SBI general INSURANCE
SURAKSHA AUR BHAROSA DONO

SIMPLE HOME INSURANCE POLICY

CUSTOMER INFORMATION SHEET

This document provides only key information about your policy. Please refer to the policy document for detail terms and conditions.

Sl. No.	Title	Description	Policy Clause Number
1.	**Name of Insurance Product/ Policy**	**Simple Home Insurance Policy**	
2.	**Unique Identification Number allotted by IRDAI**	IRDAN144RP0002V02201617	
3.	**Structure**	Indemnity	
4.	**Interests Insured**	Your Home Building and Home Contents, or any item of property covered by this Policy.	
5.	**Sum Insured**	The amount shown as Sum Insured in the Policy Schedule and as described in Clause C (4) and Clause D (2) of this Policy. It represents Our maximum liability for each cover or part of cover and for each loss.	Clause C(4) Clause D(2)
6.	**Policy Coverage**	The Policy covers Death of the animals arising out of – Fire and Allied Perils. Optional Covers: 1. Cover for Valuable Contents on Agreed Value Basis 2. Personal Accident Cover 3. Burglary and Theft 4. Public Liability 5. Plate Glass 6. Baggage 7. Breakdown of Domestic Electric and Electronic Appliances 8. Loss of Cash while in Transit	Base Coverage Clause E Clause F
7.	**Add-on Cover**	No add – ons available for this product	
8.	**Loss Participa-tion**	**Section** / **Description of Section** / **Deductible** I / Standard Fire & Special Perils / Deductible as per Terrorism pool	

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		II	Burglary and theft for home contents (excluding valuables)	First Rs. 1000/- each and every loss other than money, jewellery and valuables	
				First Rs.2000/- for money, jewellery and valuables	
		III	Public Liability	Nil	
		IV	Plate glass	Nil	
		V	Baggage	The first Rs1000/- each and every loss	
		VI	Breakdown of Domestic Electrical and Electronic Appliances	1% of the sum insured subject to minimum of Rs. 500/-	
		VII	Personal Accident	Nil	
		VIII	Loss of cash whist in transit	The first Rs. 500/- each and every loss	
		IX	All Risks cover-Portable equipment, jewellery and valuables	5% of claim amount subject to Rs. 1000/- each and every claim for portable equipment	
				5% of claim amount subject to minimum of Rs.2500/- for jewellery and valuables	
		X	Key Replacement	Nil	
9.	**Exclusions**	The company is not liable with respect to Section I - 1. Loss or damage to bullion or unset precious stones, manuscripts, plans, drawings, securities, obligations or documents of any kind, coins or paper money, cheques, vehicles, and explosive substances unless otherwise expressly stated in the policy. 2. Loss of any Insured Property which is missing or has been mislaid, or its disappearance cannot be linked to any single identifiable event. 3. Loss or damage to any Insured Property removed from Your Home to any other place. 4. 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.			5. Exclusions Section I

<table>
<tr><th>Sl. No.</th><th>Title</th><th>Description</th><th>Policy Clause Number</th></tr>
<tr><td></td><td></td><td>5. Loss of earnings, loss by delay, loss of market or other consequential or indirect loss or damage of any kind or description whatsoever.
6. Any reduction in market value of any Insured Property after its repair or reinstatement.
7. Any addition, extension, or alteration to any structure of Your Home Building that increases its Carpet Area by more than 10% of the Carpet Area existing at the Commencement Date or on the date of renewal of this Policy, unless You have paid additional premium and such addition, extension or alteration is added by Endorsement.
8. Costs, fees, or expenses for preparing any claim</td><td></td></tr>
<tr><td>10.</td><td>Special conditions and warranties (if any)</td><td>If the part required for the repair or replacement of the domestic electrical & electronic appliances is not readily available in India, insurer may, in their discretion, instead pay either:
a) The price of the part quoted in the latest catalogue or price list issued by the manufacturer or his agent in India or b. If no such catalogue or price list exists, the price for such part quoted by the manufacturer in its country of origin plus the relevant import duty and in either case the reasonable cost of fitting such part not exceeding the Section Sum Insured
b) In case of a Total Loss, if damaged item is not replaced, Our payment to You will be reduced by depreciation calculated at 10% per annum from the date of manufacture, subject to maximum depreciation of 50% of the Replacement Cost not exceeding Section Sum Insured</td><td></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>
</table></td><td></td></tr>
</table>

<table>
<tr><th>Sl. No.</th><th>Title</th><th colspan="3">Description</th><th>Policy Clause Number</th></tr>
<tr><td></td><td></td><td colspan="2">Less: Salvage (if applicable)</td><td>Xx</td><td></td></tr>
<tr><td></td><td></td><td colspan="2">Less: Under Insurance (if applicable)</td><td>Xx</td><td></td></tr>
<tr><td></td><td></td><td colspan="2">Less: Franchise / Excess (if applicable)</td><td>Xx</td><td></td></tr>
<tr><td></td><td></td><td colspan="2">Sub Total</td><td>Xx</td><td></td></tr>
<tr><td></td><td></td><td colspan="2">Less: Reinstatement premium (if applicable)</td><td>Xx</td><td></td></tr>
<tr><td></td><td></td><td colspan="2">Amount Payable</td><td>Xx</td><td></td></tr>
<tr><td></td><td></td><td colspan="3">*The claims settlement will be as per Terms and Conditions applicable under the Policy.</td><td></td></tr>
<tr><td>12.</td><td>Policy Servicing - Claim Intimation and Processing</td><td colspan="3">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.
• 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: The Company will settle the claim within a period of 7 days from the receipt of the final survey report, as the case may be.
Where the Company has failed to receive the report of surveyor within the stipulated time (15 days from allocation), in such case, the claim shall be settled within 22 days in compliance with section 64UM of Insurance Act, 1938.
(This timeline is not applicable for policies issued on (building/property) on reinstatement basis)
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 Policy-holders Protection</td><td colspan="3">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</td><td></td></tr>
</table>

Sl. No.	Title	Description	Policy Clause Number
		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	
14.	**Obligations of prospective Policyholder / Customer**	To disclose all material information at time of filling 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….) may affect the claim settlement. · The Policy shall be void and all premium paid hereon shall be forfeited to the Company, in the event of misrepresentation, mis-description or non-disclosure of any material fact by the policyholder.	

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