

CUSTOMER INFORMATION SHEET

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Sl. No.	Title	Description (Please refer to applicable Policy Clause Number in next column)	Policy Clause Number
1	Product Name	Point of Purchase Insurance	Header in all pages
2	Unique Identification Number (UIN) allotted by IRDAI	IRDAN102RP0027V01100001	Footer in all pages
3	Structure	Indemnity	General Condition No.4
4	Interests Insured	Any item(s) manufactured/ marketed by the manufacturer specified in the Schedule that has been purchased by a retail consumer from any authorized outlet.	as specified in the policy schedule
5	Sum Insured	As declared by the insured (retail consumer). It is a requirement of this insurance that the sum insured of the item insured shall be equal to the cost of replacement of the insured item by a new one of the same specification and same capacity including duties and taxes as are applicable.	Sum Insured amount as per Policy Schedule Sum Insured
6	Policy Coverage	This Policy is applicable to any retail consumer who buys an item manufactured or marketed by the manufacturer described in the Schedule during the Policy Period. The Company indemnifies physical loss or damage necessitating repairs and/or replacement resulting from: I. Fire II. Lightning III. Explosion/Implosion IV. Aircraft Damage V. Riot, Strike, Malicious and Terrorism Damage VI. Storm, Cyclone, Typhoon, Tempest, Hurricane, Tornado, Flood and Inundation VII. Impact Damage a. Loss of or visible physical damage or destruction caused to the property insured due to b. impact by any Rail/Road vehicle or animal by direct contact.	Insured perils

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		<p>VIII. Subsidence and Landslide including Rock slide</p> <p>IX. Bursting and/or overflowing of Water Tanks, Apparatus and Pipes</p> <p>X. Missile Testing operations</p> <p>XI. Leakage from Automatic Sprinkler Installations</p> <p>XII. Bush Fire</p> <p>XIII. Theft/Burglary/Housebreaking following upon an actual forcible and violent entry to and/or exit from the premises.</p> <p>XIV. Accidental external means.</p>	
7	Add-on covers	Add-on covers are not applicable for this product	
8	Loss Participation	The Insured should contribute Rs.250/- on each and every claim arising during the Cover Period.	Insured's contribution
9	Exclusions	<p><u>Exclusions:</u></p> <p>The Company shall not be liable in respect of</p> <ol style="list-style-type: none"> 1. Damage caused by any process of cleaning dyeing or bleaching, restoring, repairing or renovation or deterioration arising from wear and tear, moth vermin, insects, rodents or mildew or any other gradually operating cause. 2. Loss or damage caused by mechanical or electrical derangement or breakdown of any Insured Item unless specifically insured as an extended peril. 3. Theft from any car except a car of the fully enclosed saloon type having at the time all the doors, windows and other openings securely locked and properly fastened. 4. Loss or damage whether direct or indirect arising from war, warlike operations, act of foreign enemy, hostilities (whether war be declared or not) civil war, rebellion, insurrection, civil commotion, military or usurped power, seizure, capture, confiscation, arrests, restraints and detainment by the order of any Government or any other authority. <p>In any action suit or other proceedings where the Company alleges that by reason of the above provisions any loss or damage is not covered by this insurance, the burden of proving that such loss or damage is covered shall be upon the Insured.</p> <ol style="list-style-type: none"> 5. Any loss, destruction or damage to any property whatsoever or any loss or expense whatsoever resulting or arising therefrom or any consequential loss or any legal liability of whatsoever nature, 	Exceptions

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		<p>directly or indirectly caused by or contributed to by arising from</p> <p>(a) ionizing radiations or contamination by radioactivity from any source whatsoever.</p> <p>(b) nuclear weapons material.</p> <p>6. Any loss or damage arising through delay, detention or confiscation by Customs or other authorities.</p> <p>7. Consequential loss or legal liability of any kind.</p> <p>8. Loss or damage due to or contributed to by the Insured having caused or suffered anything to be done whereby the risks hereby insured against were unnecessarily increased.</p> <p>9. Manufacturer's defect/Bad workmanship</p> <p>10. Loss or damage due to small dents/scratches in normal use.</p> <p>11. The loss or damage where any inmate or member or employees of the Insured's household or of his business staff or any other person lawfully on the premises in the course of the business is involved in the actual theft or damage to any of the articles or premises or where such loss or damage have been expedited or any way assisted or brought about by any such person(s).</p> <p>12. Any other exceptions stated on the Schedule specifically.</p> <p>13. This policy shall cease to attach:</p> <p>(a) If the premises shall have been left uninhabited by day and night for 60 or more consecutive days and nights, while the premises are left uninhabited</p> <p>(b) If the Insured shall cause or suffer any material alteration to be made in premises or anything to be done whereby the risk is increased.</p> <p>(c) To any property the interest of the Insured in which shall pass from the Insured otherwise than by will or operation of law.</p> <p>Unless in every case, the consent of the Company to the continuance of the Insurance is obtained and signified on the Policy.</p>	
10	Special conditions and warranties (if any)	<p>1. You can cancel this Policy at any time during the policy period by informing the Company.</p> <p>We can cancel the Policy only on the grounds of established fraud, by giving minimum notice of 7 days.</p> <p>The Company shall refund proportion premium for unexpired policy period subject to no claim(s) made during the policy period.</p> <p>2. Multiple policies involving Bank or other lending or financing entity</p>	General Conditions

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		<p>If there is more than one insurance policy covering the same risk, the insurer will not apply contribution clause. Under insurance will be applied on an overall basis taking into consideration the sum insured under all policies and comparing it with the value at risk.</p> <p>3. The Insured has to nominate a person as the beneficiary of the policy. Refer to the policy schedule for other special conditions, clauses and warranties applicable under each section of the policy.</p>	
11	Admissibility of Claim	<p>The claim will be admissible as per the terms and conditions of the policy.</p> <p><u>Denial of Claim:</u></p> <p>A claim under the policy can be denied due to any of the following circumstances: -</p> <ol style="list-style-type: none"> 1. We will not pay the claim and will cancel the policy if the claim is false or fraudulent or if you support a claim with any false or fraudulent statement or documents. 2. The claim is not occurring within the policy period. 3. Losses not attributable to the listed insured perils under the policy. 4. The claim falling under the exclusions of the policy. <p><u>Steps to prevent loss and damage</u></p> <ol style="list-style-type: none"> a. You must take all reasonable steps to prevent further loss or damage to the insured property b. Until We have inspected the Insured Property and Your Premises, and have given Our consent, <ol style="list-style-type: none"> i. You must not sell, give away or dispose of any damaged items of any property, ii. You must not wash or clean, or remove any damaged item or debris, except for any urgent necessity, and iii. You must not carry out repairs unless such repairs are urgent and You cannot contact Us. c. Immediate notice to Authorities (For Example, you must report to the concerned Authorities - Fire brigade / Police / district Administration in the event of loss or damage to your property) 	As per Claims procedure clause mentioned in the policy wording

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12	Policy Servicing – Claim intimation and Processing	<p>For queries related to policy / claim servicing, please contact us at 1860 258 0000 / 1860-425-0000 / or write to us at care@royalsundaram.in.</p> <p>Claim can be intimated by the insured to any of our offices or our customer care @ 1860 258 0000 / 1860-425-0000.</p> <p>The company will assign a surveyor to assess the damaged site for the loss evaluation.</p> <p>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:</p> <ul style="list-style-type: none"> 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 that are directly related to the claim settlement. <p>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.</p> <p>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.</p>	General conditions Claims procedure
13	Grievance Redressal and Policyholders Protection	<p>1. In case of any grievance You 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,</p>	As per Grievances redressal mechanism under each section of the policy.

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		<p>No.2/319, Rajiv Gandhi Salai (OMR) Karapakkam, Chennai – 600097.</p> <p>You may also approach the grievance cell at any of the company's branches with the details of grievance. If You are not satisfied with the redressal of grievance through one of the above methods, You may contact the grievance officer</p> <p>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.</p> <p>For updated details of grievance officer, kindly refer the link http://www.royalsundaram.in.</p> <p>If You are not satisfied with the redressal of grievance through above methods, the You 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.</p> <p>2. Consumer Affairs Department of IRDAI</p> <p>a. In case if 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/</p> <p>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.</p> <p>c. You can visit the portal https://bimabharosa.irdai.gov.in/ for more details.</p> <p>3. Insurance Ombudsman</p> <p>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</p>	

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		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	
14	Obligations of the Policy holder	<ol style="list-style-type: none"> 1. Make true statements and full disclosure in the proposal and claim documents. Non-disclosure or withhold of any material information may affect the claim settlement. 2. Reasonable care: The Insured shall take all reasonable steps to safeguard the Property Insured against accident, loss or damage. 	General Conditions

Declaration by the Policyholder:

I have read the above and confirm having noted the details.

Place:

Date:

Signature of the Policyholder

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