

ART INSURANCE POLICY

WHEREAS the Insured named in the Schedule hereto has made to HDFC ERGO GENERAL INSURANCE COMPANY LIMITED (hereinafter called 'Company') a written proposal by completing questionnaire, which together with any other statement made in writing by the Insured for the purpose of this Policy is deemed to be incorporated herein.

NOW THIS POLICY OF INSURANCE WITNESSETH that subject to and/or in consideration of the Insured having paid to the Company the premium mentioned in the Schedule and subject to the terms, exclusions, conditions and provisions contained herein or endorsed hereon the Company will indemnify the Insured in the manner and to the extent hereinafter provided.

Definitions:

- Works of Art**
The art, antiques and other property belonging to Insured, or for which Insured have a legal responsibility, as specified in the Schedule
- Fair Market Value**
The value of the item in the current market involving an arms-length sale between a willing buyer and a willing seller
- Agreed Values**
These are the values agreed between Insured and the Company for the purposes of this Policy only. They do not reflect the Company's view of what Insured may attain when selling the item.
- Interest**
A rate permitted by law which would have been generated on the money
- Selling Price**
The minimum price that Insured will accept for the sale of an item of Stock from a purchaser, net of Value Added Tax or any other recoverable tax or duty.
- In transit on "wall to wall" basis**
For the purposes of this insurance, property in transit shall be considered covered on a "wall to wall" basis, meaning from the time the property is removed from its normal repository until returned thereto or to another point so designated by the owner or their agent including packing and unpacking, including but not limited to while in the possession of freight forwarders, packers, auction houses, storage locations, customs clearing houses, or other bailees. (Property of others loaned, leased, rented, or consigned, or otherwise made available to the Insured shall be covered on a "wall to wall" basis).
- Market Value**
The highest estimated price that a buyer would pay and a seller would accept for an item in an open and competitive market.

Geographical Limit

This Policy covers all Insured property whilst **in transit on "wall to wall" basis** and/or whilst on premises on display and/or storage within the territorial limits mentioned in the schedule for the purpose of business or profession.

The liability of the Company for any one item of the Insured property shall not exceed in aggregate in any one period of Insurance the sum Insured set against such items in the attached Schedule(s)

Coverage

This insurance shall indemnify the Insured against All Risks of Physical Loss of or Damage from any cause occurring during the Period of Insurance except as hereinafter excluded.

Property Insured

Works of art (including frames) and other personal property of any kind and description belonging to the Insured or to others, including but not limited to:

- Property for which the Insured may be liable or held to be liable or assumed the risk of loss or damage whether or not such property is in the care, custody or control of the Insured.
- Similar property owned by the Insured.
- Property held by the Insured in trust, on consignment, on commission, on lease or as collateral.
- Property of others sent to the Insured which for any reason is not acceptable for sale but which the Insured agrees or is legally obligated to insure or assume the risk of loss or damage.

- Property of others deposited with the Insured or which the Insured has deposited with others, including agents and independent contractors while the property is being inspected, handled, photographed, valued or otherwise for any purpose whatsoever subject to limit specified in schedule.
- Property in the custody of directors and/or employees, independent contractors or agents of the Insured at any location or while in transit or while being inspected, photographed, valued or otherwise for any purpose in connection with the Insured's business subject to limit specified in schedule.

Exclusions

This Policy does not cover:

- Excess, as stated in the Policy Schedule for each and every loss.
- Loss or damage caused by wear and tear, gradual deterioration, inherent vice/defect, rust or oxidation, moth or vermin, warping or shrinkage.
- Mechanical or electrical faults or breakdown.
- Loss or damage caused by or resulting from repairing, restoring, retouching, or any similar process.
- Loss or damage caused by or resulting from aridity, humidity, exposure to light or extremes of temperature, unless such loss or damage is caused by storm, frost or fire.
- Loss from or damage in or on unattended vehicles.
- Loss or damage caused by or resulting from willful act, theft or dishonesty committed by or in collusion with any principal, shareholder (beneficial or otherwise), partner, director or other officer or any employee of the Insured, or any person to whom Insured property is entrusted or loaned.
- Loss or shortage discovered while taking inventory.
- Loss of or damage to property unless it is entered in the Insured's stock records. (Not applicable to Individual and Corporate Collectors)
- Loss or damage at any Exhibition, unless specifically notified to and agreed by the company in advance.
- Consequential loss of any kind.
- Mysterious disappearance or unexplained loss.
- Loss, damage, costs or expenses arising directly or indirectly from biological or chemical contamination caused by or resulting from an act of terrorism. This includes poisoning, or preventing or limiting the use of an object, due to the effects of any biological or chemical agent.
- Loss, damage or liability arising directly or indirectly from nuclear reaction, nuclear radiation or radioactive contamination.
- Loss, damage or liability directly or indirectly caused by war, invasion, act of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power.
- Loss or damage caused by or resulting from your property being confiscated, taken, damaged or destroyed by or under the order of any government or public or local authority.

Terrorism Damage Exclusion Warranty

This Policy excludes 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.

Basis of valuation

A **Fair Market Value** for each item.

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Basis of Claim Settlement

1. **If an item is partly damaged** - Insured may decide whether company should repair, replace or pay the value of the damaged item. If Insured opted for repair, company will also pay for any loss in value. The most company will pay in total is the value of that item specified in the Schedule.
2. **If an item is lost or destroyed** - Company will pay the value of that item as specified in the Schedule subject to below:
 - a. For items which belong to the Insured, the basis specified in the Schedule;
 - b. For items sold but not delivered to the purchasers, the **selling price**
 - c. For items bought on behalf of the Insured's client, the purchase price plus any fee or commission pre-agreed and made in writing;
 - d. For items in the care, custody or control of the Insured which belong to third parties, the lesser of the **Market Value** immediately prior to the loss and the Insured's legal liability to the third party;

Under any circumstances company's liability will not exceed the sum specified against each item specified in the schedule.

3. **Pairs and sets Clause**
If any item which has an increased value because it forms part of a pair or set is lost or damaged, any payment company make will take account of the increased value. Insured may decide if company pays the value of the entire pair or set. The most company will pay is the value of that pair or set.
4. **Full payment Clause**
If company pay the full amount Insured for an item, pair or set, company will then own it and have the right to take possession of it.
5. **Loss buy-back Clause (Recovered property)**
If the Company recovers any of Insured property after a loss, the Company will write to Insured at their correspondence address shown in the schedule and Insured can buy it back from the Company within 60 days. The Company will charge:
 - a. The amount paid by the Company for claim plus **interest**; or
 - b. The **Fair Market Value** of the item at the time the Company recover it; whichever is less.

CONDITIONS

Anything to be done or complied with by the Insured shall be a condition precedent to the Insurer's liability.

1. **Stock records**
The Insured must keep and maintain stock and account records in which details of all purchases, sales, property bought on behalf of the Insured's client and other property entrusted to the Insured are recorded. These records must be available for inspection by the Insurer or their representatives in the event of a claim. Property not recorded in these records is not covered under this insurance.

Note: Not applicable to Individual and Corporate Collectors.
2. **Due diligence**
The Insured must take all reasonable care and measures to protect the Insured property and to maintain it in a good and proper condition.
3. **Packing and securing of property in storage or transit clause**
It is warranted that the Insured will ensure that the property, the subject-matter of this Policy, will be packed, stored and transported in such manner as to withstand the normal hazards associated with such storage or transit.
4. **Protections maintenance clause**
The Insured must ensure that all physical protections notified to the Insurer are engaged whenever the named location(s) are left unattended.

The Insured must ensure that all fire alarm and security systems notified to the Insurer are activated whenever the named location(s) are left unattended. The Insured must also advise the Insurer as soon as reasonably possible if for any reason a system is not working properly. The Insurer may then vary the terms and conditions of this insurance. All systems must be regularly serviced under contract by a reputable company at least annually.
5. **Keys clause**
The Insured must ensure that all keys to all safes, strong rooms, alarms and final exit doors are removed from unattended named location(s).
6. **No benefit to bailee**
This insurance shall in no way inure directly or indirectly to the benefit of any carrier or other bailee.
7. **Notice and Proof of loss**
In the event of loss or damage that may give rise to a claim under this

insurance, notice is to be given to the Insurer as soon as reasonably possible and to the police if a crime is suspected.

In the event of loss or damage to the Insured property, the Insured must give the Insurer such relevant information and evidence as may reasonably be required and co-operate fully in the investigation or adjustment of any claim. If required by the Insurer, the Insured must submit to examination under oath by any person designated by the Insurer.

In the event of loss or damage to Insured property involving any crime lodge forthwith a complaint with the Police.

8. Subrogation

The Insured shall, at the expense of the Company, do and permit to be done, all such acts and things as may be necessary or reasonably required by the Company for the purpose of enforcing any rights and remedies, or of obtaining relief or indemnity other than those Insured under the Policy to which the Company shall be or would become entitled upon their paying for, or making good, any loss or damage under this Policy whether such acts and things shall be or become necessary or required before or after the Insured's indemnification by the Company.

The Company hereby agrees to waive rights of subrogation against the Insured and the respective directors, officers, agents, representatives and employees of the Insured except when such rights may be acquired in consequence of any fraud, fraudulent misrepresentation, non-disclosure or breach of condition or warranty by the Insured, the Company having already made full settlement and payment of any claim hereunder.

9. Fraud

The Company shall not be liable to make any payment under this Policy in respect of any claim if such claim shall be in any manner fraudulent or supported by any statement or device whether by Insured or by any person on behalf of the Insured and/ or if the insurance has been continued in consequences of any material mis-statement or the non-disclosure of any material information by or on behalf of the Insured.

10. Cancellation

This insurance may be cancelled at any time by the Insured in writing to the Insurer, who will then be entitled to retain the prorata portion plus 20% of the premium.

This insurance may also be cancelled by or on behalf of the Insurer by giving 30 days notice in writing sent by post to the Insured at his last known address. The Insurer will then be entitled to retain the prorata proportion of the premium.

In case of misrepresentation, fraud, non-disclosure of material fact or non-cooperation by the Insured, the Insurer reserved the right to cancel the Policy and is not obliged to refund the premium already paid under the policy.

11. Arbitration

If any dispute or difference shall arise as to the quantum to be paid under this policy (liability being otherwise admitted) such difference shall independently of all other questions be referred to the decision of a sole arbitrator to be appointed in writing by the parties thereto or if they cannot agree upon a single arbitrator within 30 days of any party invoking arbitration, the same shall be referred to a panel of three arbitrators, comprising of two arbitrators, one to be appointed by each of the parties to the dispute/difference and the third arbitrator to be appointed by such two arbitrators and arbitration shall be conducted under and in accordance with the provisions of Arbitration and Conciliation Act, 1996.

It is clearly agreed and understood that no difference or dispute shall be referable to arbitration as herein before provided, if the Company has disputed or not accepted liability under or in respect of this policy.

It is hereby expressly stipulated and declared that it shall be a condition precedent to any right of action or suit upon this Policy that the award by such arbitrator shall be first obtained.

It is also hereby expressly agreed and declared that if the Company shall disclaim liability to the Insured for any claim hereunder and such claim shall not within 12 calendar months from the date of such disclaimer have been made the subject matter of a suit in a court of law, the claim shall for all purposes be deemed to have been abandoned and shall not thereafter be recoverable hereunder.

12. Governing law and jurisdiction

This insurance is governed by the laws of India. Any terms or conditions of this Policy which are in conflict with the laws of India where this Policy is issued are hereby amended to conform to such laws.

Both the Insured and the Insurer irrevocably and unconditionally agree to submit any dispute under or in any way relating to this insurance to the exclusive jurisdiction of the Courts of India

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GRIEVANCE REDRESSAL PROCEDURE

If you have a grievance that you wish us to redress, you may contact us with the details of your grievance through:

- Call Centre (Toll free helpline)
 - 1800 2 700 700 (accessible from any Mobile and Landline within India)
 - 1800 226 226 (accessible from any MTNL and BSNL Lines)
- Email: grievance@hdfcergo.com
- Designated Grievance Officer in each branch.
- Company Website: www.hdfcergo.com
- Fax : 022 - 66383699
- Courier : Any of our Branch office or corporate office

You may also approach the Complaint & Grievance (C&G) Cell at any of our branches with the details of your grievance during our working hours from Monday to Friday.

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

The Complaint & Grievance Cell,
HDFC ERGO General Insurance Company Ltd.
6th Floor, Leela Business Park, Andheri Kurla Road,
Andheri, Mumbai – 400059

In case you are not satisfied with the response / resolution given / offered by the C&G cell, then you can write to the Principal Grievance Officer of the Company at the following address

To the Principal Grievance Officer
HDFC ERGO General Insurance Company Limited
6th floor, Leela Business Park, Andheri Kurla Road,
Andheri (E), Mumbai – 400059
E-mail: principalgrievanceofficer@hdfcergo.com

You may also approach the nearest Insurance Ombudsman for resolution of your grievance. The contact details of Ombudsman offices are mentioned below if your grievance pertains to:

- 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
- Non-receipt of your insurance document

Names of Ombudsman and Addresses of Ombudsmen Centres
Office of the Insurance Ombudsman, 2nd Floor, Ambica House, Nr. C. U. Shah College, Ashram Road, AHMEDABAD - 380 014. Tel.: 079 - 27545441 / 27546139 Fax: 079 - 27546142 Email: bimalokpal.ahmedabad@gbic.co.in
Office of the Insurance Ombudsman, 62, Forest Park, BHUBANESHWAR - 751 009. Tel.: 0674 - 2596455 / 2596003 Fax: 0674 - 2596429 Email: bimalokpal.bhubaneswar@gbic.co.in
Office of the Insurance Ombudsman, Fatima Akhtar Court, 4 th Floor, 453 (old 312), Anna Salai, Teynampet, CHENNAI - 600 018. Tel.: 044 - 24333668 / 24335284 Fax: 044 - 24333664 Email: bimalokpal.chennai@gbic.co.in
Office of the Insurance Ombudsman, 'Jeevan Nivesh', 5 th Floor, Near Panbazar Overbridge, S. S. Road, GUWAHATI - 781 001 (ASSAM). Tel.: 0361 - 2132204 / 5 Fax: 0361 - 2732937 Email: bimalokpal.guwahati@gbic.co.in
Office of the Insurance Ombudsman, 2nd Floor, Janak Vihar Complex, 6, Malviya Nagar, Opp. Airtel, Near New Market, BHOPAL (M.P.) - 462 003. Tel.: 0755 - 2769201 / 9202 Fax : 0755 - 2769203 Email: bimalokpal.bhopal@gbic.co.in
Office of the Insurance Ombudsman, S.C.O. No.101-103, 2 nd Floor, Batra Building, Sector 17 - D, CHANDIGARH - 160 017. Tel.: 0172 - 2706468 / 2705861 Fax: 0172 - 2708274 Email: bimalokpal.chandigarh@gbic.co.in

Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Building, Asaf Ali Road, NEW DELHI - 110 002. Tel.: 011 - 23237539 / 23232481 Fax: 011 - 23230858 Email: bimalokpal.delhi@gbic.co.in
Office of the Insurance Ombudsman, 6-2-46, 1st Floor, Moin Court, Lane Opp. Saleem Function Palace, A.C. Guards, Lakdi-Ka-Pool, HYDERABAD - 500 004. Tel : 040 - 65504123 / 23312122 Fax: 040 - 23376599 Email: bimalokpal.hyderabad@gbic.co.in
Office of the Insurance Ombudsman, 2nd Floor, CC 27/2603, Pulinat Bldg., Opp. Cochin Shipyard, M. G. Road, ERNAKULAM - 682 015. Tel.: 0484 - 2358759 / 2359338 Fax: 0484 - 2359336 Email: bimalokpal.ernakulam@gbic.co.in
Office of the Insurance Ombudsman, Jeevan Bhawan, Phase - 2, 6 th Floor, Nawal Kishore Road, Hazaratganj, LUCKNOW - 226 001. Tel : 0522 - 2231331 / 2231330 Fax : 0522 - 2231310 Email: bimalokpal.lucknow@gbic.co.in
Office of the Insurance Ombudsman, Ground Floor, Jeevan Nidhi II, Bhawani Singh Road, JAIPUR - 302 005 Tel : 0141 - 2740363 Email: bimalokpal.jaipur@gbic.co.in
Office of the Insurance Ombudsman, 24th Main Road, Jeevan Soudha Bldg. JP Nagar, 1 st Phase, BENGALURU - 560 025. Tel No: 080 - 22222049 / 22222048 Email: bimalokpal.bengaluru@gbic.co.in
Office of the Insurance Ombudsman, Hindustan Building, Annexe, 4 th Floor, C. R. Avenue, KOLKATA - 700 072. Tel : 033 - 22124339 / 22124340 Fax : 033 - 22124341 Email: bimalokpal.kolkata@gbic.co.in
Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S.V. Road, Santacruz (W), MUMBAI - 400 054. Tel : 022 - 26106928 / 26106552 Fax : 022 - 26106052 Email: bimalokpal.mumbai@gbic.co.in
Office of the Insurance Ombudsman, 2nd Floor, Jeevan Darshan, N. C. Kelkar Road, Narayanpet, PUNE - 411 030. Tel: 020 - 32341320 Email: bimalokpal.pune@gbic.co.in
Office of the Insurance Ombudsman, Bhagwan Sahai Palace, 4 th Floor, Main Road, Naya Bans, Sector 15, Dist. Gautam Buddh Nagar, NOIDA (U.P.) - 201 301. Tel.: 0120 - 2514250 / 2514251 / 2514253 Email: bimalokpal.noida@gbic.co.in
Office of the Insurance Ombudsman, 1 st Floor, Kalpana Arcade Building, Bazar Samiti Road, Bahadurpur, PATNA - 800 006. Email: bimalokpal.patna@gbic.co.in
OFFICE OF THE GOVERNING BODY OF INSURANCE COUNCIL Smt. Ramma Bhasin, Secretary General, Shri Y.R. Raigar, Secretary, 3 rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), MUMBAI - 400 054 Tel : 022 - 26106889 / 6671 Fax : 022 - 26106949 Email- inscoun@gbic.co.in

STATUTORY NOTICE: Insurance is the subject matter of solicitation.