

TOTAL INSURANCE SOLUTION

An attractive policy that provides shopkeepers with a basic insurance package and a further range of optional covers.

For Whom

Bakers, book sellers, confectioners, news agents, florists/grocers, pharmacists, general retailers, wholesalers or distributors of non hazardous goods and owners of fancy goods, gift, home appliances, video/audio and computer shops.

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.

- Business Interruption

Loss of profit or increased cost of working resulting from interruption of business due to damage by fire and allied perils.

- Breakdown

Electrical & Mechanical breakdown of office equipment like air-conditioners, photocopiers, water filters, refrigerators, computers and related items.

- Plate Glass and Neon Sign

Accidental loss of or damage to Plate Glass and Neon Sign.

- Portable items

Cover for laptops, palmtops and mobile phones against all risks anywhere in the world.

- Money in transit and Money in safe at premises

Cover against robbery, dacoity, burglary and housebreaking.

- Dishonesty of Employees

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

- Group Personal Accident

Any accidental bodily injury resulting in death/disablement. This is a 24-hour worldwide cover.



-Baggage

Accidental loss of or damage to baggage while on an official journey anywhere in the world.

- 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 Exclusions

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, nationalisation, 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 wilful acts.
8. E-risks.
9. Consequential loss, or alleged legal liability.
10. Any act of Nuclear, Chemical, Biological Terrorism.
11. Pollutants, Asbestos, Asbestos Dust and Asbestos Containing Materials.
12. In addition to the aforesaid, there are some specific exclusions applicable to each section of coverage.

This prospectus serves as a general guideline. Please refer to the policy document for the complete range of exclusions, terms and conditions and other details of covers.

Insurance is the subject matter of solicitation.

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.