

**Customer Information Sheet**
**Trade Credit Insurance Policy (Commercial)**

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

SI No	Title	Description (Please refer to applicable Policy Clause Number in next column)	Policy / Clause Number
1	Product Name	<b>Trade Credit Insurance Policy (Commercial)</b>	NA
2	Unique Identification Number (UIN) allotted by IRDAI	IRDAN125CP0004V01202122	NA
3	Structure	Basis of Sum / Limit Insured • <b>Indemnity</b>	NA
4	Interests Insured	Commercial Establishment including manufacturers, traders, banks and financial institutions	NA
5	Sum Insured / Motor Insured Declared Value Scope	<<as per policy schedule>>	Policy Schedule
6	Policy Coverage	<p>The scope of cover under trade credit insurance policy shall be the credit risk that has a direct link with an underlying trade transaction, i.e. the delivery of goods or services. If no such direct link exists, the outstanding amount is not insurable under a trade credit insurance policy. The cover may include but not be limited to the following risks.</p> <p><b>I. Commercial Risks:</b></p> <ol style="list-style-type: none"> <li>Insolvency or Protracted Default of <ol style="list-style-type: none"> <li>the buyer;</li> <li>bank's responsible for payment in case of Letter of Credit transactions;</li> <li>stock holding agent in case of consignment transactions;</li> </ol> </li> <li>Rejection by <ol style="list-style-type: none"> <li>the buyer after delivery subject to conditions of contract;</li> <li>the buyer before shipment, where the goods are manufactured or being manufactured exclusively as per the requirements of the buyer and cannot be sold elsewhere;</li> </ol> </li> <li>Non-receipt of payment on account of collecting Bank's failure;</li> </ol> <p><b>II. Political Risks</b></p> <p>Political risk cover is available only in case of buyers outside India and in respect of those countries agreed upon. Political risks include the following.</p>	INSURING CLAUSES AGREEMENT

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		<p>a. Operation of a law or of an order, decree or regulation having the force of law which, in circumstances outside the control of the insured and/or the buyer, prevents, restricts or controls the transfer of payment from the buyer's country to India;</p> <p>b. Occurrence of war between the buyer's country and India;</p> <p>c. Occurrence of war, hostilities, civil war, rebellion, revolution, insurrection or other disturbances in the buyer's country;</p> <p>d. Imposition of any law or order, decree or regulation having the force of law which, in circumstances outside the control of the insured and/or of the buyer, prevents the import of the goods into the buyer's country;</p> <p>e. Cancellation, in circumstances outside the control of the insured and/or of the buyer, of a previously issued and currently valid authority to import the goods;</p> <p>f. Incurring, in respect of goods shipped from India, of any additional handling, transport or insurance charges which are occasioned by interruption or diversion of voyage outside India and which is impracticable to be recovered from the buyer;</p> <p>g. Any other cause, save and except in the case of merchanting exports in which case this risk will stand excluded, which arises from an event occurring outside India but not being a cause inherent in the nature of the goods or that is within the control of the insured and/or the buyer or that is specifically excluded from the purview of cover under the policy.</p> <p>A trade credit insurance policy may be issued to the following:</p> <p>a) Seller / Supplier of goods or services.</p> <p>b) Factoring company as defined in The Factoring Regulation Act 2011 &amp; amendments thereof.</p> <p>c) Bank / Financial Institution, engaged in Trade Finance, licensed and regulated by respective Statutory Bodies which have better quality appraisal and effective risk management system.</p> <p>A trade credit insurance for Banks / Financial Institutions and Factoring Companies shall cover the loss on account of non-receipt of payment from a buyer, due to commercial or political risks, against the bills / invoices purchased or discounted.</p> <p>A trade credit insurance policy shall not cover:</p> <p>a) Reverse Factoring;</p> <p>b) Government Buyers as defined under definitions above except for political risks in overseas under export transaction.</p> <p>c) Financial Guarantee in any form</p> <p>d) Any other risk cover that may be specified by the Authority from time to time.</p>	

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		<p>A Trade Credit Policy may be issued for covering trade related transactions other than loan default of seller. A trade credit insurance policy shall not cover any receivable arising from transactions made other than trade credit transaction.</p> <p>A trade credit insurance policy shall be sold as</p> <ol style="list-style-type: none"> <li>A Whole turnover basis to cover all buyers of that particular segment or product or country.</li> <li>Cover for individual buyer only for: a) Micro &amp; Small Enterprises b) Project covers</li> <li>Single Invoice Covers through bill discounting / factoring shall be allowed only on Invoice Discounting e-Platforms such as TReDS.</li> </ol> <p>A trade credit policy shall specify the indemnity limit as mentioned in the policy schedule and the maximum indemnity limit that is offered.</p>	
7	Add-on Cover	<<as per policy schedule>>	Policy Schedule
8	Loss Participation	<<as per policy schedule>>	Policy Schedule
9	Exclusions	<ul style="list-style-type: none"> <li>Radioactive Contamination</li> <li>Disputes with the buyer resulting withholding of partial or full payment.</li> <li>Cost incurred in resolving disputes between the insured and the buyer</li> <li>Any penalties or damages buyer entitled to pay.</li> <li>Any interest accruing after the original due date of payment.</li> <li>Banking cost, unless contractually agreed to be part of the amount owing from the buyer</li> <li>Buyers under direct or indirect control.</li> <li>Sales contract made with the private individuals.</li> <li>Amount owed by State or governmental department, institution or organization which cannot be declared insolvent.</li> </ul>	Exclusions
10.	Special Conditions and Warranties (if any)	<<as per policy schedule>>	Policy Schedule
11.	Admissibility of Claim	<ul style="list-style-type: none"> <li>Notification of non-payment (NNP) to be lodged in Atrium within 30 days from MEP</li> </ul> <p>Authority letter for appointment of debt collection agency for them to start recovery process</p> <p>Formal claim to be lodged within policy timeline</p> <p>Relevant Documents to be enclosed. We will review the claim upon receipt of all documents</p> <p>Case is assessed based on following:</p> <ol style="list-style-type: none"> <li>Limits are in place &amp; invoices are declared.</li> <li>Invoices are within policy period.</li> </ol> <p>Invoices are within invoicing period - 30 days</p>	NA

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		<ol style="list-style-type: none"> <li>4. We draw up reconciliation on FIFO basis &amp; check whether there is MEP breach.</li> <li>5. Disallow unacceptable debt if any e.g. Bank charges, interest etc.</li> <li>6. Ensure claim amount is greater than NQL (Claims Threshold 250,000)</li> <li>7. Apply indemnity 90% of loss.</li> <li>• Once claim has been approved the following is required</li> <li>1. CA certified ledger account of debtor</li> <li>2. Letter of subrogation</li> <li>3. KYC details including blank cheque for crediting claim payment</li> <li>4. New set of documents as per IRDA guidelines</li> </ol>	
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 / Email www.hdfcergo.com care@hdfcergo.com</li> <li>• <b>Turn Around Time (TAT)</b> for claims settlement</li> </ul> <p>Surveyors will be providing Assessment in 7 working days from receipt of complete documents from the client.</p> <p>HDFC ERGO will process the claim in 7 working days from receipt of complete documents along with assessment.</p> <ul style="list-style-type: none"> <li>• Escalation Matrix</li> </ul> <p>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:</p> <p style="text-align: center;"><b>The Complaints &amp; Grievance Cell</b>  <b>HDFC ERGO General Insurance Company Limited</b>  <b>D-301, 3rd Floor,</b>  <b>Eastern Business District (Magnet Mall),</b>  <b>LBS Marg, Bhandup (West),</b>  <b>Mumbai – 400078, Maharashtra</b>  <b>e-mail: grievance@hdfcergo.com</b></p> <p>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:</p> <p style="text-align: center;"><b>The Chief Grievance Officer</b>  <b>HDFC ERGO General Insurance Company Limited</b>  <b>D-301, 3rd Floor,</b>  <b>Eastern Business District (Magnet Mall),</b>  <b>LBS Marg, Bhandup (West),</b>  <b>Mumbai – 400078, Maharashtra</b>  <b>e-mail: cgo@hdfcergo.com</b></p> <p>Level 3: Office of The Insurance Ombudsman</p>	NA

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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>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 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> <p><b>The Complaint &amp; Grievance Redressal Cell, HDFC ERGO General Insurance The 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 The 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>	GRIEVANCE REDRESSAL PROCEDURE

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		You may also refer Our <a href="http://www.hdfcergo.com">website 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.	
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>	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.