



This policy will be used for covering items not ordinarily insurable under other standard policies due to special conditions or nature of product.

It will cover all risks unless specifically excluded. The policy will be issued for covering.

- (a) specialized equipment
- (b) goods or product outside the premises of insured
- (c) product requiring specialized cover.

**Scope of cover:** Loss arising out

- a. burglary, theft and damage due to accidental means
- b. criminal misappropriation by an agent entrusted with product
- c. accidental damage to the product by fortuitous means

**Exceptions:**

I.(a) Loss or damage directly or indirectly, proximately or remotely occasioned by or which arises out of or in connection with riot or strike, terrorist activities, earthquake, flood, storm, cyclone or other convulsions of nature or atmospheric disturbances unless specifically covered in the Schedule attached.

(b) 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, revolution, insurrection, civil commotion, military or usurped power seizure, capture, confiscation, arrests, restraints and detainment by order of any government or any other authority.

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.

(2) Damage caused by overloading, excessive use or strain

(3) Consequential loss, depreciation, wear and tear or mechanical breakdown. (4) Loss or damage occurring whilst being used for racing or pace making

5) Loss, destruction of or damage to any third party property whatsoever or any loss or expense whatsoever resulting or arising therefrom or any consequential loss.

6) Any legal liability of whatsoever nature directly or indirectly caused by or contributed to by or arising from ionising, radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the nuclear fuel or from any nuclear weapons material

### What is the Claims procedure?

#### 1. Claim intimation:

- Call – 1860 258 0000 / 1860-425-0000
- Write to—[care@royalsundaram.in](mailto:care@royalsundaram.in)
- Visit – [www.royalsundaram.in](http://www.royalsundaram.in)
- Walk-in to any of our Royal Sundaram offices

The company will assign a surveyor to investigate the claim and estimate the damage.

#### 2. 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:**

- I. Claim form
- II. FIR/Final Report
- III. Proof in support of cause of Loss/Operation of insured peril
- IV. Books of Accounts
- V. Stock Register
- VI. Repair/ Reinstatement Bills
- VII. Proof of reinstatement.
- VIII. CKYC documents Pan, ROC certificate, Aadhaar, GST Registration certificate
- IX. Any other documents: there may be specific requirements depending upon the merits of each case

#### 3. Claims Process:

When the documentation is complete, claim shall be processed for payment as per the Policy terms and conditions. Claim payment shall be by online fund transfer.

#### 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](mailto:manager.care@royalsundaram.in)  
Sr. Citizen can email us at: [seniorcitizengrievances@royalsundaram.in](mailto: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](mailto: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](http://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](http://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](http://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.***