

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	Industry Care Policy	
2.	Unique Identification Number	IRDAN103RP0013V03201516	
3.	Policy No.	As per Policy Schedule	
4.	Structure	Section I (A & B) - Fire and Allied Perils: This section of policy covers Building, contents other than stock and stock-in trade on Reinstatement value or Market value basis as opted by insured. In respect of stock and stock-in-trade, it shall be on market value basis. Section II - Business Interruption: If any building or other property or any part thereof used by the Insured for the purpose of the business is destroyed or damaged by the perils covered under Section I of this policy and the business carried on by the Insured of the business premises be in consequence thereof interrupted or interfered with, the company will pay to the insured in respect of each item in the schedule the amount of loss resulting from such interruption or interference in accordance with the provisions contained in this section of the policy Section III — Machinery Breakdown: 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 which shall mean its current new replacement cost including ordinary freight, customs duty, other dues, if any, and cost of erection (CNRV basis). The Company will pay the actual value of the item immediately before the occurrence of the loss including costs for ordinary freight, erection and customs duties along with dismantling of the machinery, if any. If the insured item can be repaired, reasonable cost thereof with cost of dismantling and re-erection would be paid along with ordinary freight and customs duties, if applicable. Section IV - Electronics Equipment's/Appliances: 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 which shall mean its current new replacement cost including ordinary freight, customs duty, other dues, if any, and cost of erection (CNRV basis). The Company will indemnify the Insured against loss or damage to electronic installations specified herein below while contained or fixed in the Insured's business premises due to any cause other than those specifically excluded.	Refer Basis of indemnity under Section I of policy wording Section II of policy wording Section III of policy wording Section IV 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.

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	Section V- Burglary and Housebreaking: The indemnity in respect of contents, other than stock and stock-in trade, shall be on the basis of reinstatement value or market value, as opted by the Insured. In respect of stock and stock-in-trade, it shall be on market value. Section VI- Money Insurance: This Section covers loss of money relating to Insured's trade / business due to accident or misfortune • while in transit, • from safe at the Insured's business premises, • from till at the Insured's business premises Section VII - Goods In Transit: This Section covers loss or damage to the Insured's cargo (raw materials, finished goods, semi-finished goods, spares, consumables etc.) in transit (Inland transit – inward and outward, imports and exports) against all risks except those specifically excluded under the applicable clauses and relevant warranties. Section VIII - Personal Accident: 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. Section IX - Infidelity/Dishonesty of employees Compensates for any direct pecuniary loss caused by the dishonest acts/infidelity of employees, who are in permanent employment of your business. Section X - Legal Liability Sub-section X A- Towards Employees This Sub-section covers Insured's legal liability to employees 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. Sub-Section X B - Towards Third Parties: 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	Section V of policy wording Section VI of policy wording Section VII of policy wording Section VIII of policy wording Section IX of policy wording Section X of policy wording
5. Interests Insured	Section I (A & B)- Fire and Allied Perils ((A-Building / B-Contents): The insured can cover building structure of standard construction unless specifically mentioned, it also include connected utilities, sanitary fittings, fixtures and fittings therein belonging to the Insured and contents, business assets, stock, stock in trade and equipments in a Insured premises includes items of property contained therein for which the insured is accountable. Section II - Business Interruption This section covers loss of gross profit, standing charges insured specifically alongwith increased cost of working as per limit mentioned policy schedule for the indemnity period selected	



Section III- Machinery Breakdown:

All listed electrical and mechanical appliances, apparatus or gadgets specified in the Schedule hereto whilst contained in or fixed at insured premises is covered.

Section IV - Electronics Equipment's/Appliances:

All listed electronic appliances, apparatus, gadgets, electronic installations pertaining to Insured's business while contained or fixed in the Insured's business premises and mentioned in the Schedule are covered with Portable Computers belonging to the Insured and in the personal custody of the Insured's principal officers or employees when carried anywhere in the world as accompanied baggage is covered.

Any 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) to the extent mentioned in the Schedule are also covered.

Section V- Burglary and Housebreaking:

- The Company will indemnify the Insured in respect of loss or damage to contents, by burglary and/or housebreaking.
- Damage to the Insured's premises/ safe resulting from burglary and/or housebreaking or any attempt thereat subject to a maximum of 5 % of the sum insured under this Section.

"Contents" shall mean business assets, machinery, equipment, furniture, fixtures and fittings, electrical installations and stock and stock-in-trade in the Insured's business premises described in the Schedule to this policy including items of property contained therein for which the Insured is accountable

Section VI- Money Insurance:

This Section covers loss of money relating to Insured's trade while in transit,

- from safe at the Insured's business premises,
- from till at the Insured's business premises

Money shall mean and include cash, coins, currency notes, cheques, postal orders, bank drafts, pay orders and postage stamps.

Section VII - Goods In Transit:

This Section covers loss or damage to the Insured's cargo (raw materials, finished goods, semi-finished goods, spares, consumables etc.) in transit

Section VIII - Personal Accident:

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

Section IX - Infidelity/Dishonesty of employees

This section compensates the insured for any direct pecuniary loss caused by the dishonest acts/infidelity of employees, who are in permanent employment of your business.

Section X - Legal Liability

Sub-section X A- Towards Employees

This Sub-section covers Insured's legal liability to employees 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. Sub-Section X B - Towards Third Parties: 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	
6. Sum Insured	Section I - Fire and Allied Perils: • Building incl. Plinth & Foundation: Rs. _____ • Contents: Rs. _____ Total Section I Sum Insured: Rs. _____ Section II - Business Interruption: Rs. _____ Indemnity Period: ____ Months Section III - Machinery Breakdown: Rs. _____ Section IV-Electronics Equipment's/Appliances: Rs. _____ Section V-Burglary and House Breaking: Rs. _____ Section VI- Money Insurance: • while in transit: Rs. _____ • from safe at the Insured's business premises: Rs. _____ • from till at the Insured's business premises: Rs. _____ Section VII- Goods In Transit: Rs. _____ Section VIII - Personal Accident : Rs. _____ Section IX- Infidelity/Dishonesty of employees: Rs. _____ Section X (A & B) - Legal Liability : • Sub-section X A- Towards Employees: Limit of Liability Rs. _____ • Sub-section X B - Towards Third Parties : Limit of Liability Rs. _____ (AOA:AOY : ____ : ____)	
7. Policy Coverage	Section I - Fire and Allied Perils: It indemnify the insured in respect of loss or damage to the building wherein the business of the insured is carried on and/or contents therein as specified in the schedule due to : • Fire • Lightning • Explosion or Implosion • Aircraft Damage • Riot, Strikes, Malicious Damages • Storm, Cyclone, Typhoon, Tempest, Hurricane, Tornado, Flood and Inundation • Impact Damage • Subsidence and Landslide including Rockslide • Bursting and/or overflowing of Water Tanks, Apparatus and Pipes • Missile Testing Operations	Refer "What is covered" in respective section under Policy Wording



- Leakage from Automatic Sprinkler Installations
- Bush fire
- Earthquake (Fire and Shock)

Section II - Business Interruption

The building or other property or any part thereof used by the Insured for the purpose of the business, be destroyed or damaged by the perils covered under Section I of this policy and the business carried on by the Insured at the business premises be in consequence thereof interrupted or interfered with, the insurer will pay to the insured in respect of each item in the schedule the amount of loss resulting from such interruption or interference in accordance with the provisions contained in this section.

Refer Section II of policy wording

Section III- Machinery Breakdown :

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 electrical and mechanical appliances, apparatus or gadgets specified in the Schedule

Refer Section III of policy wording

Section IV - Electronics Equipment's/Appliances:

The Company will indemnify the Insured against loss or damage to electronic installations specified herein below while contained or fixed in the Insured's business premises due to any cause other than those specifically excluded.

Refer Section IV of policy wording

Section V- Burglary and Housebreaking:

- The Company will indemnify the Insured in respect of loss or damage to contents, by burglary and/or housebreaking.
- Damage to the Insured's premises 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.

Refer Section V of policy wording

Section VI- Money Insurance:

This Section covers loss of money relating to Insured's trade / business due to accident or misfortune

- while in transit,
- from safe at the Insured's business premises,
- from till at the Insured's business premises

Refer Section VI of policy wording

Section VII - Goods In Transit:

This Section covers loss or damage to the Insured's cargo (raw materials, finished goods, semi-finished goods, spares, consumables etc.) in transit (Inland transit – inward and outward, imports and exports) against all risks except those specifically excluded under the applicable clauses attached and relevant warranties.

Refer Section VII of policy wording

Section VIII- Personal Accident:

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

Refer Section VIII of policy wording

Section IX - Infidelity/Dishonesty of employees

This section compensates for any direct pecuniary loss caused by the dishonest acts/infidelity of employees, who are in permanent employment of your business.

Refer Section IX of policy wording

	Section X - Legal Liability Sub-section X A- Towards Employees This Sub-section covers Insured's legal liability to employees, servants at the premises 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. Sub-Section X B - Towards Third Parties: 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	Refer Section X of policy wording
8. Add-on Cover	In addition to insured loss payable, we will also provide your following covers/ pay listed expenses, if incurred : Section I - Fire and Allied Perils: - Architects, Surveyors and Consulting Engineers Fees (in excess of 3% claim amount) – Rs. _____ - Removal of Debris (in excess of 1% claim amount) – Rs. _____ - Deterioration of Stocks in Cold Storage premises due to accidental power failure consequent to damage at the premises of Power Station due to an insured peril – Rs. _____ - Deterioration of stocks in cold storage premises due to change in temperature arising out of loss or damage to the cold storage machinery(ies) in the Insured's premises due to operation of insured peril – Rs. _____ - Forest Fire – Rs. _____ - Impact Damage due to Insured's own Rail/Road Vehicles, Fork lifts, Cranes, Stackers and the like and articles dropped therefrom – Rs. _____ - Spontaneous Combustion – Rs. _____ - Omission to Insure additions, alteration or extensions – upto ____% of sum insured excluding stocks - Earthquake (Fire and Shock) – Rs. _____ - Spoilage Material Damage Cover – Rs. _____ - Leakage And Contamination Cover – Rs. _____ - Where the tanks are within the Insured's own premises - Where the tanks are located elsewhere - Temporary Removal of Stocks Clause– Rs. _____ - Loss Of Rent clause – Rs. _____ - Insurance Of Additional Expenses of Rent For An Alternative Accommodation – Rs. _____ (Nos. of months ____ & Rent per month Rs. _____) - Start up Expenses – Rs. _____ - Terrorism – Rs. _____ Section VIII - Personal Accident: - Medical Expenses	
9. Loss Participation/ Deductible applicable	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. - For other than Terrorism Claims : As per policy schedule depending on the total sum insured at each location - Terrorism Claims: As per excess as per Sabotage and Terrorism Damage Cover Endorsement wording as provided by Indian Market Terrorism Risk Insurance Pool	



	Section II - Business Interruption: As per the policy schedule Section III- Machinery Breakdown: 1 % of the sum insured for each item or Rs.250/- whichever is higher in respect of each and every loss Section IV - Electronics Equipment's/Appliances: • In case of personal computers, 5% of the claim amount subject to a minimum of Rs.2,500/-. • 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/- • 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/- Section V- Burglary And House Breaking : As per the policy schedule Section VI- Money Insurance: As per the policy schedule Section VII- Goods In Transit: As per the policy schedule Section VIII - Personal Accident: Not applicable Section IX -Infidelity/Dishonesty of employees: As per the policy schedule Section X (A & B) - Legal Liability: - Sub-section X A- Towards Employees: As per the policy schedule - Sub-section X B - Towards Third Parties: 0.5 % of the limit of indemnity per any one accident, subject to a maximum of Rs 3,00,000/- and a minimum of Rs 2,000/- . The excess is applicable to both property damage claims and death/bodily injury claims inclusive of defence costs arising out of any one accident	
10. Exclusions	Policy Exclusions: Section I - Fire and Allied Perils: We do not cover losses and expenses for any loss or damage or destruction of the Insured Property that is directly or indirectly as a result of or is caused by or arising from events, stated below: • This Policy does not cover the excess. The Excess shall apply per event per insured. • Loss, destruction or damage caused by war, invasion, act of foreign enemy hostilities or war like operations (whether war be declared or not), civil war, mutiny, civil commotion assuming the proportions of or amounting to a popular rising, military rising, rebellion, revolution, insurrection or military or usurped power. • Loss, destruction or damage directly or indirectly caused to the property insured by a. ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel b. the radio active toxic, explosives or other hazardous properties of any explosive nuclear assembly or nuclear component thereof	Section I - Exclusions of policy wording



- Loss, destruction or damage caused to the insured property by pollution or contamination excluding -
 - a. pollution or contamination which itself results from a peril hereby insured against.
 - b. any peril hereby insured against which itself results from pollution or contamination
- Loss, destruction or damage to bullion or unset precious stones, any curios or works of art for an amount exceeding Rs. 10000/-, goods held in trust or on commission, manuscripts, plans, drawings, securities, obligations or documents of any kind, stamps, coins or paper money, cheques, books of accounts or other business books, computer systems records, explosives unless otherwise expressly stated in the policy.
- Loss, destruction or damage to the stocks in Cold Storage premises caused by change of temperature.
- Loss, destruction or damage to any electrical machine, apparatus, fixture, or fitting arising from or occasioned by over-running, excessive pressure, short circuiting, arcing, self heating or leakage of electricity from whatever cause (lightning included) provided that this exclusion shall apply only to the particular electrical machine, apparatus, fixture or fitting so affected and not to other machines, apparatus, fixtures or fittings which may be destroyed or damaged by fire so set up.
- Expenses necessarily incurred on (i) Architects, Surveyors and Consulting Engineer's Fees and (ii) Debris Removal by the Insured following a loss, destruction or damage to the Property insured by an insured peril in excess of 3% and 1% of the claim amount respectively.
- Loss of earnings, loss by delay, loss of market or other consequential or indirect loss or damage of any kind or description whatsoever.
- 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 perils covered.
- Loss by theft during or after the occurrence of any insured peril except as provided under Riot, Strike, Malicious and Terrorism Damage cover.
- Any Loss or damage occasioned by or through or in consequence directly or indirectly due to earthquake, Volcanic eruption or other convulsions of nature.
- Loss or damage to property insured if removed to any building or place other than in which it is herein stated to be insured, except machinery and equipment temporarily removed for repairs, cleaning, renovation or other similar purposes for a period not exceeding 60 days.
- Terrorism Damage Exclusion Warranty (if terrorism cover is not opted)

Section II - Business Interruption:

The cover under this Section shall cease if:

- the Insured's business be wound up or carried on by a Liquidator or Receiver or permanently discontinued or
- the Insured's interest ceases otherwise than by death or any alteration be made either in the business or
- in the business premises or contents therein where by the risk of damage is increased at any time after the commencement of this insurance, unless its continuance be admitted by memorandum signed by or on behalf of the Company

Special Exclusions under Section II

Section III- Machinery Breakdown:

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

Special Exclusions under Section III



- willful act or gross negligence of the Insured
- gradually developing flaws, defects, cracks or partial fractures in any part not necessitating immediate stoppage although at some future time repair or replacement of the parts affected may be necessary
- deterioration of or wearing away or wear-out of any item caused by or naturally resulting from normal use of exposure.
- 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 premises and back to the Insured's premises 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

Section IV - Electronics Equipments/appliances:

The Company shall not be liable for:

Special Exclusions under Section IV

- 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

Section V- Burglary And House Breaking:

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

Special Exclusions under Section V

- 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.
- Loss of money extracted from safe following the use of key to the said safe or any article thereof belonging to the insured unless such key has been obtained by assault or threat thereof.



Section VI- 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

Special Exclusions
under Section VI

Section VII - Goods In Transit:

As Per clauses and respective exclusions attached therein under the policy

Special Exclusions
under Section VII

Section VIII - Personal Accident:

The Company shall not be liable under this policy for:

Special Exclusions
under Section VIII

- 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.

Section IX-Infidelity/Dishonesty of employees:

The Company shall not be liable for any act or default of an employee done or omitted to be done after the discovery by the Insured of any act of forgery, embezzlement larceny or fraudulent conversion on the part of any such employee

Special Exclusions
under Section IX

Section X (A & B) - Legal Liability:

Sub-section X A- Towards Employees

The Company shall not be liable for -

Special Exclusions
under Section X



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	- Interest and/or penalty imposed on the Insured on account of failure to comply with the requirements laid down under Workmen's Compensation Act, 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 Sub-section X B - Towards Third Parties: The Company shall not be liable for - - 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. - Liability assumed by agreement unless such liability would have attached to the Insured notwithstanding such agreement. - Injury or damage caused by or resulting from anything sold, supplied, installed, erected, repaired, altered or treated and/or due to professional advice rendered by the Insured or by any person on behalf of the Insured other than the food or beverages sold or supplied by the Insured as a service to the employees or visitors for consumption in the business premises. - 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. - Liability arising out of loss of pure financial nature such as loss of goodwill, loss of market etc. - Liability arising out of all personal a) 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 designs - Any fines, penalties, punitive, exemplary or any other damages resulting from the multiplication of compensatory damages. - 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). - Employees and visitors clothings and personal effects. - Transportation of materials and/or hazardous/dangerous substances outside Insured's premises. - Damages arising out of alterations, additions, repairs or decorations to the Insured's premises specified in the Schedule.	
11. Special Conditions & Warranties (if any)	As per policy schedule	
12. Admissibility of Claim	- 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

Section I	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	0.39
NET ASSESSED LOSS	7.35

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(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. Policy Servicing - Claim Intimation and Processing

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 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:

- state all and true information about yourself, Your property and your business when you submit a proposal,
- ensure that unauthorised persons do not occupy Your premises and whenever your premises is unoccupied ensure that all security procedures are in force,
- 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.
- 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 <https://www.indusindinsurance.com/insurance/about-us/downloads.aspx>
- In case of any conflict, the terms and conditions mentioned in the policy document shall prevail.