

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	Sookshma Business Package Insurance Policy	
2	Unique Identification Number allotted by IRDAI	IRDAN144RP0015V03201314	
3	Structure	Basis of Sum/Limit Insured: Indemnity	-
4	Interests Insured	<p>Insurable Assets: All Buildings, Plant and Machinery, Furniture, Fixtures and Fittings, Stocks and other Contents which, for the purposes of Your Business on any one location, You own, or hold as tenant or occupant, or hold in trust or on commission, or are legally responsible for as part of Your trade, even if You have not taken insurance cover for any of them.</p> <p>Insurable Property: The Building, Plant and Machinery, Furniture, Fixture and Fittings, Stocks and any other Contents that are declared and insured by You under this Policy and are located in Your Premises unless specifically stated in this Policy.</p> <p>The Insured Property as Specified in Policy Schedule.</p>	-
5	Sum Insured /	The amount shown as Sum Insured in the Policy Schedule.	-
6	Policy Coverage	<p>We cover physical loss or damage, or destruction caused to the Insured Property by:</p> <ol style="list-style-type: none"> Standard Fire and Special Perils: <ol style="list-style-type: none"> Fire, including due to its own fermentation, or natural heating or spontaneous combustion. Explosion / Implosion Lightning Earthquake, volcanic eruption, or other convulsions of nature Storm, Cyclone, Typhoon, Tempest, Hurricane, Tornado, Flood and Inundation (STFI) Subsidence and Landslide including Rockslide Bush Fire, Forest Fire, Jungle fire Impact Damage Missile Testing operations Riot, Strikes, Malicious Damages Acts of terrorism 	-

		l) Bursting / Overflowing of Water Tanks, Apparatus and Pipes m) Leakage from Automatic Sprinkler Installations n) Theft within 7 (seven) days from the occurrence of and proximately caused by any of the above Insured Events	
7	Add-on Cover	As specified in policy schedule.	-
8	Loss Participation	Excess of ₹ 5,000 (Rupees Five Thousand) for each claim. This means that We will deduct ₹ 5000 (Rupees Five Thousand) for each and every loss suffered by You under the terms of this policy. As specified in policy schedule.	-
9	Exclusions	<ol style="list-style-type: none"> 1. 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. 2. Loss, destruction or damage to the stocks in cold storage premises caused by change of temperature. 3. 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. 4. 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. 5. 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. 6. Loss of any Insured Property which is missing or has been mislaid, or its disappearance cannot be linked to any single identifiable Insured Event. 7. Loss or damage to any Insured Property removed from Your Premises to any other place, except <ol style="list-style-type: none"> 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. 8. Any reduction in market value of any Insured Property after its repair or reinstatement. 	Exclusions

		<p>9. 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.</p> <p>Refer Policy wordings for complete details</p>																					
10	Special Conditions and Warranties	As specified in policy schedule	-																				
11	Admissibility of Claim	<p>Admissibility/Denial:</p> <ul style="list-style-type: none">Admissibility/Denial of claim depends on the document submitted for the damaged item 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 mentioned in the policy.Submitted Report to the insurer. It also depends on investigation report (if any), the claim acceptable if it falls under specific warranty or General exclusion/condition mentioned in the Wordings. <p>Below mentioned in the sample process on claim calculation</p> <table><tr><th>Description</th><th>Amount (INR)</th></tr><tr><td>Gross Loss</td><td>-</td></tr><tr><td>Less: Betterment factor / any adjustment (if applicable)</td><td>-</td></tr><tr><td>Less: Depreciation (if applicable)</td><td>-</td></tr><tr><td>Less: Salvage (if applicable)</td><td>-</td></tr><tr><td>Less: Under Insurance (if applicable)</td><td>-</td></tr><tr><td>Less: Franchise / Excess (if applicable)</td><td>-</td></tr><tr><td>Sub Total</td><td>-</td></tr><tr><td>Less: Reinstatement premium (if applicable)</td><td>-</td></tr><tr><td>Amount Payable</td><td>-</td></tr></table> <p>The claims settlement will be as per Terms and Conditions applicable under the Policy.</p>	Description	Amount (INR)	Gross Loss	-	Less: Betterment factor / any adjustment (if applicable)	-	Less: Depreciation (if applicable)	-	Less: Salvage (if applicable)	-	Less: Under Insurance (if applicable)	-	Less: Franchise / Excess (if applicable)	-	Sub Total	-	Less: Reinstatement premium (if applicable)	-	Amount Payable	-	-
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12	Policy Servicing - Claim Intimation and Processing	<p>For Policy/Claims Servicing, reach out to us at:</p> <ol style="list-style-type: none">Toll Free No:1800 22 1111 / 1800 102 1111. (24/7)Email Id: customer.care@sbigeneral.inDetails of designated company officialsReimbursement Process as mentioned below<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.	--																				

		<ul style="list-style-type: none">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. <p>5. 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>6. Refer below to the Escalation Matrix when TAT is not satisfied:</p> <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>	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, wherein the Grievance Redressal Procedure, details of GRO, Ombudsman details and link to Bima Bharosa Portal is displayed</p> <ul style="list-style-type: none">Stage 1 <p>If you are dissatisfied with the resolution provided above or for lack of response, you may write to head.customer.care@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> <ul style="list-style-type: none">Stage 2 <p>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 agents and intermediaries 1800 22 1111 (Available 24/7).</p> <p>Grievance Redressal and Policyholders Protection https://content.sbigeneral.in/uploads/0449cac1bcd144bbb160d3f6b714fbbd.pdf/</p> <ul style="list-style-type: none">Stage 3 <p>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 below given link</p>										

		https://bimabharosa.irdai.gov.in/Home/Home <ul style="list-style-type: none"> • Stage 4 <p>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 prospective Policyholder / Customer	<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.