

### **Introduction:**

This is a package policy that combines different types of coverage into one policy. This policy offers a broader protection against different risks. The package policy caters to the diverse insurance needs of the customers under a single policy. These policies are customizable basis on the needs of the customer.

### ***Who can avail of "Hotel Shield Policy - Sookshma"?***

Hotels, Restaurants, Motels, Club Houses, Boarding and Lodging Houses

### ***What is the coverage under the policy?***

Section No.	Section Name	Interests that can be insured under the policy	Policy Coverage
Section I	Fire & Allied Perils – Sookshma Alternate Product	The Building, Plant and Machinery, Furniture, Fixture and Fittings, Stocks and any other Contents that are insured under this Policy, and are located in the Premises as stated in the policy schedule	Loss of or damage or destruction of insured property mentioned in the policy schedule caused by Fire including due to its own fermentation, or natural heating, or spontaneous combustion, Explosion / Implosion, Lightning, Earthquake, volcanic eruption, or other convulsions of nature, Storm, Tempest, Typhoon, Tempest, Hurricane, Tornado, Tsunami, Flood and 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, Acts of terrorism, 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	Plant and Machinery, Furniture, Fixture and Fittings, Stocks and any other Contents that are insured under this Policy, and are located in the Premises as stated in the policy schedule	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 that is carried at the premises as stated in the policy schedule is interrupted due to loss or damage caused by insured events mentioned under Section-I of the policy.	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 No.	Section Name	Interests that can be insured under the policy	Policy Coverage								
Section IV	Machinery Breakdown	Machinery like Air conditioner, Xerox, Refrigerators installed at the insured premises	Accidental or Electrical or Mechanical breakdown of the machineries like Air conditioners, refrigerators insured under this policy.								
Section V	Electronic Equipment	Entire computer system consisting of CPU, Keyboards, Monitors, Printers, Stabilizers, UPS as specified in the policy schedule	Loss of or damage or destruction of entire computer system caused by Accident, Fire, Flood, breakdown.								
Section VI	Plate Glass Insurance	Glass on business premises that is insured under this policy	Covers Accidental breakage of Glass on business premises that is insured under this policy.								
Section VII	Neon Sign	Neon signs, illuminates signs and sign boards	Loss of damage to Neon signs, illuminates signs and sign boards caused by accidental external means, fire, lightning, external explosion or theft.								
Section VIII	Portable items	Electronic gadgets like Laptops, mobile devices.	Cover for laptops, palmtops and mobile phones against all risks anywhere in the world.								
Section IX	Money	Money shall mean cash, bank notes, currency notes, treasury notes/bills, uncrossed cheques other than pre-signed blank cheques, travelers cheques, bills of exchange, trading stamps, current postage stamps and stamps of any other kind used in normal commercial activities, crossed cheques	Cover Money in transit and Money in safe at premises against robbery, dacoit, burglary and house breaking.								
Section X	Employee Dishonesty	Employees of the insured	Covers Loss of money or goods caused by fraud or dishonesty of employees.								
Section XI	Accident to Employees	Employees of the insured	<div>Fixed Compensation (Sum Insured-SI) as stated below is payable in an Unfortunate event of Death or disability of the employees</div> <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></table>	Personal Injury resulting in:	Scale of Compensation	Death	100% of SI	Loss of both eyes or Loss of limbs or Loss of one eye and one limb	100% of SI	Loss of sight of one eye or one limb	50% of SI
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Section No.	Section Name	Interests that can be insured under the policy	Policy Coverage	
			Permanent Total Disablement	100% of SI
			Permanent Partial Disablement	% of Sum insured as stated in the policy wording
			Temporary Total Disablement	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
			<b>Special Free Benefit:</b> A lump sum of 2% of the Sum insured subject to max of Rs.2500 towards transportation of mortal remains. <b>Medical Expenses Extension Cover</b> 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.	
Section XII	Baggage	Accompanied personal baggage	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.	
Section XIII	Public Liability	Third party liability arising out of the premises and operations/business of the insured.	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	Liability of the insured towards employees	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.	

**What is the Sum Insured under the policy?**

The total value at risk across all insurable asset classes at one location should not exceed Rs.5 Crores (Rupees Five Crores only) at the policy Commencement date.

### **What are the exclusions under the policy?**

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.

*The exclusions mentioned above are common across all sections under the policy. For Section-wise exclusions, please refer to the Policy wording available in our website [www.royalsundaram.in](http://www.royalsundaram.in).*

### **What is the duration of the policy?**

Policy will be issued for a period of one year.

### **What is the Claims procedure?**

**Intimation:** Insured can call 18602580000 /18604250000 or write to us at [care@royalsundaram.in](mailto:care@royalsundaram.in)

**Submission:** The Claim documents to be submitted by the insured are given below (**for other than accident claim**):

1. Claim form
2. FIR/Final Report
3. Proof in support of Cause of Loss/Operation of Insured peril
4. Books of Accounts
5. Stock Register
6. Repair/Reinstatement Bills
7. Proof of Reinstatement
8. CKYC documents PAN, ROC certificate, Aadhaar, GST Registration Certificate
9. Any other document: There may be specific requirements depending upon the merits of each case

### **Documents required to be submitted by insured 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

**Process:** The company will assign a surveyor to assess and evaluate the loss. If the claim is found to be in order, as per the policy terms, conditions, or warranties and does not fall under the policy exclusions, we will offer a settlement of the claim to the insured. The claim will be processed, and payment will be made by online fund transfer.

**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?***

- 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 refund proportionate premium for unexpired policy period subject to no claim(s) made during the policy period.

**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](mailto:manager.care@royalsundaram.in)

Sr. Citizen can email us at: [seniorcitizengrievances@royalsundaram.in](mailto: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](mailto: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 / insured member** is not satisfied with the redressal of grievance through above methods, the **insured / insured member** 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](http://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](http://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](http://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.**