

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 MACHINERY BREAKDOWN INSURANCE POLICY	-
2.	Unique Identification Number (UIN) allotted by IRDAI	IRDAN103RP0007V02100001	-
3.	Policy No.	XXXXXXXXXXXXXXXXXXXX	-
4.	Structure	This policy is provided for covering breakdown risk in industrial/ non-industrial unit/s wherein mechanical equipments, plants and machineries are used. The sum insured is primarily decided on basis of cost of replacement of the Insured machinery/ item by new one of the same kind and same capacity which shall mean its replacement cost including freight, customs duties, erection costs, if applicable. In case where the damage can be repaired, the Company will pay expenses necessarily incurred to restore the damaged machine to its pre-loss condition immediately prior to the accident/loss with the cost of dismantling and re-erection as well as ordinary freight to and from a repair-shop, customs duties, if incurred. In the case of a total loss of insured item/s, the actual value immediately before the occurrence of the loss less salvage would be paid alongwith cost of dismantling, if applicable.	Refer Provisions under policy wording
5.	Interests Insured	The policy provides cover for Electrical & Mechanical Breakdown for equipment/s covered which include electric motors, pumps, switchgears, circuit breakers, conveyors, transformers, generators, compressors etc. and like other electrical, mechanical and lifting equipments	-
6.	Sum Insured	Refer policy schedule for item-wise sum insured Note: Sum Insured of the machine should be declared as a whole and should not be apportioned towards parts of machine.	-
7.	Policy Coverage	Loss or damage, or destruction of insured plant or machinery due to mechanical/ electrical breakdown or de-arrangement is covered. The cover is operative while the insured item/s 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. However, The sum insured would be maximum liability for any one loss arising out of one event.	Refer Operative Clause 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 - Obsolete equipment Clause - Obsolete parts Clause - Inadvertent Omission	-


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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 Machinery Breakdown Insurance Policy. UIN: IRDAN103RP0007V02100001. IGI/MCOM/CO/IMBIP/CIS/VER.1.0/220326.


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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. - For breakdown claims : As per policy schedule - For claims under Air-freight extension: 5 % of the admissible Air Freight incurred over and above the excess as applicable under the policy - For claims under Additional Customers Duty Extension: 5 % of the admissible Additional Customs Duty incurred and will be in addition to the Excess amount applicable for the affected item under the Policy	-
10.	Exclusions	The Company shall not be liable under this policy in respect of - Loss, damage and/or liability caused by or arising from or in consequence, directly or indirectly of fire including extinguishment of a fire or clearance of debris and dismantling necessitated thereby, smoke, soot, aggressive substance, lightning, explosion of any kind (other than bursting or disruption of turbines, compressors, cylinders of steam engines, hydraulic cylinders or fly wheels or other apparatus subject to centrifugal force, internal pressure) theft, collapse of buildings, subsidence, landslide, rockslide, water which escapes from water containing apparatus, flood, inundation, storm, tempest, earthquake, volcanic eruption or other Acts of God, impact of land borne or waterborne or airborne craft or other aerial devices and/or articles dropped therefrom. Any loss or damage by fire within the electrical appliances and installation insured by this Policy arising from or occasioned by overrunning, excessive pressure, short circuiting, arcing, self heating or leakage of electricity, from whatever cause (lightning included), is covered; provided that this extension shall apply only to the particular electrical machine; apparatus fixture fitting or portions of the electrical installation so affected and not to other machines, apparatus, fixtures fittings or portions of the electrical installation which may be destroyed or damaged by fire so set up. - Loss damage and/or liability caused by or arising from or in consequence, directly of - War, invasion, Act of foreign Enemy, Hostilities or war like operations (Whether war be declared or not). Civil war, rebellion, revolution, Insurrection, Mutiny, Riot, Strike, Lockout and Malicious Damage, Civil Commotion, Military or Usurped Power, Martial Law, Conspiracy Confiscation, Commandeering by a group of malicious persons or persons acting on behalf of or in connection with any political Organisation, Requisition or Destruction or damage by order of any Government de-jure or de facto or by any Public, Municipal or Local Authority. - Nuclear reaction, nuclear radiation or radioactive contamination. - Accident, Loss, damage and/or liability resulting from over load experiments or tests requiring the imposition of abnormal conditions. - Gradually developing flaws, defects, cracks or partial fractures in any part not necessitating immediate stoppage, although at some future time repair or renewal of the parts affected may be necessary - Deterioration of or wearing away or wearing out any part of any machine caused by or naturally resulting from normal use or exposure - Loss, damage and/or liability caused by or arising out of the willful act to willful neglect or gross negligence of the Insured or his responsible representatives - Liability assumed by the Insured by agreement unless such liability would have attached to the Insured notwithstanding such agreement.	Refer GENERAL EXCEPTIONS under Policy Wording



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		8. Loss, damage and/or liability due to faults or defects existing at the time of commencement of this insurance and known to the insured or his responsible representative but not disclosed to the Company. 9. Loss of use of the Insured's plant or property of any other consequential loss incurred by the Insured. 10. Loss, damage and/or liability due to explosions in Chemical Recovery Boilers, other than pressure explosions for e.g. smelt, chemical, ignition, Explosions etc. The Company shall not be liable for 1. The Excess, as stated in the Schedule, to be first borne by the insured out of each and every claim; where more than one item is damaged in one and same occurrence, the insured shall not, however, be called upon to bear more than the highest Excess applicable to any one such item; 2. Loss of or damage to belts, ropes, chains, rubber tyres, dies, moulds, blades, cutters, knives or exchangeable tools, engraved or impression cylinders or rolls; objects made of glass, porcelain, ceramics, all operating media (e.g. lubricating oil, fuel, catalyst, refrigerant, dowtherm) felts, endless conveyor belts or wires; sieves, fabrics, heat resisting and anti-corrosive lining and parts of similar nature, packing material, parts not made of metal (except insulating material) and non-metallic lining or coating of metal parts; 3. Loss or damage for which the manufacturer or supplier or repairer of the property is responsible either by law or contract	SPECIAL EXCLUSION under Policy Wording																
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: <table><tr><th>Description</th><th>Amt. In Lakhs Rs.</th></tr><tr><td>Loss Amount (Assessed Loss)</td><td>10.00</td></tr><tr><td>Less : Depreciation @ 5% (Applicable as per elapsed life of asset and to be deducted in case of the claim settlement on Market Value basis)</td><td>0.50</td></tr><tr><td>Assessed Loss net of Depreciation</td><td>9.50</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>9.40</td></tr><tr><td>Less : Under Insurance@ 17.5%</td><td>1.65</td></tr><tr><td>NET ASSESSED LOSS</td><td>7.75</td></tr></table>	Description	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%	1.65	NET ASSESSED LOSS	7.75	-
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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: • 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. Dhruva Roy (ZCM) Email: dhruva.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, 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 true and full disclosure in your claim and documents supporting the claim - Give us full cooperation for investigating the claim that you will make - Make a claim when you suffer loss, and follow the claim procedure	-

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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