

CUSTOMER INFORMATION SHEET

This document provides key information about your policy. You are also advised to go through your policy documents.

SI No	Title	Description	Policy/ Clause Number
1.	Policy Name	IndusInd Extended Warranty and Asset Protection Policy - Misc. - LOB	
2.	Unique Identification Number (UIN) allotted by IRDAI	IRDAN103RP0003V01202021	
3.	Policy No.	As per the Policy Schedule	
4.	Structure	The policy covers the cost of repairs/ replacement of the subject matter insured or part / accessory thereof against electrical, mechanical or electronic Breakdown within or beyond manufacturer's warranty for selected period. The sum insured shall be invoice value of the insured asset proposed or % thereof, as in case of used/ refurbished insured asset/ under Screen Damage as recommended by the manufacturer/ dealer. The sum insured would be the maximum liability per event or in annual aggregate.	
5.	Interests Insured	The policy covers insured assets like Air-conditioners, Refrigerators, Television Sets, Washing Machines, Desktops, Personal Computers, Laptops, Mobile Phones or such similar equipment's etc. against any mechanical, electronic/ electrical breakdown	
6.	Sum Insured	Item-wise value as provided in certificate of insurance. Invoice cost of the individual equipment would be the maximum liability for any event and in annual aggregate. In case of used items, the same would be agreed upon within the Insured and Master Policy Holder/ individual policy holder before commencement of period of insurance.	
7.	Policy Coverage	All Certificates of Insurance issued under a Master Cover will be issued as per the scope of cover and respective terms and conditions as agreed upon in the Master Cover only	Scope of coverage under Policy Wording
		Base Covers: The Company hereby agrees subject to the terms, conditions and exclusions contained or expressed herein, to compensate the Certificate Holder against the repair or replacement Costs of Insured Assets as per the base covers opted and Sum Insured limits specified therein subject to such damage or breakdown has arisen during the risk period specified in the Insurance certificate for respective base cover: - Extended Warranty Cover - Covers breakdown & manufacturing defects/poor workmanship of the service personnel of the Authorised Workshop - Accidental Damage - Covers physical damage caused by a sudden, involuntary and unforeseen event, by visible and external force - Fluid damage-Covers physical damage due to accident due to liquid / fluid entry inside/ on insured asset - Pest Damage - Covers physical damage caused by rodents and / or insects etc. are covered - Screen Damage - Covers physical damage due to any external, involuntary and unforeseeable cause	3.1 of Base Cover 3.2 of Base Cover 3.3 of Base Cover 3.4 of Base Cover 3.5 of Base Cover

		Note - Any one Base Cover is mandatory The risk commences from Date of purchase of insured asset/ date of commencement of the insurance (whichever is later! till expiry of the original warranty period + 1 years/ 2 years/ 3 years) In case of multiple duration warranty items, the basic extended warranty cover should commence as stated in policy schedule. The claim would be payable under Base Cover# 1, 3 & 4 if the loss happens at installed site and not during of the Insured Asset from one site to another.	
8.	Add-on Cover	The below mentioned Add on covers shall be available to Certificate Holder, only if opted and additional premium is paid, as per the terms and conditions of the Policy and upto the sum insured mentioned: - Pick up & Drop Services - Doorstep pick-up and drop facility is available only for portable/ non-portable assets Rs - Food Spoilage Cover - Applicable only in case of Refrigerator and Freezer wherein spoilage of the material stored due to admissible physical damage or breakdown - Rs - Visitation Charge - Payable for visit of service team of the Manufacturer/ authorised Service Centre to location address of the insured in case of admissible loss during Mfg. Warranty. -Rs - Nil Depreciation Cover - Depreciation would be waived in case of admissible replacement claims - Betterment Benefit for Insured Asset - Provided in case of total loss of asset insured to be replaced where exact configuration of is not available.- Rs	4.1 of add on cover 4.2 of add on cover 4.3 of add on cover 4.4 of add on cover 4.5 of add on cover
9.	Loss Participation/ Deductible applicable	Please refer the policy schedule for actual values/fixed amount unless the insured avails Nil Depreciation cover	—
10.	Exclusions	General exclusion under this policy No liability/ claim shall be admissible if the same arises directly or indirectly due to any of the following: - Aesthetic defects - Alteration/Modification of the Insured Asset - Breach of Law - Change in Ownership - Civil Action - Commercial Usage - Consequential/Legal losses - Consumable items - Data Loss - Defects in External wiring - Disposal or Removal of Asset - Domestic Animal - Enhancement during repairs - External Accessories - Geographical Limits - Hazardous activity - Improper Use of Assets	General Exclusions under Policy Wording

- Insured's agreed Liability
- Leakage/Explosion of Batteries
- Let out Asset
- Maintenance
- Maintenance Losses
- Minor Damages
- Moved Asset
- Natural Calamity
- Non-Payable charges
- Nuclear Attack
- Obliteration or damaged invoice
- Over-usage
- Power Fluctuation
- Pre-existing Losses
- Radioactive/Nuclear Perils
- Repairs by Unauthorised Service Centre
- Software Losses
- Third Party responsibility
- Theft/Burglary
- Transportation Losses
- Use of counterfeit parts
- War & Warlike perils
- Wear and Tear
- Wilful Act/Negligence

The specific exclusions under Base Covers

Any loss or damage arising out of following would not be covered:

1. Extended Warranty Cover

- Any item not covered under the Original Manufacturing warranty
- Product Recall
- Extrinsic Loss
- No Fault with the product
- No Domestic Warranty
- Manufacturer's warranty

2. Accidental Damage

- Breakdown
- Fluid Damage
- Pest Damage
- Damage during Installation
- Service faults

3. Fluid Damage

- Rusting
- Atmospheric Conditions
- Fluid, liquid or water damage Unused Asset
- Service Faults

Refer Specific
Exclusion under
respective base
cover from 3.1.
to 3.5

		4. Pest Damage - Mould/ Mildew - Fumigation Charges - Consequential Loss - Unused Asset 5. Screen Damage - Fluid Damage - Pest Damage - Damage during Installation - Service faults																	
11.	Special Conditions and warranties	Depreciation: - In case of total loss or product replacement the maximum liability of the Company will not exceed the Sum Insured subject to the Depreciation stated in the Certificate of Insurance. This condition shall not be applicable in case the Add On Cover 4.4 (Nil Depreciation Cover) is available under the Certificate of Insurance. - Depreciation is calculated from the Purchase Date of the product as shown in the invoice. - For a given Loss event. for which claim is admissible subject to terms and conditions of the Policy, the payment under such claim shall be made only against one of the Base Covers specified in the Certificate of Insurance. The same event shall not trigger payments under multiple Base Covers. Please refer Certificate of Insurance for specific conditions or additional warranties, other than above.	Special 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 : Depreciation (Applicable as per elapsed life of asset and to be deducted in case of the claim settlement on Market Value basis)</td><td>0.10</td></tr><tr><td>Assessed Loss net of Depreciation</td><td>0.90</td></tr><tr><td>Less: Salvage</td><td>0.10</td></tr><tr><td></td><td>0.80</td></tr><tr><td>Less : Excess</td><td>0.05</td></tr><tr><td>NET ASSESSED LOSS</td><td>0.75</td></tr></table>	Description	Amt. in Lakhs Rs.	Loss Amount (Assessed Loss)	1.00	Less : Depreciation (Applicable as per elapsed life of asset and to be deducted in case of the claim settlement on Market Value basis)	0.10	Assessed Loss net of Depreciation	0.90	Less: Salvage	0.10		0.80	Less : Excess	0.05	NET ASSESSED LOSS	0.75	
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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: - Connect us at Call Center Landline No.: 022-48903009 (Paid) - WhatsApp No: 7400422200 - Email us at: services@indusindinsurance.com - 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(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: +91 22 4890 3009 or writing email at: services@indusindinsurance.com - Visiting any of our nearest branches - 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, you may contact Grievance officer at grievances@indusindinsurance.com The list of our Grevance 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 (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	In case of claim: • Notify to Company immediately on occurrence of a Claim and in any case within 7 days giving full description of loss/damage and the cause. • Submit the duly filled and signed Claim form alongwith the below mentioned supporting documents • Extend all assistance and cooperation to appointed surveyor for the purpose of investigation and assessment of loss. • Not abandon the Insured Asset without the Company's written permission

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.