

360 Degree Shield is a newly devised package providing total insurance solutions for industries. You do not need to analyze and evaluate a large number of insurance policies to insure your business completely.

Our 360 Degree Shield Policy is the answer to all your insurance needs ranging from providing protection for your business property and assets to your legal liability towards third parties.

An unique policy designed to cater the needs of Dealers/Distributors/Suppliers/Non- Manufacturing Establishments with turnover range from 25 lacs to 25 crores.

Summary of Cover:**-Fire and Allied Perils**

Covers Building, Office Equipment, Electronic Equipment, furniture's, fixtures and fittings and other specific contents) against Fire & allied perils,

-Burglary

Covers Building, Office Equipment, Electronic Equipment, furniture's, fixtures and fittings and other specific contents against Burglary, Housebreaking, Theft, hold-up following upon violent entry or exit from the premises.

- Money in transit and Money in safe at premises

Cover against robbery, burglary & Personal Assault

- Dishonesty of Employees

Loss of money or goods caused by fraud or dishonesty of employees.

- Public liability

Your legal liability to pay, including costs and expenses incurred on account of legal liability arising out of accidental bodily injury and/or property damage to third parties happening in your premises arising out of Your business activities.

Salient Features

- Completely new "all in one" cover for manufacturing risks
- Personal assault cover for Rs. 25,000 per person subject to a maximum of Rs.1,00,000 under money section
- Expert Risk Control Program (RCP) on all aspects of safety and loss Prevention I Minimization - Competitive pricing
- Superior claim service
- Innovative clauses customized to suit individual requirements

What is the claims process?

Key Exclusions:

We do not cover losses or expenses, or any loss, damage to, or destruction of the Insured Property, directly or indirectly as a result of or if caused by or arising from events, stated below:

1. Ionizing radiations or radioactive contamination from any nuclear fuel or from any nuclear waste.
2. Nuclear weapons material.
3. War or warlike activities.
4. Any loss, damage or destruction, occurring before the commencement of the Policy Period.
5. Any criminal, intentional or willful acts of the insured.
6. E-risks.
7. Any act of Nuclear, Chemical, Biological Terrorism.

Section wise Key Exclusions: -

Section No.	Section Name	Key Exclusions
Section I	Building and contents	<ul style="list-style-type: none"> ➤ 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. ➤ Any reduction in market value of any Insured Property after its repair or reinstatement. ➤ Costs, fees or expenses for preparing any claims. ➤ Premises unoccupied for more than 30 days
Section II	Burglary	<ul style="list-style-type: none"> ➤ Loss of Money and/or Property abstracted from any safe following the use of the key to the said safe or any duplicate thereof belonging to the Insured, unless such key has been obtained by assault or violence or any threat thereof.
Section III	Money	<ul style="list-style-type: none"> ➤ The Insured or his employee is involved as principal or accessory except loss due to act of infidelity by the employee of the Insured while committed carrying cash and discovered within 48 hours of the occurrence. ➤ loss of money from the premises kept outside a locked safe/strong room/ steel Amirah/steel cupboard beyond Working hours.
Section IV	Employee Dishonesty	The Company shall not be liable in respect of losses arising elsewhere than in India.
Section V	Public Liability	<ul style="list-style-type: none"> ➤ Injury to any Employee or any claim arising under any Workmen’s Compensation law. ➤ claims arising out of a breach of the duty owed in a professional capacity by the Insured.

What is the claims process?

Claim intimation:

- Call – 1860 258 0000 / 1860-425-0000
- Write to—care@royalsundaram.in
- Visit – www.royalsundaram.in
- Walk-in to any of our Royal Sundaram offices

The company will assign a surveyor to assess the damaged site for the loss evaluation.

Claim Submission:

Documents to establish cause, extent, and adjustment of loss as per policy terms will be required to be submitted. In General, the following documents are required:

- Claim form
- Fire Brigade Report / FIR
- Meteorological Report in case of Act of God Perils, Books of Accounts
- Stock Register
- Copy of Asset Register
- Repair / Replacement Estimate, Repair / Reinstatement Bills, Proof of Reinstatement
- CKYC documents PAN, ROC certificate, Aadhaar, GST Registration Certificate
- Any other Document - There may be specific requirements depending upon the merits of each case.

The claim will be processed as per policy terms and conditions.

Turn Around Time for claims settlement:

15 working days from the date of receipt of survey report or last document / clarification from the Insured / Surveyor whichever is later.

What is the cancellation process?

1. Your Policy may be cancelled by you at any time by giving fifteen (15) days’ notice to Us in writing. The cancellation will take effect from the date We receive Your notice. Premium refund will be as per the Policy terms agreed between You and Us.
2. Your Policy may be cancelled by Us at any time by giving fifteen (15) days’ notice to You in writing on the grounds of misrepresentation, fraud, on-disclosure of material facts or non-co-operation. The Policy will be cancelled without any refund in premium.

Your Policy will automatically be cancelled from the time Your business becomes insolvent or is wound up or is permanently discontinued or a liquidator, administrator, receiver, manager and / or trustee in bankruptcy is appointed to You or any of Your assets.

No refund of premium shall be due if the Insured has made a Claim under this Policy.

1. Grievance Redressal Procedure:

1. In case of any grievance the insured person may contact the company through
Website: <https://www.royalsundaram.in/customer-service>
Contact Numbers: 1860 258 0000, 1860 425 0000
E-mail: manager.care@royalsundaram.in
Sr. Citizen can email us at: seniorcitizengrievances@royalsundaram.in
Fax: 044-7117 7140
Courier: Grievance Redressal Unit
Royal Sundaram General Insurance Co. Limited
Vishranthi Melaram Towers,
No.2/319, Rajiv Gandhi Salai (OMR) Karapakkam,
Chennai – 600097.

Insured person may also approach the grievance cell at any of the company's branches with the details of grievance. If insured person is not satisfied with the redressal of grievance through one of the above methods, insured person may contact the grievance officer

Mr. T M Shyamsunder
Grievance Redressal Officer,
Royal Sundaram General Insurance Co. Limited,
Vishranthi Melaram Towers, No.2/319, Rajiv Gandhi Salai (OMR),
Karapakkam,
Chennai – 600097.

For updated details of grievance officer, kindly refer the link <http://www.royalsundaram.in>.

If Insured Person is not satisfied with the redressal of grievance through above methods, the insured person may also approach the office of Insurance Ombudsman of the respective area/region for redressal of grievance as per Insurance Ombudsman Rules 2017. Grievance may also be lodged at IRDAI Integrated Grievance Management system <https://bimabharosa.irdai.gov.in>.

2. Consumer Affairs Department of IRDAI

- a. In case it is not resolved within 15 days or if You are unhappy with the resolution, You can approach the Grievance Redressal Cell of the Consumer Affairs Department of IRDAI by calling Toll Free Number 155255 (or) 1800 4254 732 or sending an e-mail to complaints@irdai.gov.in. You can also make use of IRDAI's online portal – Bima Bharosa Portal by registering Your complaint at <https://bimabharosa.irdai.gov.in/>
- b. You can send a letter to IRDAI with Your complaint on a Complaint Registration Form available by clicking [here](#). You must fill and send the Complaint Registration Form along with any documents by post or courier 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.

- c. You can visit the portal <https://bimabharosa.irdai.gov.in/> for more details.

3. Insurance Ombudsman

If the **Insured** is not satisfied with the redressal of grievance through above methods, the **insured** may also approach the office of Insurance Ombudsman of the respective area/region for redressal of grievance as per Insurance Ombudsman Rules 2017. You can approach the Council for Insurance Ombudsman depending on the nature of grievance and financial implication, if any. Information about Insurance Ombudsmen, their jurisdiction and powers are available on the website of the Insurance Regulatory and Development Authority of India (IRDAI) at www.irdai.gov.in. For the updated list of the offices of the Insurance Ombudsman, request you to visit the website of the Council for Insurance Ombudsman at <https://www.cioins.co.in/ombudsman> or on our company website at www.royalsundaram.in. You can also lodge online complaint with the Council for Insurance Ombudsman through the website of Council for Insurance Ombudsmen (CIO) at www.cioins.co.in

Section 41 in the Insurance Act, 1938

41. Prohibition of rebates

(1) No person shall allow or offer to allow, either directly or indirectly, as an inducement to any person to take out or renew or continue an insurance in respect of any kind of risk relating to lives or property in India, any rebate of the whole or part of the commission payable or any rebate of the premium shown on the policy, nor shall any person taking out or renewing or continuing a policy accept any rebate, except such rebate as may be allowed in accordance with the published prospectuses or tables of the insurer: Provided that acceptance by an insurance agent of commission in connection with a policy of life insurance taken out by himself on his own life shall not be deemed to be acceptance of a rebate of premium within the meaning of this sub-section if at the time of such acceptance the insurance agent satisfies the prescribed conditions establishing that he is a bona fide insurance agent employed by the insurer.

(2) Any person making default in complying with the provisions of this section shall be liable for a penalty which may extend to ten lakh rupees.

Note: In case of any conflict, the terms and conditions mentioned in the policy document shall prevail.