

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 ELECTRONIC EQUIPMENT INSURANCE POLICY	-
2.	Unique Identification Number (UIN) allotted by IRDAI	IRDAN103RP0004V01200001	-
3.	Policy No.	XXXXXXXXXXXXXXXXXXXX	-
4.	Structure	SECTION I: ELECTRONIC EQUIPMENTS: This Policy is designed to protect all electronic equipments like Computers, Medical, Bio-medical, Data Processing, Audio/Visual Equipments etc. The Sum Insured shall be equal to the cost of replacement of the Insured Property by New Property of the same kind and same capacity, which shall mean its replacement cost including freight, customs duties and erection costs. Where damage to an Insured item can be repaired, the Company will pay expenses necessarily incurred to restore the damaged machine to its former state of serviceability plus the cost of dismantling and re-erection incurred for the purpose with ordinary freight to and from a repair-shop customs duties, if any, to the extent such expenses have been included in the Sum Insured. However, in case the insured item is totally destroyed, the company would indemnify the insured with actual value of the insured item immediately before the occurrence of the loss, including costs for ordinary Freight, Erection and Customs Duties with cost of dismantling, if incurred. SECTION II: EXTERNAL DATA MEDIA: This section covers external data media like External Hard Disk Drive, Storage peripherals etc. The sum insured shall be the amount required for restoring the insured external data media by replacing lost or damaged data media by new material and reproducing lost information. SECTION III: INCREASED COST OF WORKING: The company will indemnify the Insured upto the limits of Indemnity for all additional costs which the Insured shall incur to ensure continued data processing on substitute equipment/s, if such costs arise as an unavoidable consequence of an indemnifiable loss or damage during the period of insurance to property insured under the Material Damage Section of this Policy. The total Sum Insured shall represent the aggregate limit of indemnity payable for all events occurring during the period of insurance. It is a requirement of this Insurance that the sum insured shall be the amount required for restoring the insured external data media by replacing lost or damaged data media by new material and reproducing lost information. The Company will also reimburse the insured for personnel expenses and costs for transportation of materials.	Refer Section I of policy wording


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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 Electronic Equipment Insurance Policy. UIN: IRDAN103RP0004V01200001. IGI/MCOM/CO/IEEIP/CIS/VER.1.0/210326.


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5.	Interests Insured	SECTION I: ELECTRONIC EQUIPMENTS: The policy provides comprehensive cover primarily for all electronic equipments like Computers, Medical, Bio-medical, Data Processing, AudioNisual equipments etc. with its peripherals. SECTION II: EXTERNAL DATA MEDIA: External Data Media like External Hard Disk Drives are covered in this section. SECTION III: INCREASED COST OF WORKING: Additional costs which the Insured shall incur to ensure continued data processing on substitute equipment/s are covered upto specified period in policy schedule.	-
6.	Sum Insured	SECTION I: ELECTRONIC EQUIPMENTS: Refer policy schedule for item-wise sum insured. SECTION II: EXTERNAL DATA MEDIA: Refer policy schedule for item-wise sum insured. SECTION III: INCREASED COST OF WORKING: Refer policy schedule for The 'Indemnity Limit Per Hour/ week' and total Sum Insured'	-
7.	Policy Coverage	SECTION I: ELECTRONIC EQUIPMENTS: Under this section, loss, damage, or destruction of insured equipment/s due to any cause other than those excluded in policy are covered. The cover is operative while these are at work or at rest or being dismantled for the purpose of cleaning or overhauling or in the course of aforesaid operations themselves or when being shifted within the premises or during subsequent re-erection. The sum insured would be maximum liability for any one loss arising out of one event. SECTION II: EXTERNAL DATA MEDIA: The Company will indemnify any expenses that can be proved to have been incurred by the Insured within a period of 12 months as from the date of the occurrence strictly for the purpose of restoring the insured external data media to a condition equivalent to that existing prior to the occurrence and necessary for permitting data processing operations to be continued in the normal manner. SECTION III: INCREASED COST OF WORKING: The Company shall indemnify those costs and expenses, which can be proved to have been incurred during the indemnity, period to maintain data processing operations to their previous extent, that are additional to those which would have been incurred during the same period if no insured event had occurred.	Section I of Policy wording
8.	Add-on Cover	This policy may be extended to cover following : • Escalation Clause • Express Freight • Air Freight • Owners Surrounding Property • Third Party Liability • Additional Customs Duty • Exclusion of Mechanical and Electrical Breakdown • Obsolete equipment Clause • Obsolete parts Clause • Inadvertent Omission	-


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9.	Loss Participation/ Deductible applicable	The Company shall not be liable for the first amount of the loss arising out of each and every occurrence shown as Excess in the Schedule. Please refer the policy schedule for actual values under respective Section	-
10.	Exclusions	SECTION I: ELECTRONIC EQUIPMENTS: The Company shall not, however, be liable for - - Excess stated in the Schedule to be borne by the Insured in any one occurrence; if more than one item is lost or damaged in one occurrence, the insured shall not, however, be called upon to bear more than the highest single Excess applicable to such items; - Loss or damage caused by any faults or defects existing at the time of commencement of the present insurance within the knowledge of the insured, or his representatives, whether such faults or defects were known to the company or not; - Loss or damage as a direct consequence of the continual influence of operation (e.g. wear and tear, cavitations, erosion, corrosion, incrustation) or of gradual deterioration due to atmospheric conditions; - Any costs incurred in connection with the elimination of functional failures unless such failures were caused by an indemnifiable loss of or damage to the insured items; - Any costs incurred in connection with the maintenance of the insured items, such exclusion also applying to parts exchanged in the course of such maintenance operations; - Loss or damage for which the manufacturer or supplier of the insured items is responsible either by law or under contract; - Loss of or damage to rented or hired equipment for which the owner is responsible either by law or under a lease and/or maintenance agreement; - Consequential loss or liability of any kind or description; - loss of or damage to bulbs, valves, tubes, ribbons, fuses, seals, belts, wires, chains, rubber tyres, exchangeable tools, engraved cylinders, objects made of glass, porcelain or ceramics sieves or fabrics, or any operating media (e.g. lubricating oil, fuel, chemicals); - aesthetic defects, such as scratches on painted polished or enamelled surfaces	Refer "Clause D. Exclusions" of policy wording
		SECTION II: EXTERNAL DATA MEDIA: The Company shall, however, not be liable for - - The excess stated in the Schedule to be borne by the Insured in any one occurrence; - Any costs arising from false programming, punching, labeling or inserting, inadvertent canceling of information or discarding of data media, and from loss of information caused by magnetic fields; - consequential loss of any kind or description whatsoever.	SPECIAL EXCLUSIONS TO SECTION II
		SECTION III: INCREASED COST OF WORKING: The Company shall, however, not be liable for - - Costs incurred for use of substitute equipment during the Time Excess stated in the Schedule, - Costs for replacement of data media, data and regeneration of data, - Costs arising out of circumstances, which are not connected with the insured material damage. In particular the Company shall not be liable for additional costs arising out of i) bodily injuries, ii) orders or measures imposed by any public authority,	SPECIAL EXCLUSIONS TO SECTION III



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		iii) expansion and improvements of the equipments, iv) Lack of funds causing delay in repairs or replacement of damaged equipments, • Any other consequential loss such as loss of market or interest.																	
11.	Special Conditions and Warranties (if any)	As per policy schedule	-																
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><thead><tr><th>Description</th><th>Amt. In Lakhs Rs.</th></tr></thead><tbody><tr><td>Loss Amount (Assessed Loss)</td><td>10.00</td></tr><tr><td>Less: Salvage (Actual realised value of salvage)</td><td>0.10</td></tr><tr><td>Assessed Loss net of salvage</td><td>9.90</td></tr><tr><td>Less: Under Insurance @17.5%</td><td>1.72</td></tr><tr><td>Gross Adjusted Loss</td><td>8.17</td></tr><tr><td>Less: Excess</td><td>1.00</td></tr><tr><td>NET ASSESSED LOSS</td><td>7.17</td></tr></tbody></table>	Description	Amt. In Lakhs Rs.	Loss Amount (Assessed Loss)	10.00	Less: Salvage (Actual realised value of salvage)	0.10	Assessed Loss net of salvage	9.90	Less: Under Insurance @17.5%	1.72	Gross Adjusted Loss	8.17	Less: Excess	1.00	NET ASSESSED LOSS	7.17	-
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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 • Communicate with us through our Company Website: https://www.indusindinsurance.com/	-																

	- Details of designated company officials to be contacted in time of claim: 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 (ZCMI) Email: sushant.meher@indusindinsurance.com East Zone: Mr. Dhruba Roy (ZCM) Email: dhruba.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: 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. The list of our Grievance Redressal Officers is available at our website 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. 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: • State all and true information about yourself, your property and your business when you submit a proposal, • Make a claim when you suffer loss, and follow the claim procedure • Make true and full disclosure in your claim and documents supporting the claim • Give us full cooperation for investigating the claim that you will make	-

Declaration by the Policyholder:

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

Place: _____

Date: _____

(Signature of the Policyholder)

Note:

- 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)
- In case of any conflict, the terms and conditions mentioned in the policy document shall prevail.



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