

CUSTOMER INFORMATION SHEET

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	Business Suraksha Plus (Essential)	NA
2	Unique Identification Number (UIN) allotted by IRDAI	IRDAN125CP0007V01202122	NA
3	Structure	State basis of Sum / Limit Insured: <<As per policy schedule>>	NA
4	Interests Insured	This product will primarily cater to corporate clients with special requirements. It is expected that majority of the proposals will be through brokers.	NA
5	Sum Insured	<<as per policy schedule>>	Policy schedule
6	Policy Coverage	<p>This Policy covers:</p> <ol style="list-style-type: none"> property, as described in this Policy, against ALL RISKS OF PHYSICAL LOSS OR DAMAGE, except for the exclusions as described in this Policy. Business Interruption loss as provided in the Business Interruption Coverage in the policy 	<p>Policy wordings-</p> <p>A. Property Insured</p> <p>B. Business Interruption</p>
7	Add-on Cover	<<as per policy schedule>>	NA
8	Loss Participation	<<as per policy schedule>>	Policy schedule
9	Exclusions	<p><u>PROPERTY EXCLUDED</u></p> <p>This Policy excludes the following except as otherwise stated in this Policy:</p> <ol style="list-style-type: none"> Land, water or any substance in or on land. Growing crops, standing timber or animals. Bridges and tunnels intended for use by motor vehicles licensed for highway use. Reservoirs, canals, dikes or dams. Docks, piers or wharves which are not a 	Property Excluded

		<p>structural part of a building.</p> <ol style="list-style-type: none"> 6. Currency, money, notes or securities. 7. Motor vehicles licensed for highway use or owned by directors, officers or employees of the Insured. 8. Satellites, aircraft or watercraft, except if on land, unfueled and manufactured by the Insured. 9. Property sold by the Insured under conditional sale, trust agreement, installment payment or other deferred payment plan after delivery to the customer. 10. Underground mines or mine shafts or any property within such mine or shaft. 11. Property while in transit. 12. Electronic data, programs or software, except when incorporated into physical goods intended to be sold as: <ol style="list-style-type: none"> a) Finished goods manufactured by the Insured; or b) Other merchandise not manufactured by the Insured; or as provided by the Data Restoration coverage in this Policy. 13. Property while located offshore. 14. Property in the course of construction, erection, renovation, demolition, or dismantling; <ol style="list-style-type: none"> a) Machinery or equipment undergoing commissioning or operational testing not including normal maintenance; and b) materials, equipment and supplies for such property, except as provided in the Minor Works coverage in this Policy. 15. Property used for the generation or storage of electrical energy. 16. Transmission and distribution systems, except at a described location. 17. Fine arts, accounts, bills, deeds, evidences of debt or title. 18. Precious metals in bullion form <p>In addition to the exclusions elsewhere in this Policy, the following exclusions apply unless otherwise stated:</p> <p>GROUP I: This Policy excludes loss or damage directly or indirectly caused by or resulting from any of the following regardless of any other cause or event, whether or not insured under this Policy, contributing concurrently or in any other sequence to the loss or damage:</p>	Exclusions
--	--	--	------------

		<p>1. Nuclear reaction or nuclear radiation or radioactive contamination. However:</p> <p>a. If physical damage by fire or sprinkler leakage results, then only that resulting damage is insured; but not including any loss or damage due to nuclear reaction, radiation or radioactive contamination.</p> <p>b. This Policy does insure physical damage directly caused by sudden and accidental radioactive contamination, including resultant radiation damage, from material used or stored or from processes conducted on the location, provided that on the date of loss, there is neither a nuclear reactor nor any new or used nuclear fuel on the location. This coverage does not apply to any act, loss or damage excluded in Group I Item 2g of this Exclusions clause.</p> <p>This exclusion Group I Item 1 and the exceptions in Group I Item 1a and Group I Item 1b above do not apply to any act, loss or damage which also comes within the terms of exclusion Group I Item 2c of this Exclusions clause.</p> <p>2. A. Hostile or warlike action in time of peace or war, including action in hindering, combating or defending against an actual, impending or expected attack by any:</p> <p>i. Government or sovereign power (de jure or de facto);</p> <p>ii. Military, naval or air forces; or</p> <p>iii. Agent or authority of any party specified in i) or ii) above.</p> <p>B. Hostile or warlike cyberattack in time of peace or war, including action in hindering, combating or defending against an actual, impending or expected cyberattack by any:</p> <p>i. Government or sovereign power (de jure or de facto);</p> <p>ii. Military, naval or air force; or</p> <p>iii. Agent or authority of any party specified in i) or ii) above.</p> <p>C. Discharge, explosion or use of any nuclear device, weapon or material employing or involving nuclear fission, fusion or radioactive force, whether in time of peace or war and regardless of who commits the act.</p> <p>D. Insurrection, rebellion, revolution, civil war, usurped power, or action taken by governmental</p>	
--	--	--	--

		<p>authority in hindering, combating or defending against such an event.</p> <p>E. Seizure or destruction under quarantine or custom regulation, or confiscation by order of any governmental or public authority.</p> <p>F. Risks of contraband, or illegal transportation or trade.</p> <p>G. Terrorism, including action taken to prevent, defend against, respond to or retaliate against terrorism or suspected terrorism.</p> <p>If any act which satisfies the definition of terrorism also comes within the terms of Group I Item 2c of this Exclusions clause then Group I Item 2c applies in place of this Group I Item 2g exclusion.</p> <p>If any act which satisfies the definition of terrorism also comes within the terms of Group I Item 2d of this Exclusions clause then Group I Item 2d applies in place of this Group I Item 2g exclusion.</p> <p>If any act which satisfies the definition of terrorism also comes within the terms of Group I Item 8 of this Exclusions clause then Group I Item 8 applies in place of this Group I Item 2g exclusion.</p> <p>If any act excluded herein involves nuclear reaction, nuclear radiation or radioactive contamination, this Group I Item 2g exclusion applies in place of Group I Item 1 of this Exclusions clause.</p> <p>3. Any dishonest act, including but not limited to theft, committed alone or in collusion with others, at any time by:</p> <ol style="list-style-type: none"> An Insured or any proprietor, partner, director, trustee, officer or employee of an Insured; or Any proprietor, partner, director, trustee, or officer of any business or entity (other than a common carrier) engaged by an Insured to do anything in connection with property insured under this Policy. <p>This Policy does insure acts of direct insured physical damage intentionally caused by an employee of an Insured or any individual specified in b above, and done without the knowledge of the Insured. This coverage does not apply to any act excluded in Group I Item 2g of this Exclusions clause. In no event does this Policy cover loss by theft by any individual specified in a or b above.</p> <p>4. Lack of incoming electricity, fuel, water, gas, steam or refrigerant; outgoing sewerage; or incoming or outgoing voice, data or video; all when caused by an event off the location,</p>	
--	--	--	--

		<p>except as provided by the Off-Premises Service Interruption coverages in this Policy. If the lack of such a service directly causes insured physical damage at the location, then only that resulting damage is insured.</p> <ol style="list-style-type: none"> 5. Earth movement, except as otherwise provided by this Policy. 6. Flood, except as otherwise provided by this Policy. 7. Seepage or influx of water from natural underground sources. 8. Cyber event. <p>GROUP II: This Policy excludes the following, however, if physical damage not excluded by this Policy results, then only that resulting damage is insured:</p> <ol style="list-style-type: none"> 1. Wear and tear, deterioration, depletion, rust, corrosion, erosion, inherent vice or latent defect. 2. Faulty workmanship, material, construction or design. 3. Loss or damage to stock or material attributable to manufacturing or processing operations while such stock or material is being processed, manufactured, tested or otherwise worked on. 4. Loss or damage caused by or resulting from: <ol style="list-style-type: none"> a. Changes of temperature, except damage to machinery or equipment including fire protective equipment; b. Changes in relative humidity, <p>All whether atmospheric or not, except as provided by Off-Premises Service Interruption coverages in this Policy.</p> 5. Settling, cracking, shrinking, bulging or expansion of: <ol style="list-style-type: none"> a. Foundations (including any pedestal, pad, platform or other property supporting machinery) b. Walls. c. Floors. d. Pavements or roadways. e. Roofs. f. Ceilings. 6. Loss or damage to personal property in the open 	
--	--	--	--

		<p>from rain, sleet, snow, sand or dust.</p> <ol style="list-style-type: none"> 7. Theft of precious metal or stones, except when such property is used by the Insured for industrial purposes. 8. Insect, animal or vermin damage. 9. Loss or damage to the interior portion of buildings from rain, sleet or snow, whether or not driven by wind, when the installation of the roof, walls or windows of such buildings has not been completed. <p>GROUP III: This Policy excludes:</p> <ol style="list-style-type: none"> 1. Indirect or remote loss or damage. 2. Interruption of business, except to the extent provided in this Policy. 3. Loss of market or loss of use. 4. Loss or damage or deterioration arising from any delay. 5. Mysterious disappearance, loss or shortage disclosed on taking inventory, or any unexplained loss. 6. Loss from enforcement of any law or ordinance: <ol style="list-style-type: none"> a. Regulating the construction, repair, replacement, use or removal, including debris removal, of any property; or b. Requiring the demolition of any property, including the cost in removing its debris; <p>Except as provided by the Decontamination Costs and Demolition and Increased Cost of Construction coverages in this Policy.</p> <ol style="list-style-type: none"> 7. Loss or damage resulting from the voluntary parting with title or possession of property if induced by any fraudulent act or by false pretense. 8. Contamination, and any cost due to contamination including the inability to use or occupy property or any cost of making property safe or suitable for use or occupancy. If contamination due only to the actual not suspected presence of contaminant(s) directly results from other physical damage not excluded by this Policy, then only physical damage caused by such contamination may be insured. This exclusion does not apply to radioactive contamination which is excluded elsewhere in this Policy. 	
--	--	--	--

		<p>9. Shrinkage, evaporation or loss of weight, unless directly resulting from other physical damage not excluded by this Policy.</p> <p>10. Changes in color, flavor, texture or finish, unless directly resulting from other physical damage not excluded by this Policy.</p> <p>In addition to the exclusions elsewhere in this Policy, the following exclusions apply to Business Interruption loss:</p> <p>This Policy does not insure:</p> <ol style="list-style-type: none"> Any loss during any idle period, including but not limited to when production, operations or services or delivery or receipt of goods would cease, or would not have taken place or would have been prevented due to: <ol style="list-style-type: none"> Physical loss or damage not insured by this Policy. Planned or rescheduled shutdown. Strike or other work stoppage. Any other reason other than physical loss or damage insured under this Policy. Any increase in loss due to: <ol style="list-style-type: none"> The suspension, cancellation, or lapse of any lease, contract, license or order. Damages for breach of contract, or for late or non-completion of orders. Fines or penalties of any nature. Any other consequential or remote loss. Any increase in loss due to the purchase of electrical power or additional costs associated with generating electrical power from alternative sources. Any loss resulting from power or energy trading or power or energy brokering activities of any nature. Any loss resulting from physical loss or damage to Minor Works. 	Business Interruption Exclusions
10.	Special Conditions and Warranties (if any)	<<as per policy schedule>>	Policy schedule

11.	Admissibility of Claim	<ul style="list-style-type: none"> • Following are the key parameters leading to admissibility or denial of claims: <ul style="list-style-type: none"> - The policy shall cover losses to your insured property due to unforeseen and sudden physical damage by any cause not excluded. - The policy shall exclude losses as specified in the exclusion/exception/excluded causes of section of the policy wording. - The coverage is subject to compliance of policy clause/conditions/warranties. • Duty of care & loss minimization post-accident <ul style="list-style-type: none"> - If You suffer a loss because of an insured event/peril/causes, You must make a claim for Your financial loss at Your cost. - The procedure for making a claim is given below. <p>1. Immediate notice to Us</p> <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> <p>the Policy Number,</p> <ol style="list-style-type: none"> Your name, details of report to the police that You made, details of report to any Authority that You made, details of the Insured Event, a brief statement of the loss, particulars of any other insurance of insured property, details of loss or damage under any Optional Cover or Add-ons, submit photographs of loss or physical damage, wherever possible. <p>Steps to prevent loss and damage</p> <p>a. You must take all reasonable steps to prevent further loss or damage to insured property.</p>	
-----	------------------------	--	--

		<p>b. Until We have inspected insured property and have given Our consent,</p> <p>i. You must not sell, give away or dispose of any damaged items of any property for which You are making a claim;</p> <p>ii. You must not wash or clean, or remove any damaged item or debris, except for any urgent necessity;</p> <p>iii. You must not carry out repairs, unless such repairs are urgent and You cannot contact Us.</p> <p>- Act as if not insured and try all possible measures to minimize the loss.</p> <p>- Inform fire brigade / police or any other govt statutory body, if applicable</p> <p>- Seek the assistance of the insurance surveyor or any other agencies appointed for loss minimization efforts and also in claim procedure</p> <p>- Take photos or videos of damaged property and preserve all damaged property for detailed inspection by the surveyors</p> <p>- Preserve documentary evidence for assessment of quantum of loss.</p> <p>The loss will be assessed by the surveyors/us as per the claim bill, supporting documents provided and in accordance with policy terms and conditions. The assessment will be subject to following deduction, if any,</p> <p>a) betterment, b) depreciation, c) applicable salvage value, d) underinsurance/average clause, e) policy excess / deductible /franchise etc, f) reinstatement premium.</p>	
12.	Policy Servicing - Claim Intimation and Processing	<p>•Contact us- 022 6158 2020 / 022-6234 6234</p> <p>•Website - www.hdfcergo.com</p> <p>Email- care@hdfcergo.com</p> <p>• Turn Around Time (TAT) in working hours / days</p> <p>- Surveyor appointment- 24 hours from claim intimation</p> <p>- Survey report- 15 days from allotment of survey</p>	Input from claims

		<p>- Decision of claim to insured - 7 days from survey report</p> <p>Customer Escalation Matrix</p> <p>Level 1</p> <p>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>The Complaints & 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</p> <p>Level 2</p> <p>In case the Complainant has not received a response or is not satisfied with the response / resolution given / offered by the C&G cell, then the Customer can write to the Chief Grievance Officer of the Company at the following address:</p> <p>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</p>	
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>Our Grievance Redressal Officer</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"> • Contact us: 022 6158 2020/ 022 6234 6234 • Emails – grievance@hdfcergo.com • Contact Details for Senior Citizens: 022 6242 6226 Email ID: seniorcitizen@hdfcergo.com Designated Grievance Officer in each branch. • Company Website – www.hdfcergo.com 	Grievance Redressal Procedure

		<ul style="list-style-type: none"> • Courier - Any of our Branch office or corporate office <p>You may also approach the Complaint & Grievance (C&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>The Complaint & Grievance Redressal Cell , HDFC ERGO General Insurance Company Ltd. D-301,3rd Floor, Eastern Business District (Magnet Mall), LBS Marg, Bhandup (West), Mumbai – 400078, Maharashtra</p> <p>In case you are not satisfied with the response / resolution given / offered by the C&G cell, then you can write to the Chief Grievance Officer of the Company at the following address</p> <p>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</p> <p>Grievance may also be lodged at IRDAI Integrated Grievance Management System- https://bimabharosa.irdai.gov.in</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"> • Insurance claim that has been rejected or dispute of a claim on legal construction of the policy • Delay in settlement of claim • Dispute with regard to premium 	
--	--	---	--

		<ul style="list-style-type: none"> Non-receipt of your insurance document <p>You may also refer Our website www.hdfcergo.com"https://www.hdfcergo.com/customer-voice/grievances for detailed grievance redressal procedure.</p>	
14.	Obligations of the Policyholder	<ul style="list-style-type: none"> To disclose all information correctly sought by the insurer at time of filling the proposal form In case of any change / modification / addition to the already declared information the same shall be brought to the notice of the Insurer immediately Non-disclosure of material information may affect the claim settlement. <p>Disclosure of other material information during the policy period.</p>	NA

Declaration by the Policyholder;

I have read the above and confirm having noted the details.

Place:

Date:

(Signature of the Policyholder)

Note:

- Web-link of the product documents: <<<https://www.hdfcergo.com/download>>>
- In case of any conflict, the terms and conditions mentioned in the policy document shall prevail.