

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 Art Insurance Policy	
2.	Unique Identification Number (UIN) allotted by IRDAI	IRDAN103RP0030V01201920	
3.	Policy No.	As per Policy Schedule	
4.	Structure	The policy covers loss or damage to insured property being works of art and antiques of every kind and description subject to the policy exclusion and conditions. - The basis of valuation would be : - For Items individually listed, the value agreed by the company and shown in the schedule - For items not listed, the market value immediately prior to the loss. - In the event of partial loss of or damage to any item insured, the amount payable will be the expense of restoration plus any resulting depreciation but not exceeding the full value of that item. - In the event of loss of or damage to any insured property which has a special or increased value by virtue of forming part of a pair or set, any indemnity under this insurance shall take into account any such special or increased value and the amount of loss shall be the cost and expense of restoration plus any resulting depreciation in value but not exceeding the value of that pair or set. - Following payment of the full amount insured for any item, pair or set, the company will become the full owner and be entitled to possession of the item pair or set.	Basis of valuation under Policy Wording
5.	Interests Insured	Any kind of Works of Art and Antiques of every description and such other items belongs to the insured, or held in trust for which they are responsible and/or legal liability for similar property	
6.	Sum Insured	Item-wise value as provided in policy schedule	
7.	Policy Coverage	The policy insures against all risks of physical loss of or physical damage to the property as described in the schedule attached while at the location(s) and within the location and territorial limits specified in the schedule occurring during the period of insurance subject to the policy exclusions and conditions.	Insuring clause under Policy Wording
8.	Add-on Cover	Not applicable	-
9.	Loss Participation/ Deductible applicable	The Company shall not be liable for the first amount of the loss arising out of each and every loss, shown as Excess in the Policy Schedule.	-


indusindinsurance.com


022 4890 3009 (Paid)



74004 22200 (WhatsApp)

IRDAI Registration No. 103. IndusInd General Insurance Company Limited (Formerly known as Reliance General Insurance). An ISO 9001:2015 Certified Company For complete details on the benefits, coverage, terms & conditions and exclusions, do read the sales brochure, prospectus and policy wordings carefully before concluding sale. Registered & Corporate Office: 6th Floor, Oberoi Commerz, International Business Park, Oberoi Garden City, Off. Western Express Highway, Goregaon (E), Mumbai-400063. Corporate Identity Number: U66603MH2000PLC128300. IndusInd Art Insurance Policy – CIS – Misc. LOB

IndusInd
 Insurance App


Download Now



10.	Exclusions	The Company shall not, however, be liable for : - Any loss or damage caused by or resulting from : - Natural ageing, gradual deterioration, inherent defect, rust or oxidation, moth or vermin, warping or shrinkage - Any repairing, restoring, retouching, or any similar processes; - Aridity, humidity, exposure to light or extreme of temperature unless the loss arises as a direct consequence of an event not excluded under this policy. - Loss from or damage in or on unattended vehicles, unless in the custody of a competent professional carrier - Loss of or damage caused by mechanical/ electrical/electronic derangement/fault/breakdown - The amount of the deductible stated in the policy schedule for each and every loss - Loss or damage or liability directly or indirectly occasioned by, happening through or in consequence of war, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power. - Loss or damage caused by or resulting from confiscation, nationalization, requisition or destruction of or damage to property by or under the order of any government or public or local authority. - Loss or destruction of or damage to any property whatsoever or any loss or expense whatsoever resulting or arising therefrom or any consequential loss - In no case shall this insurance cover loss damage liability or expense, directly or indirectly, caused by or contributed to by or arising from - Ionising radiations from or contamination by radioactivity from any nuclear fuel or from any nuclear waste or from the combustion of nuclear fuel. - The radioactive, toxic, explosive or other hazardous or contaminating properties of any nuclear installation, reactor or other nuclear assembly or nuclear component thereof - Any weapon or device employing atomic or nuclear fission and/or fusion or other like reaction or radioactive force or matter - Nuclear reaction, nuclear radiation or radioactive contamination - The radioactive, toxic, explosive or other hazardous or contaminating properties of any radioactive matter. The exclusion in this sub-clause does not extend to radioactive isotopes, other than nuclear fuel, when such isotopes are being prepared, carried, stored or used for commercial, agricultural, medical, scientific or other similar peaceful purposes. - Subject only to sub-clause (b) below, in no case shall this insurance cover loss damage liability or expense directly or indirectly caused by or contributed to by or arising from the use or operation, as a means for inflicting harm, of any computer, computer system, computer software programme, malicious code, computer virus or process or any other electronic system.	Exclusions under Policy Wording
-----	------------	--	---------------------------------



indusindinsurance.com



022 4890 3009 (Paid)



74004 22200 (WhatsApp)



		b. Where this clause is endorsed on policies covering risks of war, civil war, revolution, rebellion, insurrection, or civil strife arising therefrom, or any hostile act by or against a belligerent power, or terrorism or any person acting from a political motive, sub-clause (a) above shall not operate to exclude losses (which would otherwise be covered) arising from the use of any computer, computer system or computer software programme or any other electronic system in the launch and/or guidance system and/or firing mechanism of any weapon or missile.									
11.	Special Conditions and Warranties	• Transits - Cover for transits if the property is packed, unpacked and secured to withstand the normal hazards associated with such transit • Key clause • Protections Maintenance Clause Other Warranties/conditions as per policy schedule	Refer Conditions under Policy Wording								
12.	Admissibility of Claim	Broad principle of admissibility/denial of claims: • Premium 64 VB should be complied • Property Subject matter of claim should be covered under the policy • Person Individual or entity named in the policy should have insurable interest in the property insured • Place Risk location should be covered under the policy • Peril Cause of loss should be covered under the policy • Period Loss should occur within the policy period as specified in the policy • Policy terms and conditions Coverage/Exclusions as per policy wordings Sample Claim Calculation Sheet: <table><tr><th>Description</th><th>Amt. In Lakhs Rs.</th></tr><tr><td>Loss Amount (Assessed Loss)</td><td>1.00</td></tr><tr><td>Less : Excess</td><td>0.10</td></tr><tr><td>NET ASSESSED LOSS</td><td>0.90</td></tr></table>	Description	Amt. In Lakhs Rs.	Loss Amount (Assessed Loss)	1.00	Less : Excess	0.10	NET ASSESSED LOSS	0.90	
Description	Amt. In Lakhs Rs.										
Loss Amount (Assessed Loss)	1.00										
Less : Excess	0.10										
NET ASSESSED LOSS	0.90										
13.	Policy Servicing Claim Intimation and Processing	If you suffer a loss because of an Insured Event/ peril, for claims intimation, you can : • Connect us at Call Center Landline No. : 022-48903009 (Paid) • WhatsApp No : 7400422200 • Email : services@indusindinsurance.com • Company Website : https://www.indusindinsurance.com/ • Details of designated company officials to be contacted in time of claim :									


[indusindinsurance.com](https://www.indusindinsurance.com)


022 4890 3009 (Paid)



74004 22200 (WhatsApp)



North Zone :

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

South Zone :

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

West Zone :

Mr. Sushant Meher(ZCM)
Email: sushant.meher@indusindinsurance.com

East Zone :

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

• Turn Around Time (TAT) 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

South Zone :

Mr. Praveen Singh
Email: Praveenkumar.singh@indusindinsurance.com

West Zone :

Mr. Ashish Awasthi
Email: ashish.awasthi@indusindinsurance.com

East Zone :

Mr. Lokesh Pandraju
Email: 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

• 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



indusindinsurance.com



022 4890 3009 (Paid)



74004 22200 (WhatsApp)



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 head-grievances@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 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

15. Obligations of the Policyholder

You must:

- take all reasonable steps to safeguard the interests of the Insured against accidental loss or damage that may give rise to a claim.
- Upon the happening of any event giving rise or likely to give rise to a claim under this policy :
 - give immediate notice thereof in writing to us
 - tender to the Company all reasonable information, assistance and proof in connection with any claim

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 <https://www.indusindinsurance.com/insurance/about-us/downloads.aspx>
- ii. In case of any conflict, the terms and conditions mentioned in the policy document shall prevail



[indusindinsurance.com](https://www.indusindinsurance.com)



022 4890 3009 (Paid)



74004 22200 (WhatsApp)

