



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	Parametric Insurance Policy – Group Variant 2	Header
2	Unique Identification Number (UIN) allotted by IRDAI	IRDAN102RPMS0008V01202526	Footer
3	Structure	Parametric basis (on deviation of the observed index from Trigger/strike, the stated limit of liability shall be settled in the manner specified in the Master Policy Schedule/Certificate of Insurance without evaluation or measurement of the actual extent or amount of loss or damage incurred).	Basis of settlement
4	Interests Insured	Provides coverage for economic activities (including Dwelling, Plant, and machinery) impacted by Section A: Excess Rainfall Section B: Earthquake	Details as per the Master Policy / Certificate of Insurance
5	Sum Insured	Sum Insured will be decided individually for each policyholder at the time of issuing the policy based on the economic values of the risk covered, which will be arrived at using factors such as input cost, production cost, and probable maximum loss.	Sum Insured Amount as specified in the Master Policy Schedule or Certificate of Insurance



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6	Policy Coverage	<p>This policy covers the likelihood of losses suffered by the insured on the occurrence of a specific event which is stated below:</p> <p>Section A: Excess Rainfall</p> <p>Section B: Earthquake</p> <p>by paying the sum insured in the manner specified in the Master Policy/Certificate of Insurance. The compensation is based on the magnitude/intensity of the event, as opposed to the magnitude of the losses in a traditional indemnity policy.</p>	<p>Scope of Cover</p> <p>The specific event selected by the insured is specified in the Master Policy / Certificate of Insurance</p>
7	Add-on covers	Not applicable	
8	Loss Participation	Deductibles and waiting period as stated in the Policy Schedule	Policy Schedule
9	Exclusions	<ol style="list-style-type: none"> War and allied perils. Consequential loss of any kind or description. Any weather/satellite parameter and/or natural calamity or any other parameter not specifically covered under the Policy. Direct or consequential loss due to nuclear weapons material, ionizing radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel. Losses arising due to any other reasons which are not specifically included in the Master Policy / Certificate of Insurance. Any act of Terrorism. For the purpose of this exclusion, terrorism means an act or threat of violence 	Standard Exclusions



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		or an act harmful to human life, tangible or intangible property or infrastructure with the intention or effect of influencing any government or of putting the public or any section of the public in fear. In any action, suit or other proceedings where the Insurer alleges that by reason of this definition a loss, damage, cost or expense is not covered by this Agreement, the burden of proving that such loss, damage, cost or expense is covered shall be upon the Insured.	
10	Special conditions and warranties (if any)	<u>Disclaimer Clause:</u> Claims under this policy will be processed based on data collected from independent sources such as weather stations/Remote Sensing Indices/ natural calamities. However, the Company may request additional information from the insured as needed to process the claim.	General Conditions No.16
11	Admissibility of Claim	<u>Admissibility of Claim:</u> <ul style="list-style-type: none"> The claim will be admissible as per the terms and conditions of the policy. <u>Denial of Claim:</u> <ul style="list-style-type: none"> The benefit under this Policy is forfeited if a claim is in any respect fraudulent or if any fraudulent means or devices are used by the Master Policyholder. 	As per the Policy wording
12	Policy Servicing – Claim intimation and Processing	For queries related to policy/claim intimation or servicing, please contact us at 18602580000 /18604250000 or write to us at care@royalsundaram.in .	Policy wording
		<u>Intimation:</u> Claim can be intimated by You to any of Our offices or call centers at 1860-258-0000 / 1860-425-0000 or write to us at care@royalsundaram.in	Conditions when a claim arises



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		<p>Claims procedure:</p> <ul style="list-style-type: none"> a) Data collected by the Company from the Data Source (specified by Government/Private/International agencies) shall be the only basis of determining the Claim payments to be made under this Policy. b) In cases of commercial data sources, the Company will take an undertaking from data provider, conforming the standards and norms of installation and maintenance of sources of data. c) A deviation in Observed Index in the data procured from data source, will form the basis of computation of claim payable to the insured and the insured is not required to submit the claim form. <p>Claim Documents to be submitted by insured (if required):</p> <ul style="list-style-type: none"> i. Declaration of loss (if applicable) ii. Document proving insurable interest iii. Copy of Identity Proof submitted at the time of proposal iv. Original cancelled Cheque with payee name printed on the Cheque is required. If name of payee is not printed on the Cheque, please attach copy of the first page of bank passbook v. Bank Account details of Nominee vi. Any other relevant document directly related to claim. <p>Claim Payment</p> <ul style="list-style-type: none"> i. The Company will offer to settle the claim under this Policy within 15 days from the date of intimation of the claim by Calculation Agent. 	



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		<p>Claim will be processed and payment shall be by online fund transfer.</p> <p>ii. In case that the Company decides to reject a claim made under this Policy, the Company shall do so within a period of 15 days from the date of such intimation.</p> <p>iii. Claims processing and settlement will be as per Master Circular on Protection of Policy Holder's Interest, 2024.</p> <p>iv. In the event the claim is not settled within 15 days as stipulated above, the insurer shall be liable to pay interest at a rate, which is 2% above the bank rate from the date of intimation by Calculation Agent till the date of actual payment.</p>	
13	Grievance Redressal and Policyholders Protection	<p>1. In case of any grievance You may contact the company through</p> <p>Website: https://www.royalsundaram.in/customer-service</p> <p>Contact Numbers: 1860 258 0000, 1860 425 0000</p> <p>E-mail: manager.care@royalsundaram.in Sr.</p> <p>Citizen can email us at:</p> <p>seniorcitizengrievances@royalsundaram.in</p> <p>Senior Citizen Grievance Number - 9500413019</p> <p>Fax: 044-7117 7140</p> <p>Courier: Grievance Redressal Unit</p> <p>Royal Sundaram General Insurance Co. Limited</p> <p>Vishranthi Melaram Towers, 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</p>	Conditions for Grievance Redressal



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		<p>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. GRO Contact Number – 9500413094</p> <p>For updated details of the grievance officer, kindly refer to 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. <u>Consumer Affairs Department of IRDAI</u></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</p>	



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		<p>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. <u>Insurance Ombudsman</u></p> <p>You can approach the Insurance Ombudsman depending on the nature of grievance and financial implication, 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 or of the Council for Insurance Ombudsmen at https://www.cioins.co.in/ombudsman or on company's website www.royalsundaram.in.</p>	
14	Obligations of the Policyholder	<p>a) Every notice and communication to the Company required by this Policy shall be in writing or in electronic form to the Company and unless otherwise required by the Company under the policy, must be duly delivered at the address/email ID mentioned in the Master Policy Schedule / Certificate of Insurance to the Policy.</p> <p>b) Right to inspect: If required by the Company, an agent/representative of the Company including a loss assessor or a surveyor appointed in that behalf shall in case of any loss or any circumstances that have given rise to the claim to the Insured be permitted at all reasonable times to examine into the circumstances of such loss. The Insured shall on being required so to do by the Company produce all</p>	<p>Condition No.6</p> <p>Condition No.16</p>



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		books of accounts, receipts, documents relating to or containing entries relating to the loss or such circumstance in his possession and furnish copies of or extracts from such of them as may be required by the Company so far as they relate to such claims or will in any way assist the Company to ascertain in the correctness thereof or the liability of the Company under the Policy.	

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.