

Introduction:

Plate Glass Insurance covers your business against damages or breakage of large panes of glass on commercial buildings, such as shop windows or show cases.

Who can avail of "Plate Glass Insurance"?

Businesses that have plate glass installations that are significant and ornamental, such as showrooms, restaurants, hotels, shopping complexes, retail stores, and offices, can avail 'Plate Glass Insurance'.

What is the coverage under the policy?

This Policy indemnifies the Insured in respect of:

- a) any Accidental loss of or damage caused to Plate Glass at the Insured Premises occurring during the Policy Period, and
- b) the cost of erecting any temporary boarding necessitated by such loss or damage to Plate Glass (upto 5% of the admissible claim amount)

Provided always that the liability of the Company shall in no case exceed the sum insured stated against each item or total sum insured stated in the Schedule.

Plate Glass shall mean completely and securely fixed flat glass within the Insured Premises (including Plate Glass of display/show windows of the Premises) and described in the Schedule excluding its silvering, lettering, bending and /or ornamentation and /or any surface treatment or surfacing unless specifically described and declared for insurance

What is the Sum Insured under the Policy?

Sum Insured should be equal to market value of the Plate glass to be insured which needs to be declared by the insured at the time of availing this Insurance.

What are the exclusions under the policy?

The company shall not be liable for

1. Breakage of Glass caused by Fire or Explosion.
2. War, Invasion, Act of Foreign Enemy, Hostilities (whether war be declared or not). Civil War, Mutiny, Rebellion, Revolution, Insurrection, Military or Usurped Power, Strike, Riot or Civil Commotion, Confiscation or Nationalisation.
3. Typhoon, Flood, Hurricane, Volcanic Eruption, Earthquake or other convulsion of nature.
4. Breakage of cracked or imperfect glass.
5. Loss or damage to frames or framework of any description.
6. The costs of removal or replacement of any fitting or fixtures in order to replace glass.
7. Any loss or damage arising from the interruption of or due to delay, in the Insured's business during the intervening time between occurrence of any breakage and realizing
8. Breakage of any lettering on the glass covered under this Policy unless such breakage be caused by or consequent upon the breakage of the glass to which it is affixed.
9. Any costs of boarding up, in excess of the amount specified in the Policy.

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

Submission: The Claim documents to be submitted by the insured are given below:

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

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
 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 / 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. 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.