

## SBI GENERAL TERRORISM SURAKSHA BIMA

### PROSPECTUS

#### Introduction:

The scope of this product is to provide coverage stand-alone Terrorism against physical loss or physical damage occurring during the period of this Policy caused by an Act of Terrorism or Sabotage, as herein defined in one or more locations across India.

The shift in terrorist focus from traditional targets like military, police, and government interests to civilians raises the risk of terrorism on businesses. Indeed, certain business sectors have been particular targets, including transportation, industries, critical infrastructure, and the financial sector. With terrorism attacks aimed at civilians, the direct damage can be very high, losses can also be accounted in terms of lives and suffering. As well, such attacks can bring indirect costs to businesses due to business interruption.

#### Key Feature:

- This product is specially designed to cater the needs of all large corporate clients who are looking for broader coverage's along with competitive pricing.
- Stand-alone Terrorism cover is broader cover which is beyond the [Indian] Terrorism Pool limit.
- Stand-alone Terrorism rates are purely driven by Reinsurance market.

#### Benefits under the policy:

The policy covers Property damage, Business interruption, Terrorism Liability arising out of terrorist activity. The policy can be extended to provide wider coverage through extensions.

Below are the five sections in the Policy Wordings of which Insured can choose to opt one or more section under this policy

#### Section I: Property Damage

#### Section II: Business interruption

#### Section III: Property Damage and Business interruption

#### Section IV: Terrorism Liability

#### Section V: Business Interruption – ALOP

#### This Prospectus

The details provided in the prospectus is only indicative and not exhaustive. This is not an insurance contract. Each Section cover is subject to terms and conditions, for complete details read in the **SBI GENERAL TERRORISM SURAKSHA BIMA** policy wordings. You can get a copy of the policy wording from Our branch or from Our website [www.sbigeneral.in](http://www.sbigeneral.in).

#### Grievance

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

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.**