

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	ERECTION ALL RISKS INSURANCE POLICY	-
2.	Unique Identification Number (UIN) allotted by IRDAI	IRDAN103RP0014V02100001	-
3.	Policy No.	XXXXXXXXXXXXXXXXXXXX	-
4.	Structure	Section I - Material Damage: This policy is suitable for the principal or contractors of a project wherein primarily electro-mechanical works is considerable. This policy covers any sort of contingency which is other than excluded right from the moment the materials are unloaded at the project site and continues during the entire project period until the project is tested, commissioned and handed over. The basis of sum insured would be Completely Erected Value (CEV) shall be arrived on following basis: • Marine (Imports/ Indigenous) - Landed cost at site • Cost of Erection (exclusive of pre-operative expenses but inclusive of cost of visits of specialists and supervision charges) • Permanent Civil Engineering Works • Applicable freights, custom duty, if any Section II - Third Party Liability: The limits may be fixed taking into consideration the maximum legal liability which can be created on occurrence of any one or series of accidents arising out of one event or more during the policy period.	Section I of policy wording Section II
5.	Interests Insured	Section I - Material Damage: The policy provides comprehensive cover for Mechanical/ Electro-mechanical engineering risks during its erection, testing and maintenance period. It also offers optional cover of contractor's plant and machinery if used within premises mentioned in policy schedule. Section II - Third Party Liability: Any legal liability arising out of construction of any property/ related activity described in the policy schedule arising out of any loss or damage or any fatal/ non-fatal injury to any third party shall be covered. The third party shall not include: • Insured's own employees or workmen • Any firms connected with the insured construction/ work • Any members of the Insured's family	-
6.	Sum Insured	Section I - Material Damage: Completely Erected Value (CEV) - Rs. _____ Section II - Third Party Liability: • For any one accident Rs. _____ • for all Accidents during the period Rs. _____	-

7. Policy Coverage	Section I - Material Damage: This policy is availed by the principal or contractor/s primarily for insuring projects wherein component on electro mechanical works is considerable. Under this policy, loss, damage or destruction of property insured caused due to any peril/ event other than those excluded in policy are covered. The coverage starts from the time project materials are unloaded at the project site insured and continues during the erection project period until the project is tested, commissioned and handed over. Section II - Third Party Liability (if opted): The company would indemnify the insured against the legal liability for accidental loss or damage caused to property of other persons including property held in trust by or under custody of the insured for which he is responsible but excluding any such property which is used for erection. It also covers legal liability (excluding contractual liability) for fatal or non-fatal bodily injury to any person other than: - Insured's own employees or workmen or - Other firms connected with any other erection work thereon, or - Members of the insured's family directly consequent upon and solely due to erection work carried out at project site as stated in policy schedule In addition to above, the company will indemnify the insured: - All costs and expenses of litigation recovered by any claimant from the Insured - All costs and expenses incurred with the written consent of the Insurance Company	Section I under Policy wording
8. Add-on Cover	The policy may be extended to cover the following add-ons/ clauses: - Construction Plant & Machinery to be used at the construction site - Rs. _____ - Escalation - _____ % - Additional Custom Duty - Rs. _____ - Clearance & Removal of Debris - Rs. _____ - Air Freight - Rs. _____ - Express Freight (excluding Air Freight) - Rs. _____ - Storage at Fabricator's Premises - Rs. _____ - Earthquake (Fire & Shock) - Rs. _____ - Maintenance Visits Cover - Rs. _____ - Extended Visits Cover - Rs. _____ - Obsolete Equipment Clause - Rs. _____ - Designation of Property Clause - Rs. _____ - Temporary Removal Clause - Rs. _____ - Automatic Re-instatement Clause - Rs. _____ - Serial losses - Rs. _____ - Inland Transit - Rs. _____ - Cover for insured contract works taken over or put into service - Rs. _____ - Loss or Damage due to Strike, Riots and Civil Commotion - Work Stoppage Clause - Rs. _____ - Project Amendment Clause - Rs. _____ - Immediate repairs - Rs. _____	-


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	- Civil / Public Authority Clause - Rs. _____ - Non-Vitiation Clause - Rs. _____ - Wet Risk Endorsement - Rs. _____ - Special conditions concerning removal of debris from landslides - Rs. _____ - Primary and Noncontributory Clause - Rs. _____ - Pro-rata Extension of policy period - Rs. _____ - Dewatering Clause - Rs. _____ - Free Issue Material Clause - Rs. _____ - Cyber Risk Exclusion Clause - Information Technology Clarification Endorsement - Conditions for Horizontal Directional Drilling of Pipeline Routes below Rivers, Railway Embankments, Streets, etc. - Extended Defective Condition Exclusion (DE2) - Rs. _____ - Limited Defective Condition Exclusion (DE3) - Rs. _____ - Defective Part Exclusion (DE41) - Rs. _____ "Consequences" Defects (LEG 2/96 Wording) - Rs. _____ 'Improvement' Defects (LEG 3/96 Wording) 'Improvement' Defects Wording (Revised - LEG 3/06 Wording) - Loss Minimization Expenses - Rs. _____ - Professional fees - Rs. _____ - Expediting Cost including Air Freight & Express Freight - Rs. _____ - Waiver of Subrogation between the Insured parties - Rs. _____ 50/50 clause - Rs. _____ - Seventy Two Hours clause - Free automatic reinstatement clause - Debris Removal Clause - Rs. _____ - Offsite Storage/ Fabrication - Rs. _____ - Third Party Liability cover with Cross Liability - Rs. _____ - Amendment in Fire fighting endorsement wording - Valuable Documents - Rs. _____ - Owners Surrounding Property - Rs. _____ - Special Conditions for open trenches during laying of pipelines, ducts & cables - _____ kilometers	
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. Under Policy: - For Fire/ explosion/ Act of God/ Major Perils claims _____ % of the claim amount subject to minimum of Rs. _____ - For normal and Testing period claims - _____ % of the claim amount subject to minimum of Rs. _____ Under Add-ons: - Storage Risks at the Fabricator's Premises/Workshop _____ % of the claim amount subject to minimum of Rs. _____ - Air Freight - _____ % of the Air Freight incurred per claim, in addition to policy Excess.	-

		- Additional Customs Duty - 5 % of the Additional Custom Duty incurred, in addition to the excess amount applicable for the affected item under the policy - Design Defect Cover (_____) - _____ times of AOG excess - Claims under extension -Contractor's Plant and - Machinery Insurance - _____	
10.	Exclusions	Under Policy: General Exclusions: The Company will not indemnify the Insured in respect of loss, damage or liability directly or indirectly caused by or arising out of or aggravated by - - War and Warlike perils - Nuclear reaction, Nuclear radiation or Radioactive contamination; - Wilful act or wilful negligence of the Insured or of its responsible representative - Cessation of work whether total or partial any act of terrorism Section I - Material Damage: The Company, shall not, however, be liable for - The first amount of the loss arising out of each and every occurrence shown as Excess in the Schedule; - Loss discovered only at the time of taking an inventory; - Normal wear and tear, gradual deterioration due to atmospheric conditions or lack of use or obsolescence or otherwise, rust, scratching of painted or polished surfaces or breakage of glass; - Loss or damage due to faulty design; the cost of replacement, repair or rectification of defective material and/or workmanship, but this exclusion shall be limited to the items immediately affected and shall not be deemed to exclude loss of or damage correctly executed items resulting from an accident due to such defective material and/or workmanship; - The cost necessary for rectification or correction of any error during construction unless resulting in physical loss or damage; - Loss of or damage to files, drawing, accounts, bills, currency, stamps, deeds, evidence of debt, notes, securities, cheques, packing materials such as cases, boxes, crates; - Loss or damage to vehicles licensed for general road use or water borne vessels or Machinery/Equipment mounted or operated or fixed on floating vessels/craft/barges or aircraft. - Any damage or penalties on account of the Insured's non-fulfilment of the terms of delivery or completion under his Contract of construction or of any obligations assumed there under or lack of performance including consequential loss of any kind or description or for any aesthetic defects or operational deficiencies Section II -Third Party Liability (if opted): The Company will not indemnify the Insured in respect of - The Excess stated in the Schedule to be borne by the Insured in any one occurrence related to property damage. - Expenditure incurred in doing or redoing or making good or repairing or replacing anything covered or coverable under Section I of this Policy	General Exclusions under Policy Wording Exclusions to Section - I Exclusions to Section - II

- Liability consequent upon
 - Bodily injury to or illness of employees or workmen of the Contractor(s) or the principal(s) or any other firm connected with the project which or part of which is insured under Section I, or members of their families;
 - Loss of or damage to property belonging to or held in care custody or control of the Contractor(s), the Principal(s) or any other firm connected with the project which or part of which is insured under Section -I, or an employee or workman of one of the aforesaid;
 - Any accident caused by vehicles licensed for general road use or by waterborne vessels or aircraft;
 - Any agreement by the Insured to pay any sum by way of indemnity or otherwise unless such liability would have attached also in the absence of such agreement.

Under Add-ons:

- ✓ Loss or Damage due to Strike, Riots and Civil Commotion:
 - This insurance shall not cover:
 - Loss or damage resulting from total or partial cessation of work or the retarding, interruption or cessation of any process or operation,
 - Loss or damage occasioned by permanent or temporary dispossession resulting from confiscation, commandeering or requisition by any lawfully constituted authority,
 - Loss or damage occasioned by permanent or temporary dispossession of any building resulting from the unlawful occupation by any person of such building,
 - Consequential loss or liability of any kind or description, any payments over and above the indemnity for the material damage as provided herein,
 - Provided nevertheless that the Insurers are not relieved under b) or c) above of any liability to the insured in respect of physical damage to the property insured occurring before dispossession or during temporary dispossession.
 - This insurance shall not cover any loss or damage occasioned by or through or in consequence, directly or indirectly, of any of the following occurrences, namely
 - War, invasion, act of foreign enemy, hostilities or warlike operations (whether war be declared or not), civil war,
 - Mutiny, civil commotion assuming the proportion of or amounting to a popular rising, military rising, insurrection, rebellion, revolution, military or usurped power,
 - Any act of any person acting on behalf of or in connection with any organization with activities directed toward the overthrow by force of the government de jure or de facto or to the influencing of it by terrorism or violence.
 - In any action, suit or other proceeding, where the Insurers allege that by reason of the provisions of this condition any loss or damage is not covered by this insurance, the burden of proving that such loss or damage is covered shall be upon the insured.

✓ **Wet Risk Endorsement:**

The insurer shall not indemnify the insured in respect of costs incurred for:

- Loss or damage to berths, wharves, jetties and the likes caused by their subsidence or sinking,
- Normal action of the river / sea,
- Loss of or damage to more than ____ meters of uncompleted or unprotected seawall, quay or other marine structure,
- Loss damage or liability due to soil erosion,
- Dredging or re-dredging,
- Lost or damaged fill material,
- Replacing or rectifying piles or retaining wall elements,
 - Which have become misplaced or misaligned or jammed during their construction,
 - Which are lost or abandoned or damaged during driving or extraction, or
 - Which have become obstructed by jammed or damaged piling equipment or casings,
- Rectifying disconnected or declutched sheet piles,
- Rectifying any leakage or infiltration of material of any kind,
- As a result of piles or foundation elements having failed to pass a load bearing test or otherwise not having reached their designed load bearing capacity,
- For reinstating profiles or dimensions,
- Any floating and other equipment such as caissons, barges and the like and liabilities therefrom,
- Any mobilisation / demobilisation and /or other costs which arise for standby I waiting on weather of offshore construction equipment,
- Loss or damage to pulling wires, anchors, chains and buoys,
- Loss or damage due to impact of shipping
- Marine liability

✓ **Dewatering Clause:**

This insurance shall not indemnify the insured in respect of:

- Additional dewatering expenses incurred due to the quantities of water originally expected are exceeded.
- Expenses incurred for additional installations and facilities for the discharge of runoff and/or underground water.
- Loss or damage due to a failure of the dewatering system if such failure could have been avoided by sufficient standby facilities.
- Expenses incurred for the repair of cracks, grouting and/or any other measures to remedy leakage or prevention of water into excavations and basement.

✓ **Information Technology Clarification Endorsement:**

Consequently, the following are excluded under the policy:

- Loss of or damage to data or software, particular any detrimental change in data, software or computer programs that is caused by deletion, a corruption or a deformation of the original structure, and any business interruption losses resulting from such a loss or damage.



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	Notwithstanding this exclusion, loss of or damage to data or software, which is the direct consequence of insured physical damage to the substance of property, shall be covered. Loss or damage resulting from an impairment in the function, availability, range of use or accessibility of data, software or computer programs, and any business interruption losses resulting from such loss or damage.
	✓ Conditions for Horizontal Directional Drilling of Pipeline Routes below Rivers, Railway Embankments, Streets, etc.: It is further agreed and understood that the Insurers shall not indemnify the insured for losses or damage caused by or resulting from: - Missing the target point of the drilling, deviations from the scheduled direction. - Loss of or change in the drilling mud (e.g. bentonite). - Damage to the outer insulation of pipeline in the area of horizontal directional drilling.
	✓ Extended Defective Condition Exclusion (DE2): This policy excludes loss of or damage to and the cost necessary to replace, repair or rectify: - Property insured which is in a defective condition due to a defect in design, plan, specification, materials, or workmanship of such Property insured or any part thereof - Property insured which relies for its support or stability on (a) above - Property insured lost or damaged to enable the replacement, repair or rectification of Property insured excluded by (a) and (b) above - Exclusion (a) and (b) above shall not apply to other Property insured which is free of the defective condition but is damaged in consequence thereof.
	✓ Limited Defective Condition Exclusion (DE3): This policy excludes loss of or damage to and the cost necessary to replace, repair or rectify - Property insured which is in a defective condition due to a defect in design, plan, specification, materials, or workmanship of such Property insured or any part thereof - Property insured lost or damaged to enable the replacement, repair or rectification of Property insured excluded by (a) above - Exclusion (a) above shall not apply to other Property insured which is free of the defective condition but is damaged in consequence thereof.
	✓ "consequences" Defects (LEG 2/96 Wording): The Insurer(s) shall not be liable for all costs rendered necessary by defects of material workmanship design plan or specification and should damage occur to any portion of the insured Property containing any of the said defects the cost of replacement or rectification which is hereby excluded is that cost which would have been incurred if replacement or rectification of the insured Property had been put in hand immediately prior to the said damage.



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		✓ "Improvement" Defects (LEG 3/96 Wording): The Insurer(s) shall not be liable for all costs rendered necessary by defects of material workmanship design plan or specification and should damage occur to any portion of the insured Property containing any of the said defects the cost of replacement or rectification which is hereby excluded is that cost incurred to improve the original material workmanship design plan or specification. ✓ "Improvement" Defects Wording (Revised LEG 3/06 Wording): The Insurer(s) shall not be liable for all costs rendered necessary by defects of material workmanship design plan or specification and should damage (which for the purposes of this exclusion shall include any patent detrimental change in the physical condition of the insured Property) occur to any portion of the insured Property containing any of the said defects the cost of replacement or rectification which is hereby excluded is that cost incurred to improve the original material workmanship design plan or specification. ✓ Defective Part Exclusion (DE4) This policy excludes loss of or damage to and the cost necessary to replace, repair or rectify - Any component part or individual item of the Property insured which is defective in design, plant, specification, materials, or workmanship - Property insured lost or damaged to enable the replacement, repair or rectification of Property insured excluded by (a) above - Exclusion (a) above shall not apply to other Property insured which is free of the defective condition but is damaged in consequence thereof. For the purpose of the policy and not merely this Exclusion, the Property insured shall not be regarded as lost or damaged solely by virtue of the existence of any defect in design, plan, specification, materials, or workmanship in the Property insured or any part thereof.	
11.	Special Conditions and Warranties	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:

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

**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/>
- Contact following designated company officials:

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.


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		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. 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, • Inform to us change in circumstances such change in nature of business or process • 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	-
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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)
- II. In case of any conflict, the terms and conditions mentioned in the policy document shall prevail.

