

CUSTOMER INFORMATION SHEET

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

Sl No	Title	Description	Policy/ Clause Number
1.	Policy Name	IndusInd Portable Electronic Equipment Insurance Policy	
2.	Unique Identification Number (UIN) allotted by IRDAI	IRDAN103RP0018V01200102	
3.	Policy No.	As per the Policy Schedule	
4.	Structure	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 includes freight, dues and customs duties and assembling costs, if any. The Sum Insured of the property insured shall include the value of system software also.	Refer the Sum Insured under Policy wording
5.	Interests Insured	This policy provides cover for any physical loss of or damage from any cause other than those specifically excluded under the policy. It covers portable electronic equipment's like laptop, digital cameras, mobile phones and other similar equipment's.	
6.	Sum Insured	Refer policy schedule for item-wise sum insured Note: Sum Insured of the covered Items/machinery should be declared as a whole and should not be apportioned towards parts of machine	
7.	Policy Coverage	The property/properties or any part thereof entered in the Schedule suffer any physical loss or damage from any cause, other than those specifically excluded. In cases where an insured property is repaired, the Company will pay expenses necessarily incurred to restore the damaged property to its former state of serviceability plus the cost of dismantling and re-erection as well as ordinary freight to and from a repair shop, customs duties upto the limit of the sum insured. In cases where an insured property is destroyed, the Company will pay the actual value of the property immediately before the occurrence of the loss, including costs for ordinary freight, cost of dismantling, erection and customs duties, if applicable, subject deduction of salvage, if any. The sum insured would be the maximum liability for any claim. In cases where the insured property is subject to total loss and has become obsolete, all costs necessary to replace lost or damaged insured property with a follow-up model (similar type) of similar structure/configuration !of similar quality) i.e. low, average or high capacity will be reimbursed.	Refer Operative Clause of Policy and Basis of Indemnity under Policy Wording
8.	Add-on Cover	–	–
9.	Loss Participation/ Deductible applicable	Excess under the policy in respect of breakdown risk only : For equipments with values upto Rs. 1 lac: - Equipments (Other than Hard Disk drive) - 5% of the claim amount subject to minimum of Rs.1,000/- - Hard Disk drive - 10% of the claim amount subject to minimum of Rs.2500/- For equipments with values more than Rs. 1 lac : - Equipments !Other than Hard disk drive) - 5% of the claim amount subject to minimum of Rs.2,500/- - Hard disk drive - 25% of the claim amount subject to minimum of Rs.10,000/-	–

10.	Exclusions	Special Exclusions: The Company shall not, however, be liable for: - The Excess stated in the Schedule to be borne by the Insured in any one occurrence. If, however, more than one property is lost or damaged in any one occurrence then the Insured shall not be called upon to bear more than the highest single excess applicable to such properties. - Loss or damage caused by any defects existing at the time of commencement of the present insurance within the knowledge of the Insured, or his representatives, whether such defects were known to the Company or not - Loss or damage as a direct consequence of wear and tear 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 properties. - Any costs incurred in connection with the maintenance of the insured properties, 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 properties is responsible either by law or under contract - Loss or damage to rented or hired equipment for which the owner is responsible either by law or under lease and/or maintenance agreement. - Consequential loss or liability of any kind or description - Loss of or damage to bulbs, ribbons, fuses, seals, belts, wires, chains, rubber belts, exchangeable parts, engraved cylinders, objects made of glass, porcelain or ceramics, sieves of fabrics, or any operating media (e.g. lubricating oil, fuel, chemicals) - Aesthetic defects, such as scratches on painted polished or enameled surfaces In respect of the parts mentioned under (i) and (j) above, the company shall be liable to provide compensation in the event such parts are affected by an indemnifiable loss of or damage to the Insured properties. General Exclusions: - War, invasion, act of foreign enemy, hostilities or war like operations (whether war be declared or not), civil war, rebellion, revolution, insurrection, mutiny, civil commotion, confiscation, commandeering 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 or by any public, municipal or local authority. - Nuclear reaction, nuclear radiation or radioactive contamination. - Wilful act or wilful negligence of the insured or his representative - Loss of or damage to the property covered under this policy falling under the terms of the maintenance agreement - Loss, destruction or damage directly occasioned by pressure wave caused by aircraft and other aerial devices travelling at sonic or supersonic speeds. - Loss of or damage to any property insured under this policy due to any misfeasance, malfeasance or nonfeasance or breach of trust in relation thereto by the insured.	
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11.	Special Conditions and warranties	Reinstatement of sum insured on settlement of claim Other Conditions, Warranties as per policy schedule	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 - 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>Under Section I</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 20%</td><td>1.88</td></tr><tr><td>Gross Adjusted Loss</td><td>7.52</td></tr><tr><td>Less : Excess</td><td>0.50</td></tr><tr><td>NET ASSESSED LOSS</td><td>7.02</td></tr></table>	Under 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 20%	1.88	Gross Adjusted Loss	7.52	Less : Excess	0.50	NET ASSESSED LOSS	7.02	
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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 to our 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.	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 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 (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: • Take all reasonable steps to safeguard the interests of the Insured against accidental loss or damage that may give rise to a claim. • Make true and full disclosure in Your claim and documents supporting the claim, • Give Us full co-operation for inspection and investigating the claim that You will make, • Make a claim when You suffer loss, and follow the claim procedure, • Upon the happening of any event giving rise or likely to give rise to a claim under this policy: ◦ Give immediate notice thereof in writing to us ◦ tender to the Company all reasonable information, assistance and proof in connection with any claim	
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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.