

## 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	INDUSIND SHOPKEEPERS PACKAGE INSURANCE POLICY (SOOKSHMA)	-
2.	Unique Identification Number (UIN) allotted by IRDAI	IRDAN103RP0025V04201516	-
3.	Policy No.	XXXXXXXXXXXXXXXXXXXXXX	-
4.	Structure	<p><b>Section I - Fire and Allied Perils:</b> This section of policy covers Building, Plant and Machinery, Furniture, Fixture and Fittings and any other contents on Reinstatement Value basis. For Stocks, the basis of sum insured would be: a) For raw material: Landed Cost at Your Premises. b) For stock in process: Input Cost of the stock at the time of damage, c) For finished stock: the Manufacturing Cost of the Finished Stock or the Contract Price of goods sold but not delivered Bullion or unset precious stones, any curios or works of art or obsolete machinery and the like are to be covered on Agreed Value basis subject to a Valuation Certificate acceptable by Insurance Company Unless otherwise, the sum insured would be maximum liability for any one loss.</p> <p><b>Section II - Burglary And House Breaking :</b> The basis of Indemnity would be: • For Contents (other than stock-in-trade) or property insured being damaged by any of the insured perils: Reinstatement value or market value opted by you • In respect of stock-in-trade: Market value</p> <p><b>Section III - Electrical &amp; Mechanical Appliances:</b> The sum insured in respect of each item shall be equal to the cost of replacement of such item by a new item of the same kind and capacity i.e. CNRV (Current New Replacement Cost) including ordinary freight, customs duty, other dues, if any, and cost of erection.</p> <p><b>Section IV - Electronic Appliances:</b> The sum insured in respect of each item shall be equal to the cost of replacement of such item by a new item of the same kind and capacity i.e. CNRV (Current New Replacement Cost) including ordinary freight, customs duty, other dues, if any, and cost of erection In case Data carrying material/s are covered, expenses incurred for replacing/ reproducing the lost or damaged data paid</p>	<p>Refer Clause C under Section I of policy wording</p> <p>Refer Section II</p> <p>Refer Section III</p> <p>Refer Section IV</p>



		<p><b>Section V - Money Insurance:</b> This Section covers loss of money relating to Insured's trade / business due to accident or misfortune a) While in transit, b) From safe at the Insured's shop, c) From till at the Insured's shop.</p> <p><b>Section VI - Baggage:</b> The Company will indemnify the Insured and/or Insured Person for loss, destruction or damage of baggage accompanying the Insured or Insured Person whilst traveling anywhere in India by accident or misfortune.</p> <p><b>Section VII - Fixed Glass and Sanitary Fittings:</b> This section covers loss/damage due to insured item/s by accidental breakage of:  <ul style="list-style-type: none"> <li>Fixed plate glass and sanitary fittings contained in the Insured's shop,</li> <li>Frames or framework,</li> <li>Lettering consequent upon the breakage of glass on Reinstatement value basis</li> </ul> </p> <p><b>Section VIII - Neon Sign/Glow Sign/Hoarding:</b> Basis of indemnity shall be on reinstatement value in respect of Neon sign/ Glow sign and market value for Hoarding</p> <p><b>Section IX - Personal Accident:</b> This section provides for compensation, if during the policy period, the insured person/s shall sustain any injury resulting from an accident and may be further result into death or total/ partial disability i.e. cover is provided on fixed benefit basis.</p> <p><b>Section X - Infidelity/Dishonesty of employees:</b> This section compensates for any direct pecuniary loss caused by the dishonest acts/infidelity of employees, who are in permanent employment of your business.</p> <p><b>Section XI -Legal Liability:</b>  <b>Sub-section XI A-Towards Employees</b>  This Sub-section covers Insured's legal liability to employees, servants at the shop under Fatal Accidents Act, 1855/ Workmen's Compensation Act, 1923 or any amendments thereto and in Common Law to pay compensation in respect of accidental death or injury sustained during the currency of the policy arising out of and in the course of employment in India with the Insured.  <b>Sub-Section XI B -Towards Third Parties:</b>  This section covers Insured's legal liability (other than liability under the Public Liability Insurance Act, 1991 or any amendments thereto or any other statute based on the doctrine of liability or product or pollution liability) to pay compensation including claimant's costs, fees and expenses anywhere in India, in accordance with Indian Law</p>	<p>Refer Section V</p> <p>Refer Section VI</p> <p>Refer Section VII</p> <p>Refer Section VIII</p> <p>Refer Section IX</p> <p>Refer Section X</p> <p>Refer Section XI</p>
5.	Interests Insured	<p><b>Section I - Fire and Allied Perils:</b> The insured can cover building including plinth, Basement and additional structures like internal roads, security sheds, power lines, if any with Plant &amp; Machinery, Furniture &amp; Rxtures, Fittings and other equipment, Raw Materials, Stock in Process, Finished Stock etc. at insured risk location. The stock in open at insured premises with stock accepted for job-works or held in trust can also be covered.</p>	Refer Section I of policy wording

<p><b>Section II - Burglary And House Breaking:</b> The Company will indemnify the Insured in respect of</p> <ul style="list-style-type: none"> <li>• Loss or damage to contents</li> <li>• Damage to the Insured's shop and/or safe resulting from burglary and/or housebreaking</li> </ul> <p>"Contents" mean business assets, stock-in-trade and equipment in a proposer's shop including items of property contained therein for which the proposer is accountable.</p>	Refer Section II
<p><b>Section III - Electrical &amp; Mechanical Appliances:</b> Any loss or damage to listed electrical and mechanical appliances, apparatus or gadgets whilst contained in or fixed in the Insured's shop are covered.</p>	Refer Section III
<p><b>Section IV -Electronic Appliances:</b> The following is covered for loss or damage while contained or fixed in the Insured's shop:</p> <ul style="list-style-type: none"> <li>• Electronic appliances, apparatus, gadgets and / or any electronic installation including Computers pertaining to Insured's trade/business</li> <li>• Data carrying materials and data contained in or on such data carrying materials and/or Software/Computer Programs (other than own/in house developed Software/Computer Programs)</li> </ul>	Refer Section IV
<p><b>Section V-Money Insurance:</b> This Section covers loss of money relating to Insured's trade / business due to accident or misfortune while in transit from I to insured's shop from safe at the Insured's shop from till at the Insured's shop</p>	Refer Section V
<p><b>Section VI-Baggage:</b> The Company will indemnify the Insured and/or Insured Person for loss, destruction or damage of baggage accompanying the Insured or Insured Person whilst traveling anywhere in India</p> <p>"Baggage" shall includes goods for which an Insured Person is officially responsible to the Insured, the Insured Person's personal articles and belongings</p> <p>"Insured Person" means and includes proprietor, partner, principal officer and an employee in the permanent employ of the Insured</p>	Refer Section VI
<p><b>Section VII -Fixed Glass and Sanitary Fittings:</b> This Section covers loss or damage to:</p> <ul style="list-style-type: none"> <li>• Fixed plate glass and sanitary fittings contained in the Insured's shop</li> <li>• Frames or framework</li> <li>• Lettering consequent upon the breakage of glass</li> </ul>	Refer Section VII
<p><b>Section VIII - Neon Sign/Glow Sign/Hoarding:</b> Neon sign and/or Glow sign and/or Hoarding belonging to the Insured and fixed at the Insured's shop against loss or damage is covered</p>	Refer Section VIII
<p><b>Section IX - Personal Accident:</b> This section provides for compensation, if during the policy period, the insured person/s shall sustain any injury resulting from an accident and may be further result into death or total/ partial disability i.e. cover is provided on fixed benefit basis.</p>	Refer Section IX
<p><b>Section X - Infidelity/Dishonesty of employees</b> Compensates for any direct pecuniary loss caused by the dishonest acts/ infidelity of employees, who are in permanent employment of your business.</p>	Refer Section X

	<p><b>Section XI - Legal Liability</b></p> <p><b>Sub-section XI A-Towards Employees:</b></p> <p>This Sub-section covers Insured's legal liability to employees, servants at the shop under Fatal Accidents Act, 1855/ Workmen's Compensation Act, 1923 or any amendments thereto and in Common Law to pay compensation in respect of accidental death or injury sustained during the currency of the policy arising out of and in the course of employment in India with the Insured.</p> <p><b>Sub-Section XI B-Towards Third Parties:</b></p> <p>This section covers Insured's legal liability (other than liability under the Public Liability Insurance Act, 1991 or any amendments thereto or any other statute based on the doctrine of liability or product or pollution liability) to pay compensation including claimant's costs, fees and expenses anywhere in India, in accordance with Indian Law</p>	
<p><b>6. Sum Insured</b></p>	<p><b>Section I - Fire and Allied Perils:</b></p> <ul style="list-style-type: none"> <li>• Building incl. Plinth &amp; Foundation: Rs. _____</li> <li>• Contents: Rs. _____</li> </ul> <p>Total Section I Sum Insured: Rs. _____</p> <p><b>Section II - Burglary and House Breaking: Rs. _____</b></p> <p><b>Section III - Electrical &amp; Mechanical Appliances: Rs. _____</b></p> <p><b>Section IV - Electronic Appliances: Rs. _____</b></p> <p><b>Section V - Money Insurance:</b></p> <ul style="list-style-type: none"> <li>• While in transit: Rs. _____</li> <li>• From safe at the Insured's shop: Rs. _____</li> <li>• From till at the Insured's shop: Rs. _____</li> </ul> <p>Total Section V Sum Insured: Rs. _____</p> <p><b>Section VI - Baggage: Rs. _____</b></p> <p><b>Section VII - Fixed Glass and Sanitary Fittings: Rs. _____</b></p> <p><b>Section VIII - Neon Sign/Glow Sign/Hoarding: Rs. _____</b></p> <p><b>Section IX -Personal Accident: Rs. _____</b></p> <p><b>Section X Infidelity /Dishonesty of employees: Rs. _____</b></p> <p><b>Section XI (A &amp; B) - Legal Liability :</b></p> <ul style="list-style-type: none"> <li>• Sub-section XI A - Towards Employees: Limit of Liability Rs. _____</li> <li>• Sub-section XI B - Towards Third Parties: Limit of Liability Rs. _____ (AOA:AOY: _____: _____)</li> </ul>	<p>-</p>
<p><b>7. Policy Coverage</b></p>	<p><b>Section I - Fire and Allied Perils:</b></p> <p>Subject to exclusions as provided in policy wording, the policy covers physical loss or damage, or destruction caused to the Insured Property by following perils:</p> <ul style="list-style-type: none"> <li>• Fire</li> <li>• Lightning</li> <li>• Explosion or Implosion</li> <li>• Aircraft Damage</li> <li>• Riot, Strikes, Malicious Damages</li> <li>• Impact Damage</li> <li>• Subsidence and Landslide including Rockslide</li> </ul>	<p>Refer "Clause B. Insured Event" under Section I of policy wording</p>

	<ul style="list-style-type: none"> <li>• Bursting and/or overflowing of Water Tanks, Apparatus and Pipes</li> <li>• Missile Testing Operations</li> <li>• Leakage from Automatic Sprinkler Installations</li> <li>• Bush fire, Forest Fire, Jungle Fire</li> <li>• Earthquake, volcanic eruption, or other convulsions of nature</li> <li>• Act of terrorism (as per Indian Market Terrorism Pool)</li> <li>• Theft within 7 days from the occurrence of and proximately caused by any of the above Insured Events</li> </ul> <p><b>Section II - Burglary And House Breaking:</b></p> <ul style="list-style-type: none"> <li>• The Company will indemnify the Insured in respect of loss or damage to contents, by burglary and/or housebreaking i.e. theft involving entry into or exit from the Insured's shop by forcible and violent means or following assault or violence or threat thereof, to the Insured or any of Insured's employees or a member of the Insured's family</li> <li>• Damage to the Insured's shop and/or safe resulting from burglary and/or housebreaking or any attempt thereat subject to a maximum of 5 % of the sum insured under this Section.</li> </ul> <p><b>Section III - Electrical &amp; Mechanical Appliances:</b></p> <p>The Company will indemnify the Insured against unforeseen and sudden physical damage caused by and/or solely due to mechanical and/or electrical breakdown of insured item/s whilst contained in or fixed in the Insured's shop</p> <p><b>Section IV - Electronic Appliances:</b></p> <p>The Company will indemnify the Insured against loss or damage to electronic installations specified herein below while contained or fixed in the Insured's shop due to any cause other than those specifically excluded.</p> <p><b>Section V - Money Insurance:</b></p> <p>This Section covers loss of money relating to Insured's trade / business due to accident or misfortune</p> <ul style="list-style-type: none"> <li>• While in transit from / to insured's shop</li> <li>• From safe at the Insured's shop</li> <li>• From till at the Insured's shop</li> </ul> <p><b>Section VI - Baggage:</b></p> <p>The Company will indemnify the Insured and/or Insured Person for loss, destruction or damage of baggage accompanying the Insured or Insured Person whilst traveling anywhere in India by accident or misfortune.</p>	<p>Refer Section II</p> <p>Refer Section III</p> <p>Refer Section IV</p> <p>Refer Section V</p> <p>Refer Section VI</p>
	<p><b>Section VII - Fixed Glass and Sanitary Fittings:</b></p> <p>Accidental breakage of following is covered-Section VII</p> <ul style="list-style-type: none"> <li>• Fixed plate glass and sanitary fittings contained in the Insured's shop,</li> <li>• Frames or framework,</li> <li>• Lettering consequent upon the breakage of glass</li> </ul> <p><b>Section VIII - Neon Sign/Glow Sign/Hoarding:</b></p> <p>These items belonging to the Insured and fixed at the Insured's shop against loss or damage due to -</p> <ul style="list-style-type: none"> <li>• Accidental external means</li> <li>• Fire, lightning, external explosion</li> <li>• Theft of whole sign</li> <li>• Riot, strike, terrorism, malicious damage</li> </ul>	<p>Refer Section VII</p> <p>Refer Section VIII</p>

		<ul style="list-style-type: none"> <li>• Earthquake (fire and/or shock), subsidence and landslide (including rockslide) damage, flood, inundation, storm, tempest, typhoon, hurricane, tornado and cyclone</li> </ul> <p><b>Section IX - Personal Accident:</b> This section provides for compensation, if during the policy period, the insured person/s shall sustain any injury resulting from an accident and may be further result into death or total/ partial disability arising out of causes / events not specifically excluded.</p> <p><b>Section X - Infidelity/Dishonesty of employees</b> This would compensate for any direct pecuniary loss caused by the dishonest acts/infidelity of employees, who are in permanent employment of your business.</p> <p><b>Section XI - Legal Liability</b> <b>Sub-section XI A-Towards Employees</b> This Sub-section covers Insured's legal liability to employees, servants at the shop under Fatal Accidents Act, 1855/ Workmen's Compensation Act, 1923 or any amendments thereto and in Common Law to pay compensation in respect of accidental death or injury sustained during the currency of the policy arising out of and in the course of employment in India with the Insured.</p> <p><b>Sub-Section XI B-Towards Third Parties:</b> This section covers Insured's legal liability (other than liability under the Public Liability Insurance Act, 1991 or any amendments thereto or any other statute based on the doctrine of liability or product or pollution liability) to pay compensation including claimant's costs, fees and expenses anywhere in India, in accordance with Indian Law</p>	<p>Refer Section IX</p> <p>Refer Section X</p> <p>Refer Section XI</p>
<p><b>8. Add-on Cover</b></p>		<p>In addition to insured loss payable, we will also provide your following covers/ pay listed expenses, if incurred:</p> <p><b>Section I -Fire and Allied Perils:</b> In-Built Covers:</p> <ul style="list-style-type: none"> <li>• Additions Alterations And Extensions - upto 15% of the sum insured for that item (excluding stocks)</li> <li>• Temporary removal of stock - Upto 10% of the insured stock</li> <li>• Stocks at many locations on floater basis - Rs. _____</li> <li>• Cover for Specific Contents: <ul style="list-style-type: none"> <li>- Money upto Rs. 50,000/- (per event and in aggregate during the policy period)</li> <li>- Deeds, manuscripts and business books, plans, drawings, securities, obligations or documents of any kind but only upto Rs. 50,000/- (per event and in aggregate during the policy period)</li> <li>- Computer programmes, information and data upto Rs. 5,00,000/- (per event and in aggregate during the policy period)</li> <li>- Employees', Directors', visitors' personal effects of every description (other than motor vehicles)</li> </ul> </li> <li>• Startup Expenses Upto Rs 100,000/- (per event and in aggregate during the policy period)</li> <li>• Professional fees - upto 5% of claim amount</li> <li>• Removal of Debris -Upto 2% of the claim amount, if incurred</li> <li>• Costs compelled by Municipal Regulations upto total sum insured of building</li> </ul>	<p>Refer Section I of policy wording</p>



	<p><b>Section IX - Personal Accident:</b></p> <ul style="list-style-type: none"> <li>• Carriage Of Dead Body</li> <li>• Education Grant</li> <li>• Medical Expenses</li> </ul>	Refer Section IX
9. <b>Loss Participation/ Deductible applicable</b>	<p>This is an amount which the policyholder will have to bear in any claim. Only the loss amount that exceeds the deductible, is payable by the insurer.</p> <p><b>Section I - Fire and Allied Perils:</b></p> <ul style="list-style-type: none"> <li>• Other than Terrorism Claims: Rs. 5,000/</li> <li>• For Terrorism Claims: As per excess as per Sabotage and Terrorism Damage Cover Endorsement wording as provided by Indian Market Terrorism Risk Insurance Pool</li> </ul> <p><b>Section II- Burglary And House Breaking:</b> As per the policy schedule</p> <p><b>Section III-Electrical &amp; Mechanical Appliances:</b> 1 % of the sum insured for each item or Rs. 250/- whichever is higher</p> <p><b>Section IV - Electronic Appliances:</b></p> <ul style="list-style-type: none"> <li>• In case of personal computers, 5% of the claim amount subject to a minimum of Rs.2,500/-.</li> <li>• In case of equipments (other than personal computers) with individual value up to Rs. 1 lakh, 5% of the claim amount subject to a minimum of Rs. 1,000/</li> <li>• In case of equipments (other than personal computers) with individual value exceeding Rs. 1 lakh, 5% of the claim amount subject to a minimum of Rs. 2,500/</li> </ul> <p><b>Section V - Money Insurance:</b> As per the policy schedule</p> <p><b>Section VI - Baggage:</b> As per the policy schedule</p> <p><b>Section VII - Fixed Glass and Sanitary Fittings:</b> As per the policy schedule</p> <p><b>Section VIII - Neon Sign/Glow Sign/Hoarding:</b> As per the policy schedule</p> <p><b>Section IX - Personal Accident:</b> Not applicable</p> <p><b>Section X - Infidelity/Dishonesty of employees:</b> As per the policy schedule</p> <p><b>Section XI (A &amp; B) - Legal Liability:</b></p> <p><b>Sub-section XI A - Towards Employees:</b> As per the policy schedule</p> <p><b>Sub-section XI B - Towards Third Parties:</b> As per the policy schedule</p>	Clause D - Exclusions of Section I policy wording Sabotage & Terrorism Damage Cover Endorsement Section III Section IV
10. <b>Exclusions</b>	<p>Policy Exclusions:</p> <p><b>Section I - Fire and Allied Perils:</b></p> <p>We do not cover losses or expenses, or any loss, damage to, or destruction of the Insured Property, directly or indirectly as a result of or if caused by or arising from events, stated below:</p> <ul style="list-style-type: none"> <li>• i. Excess of Rs.5,000 for each claim. This means that We will deduct Rs.5,000 for each and every loss suffered by You under the terms of this policy</li> <li>• ii. For terrorism risk the Excess shall be as per the clause attached to this policy.</li> <li>• Your deliberate, willful or intentional act or omission, or of anyone on Your behalf, or with Your connivance.</li> <li>• 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.</li> </ul>	Refer Section I - Exclusions under policy wording

- Loss, destruction or damage to the stocks in cold storage premises caused by change of temperature.
- 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.
- 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.
- 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.
- 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.
- Pollution or contamination, unless
  - i. The pollution or contamination itself has resulted from an Insured Event, in which case only physical damage to
  - ii. The Insured Property is covered, or
  - iii. An Insured Event itself results from pollution or contamination.
- 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.
- Loss of any Insured Property which is missing or has been mislaid, or its disappearance cannot be linked to any single identifiable Insured Event.
- 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 (4.3) of this Policy
- Any reduction in market value of any Insured Property after its repair or reinstatement.
- 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.
- 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.
- Costs, fees or expenses for preparing any claim

**Section II - Burglary And House Breaking:**

The Company shall not be liable in respect of loss or damage:

- By burglary and/or housebreaking or theft where any member of the Insured's family is concerned as principal or accessory
- To livestock, motor vehicles and pedal cycles
- To money, securities for money, stamps, bullion, deeds, bonds, bills of exchange, promissory notes, shares and stock certificates, business books, manuscripts, documents of any kind, unset precious stones and jewellery and valuables, unless separately specified.

Refer  
Section II  
(Special  
Exceptions)



**Section III - Electrical & Mechanical Appliances:**

The Company shall not be liable in respect of loss or damage caused by or due to:

- Willful act or gross negligence of the Insured
- Faults existing at the time of commencement of this insurance and known to the Insured, regardless of whether such faults, or defects were known to the Company or not
- Any fault or defect for which the manufacturer or supplier of the damaged item is responsible
- Cost of transport to the repair shop and back to the Insured's shop in respect of any item damaged
- Perils which are insurable under other Sections of the policy
- Permanent or temporary dispossession resulting from confiscation, commandeering or requisition by any lawfully constituted authority of such item or by permanent or temporary dispossession of any building resulting from the unlawful occupation by the Insured of the building

Refer  
Section III  
(Special  
Exceptions)

**Section IV - Electronic Appliances:**

The Company shall not be liable for:

- Damage caused by any faults or defects existing at the time of commencement of present insurance within the knowledge of Insured or his representatives whether such faults or defects were known to the Company or not.
- Willful act or negligence of the Insured or his representative.
- Loss arising out of cessation of work whether total or partial.
- Derangement of the insured property not accompanied by damage covered under the policy.
- Loss of or damage to the property covered under the policy falling under the terms of any Maintenance agreement.
- Such exclusions will also apply to parts exchanged in course of such maintenance operations.
- Damage due to defects of design, material or workmanship or otherwise for which the manufacturer or supplier of the insured items is responsible either in law or under contract.
- Damage due to or consequent upon wear and tear, gradual deterioration, atmospheric or climatic conditions, rust, corrosion, moth, vermin or insect.
- Loss due to mysterious disappearance and whilst left in unattended vehicles in respect of cellular phones, portable computers and other mobile equipment.
- Loss or damage to own/in-house developed software

Refer  
Section IV  
(Special  
Conditions)

**Section V-Money Insurance:**

The policy does not cover

- Shortage of money due to error or omission.
- Loss of money entrusted to any person other than Insured, authorised employee of Insured or directors.
- Loss arising from fraud or dishonesty of any director or cash carrying employee of the Insured unless such loss is discovered within 48 hours of its occurrence.
- Loss of money extracted from safe following the use of key to the said safe or any article therefrom belonging to the
- Insured unless such key has been obtained by assault or threat thereof

Refer  
Section V  
(Special  
Exclusions)



**Section VI - Baggage:**

The Company shall not be liable in respect of

- Damage due to confiscation or detention by Customs or any other public authority.
- Damage not reported to Police within 24 hours of discovery of loss and a report obtained.
- Damage due to cracking, scratching or breakage of lens or glass whether part of any equipment or otherwise or china, marble, gramophone records and other articles of a brittle or fragile nature unless such loss or damage arises from accident to a vessel, train, vehicle or aircraft by which such property is conveyed.
- Damage caused by moth, mildew, vermin or any process of cleaning, dyeing, repairing or restoring to which the property is subjected.
- Damage to any electrical machines, apparatus, fixtures or fittings (including wireless sets, radio, television sets and tape recorders) arising from overrunning, excessive pressure, short circuiting, arcing, self-heating or leakage of electricity from whatever cause (lightning included).
- Theft from car except from car of fully enclosed saloon type having all the doors, windows and other openings securely locked and properly fastened.
- Damage whilst being conveyed by any carrier under contract of affreightment.
- Loss or damage of money, securities, manuscripts, deeds, bonds, bills of exchange, promissory notes, stock or share certificates, stamps, business books or documents, jewellery, watches, furs, precious metals, precious stones, gold and silver ornaments, travel tickets, cheques and bank drafts.
- Damage or destruction of articles of consumable nature. Loose articles such as sticks, straps, umbrellas, sunshades, fans, deck chairs, property in use on a voyage and / or journey or articles or clothes whilst being worn on the person or carried about.
- Damage or destruction caused by or arising from leakage, spilling or exploding of liquids, oils or materials of a like nature or articles of a dangerous or damaging nature.

Refer section VI (Special Exceptions)

**Section VII - Fixed Glass and Sanitary Fittings:**

The Company shall not be liable for loss or damage due to

- Breakage or damage during removal, alterations and / or repairs in or about the shop.
- Disfiguration or scratching or damage of glass, sanitary fittings other than the fracture extending through the entire thickness of glass, sanitary fittings.
- Breakage of glass, sanitary fittings which are not completely and securely fixed.
- Damage consequent upon interruption or delay of business or other damage or injury arising from breakage of glass, sanitary fittings or during replacement thereof.
- Glass or sanitary fittings already damaged at the commencement of this policy

Refer Section VII (Special Exceptions)



**Section VIII - Neon Sign/Glow Sign/Hoarding:**

The Company shall not be liable in respect of loss or damage due to:

- Fusing or burning out of any bulb and/or tubes arising from short circuiting or arcing or any other mechanical or electrical breakdown or faults
- The action of sun, rain, hail, flood, bad weather

Refer  
Section VIII  
(Special  
Exceptions)

**Section IX - Personal Accident:**

The Company shall not be liable under this policy for:

- Death or disablement resulting directly or indirectly caused by, contributed to or aggravated or prolonged by childbirth or from pregnancy or in consequence thereof.
- Compensation under more than one of the foregoing
- Clauses in respect of the same period of disablement of the Insured Person.
- Any other payment to the same person after a claim under one of the foregoing Clauses (a), (b) or (d) has been admitted and become payable save for payments under medical expenses extension & for carriage of dead body.
- Any payment in case of more than one claim in respect of such Insured Person under the policy during any one period of insurance by which the maximum liability of the Company specified in the Schedule applicable to such Insured Person would exceed the sum payable under the foregoing Clause of this policy to such Insured Person. This would not apply to payments made under medical expenses extension and for carriage of dead body.
- Payment of weekly compensation until the total amount shall have been ascertained and agreed.
- Payment of compensation in respect of death, injury or disablement of the Insured Person
  - a) From intentional self-injury, suicide or attempted suicide,
  - b) Whilst under the influence of intoxicating liquor or drugs
  - c) Whilst engaging in aviation or ballooning whilst mounting into, dismounting from or travelling in any aircraft or balloon other than as a passenger (fare paying) in any duly licensed standard type of aircraft anywhere in the world,
  - d) Directly or indirectly caused by venereal diseases, AIDS or insanity,
  - e) Arising or resulting from the Insured Person committing any breach of law with criminal intent.

Refer  
Section IX  
(Special  
Exceptions)

**Section XI (A & B) - Legal Liability:**

**Sub-section XI A - Towards Employees:**

The Company shall not be liable for -

- Interest and/or penalty imposed on the Insured on account of failure to comply with the requirements laid down under Workmen's Compensation Ad, 1923 and subsequent amendments thereto.
- Insured's liability to employees of contractors.
- Any liability of the Insured, which attaches by virtue of an agreement but which would not have attached in the absence of such agreement

Refer  
Section XI  
(Special  
Exceptions)



	<p><b>Sub-section XI B - Towards Third Parties:</b></p> <p>The Company shall not be liable for</p> <ul style="list-style-type: none"> <li>Any compensation for death of or bodily injury to any member of Insured Person's family, partners, managerial staff, contractor's employees or damage to property belonging to or in the custody of or control of Insured or Insured Person's family, partner, directors, managerial staff, employees and contractor's employees.</li> <li>Liability assumed by agreement unless such liability would have attached to the Insured notwithstanding such agreement.</li> <li>Accidents, directly or indirectly, caused by, traceable to, arising out of the ownership, possession or the custody by or on behalf of Insured of animals, vehicles, aircrafts, ships, boats or crafts of any kind.</li> <li>Liability arising out of loss of pure financial nature such as loss of goodwill, loss of market etc.</li> <li>Liability arising out of all personal injuries such as libel, slander, false arrest, wrongful eviction and detention, deformation and mental injury arising or shock resulting therefrom b) infringement of plans, copyright, patent, trademark, registered design.</li> <li>Any fines, penalties, punitive, exemplary or any other damages resulting from the multiplication of compensatory damages.</li> <li>Damage to property owned, leased and hired or under hire purchase or on loan to the Insured or otherwise in the Insured's care, custody and control other than the premises (or contents thereof temporarily occupied by the Insured for work therein or other property temporarily in the Insured's possession for work therein (but no indemnity is granted for damage to that part of the property on which the Insured is working and which arises out of such work).</li> <li>Employees and visitors clothings and personal effects.</li> <li>Transportation of materials and/or hazardous/dangerous substances outside Insured's shop.</li> <li>Damages arising out of alterations, additions, repairs or decorations to the Insured's shop specified in the Schedule.</li> </ul>	
<p><b>11. Special Conditions and Warranties (if any)</b></p>	<p>As per policy schedule</p>	<p>-</p>
<p><b>12. Admissibility of Claim</b></p>	<p><b>Broad principle of admissibility/denial of claims:</b></p> <ul style="list-style-type: none"> <li>Premium - 64 VB should be complied</li> <li>Property - Subject matter of claim should be covered under the policy</li> <li>Person - Individual or entity named in the policy should have insurable interest in the property insured</li> <li>Place - Risk location should be covered under the policy</li> <li>Peril - Cause of loss should be covered under the policy</li> <li>Period - Loss should occur within the policy period as specified in the policy</li> <li>Policy terms and conditions - Coverage/Exclusions as per policy wordings</li> </ul>	<p>-</p>



**Sample Claim Calculation Sheet:**

Description	Amt. In Lakhs Rs.
Loss Amount (Assessed Loss)	10.00
Less : Depreciation @ 5% (Applicable as per elapsed life of asset and to be deducted in case of the claim settlement on Market Value basis)	0.50
Assessed Loss net of Depreciation	9.50
Less: Salvage (Actual realised value of Salvage)	0.10
Assessed Loss net of Salvage	9.40
Less: Under Insurance@ 17.5%	1.66
Gross Adjusted Loss	7.74
Less: Excess	0.05
<b>NET ASSESSED LOSS</b>	<b>7.69</b>

**13. Policy Servicing - Claim Intimation and Processing**

If you suffer a loss because of an Insured Event/ peril, for claims intimation, you can:

- Call Center Landline No.: 022-48903009 (Paid) or WhatsApp No.: 7400422200
- Email us at: [services@indusindinsurance.com](mailto:services@indusindinsurance.com)
- Communicate with us through our Company Website: <https://www.indusindinsurance.com/>
- Contact following designated company officials:

**North Zone:**

Mr. Santosh Kushwaha (ZCM)  
Email: [santosh.kushwaha@indusindinsurance.com](mailto:santosh.kushwaha@indusindinsurance.com)

**South Zone:**

Mr. Vamsi Krishna (ZCM)  
Email: [vamsi.kottapalli@indusindinsurance.com](mailto:vamsi.kottapalli@indusindinsurance.com)

**West Zone:**

Mr. Sushant Meher (ZCMI)  
Email: [sushant.meher@indusindinsurance.com](mailto:sushant.meher@indusindinsurance.com)

**East Zone:**

Mr. Dhruva Roy (ZCM)  
Email: [dhruva.roy@indusindinsurance.com](mailto:dhruva.roy@indusindinsurance.com)

- Turn Around Time ITATI for claims settlement - The insurer shall decide on the claim within seven days of receipt of the survey report. This condition will not apply in case of claims on the property/building insured on reinstatement value basis.



- Escalation Matrix: When TAT is not satisfied, you can contact:

**North Zone:**

Mr. Prateek Sinha

Email: [prateek.sinha@indusindinsurance.com](mailto:prateek.sinha@indusindinsurance.com)

**South Zone:**

Mr. Praveen Singh

Email: [Praveenkumar.singh@indusindinsurance.com](mailto:Praveenkumar.singh@indusindinsurance.com)

**West Zone:**

Mr. Ashish Awasthi

Email: [ashish.awasthi@indusindinsurance.com](mailto:ashish.awasthi@indusindinsurance.com)

**East Zone:**

Mr. Lokesh Pandraju

Email: [lokesh.pandraju@indusindinsurance.com](mailto:lokesh.pandraju@indusindinsurance.com)

**14. Grievance Redressal and Policyholders Protection**

While the company takes utmost care to ensure all our touchpoints are trained to ensure qualitative delivery, in case of any lapse from our members, we request you to report it to our front end unit by:

- Calling on phone number: 22 4890 3009 or writing email at: [services@indusindinsurance.com](mailto:services@indusindinsurance.com)
- Visiting any of our nearest branch
- Writing to us at: IndusInd General Insurance,

Correspondence Unit, 2nd & 3rd Floor, Winway Building, 11/12, Block No.4, Old No-67, South Tukoganj, Near Madhumilan Square, Indore, Madhya Pradesh, India - 452001.

In case you are not pleased with the response received from one of the above mentioned touch points or there is a delay from our side, you may contact our Grievance Officer at [grievances@indusindinsurance.com](mailto:grievances@indusindinsurance.com).

The list of our Grievance Redressal Officers is available at our website [https://www.indusindinsurance.com/downloads/GRO\\_details\\_of\\_active\\_branches\\_Final.pdf](https://www.indusindinsurance.com/downloads/GRO_details_of_active_branches_Final.pdf)

Even after this, if you are not satisfied with the response received from our Grievance Officer, you may write to our Head of Grievance at [Headgrievances@indusindinsurance.com](mailto:Headgrievances@indusindinsurance.com).

Still, if you are not happy with the response received from the company, you may contact Insurance Ombudsman for redressal of grievance as per Insurance Ombudsman rules 2017. List of Ombudsman offices is mentioned in annexure attached to the policy schedule or you may visit its website@ <https://cioins.co.in/ombudsman>.

Grievances can also be registered at IRDAI's Bima Bharosa portal at <https://bimabharosa.irdai.gov.in/> or by calling Toll Free Number 155255 (or) 18004254 732 or by sending an e-mail at [complaints@irdai.gov.in](mailto:complaints@irdai.gov.in) or by writing to General Manager, Insurance Regulatory and Development Authority of India (IRDAI), Consumer Affairs Department - Grievance Redressal Cell, Sy.No.115/1, Financial District, Nanakramguda, Gachibowli, Hyderabad - 500032.



<p><b>15. Obligations of the Policyholder</b></p>	<p>You must:</p> <ul style="list-style-type: none"> <li>• State all and true information about yourself, Your property and your business when you submit a proposal,</li> <li>• Ensure that unauthorised persons do not occupy Your premises and whenever your premises is unoccupied ensure that all security procedures are in force,</li> <li>• Inform to Us change in circumstances such change in nature of business or process, premises or any part of it no longer be solely occupied by You, premises remain unoccupied for 30 days or more, You change the use of premises or building.</li> <li>• Make a claim when you suffer loss, and follow the claim procedure</li> <li>• Make true and full disclosure in your claim and documents supporting the claim</li> <li>• Give us full cooperation for investigating the claim that you will make</li> </ul>	<p>-</p>
---	--	----------

**Declaration by the Policyholder:**

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

Place: \_\_\_\_\_

Date: \_\_\_\_\_

\_\_\_\_\_  
(Signature of the Policyholder)

**Note:**

- I. The product related documents including the Customer Information sheet are available on our Company website at: Download Insurance Proposal Form, Policy Wording, Brochures ([www.indusindinsurance.com](http://www.indusindinsurance.com))
- II. In case of any conflict, the terms and conditions mentioned in the policy document shall prevail.

