

**Customer Information Sheet**
**Industrial All Risk (Commercial)**

This document provides only key information about your policy. Please refer to the policy document for detailed terms and conditions.

Sr. No.	Title	Description (Please refer to applicable Policy Clause Number in next column)	Policy / Clause Number
1	Product Name	<b>Industrial All Risk (Commercial)</b>	NA
2	Unique Identification Number (UIN) allotted by IRDAI	IRDAN125CP0003V01202122	NA
3	Structure	As per policy schedule	Policy wordings
4	Interests Insured	Occupancy : As per policy schedule.	"Details of Property Insured and location of risk covered" in the policy schedule
5	Sum Insured	<<as stated in the policy schedule>>	"Coverage Detail, Sum Insured and Premium" in the policy schedule
6	Policy Coverage	<p><b>Section- I – Material Damage</b></p> <p>Any of the property insured be accidentally physically lost destroyed or damaged other than by an excluded cause during the period of insurance or any subsequent period in respect of which the insured shall have paid and the Insurer shall have accepted the premium required for the renewal of this policy, the Insurer will pay to the Insured the value of the property at the time of the happening of its accidental physical loss or destruction or damage (being hereinafter termed Damage) or at its option reinstate or replace such property or any part thereof Provided that the liability of the Insurer in respect of any one loss or in the aggregate in any one period of insurance shall in no case exceed</p> <p>i. As regards buildings, plants and machinery, furniture, fixture, fittings etc. the cost of replacement or reinstatement on the date of replacement or reinstatement subject to the maximum liability being restricted to the sum insured in respect of that category of the item under the policy.</p> <p>ii. As regards stocks the market value of the same not exceeding the sum insured in respect of that category of item under the policy</p>	"Section-I" in the Policy wordings

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		<b>Section-II Business Interruption</b> The Insurers agree that if during the period of insurance the business carried on by the insured at all the premises specified & listed in the Schedule is interrupted or interfered with in consequence of loss destruction or damage indemnifiable under Section I, then the Insurers shall indemnify the Insured for the amount of loss as hereinafter defined resulting from such interruption or interference provided that the liability of the Insurers in no case exceeds the total sum insured or such other sum as may hereinafter be substituted therefore by Endorsement signed by or on behalf of the Insurers.	"Section-II" in the Policy wordings
7	Add-on Cover	As per policy schedule	"Details of Clauses" in the policy schedule.
8	Loss Participation	<<As per policy schedule>>	"Excess/ deductibles" in the policy schedule.
9	Exclusions	<b>Exclusions specific to section I</b> 1. This policy does not cover damage to the property insured caused by: <ul style="list-style-type: none"> <li>a) i) Faulty or defective design materials or workmanship inherent vice, latent defect, gradual deterioration, deformation or distortion or wear and tear unless Damage by a cause not excluded in the policy ensues and then the Insurer shall be liable only for such ensuing Damage.</li> <li>b) i) collapse or cracking of buildings</li> <li>ii) corrosion, rust extremes or changes in temperature dampness, dryness, wet or dry rot fungus, shrinkage evaporation, loss of weight, pollution, contamination, change in colour, flavour, texture or finish action of light vermin insects marring or scratching unless such loss is caused directly by Damage to the property insured or to premises containing such property by a cause not excluded in the policy</li> <li>c) i) larceny ii) acts of fraud or dishonesty iii) disappearance, unexplained or inventory shortage misfiling or misplacing of information shortage in supply or delivery of materials or shortage due to clerical or accounting error</li> <li>d) i) coastal or river erosion ii) normal settlement or bedding down of new structures.</li> </ul>	"Exclusions under Section I" in the policy wordings.

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		<p>2. Damage caused by or arising from: - a) any wilful act or wilful negligence on the part of the Insured or any person acting on his behalf b) cessation of work delay or loss of market or any other consequential or indirect loss of any kind or description whatsoever</p> <p>3. Damage occasioned directly or indirectly by or through or in consequence of any of the following occurrences, namely: - a) war, invasion, act of foreign enemy hostilities or warlike operations (whether war be declared or not) civil war b) mutiny, civil commotion assuming the proportions of or amounting to a popular rising military, rising insurrection, rebellion revolution military or usurped power</p> <p>4. i) permanent or temporary dispossession resulting from nationalisation commandeering or requisition by any lawfully constituted authority.</p> <p>ii) permanent or temporary dispossession of any building resulting from the unlawful occupation of such building by any person provided that the Insurers are not relieved of any liability to the Insured in respect of Damage to the property insured occurring before dispossession or during temporary dispossession which is otherwise insured by this Policy iii) The destruction of property by order of any public authority</p> <p>5. Damage directly or indirectly caused by or arising from or in consequence of or contributed confiscation to by: a) nuclear weapons material b) ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel. Solely for the purpose of this Exclusion Combustion shall include any self-sustaining process of nuclear fission</p>	
		Refer Excluded Property under section I for details of Excluded Property.	"Excluded Property" under Section I" in the policy wordings.
		<b>Exclusions specific to section II</b>	"Exclusions under Section II" in the policy wordings.
		<p>1. This Policy does not cover loss resulting from interruption of or interference with the business directly or indirectly attributable to</p> <p>1.1 any restrictions on reconstruction or operation imposed by any public authority</p> <p>1.2 the Insured's lack of sufficient capital for timely restoration or replacement of property lost destroyed or damaged</p>	

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		<p>1.3. loss of business due to causes such as suspension lapse or cancellation of a lease licence or order etc. which occurs after the date when the items lost destroyed or damaged are again in operating condition and the business could have been resumed, if said lease licence order etc. had not lapsed or had not been suspended or cancelled.</p> <p>1.4. damage to boilers economisers turbines or other vessels machinery or apparatus in which pressure is used or their contents resulting from their explosion or rupture.</p> <p>1.5. electronic installations, computers and data processing equipment.</p> <p>1.6. Damage resulting from: a) deliberate erasure loss distortion or corruption of information on computer systems or other records programs or software. b) Other erasure loss distortion or corruption of information on computer systems or other records programs of software unless resulting from fire lightning explosion aircraft, impact by any road vehicle or animals earthquake, hurricane, windstorm flood, bursting overflowing discharging or leaking of water tanks apparatus or pipes in so far as it is not otherwise excluded unless caused by Damage to the machine or apparatus in which the records are mounted.</p> <p>1.7. mechanical or electrical breakdown or derangement of machinery or equipment.</p> <p>2. This Policy does not cover the deductible stated in the Schedule to be borne by the Insured.</p>	
10.	Special Conditions and Warranties (if any)	<ul style="list-style-type: none"> <li>Sanction and Embargo Clause</li> <li>NMA 2915-End B</li> <li>Communicable Disease Exclusion Clause</li> </ul> <p>For more details refer policy schedule</p>	"Exclusions" in the policy schedule.
11.	Admissibility of Claim	<ul style="list-style-type: none"> <li>Following are the key parameters leading to admissibility or denial of claims: <ul style="list-style-type: none"> <li>The policy shall cover losses to your insured property due to unforeseen and sudden physical damage by any cause not excluded.</li> <li>The policy shall exclude losses as specified in the exclusion/exception/excluded causes of section of the policy wording.</li> <li>The coverage is subject to compliance of policy clause/conditions/warranties.</li> </ul> </li> <li>Duty of care &amp; loss minimization post-accident</li> <li>If You suffer a loss because of an insured event/peril/causes, You must make a claim for Your financial loss at Your cost.</li> <li>The procedure for making a claim is given below.</li> </ul> <p>1. Immediate notice to Us</p>	NA

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		<p>a. As soon as any sudden, unforeseen and physical loss or damage occurs to insured property due to insured event/peril/causes and/or does not fall under exclusion, You must immediately give notice to Us of the loss or damage. This is necessary for Us to survey/ investigate the loss or damage, as may be required.</p> <p>b. You can give notice to any of Our offices or call centres.</p> <p>c. You must state in this notice</p> <ol style="list-style-type: none"> <li>the Policy Number,</li> <li>Your name,</li> <li>details of report to the police that You made,</li> <li>details of report to any Authority that You made,</li> <li>details of the Insured Event,</li> <li>a brief statement of the loss,</li> <li>particulars of any other insurance of insured property,</li> <li>details of loss or damage under any Optional Cover or Add-ons,</li> <li>submit photographs of loss or physical damage, wherever possible.</li> </ol> <p>2. Steps to prevent loss and damage</p> <ol style="list-style-type: none"> <li>You must take all reasonable steps to prevent further loss or damage to insured property.</li> <li>Until We have inspected insured property and have given Our consent, <ol style="list-style-type: none"> <li>You must not sell, give away or dispose of any damaged items of any property for which You are making a claim;</li> <li>You must not wash or clean, or remove any damaged item or debris, except for any urgent necessity;</li> <li>You must not carry out repairs, unless such repairs are urgent and You cannot contact Us.</li> </ol> </li> </ol> <ul style="list-style-type: none"> <li>o Act as if not insured and try all possible measures to minimize the loss.</li> <li>o Inform fire brigade / police or any other govt statutory body, if applicable</li> <li>o Seek the assistance of the insurance surveyor or any other agencies appointed for loss minimization efforts and also in claim procedure</li> <li>o Take photos or videos of damaged property and preserve all damaged property for detailed inspection by the surveyors</li> <li>o Preserve documentary evidence for assessment of quantum of loss.</li> </ul> <p>The loss will be assessed by the surveyors as per the claim bill, supporting documents provided and in accordance with policy terms and conditions.</p> <p>The assessment will be subject to following deduction, if any, a) betterment, b) depreciation, c) applicable salvage value, d) underinsurance/average clause, e) policy excess / deductible / franchise etc, f) reinstatement premium.</p>	

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12.	Policy Servicing - Claim Intimation and Processing	<ul style="list-style-type: none"> <li>Contact us - 022 6158 2020/ 022 6234 6234</li> <li>Website: www.hdfcergo.com Email : care@hdfcergo.com</li> <li>Turn Around Time (TAT) in working hours / days <ul style="list-style-type: none"> <li>Surveyor appointment- 24 hours from claim intimation</li> <li>Survey report- 15 days from allotment of survey</li> <li>Decision of claim to insured - 7 days from survey report</li> </ul> </li> <li>Customer Escalation Matrix <ul style="list-style-type: none"> <li>Level 1 In case the Complainant has not received a response or is not satisfied with the response / resolution given / offered, then the Customer can write to: The Complaints &amp; Grievance Cell HDFC ERGO General Insurance Company Limited D-301, 3rd Floor, Eastern Business District (Magnet Mall), LBS Marg, Bhandup (West), Mumbai – 400078, Maharashtra e-mail: grievance@hdfcergo.com</li> <li>Level 2 In case the Complainant has not received a response or is not satisfied with the response / resolution given / offered by the C&amp;G cell, then the Customer can write to the Chief Grievance Officer of the Company at the following address: The Chief Grievance Officer HDFC ERGO General Insurance Company Limited D-301, 3rd Floor, Eastern Business District (Magnet Mall), LBS Marg, Bhandup (West), Mumbai – 400078, Maharashtra e-mail: cgo@hdfcergo.com</li> </ul> </li> </ul>	NA
13.	Grievance Redressal and Policyholders Protection	<p>If You have a grievance about any matter relating to the Policy, or Our decision on any matter, or the claim, You can address Your grievance as follows:</p> <p><b>1. Our Grievance Redressal Officer</b></p> <p>If you have a grievance that you wish us to redress, you may contact us with the details of your grievance through:</p> <ul style="list-style-type: none"> <li>Contact us - 022 6158 2020/ 022 6234 6234</li> <li>Emails – grievance@hdfcergo.com</li> <li>Contact Details for Senior Citizens: 022 6242 6226   Email ID: seniorcitizen@hdfcergo.com</li> <li>Designated Grievance Officer in each branch.</li> <li>Company Website – www.hdfcergo.com</li> <li>Courier - Any of our Branch office or corporate office</li> </ul> <p>You may also approach the Complaint &amp; Grievance (C&amp;G) Redressal Cell at any of our branches with the details of your grievance during our working hours from Monday to Friday.</p> <p>If you are not satisfied with our redressal of your grievance through one of the above methods, you may contact our Head of Customer Service at</p>	Section 6

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		<p><b>The Complaint &amp; Grievance Redressal Cell, HDFC ERGO General Insurance Company Limited D-301, 3rd Floor, Eastern Business District (Magnet Mall), LBS Marg, Bhandup (West), Mumbai – 400078, Maharashtra</b></p> <p>In case you are not satisfied with the response / resolution given / offered by the C&amp;G cell, then you can write to the Chief Grievance Officer of the Company at the following address</p> <p><b>To the Chief Grievance Officer HDFC ERGO General Insurance Company Limited D-301, 3rd Floor, Eastern Business District (Magnet Mall), LBS Marg, Bhandup (West), Mumbai - 400078, Maharashtra e-mail: cgo @hdfcergo.com</b></p> <p>Grievance may also be lodged at IRDAI Integrated Grievance Management System- <a href="https://bimabharosa.irdai.gov.in">https://bimabharosa.irdai.gov.in</a></p> <p>You may also approach the nearest Insurance Ombudsman for resolution, if your grievance is not redressed by the Company. The contact details of Ombudsman offices are below if your grievance pertains to:</p> <ul style="list-style-type: none"> <li>Insurance claim that has been rejected or dispute of a claim on legal construction of the policy</li> <li>Delay in settlement of claim</li> <li>Dispute with regard to premium</li> <li>Non-receipt of your insurance document</li> </ul> <p>You may also refer Our website <a href="http://www.hdfcergo.com">www.hdfcergo.com</a> <a href="https://www.hdfcergo.com/customer-voice/grievances">https://www.hdfcergo.com/customer-voice/grievances</a> for detailed grievance redressal procedure.</p>	
14.	Obligations of the Policyholder	<ul style="list-style-type: none"> <li>To disclose all information correctly sought by the insurer at time of filling the proposal form</li> <li>In case of any change / modification / addition to the already declared information the same shall be brought to the notice of the Insurer immediately</li> <li>Non-disclosure of material information may affect the claim settlement.</li> </ul> <p>Disclosure of other material information during the policy period.</p>	NA

**Declaration by the Policy Holder:**

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.

