in excess of the limits of that policy. 15. Any consequential or indirect loss or damage of any description, i.e. losses or extra costs (financial or non-financial) that follow or are a consequence of an Insured Event, like, loss by delay, loss of income or wages or earnings, or of market, or of time, medical expenses, or any costs not covered by this Policy. 16. Costs, fees or expenses for preparing any claim.	

<table>
<tr><th>Sl. No.</th><th>Title</th><th>Description</th><th>Policy Clause Number</th></tr>
<tr><td></td><td></td><td>17. Terrorism Damage Exclusion Clause(Applicable, if not opted as an Optional Cover)
(Above specified List is indicative in nature, kindly refer policy wordings for complete details)</td><td></td></tr>
<tr><td>10.</td><td>Special Conditions and Warranties (if any)</td><td>1. xxx
2. Xxx
3. xxx</td><td>Clause H</td></tr>
<tr><td>11.</td><td>Admissibility of Claim</td><td>Admissibility/Denial:
Admissibility/Denial of claim:
Depends on the document submitted for the damaged item claimed by the You in reference to event /peril and terms and conditions of the policy.
• Surveyor will verify the document and assess the loss as per policy term / condition and coverage mentioned in the policy.
• Submit the Report to the Us
• 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.
Below mentioned in the sample process on claim calculation
<table>
<tr><th>Description</th><th>Amount</th></tr>
<tr><td>Gross Loss</td><td>xx</td></tr>
<tr><td>Less: Betterment factor / any adjustment (if applicable)</td><td>xx</td></tr>
<tr><td>Less: Depreciation (if applicable)</td><td>xx</td></tr>
<tr><td>Less: Salvage (if applicable)</td><td>xx</td></tr>
<tr><td>Less: Under Insurance (if applicable)</td><td>xx</td></tr>
<tr><td>Less: Franchise / Excess (if applicable)</td><td>xx</td></tr>
<tr><td>Sub Total</td><td>xx</td></tr>
<tr><td>Less: Reinstatement premium (if applicable)</td><td>xx</td></tr>
<tr><td>Amount Payable</td><td>xx</td></tr>
</table>
*The claims settlement will be as per Terms and Conditions applicable under the Policy</td><td>Clause H</td></tr>
<tr><td>12.</td><td>Policy Servicing - Claim Intimation and Processing</td><td>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.</td><td></td></tr>
</table>

<table>
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<tr><td></td><td></td><td>

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 :
<table>
<tr><th>Zone</th><th>Escalation Level</th><th>Email ID</th></tr>
<tr><td>All Zone</td><td>First Level</td><td>customer.care@sbigeneral.in</td></tr>
<tr><td>All Zone</td><td>Second Level</td><td>gro@sbigeneral.in</td></tr>
</table>
</td><td></td></tr>
<tr><td>13.</td><td>Grievance Redressal and Policyholders Protection</td><td>
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
</td><td>Clause L</td></tr>
</table>

Sl. No.	Title	Description	Policy Clause Number
		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	
13.	**Obligations of prospective Policyholder / Customer**	• To disclose all material information at time of filing 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 about the insured Asset like Addition/Deletion of contents, Addition/Deletion/Change of Hypothecation, Change in Nominee Name, Address or asset details etc. may affect the claim settlement.	Clause H

Declaration by the Policy Holder: I have read the above and confirm having noted the details

Place: .....

Date: ...../...../..... Signature of the Policyholder

Note:

a) For product related documents including Customer Information Sheet, kindly refer to the below link: https://www.sbigeneral.in/downloads

b) In case of any conflict, the terms and conditions mentioned in the policy document shall prevail