

Introduction:

With the rise of terrorism in the new millennium, the world has turned into an increasingly dangerous place and poses unique threats to any corporate operating in the interconnected global landscape. This makes terrorism coverage an integral component of any firm's Risk Management Strategy. While the chances of terrorism affecting you are slim, the magnitude of it can be pretty severe.

An attack not only on, but near your premises, can result in human casualties, property damage, business interruption, legal liability issues and long-term damage to brand and reputation.

Terrorist attacks are now regarded as a foreseeable risk. In today's litigious society, businesses need to ensure corporate governance and duty of care responsibilities are integral to their crisis management strategy.

Stand-alone terrorism and/or political violence insurance is available for property damage and/or business interruption losses as well as legal liability.

Key Features:

- The policy can be issued to cover Fixed Assets, Stocks of all Kinds, and also to protect the Gross Profit of the organisation
- The Policy covers Property Damage and Business Interruption arising out of terrorist activity

Who can avail of "Civil Engineering Completed Risks Insurance"?

This Insurance Policy can be availed by any Business entity in India.

What is the coverage under the policy?

Terrorism risk insurance typically protects property that is damaged or destroyed – including buildings and contents such as inventory and equipment – and the resulting business interruption. Coverage can also be extended to include terrorism-related liability claims against organizations arising from loss of life and injury.

Base Cover	Optional Covers
1. Sabotage	1. Riots, Strikes, and/or Civil Commotion
2. Terrorism	2. Malicious Damage
	3. Insurrection, Revolution or Rebellion
	4. Political Violence cover
	5. Terrorism Third Party Liability

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.

The insured may also approach the grievance cell at any of the company's branches with the details of the grievance. If the insured is not satisfied with the redressal of the grievance through one of the above methods, the insured 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 the grievance officer, kindly refer the link <http://www.royalsundaram.in>.

If Insured is not satisfied with the redressal of the grievance through the above methods, the insured may also approach the office of Insurance Ombudsman of the respective area/region for redressal of the 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 the above methods, the **Insured** may also approach the office of the Insurance Ombudsman of the respective area/region for redressal of grievance as per the Insurance Ombudsman Rules 2017. You can approach the Council for Insurance Ombudsman depending on the nature of the grievance and financial implications, if any. Information about Insurance Ombudsmen, their jurisdiction, and powers is 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, we 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 an online complaint with the Council for Insurance Ombudsman through the website of the 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.