

**Introduction:**

All Risks Insurance policy – Group covers the insured’s items valuables such as Jewellery and equipments such as Computers, Mobiles against all types of losses other than those specifically excluded.

**Who is providing the Coverage?**

Royal Sundaram General Insurance Co. Limited is providing the coverage under this Policy.

**Who can avail of “All Risk Insurance Policy - Group”?**

This Policy is suitable for any individual who owns valuables or equipments such as Mobile phones, Laptops. However, the individual should form part of a group.

**What is the coverage under the policy?**

The policy provides cover for the insured equipment/valuables against sudden and unforeseen physical damage from any cause other than those specifically excluded. For instance, the policy covers the insured equipment against Accident, Fire, explosion, natural calamities like flood, lightning, cyclone, earthquake, landslide, rock slide, etc.

**What is the Sum Insured under the Policy?**

The Sum Insured should be equivalent to the market value of the insured item or equipment including Freight, Erection or installation cost, Customs Duty, if any.

**What are the exclusions under the policy?**

The Company shall not be liable in respect of

1. The Excess stated in the Policy Schedule to be borne by the insured for each and every occurrence.
2. Willful act or willful neglect or gross negligence of the Insured or his representatives or employees.
3. loss or damage for which the manufacturer or supplier or repairer of the property or any third party is responsible either by law or contract
4. loss or damage caused by any process of cleaning, dyeing or bleaching, restoring, repairing or renovation or deterioration arising from wear and tear, moth, vermin, rodents, pests, insects or mildew or any other gradually operating cause.



5. breakage, cracking or scratching of crockery, glass, cameras, binoculars, lenses, sculptures, curios, pictures, musical instruments, sports gear or similar articles of a brittle or fragile nature, unless caused by fire or an accident of the vehicle transporting the property insured.
6. loss or damage caused by mechanical or electrical derangement or Breakdown of any article. Breakdown shall mean the actual failure or breaking or distortion or burning out of equipment arising out of
  - (a) Mechanical or electrical defects in the equipment
  - (b) failure or fluctuation of electricity supply.
7. over winding, scratching, denting or internal damage of watches and clocks.
8. loss of or damage to money, securities, manuscripts, deeds, bonds, bills of exchange, promissory notes, stock or share certificates, stamps and travel tickets or travelers' cheques, business books or documents.
9. theft except from a car of fully enclosed saloon type having at the time all the doors, windows and other openings of the car are securely locked and properly fastened.
10. mysterious disappearance or any loss discovered at the time of taking an inventory
11. 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, revolution, insurrection, civil commotion, military or usurped power, seizure, capture, confiscation, arrests, restraints and detainment by the 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.
12. 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, directly or indirectly caused by or contributed to or arising from
  - a. ionising radiations or contamination by radioactivity from any source whatsoever.
  - b. nuclear weapons material.
13. loss or damage arising through delay, detention or confiscation by Customs or other authorities.
14. consequential loss or legal liability of any kind.
15. claims arising out of
  - (i) total or partial destruction, distortion, erasure, corruption, alteration, misinterpretation or misappropriation of Electronic Data, or
  - (ii) error in creating, amending, entering, deleting or using Electronic Data, or
  - (iii) total or partial inability or failure to receive, send, access or use Electronic Data for any time or at all from any cause whatsoever, regardless of any other contributing cause or event whenever it may occur.

16. 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.
17. loss or Damage whilst the Property Insured is sent under a Contract of affreightment.
18. Terrorism damage exclusion:  
Loss, damage, cost or expense of whatsoever nature directly or indirectly caused by, resulting from or in connection with any act of terrorism regardless of any other cause or event contributing concurrently or in any other sequence to the loss.  
For the purpose of this exclusion, an act of terrorism means an act or series of acts, including but not limited to the use of force or violence and/or the threat thereof, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s), or unlawful associations, recognized under Unlawful Activities (Prevention) Amendment Act, 2008 or any other related and applicable national or state legislation formulated to combat unlawful and terrorist activities in the nation for the time being in force, committed for political, religious, ideological or similar purposes including the intention to influence any government and/or to put the public or any section of the public in fear for such purposes.  
This Exclusion also includes loss, damage, cost or expense of whatsoever nature directly or indirectly caused by, resulting from or in connection with any action taken in controlling, preventing, suppressing or in any way relating to the above.
19. Larceny

#### **What is the duration of the policy?**

The policy will be issued for a maximum period of one year.

#### **What is the procedure for cancellation of the policy?**

- a. Cancellation of Master Policy (Non-employer-employee Group)
  - i. The Master Policy may be cancelled by the Insured at any time during the policy period by informing the Company.  
Provided however, the respective Certificate of Insurance/s issued to various Insured Beneficiaries will be valid for the Covered Period.
  - ii. The Master Policy may be cancelled by the Company, only on the grounds of established fraud, by giving minimum notice of 7 days to the Insured.  
Provided however if the Company cancels the Master Policy even then the respective Certificate of Insurance/s issued to various Insured Beneficiaries shall be valid for the Covered Period.



**b. Cancellation of Certificate of Insurance (Non-employer-employee Group)**

- i. The Certificate of Insurance may be cancelled by the Insured/Insured beneficiary by informing the Company at any time without needing to provide a reason before the expiry of the Policy Period of Master Policy. Upon cancellation, the insured shall be entitled to a refund of the proportionate premium for the unexpired period in the current year of insurance subject to no claims being lodged.
- ii. The Certificate of Insurance may be cancelled by the Company, only on the grounds of established Fraud, at any time before the expiry of the Policy Period of Master Policy by giving minimum notice of 7 days to the Insured and/or Insured Beneficiary. Upon cancellation, the policy will be cancelled ab initio (from inception), meaning the policy will be treated as though it never existed, with forfeiture of the premium. Additionally, no claims made under the policy will be considered or paid.

**c. Cancellation of Master Policy (Employer-Employee Group)**

- i. The Master Policy may be cancelled by the Insured at any time by informing the Company without needing to provide a reason during the Policy Period. Upon cancellation, the insured shall be entitled to a refund of the proportionate premium for the unexpired period in the current year of insurance subject to no claims being lodged.
- ii. The Master Policy may be cancelled by the Company, only on the grounds of established fraud, at any time by giving minimum notice of 7 days to the insured. Upon cancellation, the policy will be cancelled ab initio (from inception), meaning the policy will be treated as though it never existed, with forfeiture of the premium. Additionally, no claims made under the policy will be considered or paid.

It may be noted that

- the refund will be made to the insured for all cases where the entire premium is borne and paid by the Insured.
- the refund will be made to the Insured beneficiary for all cases where the premium is borne by the Insured Beneficiary.

**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.

#### **Grievance Redressal Procedure:**

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](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.

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

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 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>.

## **2. Consumer Affairs Department of IRDAI**

- 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](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).