Introduction

The Enterprise Shield Policy-Sookshma Alternate is a comprehensive business insurance package from Royal Sundaram designed to provide flexible, cost-effective coverage for various risks faced by small and medium enterprises. It offers a combination of sections, including protection against fire and allied perils, machinery breakdown, electronic equipment damage, and theft. The policy also covers employee-related risks such as Personal Accident and Workmen's Compensation, financial losses due to employee dishonesty, and even public and third-party liability. Key features include the ability to select additional covers, simplified documentation, and competitive pricing, making it a convenient and comprehensive solution for businesses.

Who is providing the Coverage?

Royal Sundaram General Insurance Co. Limited is providing the coverage under this Policy.

*Who can avail "*Enterprise Shield Policy - Sookshma Alternate*"?*

Any individual can avail an Enterprise Shield Policy - Sookshma Alternate as long as they are an owner or occupant of a business property and their total value at risk across all insurable assets at one location does not exceed ₹5 Crore (Rupees Five Crore) on the policy commencement date. This policy is suitable for businesses with a modest asset base, such as shops, offices, and other small-to-medium enterprises, providing comprehensive protection against various business risks.

What is the coverage under the policy?

The coverage under the policy is mentioned below:

Section No.	Section Name	Policy Coverage
Section I	Building and contents	Loss of or damage or destruction of insured property mentioned in the policy schedule caused by Fire, Explosion / Implosion, Lightning, , Storm, Tempest, Typhoon, Tempest, Hurricane, Tornado, Tsunami, Flood, Inundation, Subsidence of the land on which Your Premises stand, Landslide, Rockslide, 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 (eg., Vehicle, animal, falling trees, aircraft, wall etc.), Missile Testing Operation, Riot, Strike, Malicious damages, Bursting and/or overflowing of water tanks, apparatus, Leakage form Automatic Sprinkler Installations, Theft within 7 (seven) days from the occurrence of and proximately caused by any of the above insured events.
Section II	Burglary	Loss of or damage to any part of the Property at the insured premises as a direct result of burglary
Section III	Business interruption (Fire)	The business of the insured is interrupted by loss of or damage to the insured's premises caused by insured events mentioned under Section I (For example, Fire, Flood, Earthquake)
Section IV	Machinery Breakdown	Accidental or Electrical or Mechanical breakdown of the machinery like Air conditioners, refrigerators insured under this policy.

<table>
<tr><th>Section No.</th><th>Section Name</th><th>Policy Coverage</th></tr>
<tr><td>Section V</td><td>Electronic Equipment</td><td>Loss of or damage, or destruction of the entire computer system caused by Accident, Fire, Flood, or breakdown.</td></tr>
<tr><td>Section VI</td><td>Plate Glass Insurance</td><td>Covers Accidental breakage of Glass on business premises that is insured under this policy</td></tr>
<tr><td>Section VII</td><td>Neon Sign</td><td>Loss of or damage to Neon signs, illuminated signs and signboards caused by accidental external means, fire, lightning, external explosion or theft</td></tr>
<tr><td>Section VIII</td><td>Portable items</td><td>Cover for laptops, palmtops and mobile phones against all risks anywhere in the world.</td></tr>
<tr><td>Section IX</td><td>Money</td><td>Cover for Money in transit and Money in safe at premises against Robbery, Dacoit, Burglary and House breaking</td></tr>
<tr><td>Section X</td><td>Employee Dishonesty</td><td>Covers Loss of money or goods caused by the fraud or dishonesty of employees</td></tr>
<tr><td>Section XI</td><td>Accident to Employees</td><td>Fixed Compensation (Sum Insured-SI) as stated below is payable in the Unfortunate event of Death or disability of the employees.
<table>
<tr><th>Personal Injury resulting in:</th><th>Scale of Compensation</th></tr>
<tr><td>Death</td><td>100% of SI</td></tr>
<tr><td>Loss of both eyes or loss of limbs or Loss of one eye and one limb</td><td>100% of SI</td></tr>
<tr><td>Loss of sight of one eye or one limb</td><td>50% of SI</td></tr>
<tr><td>Permanent Total Disablement</td><td>100% of SI</td></tr>
<tr><td>Temporary Total Disablement</td><td>1% of the Sum Insured for each week of duration of such total disablement or part thereof prorated, subject to a maximum of 52 weeks but not exceeding Rs.3,000/- per week or higher amount as specified in the Schedule</td></tr>
</table>
<u>Special Free Benefit:</u>
A lump sum of 2% of the Sum insured, subject to max of Rs. 2500 towards transportation of mortal remains.

<u>Medical Expenses Extension Cover</u>
In the event of accident hospitalization, we will pay 40%* of the admissible claim amount or 10%* of the Sum Insured, whichever is lower.
*or higher percentage as mentioned in the policy schedule.</td></tr>
<tr><td>Section XII</td><td>Baggage</td><td>Accidental loss of or damage to baggage while on an official journey anywhere in the world caused by Fire, Riot & Strike, Terrorist Activity, Theft or Accident.</td></tr>
</table>

Section No.	Section Name	Policy Coverage
Section XIII	Public Liability	Covers 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 insured's business activities.
Section XIV	Workmen Compensation	Covers Liability of the insured under law towards employees' personal injury by accident or disease arising out of and in the course of his employment.

In-built Covers under Section I:

1. Additions, Alterations, Extensions - Maximum limit under this cover is 15% (excluding stocks)
2. Stocks at many locations on floater basis – Stocks located in more than one named location
3. Temporary Removal of Stocks –upto10% of Stock Sum Insured
4. Cover for Specific Contents –
   a) Money – Up to Rs. 50,000
   b) Deeds, manuscripts and business books, plans, drawings, securities, obligations or documents of any kind - Up to Rs. 50,000
   c) Computer programs, information and data but only for the cost of the materials and clerical labour – Upto Rs.5 lacs
   d) Personal effects of employees', directors', visitors' of every description – Not exceeding Rs. 15,000 per person, for maximum 20 persons.
5. Start-up Expenses –Up to Rs.5 lac
6. Professional Fees – upto 5% of the claim amount
7. Cost for Removal of debris - Reasonable expenses for removal of debris upto 2 % of the claim amount.
8. Cost compelled by Municipal Regulations – Upto Sum Insured

Optional covers on payment of additional premium:

1. Earthquake, volcanic eruption, or other convulsions of nature
2. Acts of Terrorism

3. What is the Sum Insured under the Policy?

This Policy is issued covering your insured property relating to your Business as mentioned in the Policy Schedule, where the total value at risk across all insurable asset classes at one location is not exceeding Rs.5 Crores (Rupees Five Crores only).

4. What are the exclusions under the policy?

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. Permanent or temporary dispossession of any building or from confiscation, nationalization, requisition by any lawfully constituted authority or the destruction of Property by order of any government de-jure or de-facto or any public authority.
5. Pressure waves caused by aircraft or other flying objects moving at or above the speed of sound.
6. Any loss, damage or destruction, occurring before the commencement of the Policy Period.
7. Any criminal, intentional or willful acts of the insured.
8. E-risks.
9. Any act of Nuclear, Chemical, Biological Terrorism.

Section wise Key Exclusions: -

Section No.	Section Name	Key Exclusions
Section I	Building and contents	➢ 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	➢ 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	Business interruption (Fire)	--
Section IV	Machinery Breakdown	➢ Loss, damage and/or liability caused by or arising from or in consequence, directly or indirectly of fire, lightning, explosion of any kind, 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 there from ➢ 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.
Section V	Electronic Equipment	➢ Loss or damage caused by any faults or defects existing at the time of commencement of the present insurance within the knowledge of the insured, or his representatives, whether such faults or defects were known to the company or not ➢ Loss or damage for which the manufacturer or supplier of the insured items is responsible
Section VI	Plate Glass Insurance	➢ Breakage of Glass caused by Fire or Explosion, Typhoon, Flood, Hurricane, Volcanic Eruption, Earthquake or other convulsion of nature. ➢ Breakage of cracked or imperfect glass

Section No.	Section Name	Key Exclusions
Section VII	Neon Sign	➢ The fusing, burning out of any Bulbs and/ or Tubes arising from short circuiting or arcing or any other mechanical or electrical defect or breakdown ➢ Damage to tubes unless the tube glass is fractured ➢ Over running, over heating or strain
Section VIII	Portable items	➢ Loss or damage for which the manufacturer or supplier or repairer of the property is responsible either by law or contract ➢ breakage, cracking or scratching of crockery, glass, cameras, binoculars, lenses, sculptures, curios, pictures, musical instruments, sports gear or similar articles of a brittle or fragile nature, unless caused by fire or accident to the means of conveyance ➢ over winding, scratching, denting or internal damage of watches and clocks
Section IX	Money	➢ 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 X	Employee Dishonesty	The Company shall not be liable in respect of losses arising elsewhere than in India.
Section XI	Accident to Employees	➢ intentional self-injury, suicide or attempted suicide. ➢ Expenses related to any treatment necessitated due to participation as a professional in hazardous or adventure sports, including but not limited to, para-jumping, rock climbing, mountaineering, rafting, motor racing, horse racing or scuba diving, hand gliding, sky diving, deep-sea diving. ➢ Treatment for, Alcoholism, drug or substance abuse or any addictive condition and consequences thereof
Section XII	Baggage	➢ Breakage, cracking or scratching of crockery, glass, cameras, binoculars, lenses, sculptures, curios, pictures, musical instruments, sports gear and similar articles of brittle and fragile nature, unless caused by fire or accident to the means of conveyance
Section XIII	Public Liability	➢ 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.
Section XIV	Workmen Compensation	➢ the Insured's liability to employees of contractors to the Insured

4. What is the duration of the policy?

The insured has the option to select the period of insurance under this Policy. The options are One year / Two years / Three years / Four years / Five years.

5. What is the procedure for cancellation of the policy?

a. You can cancel this Policy at any time during the policy period by informing the Company.

b. We can cancel the Policy only on the grounds of established fraud, by giving minimum notice of 7 days to the insured.

The Company shall

i) refund proportionate premium for unexpired policy period, if the term of the policy is upto one year and there is no claim(s) made during the policy period.

ii) refund premium for the unexpired policy period, in respect of policy with the term more than one year and the risk coverage for such policy years has not commenced.

6. What is the Claims procedure?

1. 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

2. Claim Process:

On registration of your claim, we will assign a surveyor to assess the damaged site for the loss evaluation.

3. Submission:

Documents that are required to be submitted by you for Claim processing (Other than Accident to Employees)

- 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
- KYC documents PAN, ROC certificate, Aadhaar, GST Registration Certificate
- Any other Document that are directly related to the claim settlement.

Documents required to be submitted by you for Claim processing (Accident to employees)

Death Claim:

Submit the duly filled in claim form with the following documents:

- Original Death Certificate
- Post Mortem Report
- Inquest report
- Accident report
- FIR/MLC copy
- Hospital records
- News Paper cuttings if any and any other relevant records
- Chemical Analysis Report if available
- English Translation of vernacular documents
- Succession Order/legal heir certificate/legal documents to establish identification of legal heir in the absence of nomination under the policy
- Any other document as may be required by the Company

Disablement Claim:

- Permanent Total Disablement

  Submit the duly filled in Claim form with the following documents
  - Disability Certificate issued by attending physician
  - Accident report
  - FIR/MLC copy
  - Hospital Records
  - News Paper cuttings if any and any other relevant records
  - English Translation of vernacular documents
  - Latest IT return to show Proof of annual income
  - Any other document as may be required by the Company

Medical Expenses Claim due to Accident Hospitalization

- Discharge summary
- Original Hospital Bills
- Advance and final receipts (All receipts shall be numbered, signed and stamped)
- Prescriptions for medicines
- Diagnostic Test Reports, X Ray, Scan, ECG and others including doctor's advice demanding such tests)
- Cash memos/bills for medicines purchased from outside

4. Claims Payment:

Turn Around Time for claims settlement for other than Section XI Accident to employees:

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

Turn Around Time for claims settlement for Section XI Accident to employees:

30 working days from the date of receipt of receipt of last necessary document.

What is the process for renewal of policy?

If You wish to renew the Policy, you must apply for renewal before the end of the Policy Period and pay the required premium amount. We may seek relevant information from You for the purpose of renewal.

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.