

CUSTOMER INFORMATION SHEET

(This document provides only key information about your policy,
Please refer to the policy document for detailed terms and conditions.)

SI No	Title	Description	Policy /Clause Number
1	Product Name	Portable Electronic Equipment Insurance Policy	
2	Unique Identification Number (UIN) allotted by IRDAI	IRDAN144RP0001V01201112	
3	Structure	Basis of Sum/Limit Insured: Indemnity	-
4	Interests Insured	Repair, replacement or payment in respect of physical loss or damage to Insured portable electronic equipment. As specified in the policy schedule.	-
5	Sum Insured	As specified in policy schedule.	-
6	Policy Coverage	<p>Policy indemnifies the insured by way of repair, replacement or payment in respect of physical loss or damage to Insured property from any cause other than those specifically excluded under this agreement for agreed sum insured.</p> <ol style="list-style-type: none"> 1. Policy pays expenses necessarily incurred to restore the damaged property to its former state of serviceability plus the cost of dismantling and re-erection incurred for the purpose of effecting the repairs as well as ordinary freight to and from a repair shop, customs duties and dues if any, to the extent such expenses have been included in the sum insured. 2. In cases where an insured property is destroyed, the Company will pay the actual value of the property immediately before the occurrence of the loss, including costs for ordinary freight, erection and customs duties if any. 3. In cases of total loss, all costs necessary to replace lost or damaged insured property with a follow-up model (similar type) of similar structure/configuration (of similar quality) i.e. low, average or high capacity will be reimbursed. <p>(Refer Policy wordings for complete details)</p>	Point no 2,3,4
7	Add-on Cover	No add-ons are available for this product.	-
8	Loss Participation	As specified in policy schedule.	-

9	Exclusions	<div>1. War or War Like operations.</div> <div>2. Nuclear Reaction, radiation or radioactive contamination.</div> <div>3. Wilful act or wilful negligence of the Insured or his representative.</div> <div>4. wear and tear or gradual deterioration due to atmospheric conditions.</div> <div>5. Any existing defects at the time of commencement of insurance cover.</div> <div>6. Loss or damage due to pressure wave caused by aircraft and aerial devices.</div> <div>7. Functional failures unless due to an indemnifiable loss or damage</div> <div>8. Maintenance costs.</div> <div>9. Manufacturer or supplier 's legal or contractual liability.</div> <div>10. Consequential loss or liability of any kind or description.</div> <div>11. Aesthetic defects, such as scratches on painted polished or enamelled surfaces.</div> <div>For complete details, refer policy wordings</div>	Point no 4,5														
10	Special Conditions and warranties	As specified in policy schedule.	-														
11	Admissibility of Claim	<div>Admissibility/Denial:</div> <div><ul style="list-style-type: none">Admissibility/Denial of claim depends on the document submitted for the damaged item claimed by the insured in reference to event /peril / term and condition of the policy.Surveyor will verify the document and assess the loss as per policy term / condition and coverage mentioned in the policy.Submitted Report to the insurer. 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.</div> <div>Below mentioned in the sample process on claim calculation</div> <table><thead><tr><th>Description</th><th>Amount (INR)</th></tr></thead><tbody><tr><td>Cost of new part / machine</td><td>-</td></tr><tr><td>Less betterment factor - If any</td><td>-</td></tr><tr><td>Less Depreciation - if any</td><td>-</td></tr><tr><td>Less other adjustment - If any</td><td>-</td></tr><tr><td>Less Excess / deductible</td><td>-</td></tr><tr><td>Amount Payable</td><td>-</td></tr></tbody></table> <div>The claims settlement will be as per the Terms and Conditions applicable under the Policy</div>	Description	Amount (INR)	Cost of new part / machine	-	Less betterment factor - If any	-	Less Depreciation - if any	-	Less other adjustment - If any	-	Less Excess / deductible	-	Amount Payable	-	-
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12	Policy Servicing - Claim Intimation and Processing	<div>For Policy/Claims Servicing, reach out to us at:</div> <div><div>1. Toll Free No:1800 22 1111 / 1800 102 1111. (24/7)</div><div>2. Email Id: customer.care@sbigeneral.in</div></div>	-														

		<p>3. Reimbursement Process as mentioned below</p> <ul style="list-style-type: none">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 the insurance company.Offer for Settlement.Claim remittance. <p>4. Turn Around Time (TAT) for claims settlement where Surveyor is appointed:</p> <ul style="list-style-type: none">Submission of survey report: within 15 days of appointment.Settlement of claim: Within a period of 7 days from the Intimation of claim or receipt of the final survey report. <p>5. Refer below to the Escalation Matrix when TAT is not satisfied:</p> <table><tr><td>Zone</td><td>Escalation Level</td><td>Email ID</td></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>	Zone	Escalation Level	Email ID	All Zone	First Level	customer.care@sbigeneral.in	All Zone	Second Level	gro@sbigeneral.in	
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13	Grievance Redressal and Policyholders Protection	<p>In accordance with PPHI Regulations, the Company has adopted Grievance Redressal Policy, where in the Grievance Redressal Procedure, details of GRO, Ombudsman details and link to Bima Bharosa Portal is displayed,</p> <p>Stage 1 If you are dissatisfied with the resolution provided above or for lack of response, you may write to head.customercare@sbigeneral.in .We will look into the matter and decide the same expeditiously within 14 days from the date of receipt of your complaint.</p> <p>Stage 2 In case, you are not satisfied with the decision/resolution communicated by the above office, or have not received any response within 14 days, you may send your Appeal addressed to the Grievance Redressal Officer at: gro@sbigeneral.in or contact Toll free number 1800 102 1111 (Available 24/7) For</p>	-									

		<p>agents and intermediaries 1800 22 1111 (Available 24/7).</p> <p>Grievance Redressal and Policyholders Protection https://content.sbigeneral.in/uploads/0449cac1bcd144bbb160d3f6b714fbbd.pdf/</p> <p>Stage 3 In case, you are not satisfied with the decision/resolution communicated by the above office, or have not received any response within 14 days, you may register your complaint with IRDAI on the given below link: https://bimabharosa.irdai.gov.in/Home/Home</p> <p>Stage 4 If your grievance remains unresolved from the date of filing your first complaint or is partially resolved, you may approach the Insurance Ombudsman falling in your jurisdiction for redressal of your grievance. The details of the Insurance Ombudsman can be accessed at https://www.cioins.co.in/Ombudsman.</p>	
14	Obligations of the Policyholder	<ul style="list-style-type: none"> To disclose all material information at the 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. 	-

Declaration by the Policyholder:

I have read the above and confirm having noted the details.

Place:

Date:

(Signature of the Policyholder)

Note:

- For product related documents including Customer Information Sheet, kindly refer to the link : <https://www.sbigeneral.in/downloads>
- In case of any conflict, the terms and conditions mentioned in the policy document shall prevail.