

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 SOOKSHMA BUSINESS YOURCHOICE POLICY	-
2.	Unique Identification Number (UIN) allotted by IRDAI	IRDAN103RP0063V01202223	-
3.	Policy No.	XXXXXXXXXXXXXXXXXXXX	-
4.	Structure	For Building, Plant and Machinery, Furniture, Fixture and Fittings and any other contents: Reinstatement Value For Stocks: a) For raw material: Landed Cost at Your Premises. b) For stock in process: Input Cost of the stock at the time of damage, c) For finished stock: the Manufacturing Cost of the Finished Stock or the Contract Price of goods sold but not delivered Bullion or unset precious stones, any curios or works of art or obsolete machinery and the like are to be covered on Agreed Value basis subject to a Valuation Certificate acceptable by Insurance Company The sum insured would be maximum liability for any single event.	-
5.	Interests Insured	The insured can cover building including plinth, Basement and additional structures like internal roads, security sheds, power lines, if any with Plant & Machinery, Furniture & Fixtures, Fittings and other equipment, Raw Materials, Stock in Process, Finished Stock etc. at insured risk location. The stock in open at insured premises with stock accepted for job-works or held in trust can also be covered.	-
6.	Sum Insured	- Building including plinth, Basement and additional structures - Rs. _____ - Plant & Machinery - Rs. _____ - Furniture, Fixtures, Fittings and other equipments - Rs. _____ - Stock Rs. _____ - Other Contents - Rs. _____ - Total Policy Sum Insured - Rs. _____ This policy covers all occupancies (other than dwellings) for the total value at risk across all insurable assets at any one location is not exceeding Rs. 5 Crore at the policy commencement date.	-
7.	Policy Coverage	This policy provides cover for physical loss or damage, or destruction caused to Insured Property by the following unforeseen events / perils: - Fire, including due to its own fermentation, or natural heating, or spontaneous combustion - Explosion or Implosion - Lightning - Subsidence of the land on which Your Home Building stands, Landslide, Rockslide	Column A 1 to 11 under "Clause B Insured Events" of policy wording

		- Bush fire, Forest fire, Jungle fire - Impact damage of any kind, i.e., damage caused by impact of, or collision caused by any external physical object (e.g. vehicle, falling trees, aircraft, wall etc.) - Missile testing operations - Riot, Strikes, Malicious Damage - Bursting or overflowing of water tanks, apparatus and pipes - Leakage from automatic sprinkler installations. - Theft within 7 (seven) days from the occurrence of and proximately caused by any of the above Insured Events	
8.	Add-on Cover	Inbuilt Covers: In addition to insured loss payable, we will also provide your following covers/ pay listed expenses, if incurred: - Additions, Alterations And Extensions - upto 15% of the sum insured for that item (excluding stocks) - Stocks at many locations on floater basis - Rs. _____ - Temporary removal of stock- Upto 10% of insured stock - Cover for Specific Contents: - Money upto Rs. 50,000/- (per event and in aggregate during the policy period) - Deeds, manuscripts and business books, plans, drawings, securities, obligations or documents of any kind but only upto Rs. 50,000/- (per event and in aggregate during the policy period) - Computer programmes, information and data upto Rs. 500,000/- (per event and in aggregate during the policy period) - Employees', Directors', visitors' personal effects of every description (other than motor vehicles) - Startup Expenses Upto Rs 100,000/- (per event and in aggregate during the policy period) - Professional fees - Upto 5% of claim amount - Removal of Debris - Upto 2% of the claim amount, if incurred - Costs compelled by Municipal Regulations upto total sum insured of building Optional Covers/ Add-ons: - Earthquake, volcanic eruption or other convulsions of nature - Rs. _____ - Storm, Cyclone, Typhoon, Tempest, Hurricane, Tornado, Tsunami, Flood and Inundation - Rs. _____ - Terrorism - Rs. _____ - Declaration Policy for Stocks - Rs. _____ - Seventy two hours Clause - Interest Cover for Working Capital Loan / Asset purchase loan - Rs. _____ - Adequacy of Sum Insured - Rs. _____ - Expenses for Loss Minimisation / Loss Prevention Rs. _____ - Un-Specified locations - Rs. _____ - Involuntary Betterment - Rs. _____ - Escalation Cover - _____% (for assets other than stocks) - Loss of Rent & Alternative Accommodation Expenses Rs. _____ (Nos. of months __ & Rent per month Rs. _____)	In-Built covers from 4.1 to 4.8 under Policy Wordings Refer Add on Covers from 5.1 to 5.16 of Policy Wording


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		• Additional Custom Duty - Rs. _____ • Accidental Damage - Rs. _____ • Deliberate Damage- Rs. _____ • Temporary Removal (Excluding Stocks) - Rs. _____	
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: Rs. 5,000/- for each and every loss • Terrorism Claims: As per excess as per Sabotage and Terrorism Damage Cover Endorsement wording as provided by Indian Market Terrorism Risk Insurance Pool.	"Clauses section -D" Sabotage and Terrorism Damage Cover Endorsement under clauses
10.	Exclusions	Policy Exclusions: We do not cover losses and expenses as a result of or is caused by or arising from events, stated below: • (i) Excess of policy ₹ 5,000 (Rupees Five Thousand) for each claim. This means that We will deduct ₹ 5000 (Rupees Five Thousand) for each and every loss suffered by You under the terms of this policy. • (ii) For terrorism risk the Excess shall be as per the clause attached to this policy. • Your deliberate, wilful or intentional act or omission, or of anyone on Your behalf, or with Your connivance. • Loss, damage or destruction to any electrical/electronic machine, apparatus, fixture, or fitting by over-running, excessive pressure, short circuiting, arcing, self-heating or leakage of electricity from whatever cause (lightning included). This exclusion applies only to the particular machine so lost, damaged or destroyed. However, any ensuing loss or damage to other insured property due to operation of an insured peril is covered. • Loss, destruction or damage to the stocks in cold storage premises caused by change of temperature. • 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 Insured Events. • Your Premises or any Insured Building remaining continuously unoccupied for a period of more than 30 days, unless You have obtained prior written approval from Us and such approval is recorded as an endorsement on the Policy. • War, invasion, act of foreign enemy hostilities or war-like operations (whether war is declared or not), civil war, mutiny, civil commotion amounting to a popular rising, military rising, rebellion, revolution, insurrection or military or usurped power. • Ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from combustion of nuclear fuel, or the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component that is part of it.	"Clause D. Exclusions" - 1 to 19 of policy wording


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- Pollution or contamination, unless
 - the pollution or contamination itself has resulted from an Insured Event, in which case only physical damage to the Insured Property is covered, or
 - an Insured Event itself results from pollution or contamination
- Loss, destruction or damage to bullion or unset precious stones, any curios or works of art unless such amount is declared separately and recorded in the Policy Schedule.
- Loss of any Insured Property which is missing or has been mislaid, or its disappearance cannot be linked to any single identifiable Insured Event.
- Loss or damage to any Insured Property removed from Your Premises to any other place, except
 - machinery and equipment temporarily removed for repairs, cleaning, renovation or other similar purposes for a period not exceeding 60 days,
 - Stock covered under Clause (C) (4.2) of this Policy.
- Any reduction in market value of any Insured Property after its repair or reinstatement.
- Loss or damage to any Insured Property or any claim which is covered by a marine policy in force at the time of loss or damage, except in excess of the limits of that policy.
- Any consequential or indirect loss or damage of any description, i.e. losses or extra costs (financial or non financial) that follow or are a consequence of an Insured time, medical expenses, or any costs not covered by this Policy.
- Costs, fees or expenses for preparing any claims
- Any loss or damage occasioned by or through or in consequence directly or indirectly due to earthquake, volcanic eruption or other convulsions of nature (Not applicable if the cover is opted)
- Any loss or damage occasioned by or through or in consequence directly or indirectly due to Storm, Cyclone, Typhoon, Tempest, Hurricane, Tornado, Tsunami, Flood and Inundation (Not applicable if the cover is opted)
- Terrorism Damage Exclusion Warranty (if terrorism is not opted)

Add-on Exclusions:

• **Accidental Damage:**

The policy excludes

- Loss, destruction or damage to bullion or unset precious stones, any curios or works of art, 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 insured property premises caused by change of temperature.
- 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.

		• 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, unless caused by fire, lightning, riot, strike, malicious damage, storm, tempest, flood or inundation. • Loss or damage due to breakdown, electrical, electronic and/or mechanical derangement. • Loss or damage due to termites, moths, insects, vermin, inherent vice, fumes, flaws, latent defect, fluctuations in atmospheric or climatic conditions, the action of light. • Loss or damage due to collapse, settlement or bedding down, ground heave or cracking of structures or the removal or weakening of support to any insured property.																					
11.	Special Conditions and Warranties (if any)	• Class of Construction Warranty, if the type of construction is not Kutcha	-																				
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>Gross Adjusted Loss</td><td>7.75</td></tr><tr><td>Less: Excess (Not Applicable)</td><td>0.05</td></tr><tr><td>NET ASSESSED LOSS</td><td>7.70</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	Gross Adjusted Loss	7.75	Less: Excess (Not Applicable)	0.05	NET ASSESSED LOSS	7.70	-
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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. 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. • 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, - 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	"Your Obligations" under "Clause G: Conditions" of policy wording

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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