



**ROYAL SUNDARAM GENERAL INSURANCE CO. LTD**

Registered office: No. 21, Patullos Road, Chennai- 600 002

Corporate Office: Vishranthi Melaram Towers, No. 2/319, Rajiv Gandhi Salai (OMR), Karapakkam, Chennai- 600 097

**GRUH SURAKSHA HOME INSURANCE PLAN**

**Gruh Suraksha Home Insurance Plan - Quality Home Insurance**

Gruh Suraksha Home Insurance Plan is a comprehensive package of insurance benefits designed to cover your Building and Household articles like Contents, Appliances, Jewellery, Mobile equipments etc.

**Your search for high quality Home insurance ends here**

Home is where our precious possessions are kept and hence this is the place which is intertwined with our day to day living. Needless to say this is the place where our heart is whether we are physically present there all the time. Hence the safety of our Home and the priceless possessions we keep inside always will have to be accorded prime importance and protected in all possible ways from untoward incidents and mishaps.

The very thought of any loss or damage to the structure or the expensive articles kept inside can be quite painful bringing in more agony and hence they have to be protected from perils both natural and manmade.

Presenting “Gruh Suraksha Home Insurance Plan” from Royal Sundaram General Insurance Co. Ltd (first private non-life Insurance Company licensed to operate in India), which is a comprehensive Home Insurance Plan offering holistic home insurance solutions to every discerning customer.

**What are the key features of Gruh Suraksha Home Insurance Plan?**

Gruh Suraksha Home Insurance Plan offers the following five plans:

1. Bronze
2. Silver
3. Gold
4. Platinum and
5. Diamond

**Eligibility age for a person proposing for this insurance**

The proposer must be aged 18 years and above across all plans.

**Benefits offered under different plans:**

Following shall be the benefits offered, the sum insured limits and the per item limit applicable in respect of each and every plan.

**Bronze Plan**

| Plan/Coverage**  | Bronze                                 |                                 |
|--|--|---------------------------------|
|  | Sum Insured                            | Per item limit                  |
| Building <sup>1,4</sup>  | Up to 15 lacs                          | NA                              |
| Rent for alternate accommodation <sup>2</sup>  | 10000 per month                        | NA                              |
| Loss of Rent <sup>2</sup>  | 5000 per month                         | NA                              |
| <b>Household Articles Insurance</b>  |  |                                 |
| Contents <sup>1</sup>  | 50,000                                 | 10%                             |
| Appliances   | 25,000                                 | 10%                             |
| Jewellery & valuables  | 50,000                                 | 20%                             |
| Temporary Resettlement   | 10000 in all                           | NA                              |
| Loss of Cash   | 5000 in all                            | NA                              |
| Personal Accident  | Max Up to Rs.5 lacs per employee       | NA                              |
| Employees Compensation <sup>3</sup>  | Actual Annual Wages(Min Rs.8000/month) | NA                              |
| Basis of coverage  | Indemnity (with per item limit)        | Indemnity (with per item limit) |
| <sup>1</sup> Coverage can be opted either for building or Household articles or both   |  |                                 |
| <sup>2</sup> Section can be availed only with cover for Building   |  |                                 |
| <sup>3</sup> Actual annual wages subject to a minimum of Rs.8000/month   |  |                                 |
| <sup>4</sup> Loss to Building due to Burglary -Max Rs.5000/-   |  |                                 |
| <b>**Different Plans can be opted for Building and Household articles (for e.g. Building under Silver and Household articles under Bronze)</b> |  |                                 |
| <b>Basis of coverage</b>   |  |                                 |
| a. Building - Indemnity Value basis (with and without escalation)  |  |                                 |
| b. Household articles (excepting Jewellery & Valuables) - On Named perils basis with depreciation with per item limit                          |  |                                 |
| c. Jewellery & Valuables - Market Value basis against named perils with per item limit   |  |                                 |

**Silver Plan**

| Plan/Coverage**  | Silver*                                |                                 |
|--|--|---------------------------------|
|  | Maximum SI                             | Per item limit*                 |
| Building <sup>1,4</sup>  | Above Rs.15 lacs to Rs.25 lacs         | NA                              |
| Rent for alternate accommodation <sup>3</sup>  | 25000 per month                        | NA                              |
| Loss of Rent <sup>3</sup>  | 15000 per month                        | NA                              |
| Household Articles Insurance <sup>2</sup>  |  |                                 |
| Contents <sup>1</sup>  | 5,00,000                               | 10%                             |
| Appliances   | 5,00,000                               | 10%                             |
| Jewellery & valuables  | 5,00,000                               | 20%                             |
| Third Party Liability  | 5,00,000                               | NA                              |
| Mobile equipments  | 2,00,000                               | 10%                             |
| Temporary Resettlement   | 25000 in all                           | NA                              |
| Loss of Cash   | 15000 in all                           | NA                              |
| Personal Accident  | Max up to Rs.5 lacs per employee       | NA                              |
| Employees Compensation   | Actual Annual Wages(Min Rs.8000/month) | NA                              |
| Basis of coverage  | Indemnity (with per item limit)        | Indemnity (with per item limit) |
| <sup>1</sup> Coverage can be opted either for building or Household articles or both   |  |                                 |
| <sup>2</sup> Contents section mandatory if coverage sought for specific sections only other than building                                |  |                                 |
| <sup>3</sup> Section can be availed only with cover for Building   |  |                                 |
| <sup>4</sup> Loss to Building due to Burglary -Max Rs.10000/-  |  |                                 |
| *Waiver of per item limit with 10% loading   |  |                                 |
| **Different Plans can be opted for Building and Household articles (for e.g. Building under Diamond and Household articles under Silver) |  |                                 |

**Basis of coverage**

- Building - Reinstatement Value basis (with and without escalation)
- Household articles (excepting Jewellery & Valuables) - On Named perils basis with depreciation with and without per item limit
- Jewellery & Valuables - Market Value basis against named perils with and without per item limit

**Gold Plan**

| Plan/Coverage  | Gold*                                   |                |
|--|---|----------------|
|  | Maximum SI                              | Per item limit |
| Building <sup>1,5</sup>  | Above Rs.25 lacs to Rs.50 lacs          | NA             |
| Rent for alternate accommodation <sup>4</sup>  | 25000 per month                         | NA             |
| Loss of Rent <sup>4</sup>  | 15000 per month                         | NA             |
| Household Articles Insurance <sup>2</sup>  |   |                |
| Contents <sup>1</sup>  | 15,00,000                               | 10%            |
| Appliances   | 15,00,000                               | 10%            |
| Jewellery & valuables  | 15,00,000                               | 10%            |
| Third Party Liability  | 15,00,000                               | NA             |
| Mobile equipments  | 5,00,000                                | 10%            |
| Baggage  | 5,00,000                                | 25%            |
| External equipments <sup>3</sup>   | 5,00,000                                | 25%            |
| Temporary Resettlement   | 25000 in all                            | NA             |
| Loss of Cash   | 15000 in all                            | NA             |
| Personal Accident  | Max up to Rs.5 lacs per employee        | NA             |
| Employees Compensation   | Actual Annual Wages (Min Rs.8000/month) | NA             |
| Basis of coverage  | Indemnity (with per item limit)         |                |
| <sup>1</sup> Coverage can be opted either for building or Household articles or both   |   |                |
| <sup>2</sup> Contents section mandatory if coverage sought for specific sections only other than building  |   |                |
| <sup>3</sup> External equipments : Solar water heater (Upto a Maximum of 500 litre capacity only), Water treatment plant (Covers Motor & Pump only), DG Set (upto 5 KVA) |   |                |
| <sup>4</sup> Section can be availed only with cover for Building   |   |                |
| <sup>5</sup> Loss to Building due to Burglary -Max Rs.10000/-  |   |                |
| *Waiver of per item limit with 10% loading   |   |                |
| **Different Plans can be opted for Building and Household articles (for e.g. Building under Diamond and Household articles under Gold)                                   |   |                |
| <b>Basis of coverage</b>   |   |                |
| a. Building - Reinstatement Value basis (with and without escalation)  |   |                |
| b. Household articles (excepting Jewellery & Valuables) - On Named perils basis with depreciation with and without per item limit  |   |                |
| c. Jewellery & Valuables - Market Value basis against named perils with and without per item limit   |   |                |

**Platinum Plan**

| Plan/Coverage**  | Platinum   |                |
|--|--|----------------|
|  | Maximum SI   | Per item limit |
| Building <sup>1,5</sup>  | Above Rs.50 lacs   | NA             |
| Rent for alternate accommodation <sup>4</sup>  | 50000 per month  | NA             |
| Loss of Rent <sup>4</sup>  | 25000 per month  | NA             |
| Household Articles Insurance <sup>2</sup>  |  |                |
| Contents <sup>1</sup>  | 25,00,000  | NA             |
| Appliances   | 25,00,000  | NA             |
| Jewellery & valuables  | 25,00,000  | NA             |
| Third Party Liability  | 25,00,000  | NA             |
| Mobile equipments  | 750,000  | NA             |
| Baggage  | 750,000  | 25%            |
| External equipments <sup>3</sup>   | 750,000  | 25%            |
| Temporary Resettlement   | 50000 in all   | NA             |
| Loss of Cash   | 25000 in all   | NA             |
| Personal Accident  | Max up to Rs.5 lacs per employee   | NA             |
| Employees Compensation   | Actual Annual Wages (Min - Rs.8000/month)  | NA             |
| Basis of coverage  | All Risks with depreciation and without per item limit excepting for Baggage & External Equipments |                |
| <sup>1</sup> Coverage can be opted either for building or Household articles or both   |  |                |
| <sup>2</sup> Contents section mandatory if coverage sought for specific sections only other than building  |  |                |
| <sup>3</sup> External equipments : Solar water heater (Upto a Maximum of 500 litre capacity only), Water treatment plant (Covers Motor & Pump only), DG Set (upto 5 KVA) |  |                |
| <sup>4</sup> Section can be availed only with cover for Building   |  |                |
| <sup>5</sup> Loss to Building due to Burglary -Max Rs.10000/-  |  |                |
| **Different Plans can be opted for Building and Household articles (for e.g. Building under Platinum and Household articles under Gold)                                  |  |                |
| <b>Basis of coverage</b>   |  |                |
| a. Building - Reinstatement Value basis (with and without escalation)  |  |                |
| b. Household articles - On All Risks basis (for Contents and Appliances section) and Named peril basis (for other sections).   |  |                |
| Depreciation applicable. Per item limits not applicable excepting for Baggage & External Equipments sections.  |  |                |
| c. Jewellery & Valuables - Market Value basis against named perils without per item limit  |  |                |

**Diamond Plan**

| Plan/Coverage**  | Diamond   |                |
|--|---|----------------|
|  | Maximum SI  | Per item limit |
| Building <sup>1,5</sup>  | Above Rs.50 lacs  | NA             |
| Rent for alternate accommodation <sup>4</sup>  | 50000 per month   | NA             |
| Loss of Rent <sup>4</sup>  | 25000 per month   | NA             |
| Household Articles Insurance <sup>2</sup>  |   |                |
| Contents <sup>1</sup>  | 50,00,000   | NA             |
| Appliances   | 50,00,000   | NA             |
| Jewellery & valuables  | 50,00,000   | NA             |
| Third Party Liability  | 50,00,000   | NA             |
| Mobile equipments  | 10,00,000   | NA             |
| Baggage  | 10,00,000   | 25%            |
| External equipments <sup>3</sup>   | 10,00,000   | 25%            |
| Temporary Resettlement   | 50000 in all  | NA             |
| Loss of Cash   | 25000 in all  | NA             |
| Personal Accident  | Max up to Rs.5 lacs per employee  | NA             |
| Employees Compensation   | Actual Annual Wages (Min - Rs.8000/month)   | NA             |
| Basis of coverage  | All Risks without depreciation and without per item limit excepting for Baggage & External Equipments |                |
| <sup>1</sup> Coverage can be opted either for building or Household articles or both   |   |                |
| <sup>2</sup> Contents section mandatory if coverage sought for specific sections only other than building  |   |                |
| <sup>3</sup> External equipments : Solar water heater (Upto a Maximum of 500 litre capacity only),Water treatment plant (Covers Motor & Pump only),DG Set (upto 5 KVA) |   |                |
| <sup>4</sup> Section can be availed only with cover for Building   |   |                |
| <sup>5</sup> Loss to Building due to Burglary -Max Rs.10000/-  |   |                |
| **Different Plans can be opted for Building and Household articles (for e.g. Building under Diamond and Household articles under Gold)                                 |   |                |
| <b>Basis of coverage</b>   |   |                |
| a. Building - Reinstatement Value basis (with and without escalation)  |   |                |
| b. Household articles - On All Risks basis (for Contents and Appliances section) and Named peril basis (for other sections).   |   |                |
| Depreciation and Per item limits not applicable excepting for Baggage & External Equipments sections.  |   |                |
| c. Jewellery & Valuables - Market Value basis against named perils without per item limit  |   |                |

Per item limit – The term per item limit shall mean item whose intrinsic value does not exceed Rs10000/-. This definition shall be applicable in respect of a set of items which can be clubbed in a homogenous manner (for e.g. under head of clothing any individual clothing item valued above



Rs.10000/- will be considered as a separate item while clothing items valued less than Rs.10000/- will be clubbed together and the total value shall be arrived at as Rs.10000/- in all).

\*Waiver of per item limit under Silver & Gold plans with 10% loading

<sup>1</sup>Either of Building or Contents section mandatory. Contents section mandatory if coverage sought for specific sections only other than building

<sup>2</sup>External equipments: Solar water heater (Upto a Maximum of 500 litre capacity only), Water treatment plant (Covers Motor & Pump only), DG Set (upto 5 KVA)

## Product Benefits – Key highlights

Details of all benefits have been provided below:

### 1. BUILDING

Building shall mean Flat or Apartment used for Residential purpose owned by the Insured located in a multi storied Building and also Independent building used for residential purposes which is not of Kutcha Construction

#### 1.1. House/Home/Flat/Apartment/Insured premises

- a. Any building not of Kutcha construction used as a place of living or residence consisting of a residential unit having an enclosed structure and a roof, basement (if any) and used as a dwelling place. , the address of which is shown in the schedule of the Policy, which is specified in the schedule, for yourself and your family members, and does not include Compound wall and Landscaping unless and until declared separately. The Building shall include the superstructure including doors, windows, electrical and plumbing works. It does not include any fixtures & fittings and other interiors.

#### b. Your Home Building includes

- i. fixtures and fittings permanently attached to the floor, walls or roof, like fixed sanitary fittings, electrical wiring and other permanent fittings.
- ii. the following 'additional structures' if they are on the same site, and are used as part of Your Home Building:
  - a) garage, domestic out-houses used for residence, parking spaces or areas, if any
  - b) compound walls, fences, gates, retaining walls and internal roads,
  - c) verandah or porch and the like,
  - d) septic tanks, bio-gas plants, fixed water storage units or tanks,



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- e) solar panels, wind turbines and air conditioning systems, central heating systems and the like, if not included in Home Contents Cover,
- iii. any other structure shown in the Policy Schedule.
- c. Your Home Building does not include Contents of Your Home.

**Coverage (Under all plans)****Fire & Allied Perils**

Fire & Allied Perils shall consist of the following perils:

1. Fire,
2. Explosion/Implosion
3. Lightning,
4. Earthquake, volcanic eruption, or other convulsions of nature
5. Storm, Cyclone, Typhoon, Tempest, Hurricane, Tornado, Tsunami, Flood and Inundation
6. Subsidence of the land on which Your Home Building stands, Landslide, Rockslide
7. Bush fire, Forest fire, Jungle fire
8. Impact damage of any kind, i.e., damage caused by impact of, or collision caused by any external physical object (e.g., vehicle, falling trees, aircraft, wall etc.)
9. Missile testing operations
10. Riot, Strikes, Malicious Damages
11. Acts of terrorism – Optional (Coverage as per Terrorism Clause)
12. Bursting or overflowing of water tanks, apparatus and pipes.
13. Leakage from automatic sprinkler installations.
14. Theft within 7 (seven) days from the occurrence of and proximately caused by any of the above Insured Events

**Coverage basis:**

| S.No. | Name of Plan                 | Coverage basis  |
|-------|------------------------------|---|
| 1     | Bronze                       | Indemnity Value basis (with & without escalation)     |
| 2     | Silver/Gold/Platinum/Diamond | Reinstatement Value basis (with & without escalation) |

**Important Exclusions applicable for this section:**

1. Buildings of age more than 30 years old
2. Expenses necessarily incurred on (i) Architects, Surveyors and Consulting Engineer's Fees and (ii) Debris Removal by the Insured following a loss, destruction or damage to the Property insured by an insured peril in excess of 3% and 1% of the claim amount respectively or description whatsoever.





3. Damage caused by depreciation or wear and tear or which are pre-existing in nature or which falls under the terms of a maintenance agreement.
4. Loss or Damage or Collapse of "Building" due to structural defects, latent defects, poor maintenance, workmanship

#### **Cost of construction range for structure**

Normal – Rs.2500/- to Rs.2999/- per square feet

Standard - Rs.3000/- to Rs.3999/- per square feet

Premium – Rs.4000/- to Rs.4999/- per square feet

Luxury – Rs.5000/- per square feet and above

Note: The above rates have been arrived at based on current market trends and hence will be matched with prevailing market rates year on year. Where a higher cost of construction is requested by the insured based on a superior type of construction, same shall be considered based on proposer's declaration and confirmation.

For example for the purpose of illustration, a Luxury house shall include a private gymnasium, swimming pool, garden, complete home automation and Mediterranean or Italian architecture and its valuation will have to include the above additional features as well, while proposing for insurance..

#### **Limits for loss due to Burglary**

In the event of Loss of the building under this policy due to Burglary as per terms and conditions of the policy, the Company will reimburse to the Insured the actual amount incurred towards repair of the said building to prevent recurrence of the same subject to the maximum annual limits specified below:

| S.No. | Plan             | Amount of loss due to Burglary |
|-------|------------------|--------------------------------|
| 1     | Bronze           | 5000                           |
| 2     | Silver/Gold      | 10000                          |
| 3     | Platinum/Diamond | 25000                          |

**Excess applicable:** 1% of the loss amount subject to a minimum of Rs.100/-

#### **Conditions applicable for this benefit:**

Compensation under this benefit is payable only once per annum.

#### **Important Conditions:**

The 'Building' shall possess a valid Occupancy Certificate, a Building Completion Certificate and the Right to Reconstruction Certificate issued by the competent Government authority

#### **Basis of Sum Insured**

##### **Reinstatement Value basis (with and without escalation)**

Reconstruction cost (excluding cost the land) shall be arrived at taking into account the following two parameters:

A. Area of the "Building" (Built up in Square Feet) indicated in the Registered Sale Deed Agreement



B. Present Day Cost of Construction in Area/ Locality where the insured property is situated

**Example for calculation of sum insured on reinstatement value basis without escalation**

Location – Nagpur

Total built up sq ft area of Flat as specified in Registered Sale Deed Agreement – 1000

Cost of construction – Rs.2500/- (excluding land value)

Sum Insured – 1000 (sq ft) X Rs.2500/- = Rs.25,00,000

**Example for calculation of sum insured on reinstatement value basis with escalation (tenure 5 years)**

Location – Nagpur

Total built up sq ft area of Flat as specified in Regd Sale Deed Agreement – 1000

Cost of construction – Rs.2000/- (excluding land value)

Escalation – 10% (applicable only on long term policies and not on annual ones. Will be applicable only from 2<sup>nd</sup> year onwards and not applicable during the first year)

Sum Insured during first year – 1000 (sq ft) X Rs.2000/- = Rs.20,00,000

Sum Insured during second year shall be Rs.20,00,000 X (1+ escalation of 10%) – Rs.22,00,000

Sum Insured during third year shall be Rs.20,00,000 X (1+ escalation of 20%) – Rs.24,00,000

Sum Insured during fourth year shall be Rs.20,00,000 X (1+ escalation of 30%) – Rs.26,00,000

Sum Insured during fifth year shall be Rs.20,00,000 X (1+ escalation of 40%) – Rs.28,00,000

and so on as per the policy term

**Indemnity Value basis (with and without escalation)**

Reconstruction cost (excluding cost of the land less depreciation) shall be based on two parameters which are mentioned below:

- A. Area of the "Building" (Built up area in Square Feet) indicated in the Registered Sale Deed Agreement
- B. Present Day Cost of Construction in Area/ Locality where the insured property is situated

**Example for calculation of sum insured on Indemnity value basis without escalation**

Location – Nagpur

Total sq ft area of Flat as specified in Registered Sale Deed Agreement – 1000

Cost of construction – Rs.2000/- (excluding land value)

Age of the building – 4 years

Depreciation – 2.50%

Sum Insured – 1000 (sq ft) X Rs.2000/- X (1-10%) = Rs.18,00,000

**Example for calculation of sum insured on Indemnity value basis with escalation**

Location – Nagpur

Total sq ft area of Flat as specified in Regd Sale Deed Agreement – 1000

Cost of construction – Rs.2000/- (excluding land value)

Age of the building – 4 years

Depreciation – 2.50%

Escalation – 10% (applicable only on long term policies and not on annual ones. Will be applicable only from 2<sup>nd</sup> year onwards and not applicable during the first year)

Sum Insured during first year - 1000 (sq ft) X Rs.2000/- X (1-10% (Depreciation 2.5% X4)) = Rs.18,00,000

Sum Insured during 2<sup>nd</sup> year – 1000 (sq ft) X Rs.2000/- X (1-12.5% (Depreciation 2.5% X(4+1)) X (1+10% (escalation)) = Rs.19,25,000

Sum Insured during 3<sup>rd</sup> year – 1000 (sq ft) X Rs.2000/- X (1-15% (Depreciation 2.5% X(4+2)) X (1+20% (escalation)) = Rs.20,40,000

Sum Insured during 4<sup>th</sup> year – 1000 (sq ft) X Rs.2000/- X (1-17.5% (Depreciation 2.5% X(4+3)) X (1+30% (escalation)) = Rs.21,45,000

Sum Insured during 5<sup>th</sup> year – 1000 (sq ft) X Rs.2000/- X (1-20% (Depreciation 2.5% X(4+4)) X (1+40% (escalation)) = Rs.22,40,000

**Condition of Average Clause applicable in respect of Building**

If the building hereby insured shall at the breaking out of any fire or at the commencement of any destruction of or damage to the building by any peril hereby insured against be collectively of greater value than the sum insured thereon, then the insured shall be considered as being his own insurer for the difference and shall bear a rateable proportion of the loss accordingly. Every item, if more than one, of the policy shall be separately subject to this condition. However, in the case of partial losses, this condition shall not be of effect if the sum insured is lesser than the value at risk up to an extent of 15%.

For e.g. if on the date of loss, if a 1000 sq ft house is insured for Rs.2500000/- (at cost of construction – Rs.2500/sq ft) and on the date of loss if the cost of construction is ascertained to be Rs.2750/sq.ft, the sum insured should have been Rs.27,50,000 instead of Rs.25 lacs. However, since the building is under insured only to the extent of 10% ((27.50 lacs-25 lacs)/25 lacs)%. While a total loss would be settled for Rs.25 lacs, a partial loss of Rs.2 lacs (for e.g.) will be settled for actual loss amount without getting penalized for under insurance.



On the other hand, if the cost of construction is ascertained to be Rs.3000/sq ft, then under insurance is to an extent of 20%. While a total loss would be settled for Rs.25 lacs, a partial loss of Rs.2 lacs (for e.g.) will be settled for 1.60 lacs only after deducting 20% for under insurance.

### **Escalation Clause**

It is hereby agreed that for policies with tenure of more than one year, when opted by the insured, the sum insured as per the schedule of the policy is automatically increased by 10% on completion of every 12 months from date of commencement of cover.

| <b>Example</b>  |                      |
|---|----------------------|
| Sum insured at inception of policy period                                   | Rs1,00,000           |
| Sum insured for the 2nd year of policy                                      | Rs 1,00,000 + 10,000 |
| Sum insured for the 3rd year of policy                                      | Rs 1,00,000 + 20,000 |
| .....   | .....                |
| and so on, on completion of every one year till expiry of the policy tenure |                      |

However if a claim is reported or paid and insured opts not to reinstate the sum insured, the escalation will apply on the reduced sum insured after deducting the reported or paid claim amount.

### **Basis of Loss settlement:**

#### **Reinstatement Value Basis (with or without escalation) – Applicable only in respect of Silver, Gold, Platinum and Diamond Plans.**

Cost of replacing or reinstating on the same site or any other site with property of the same kind or type but not superior to or more extensive than the insured property when new as on date of the loss. (Escalation percentage to be added if opted for long term policies)

If insured is unable, unwilling to replace or reinstate - cost of construction of property of the same kind or type but not superior to or more extensive than the insured property when new as on date of the loss, less depreciation at 2.5%/year or part thereof depending upon the age of the "Building" (escalation percentage to be added if opted for long term policies)

For partial losses, actual cost of repairs provided same completed within 12 months. If completion takes place after 12 months, depreciation will be applicable.

#### **Indemnity Basis (with or without escalation)- Applicable only in respect of Bronze Plan**

Cost of construction on the date of loss less depreciation at 2.5%/year or part thereof (escalation percentage to be added if opted)

For partial losses, actual cost of repairs provided same completed within 12 months less depreciation at 2.5%/year or part thereof depending upon the age of the "Building".

### **Special Condition related to building claims**

Insured shall furnish to the Insurer at the time of making a claim under this Policy the Government / Municipally approved plans which contains the details of the legally approved area of the "Building" being the subject matter of this Insurance. This is a condition precedent to the insurer being liable under the policy

**Examples**

In the case of a total loss of a flat with built up area of 1000 sq ft, if basis of sum insured is Reinstatement Value and the rate of construction per sq ft is Rs.2500/- as per Government authorities, then Rs.25 lacs shall be the claim amount in the case of total loss. In the case of partial loss, actual cost of repairs provided same is completed within a period of 12 months. Depreciation will be applicable if completed after 12 months. If the customer has opted for escalation benefit and the claim has happened in the second year, the sum insured would have become Rs.27.50 lacs and in the case of a total loss, a sum of Rs.27.50 lacs would have been payable.

For the same flat with built up area of 1000 sq ft, if basis of sum insured is Indemnity Value and the rate of construction per sq ft is Rs.2500/- as per Government authorities, and if the building is 4 years old, then Rs.22.50 lacs shall be the claim amount in the case of total loss. (i.e. after deducting 10% depreciation at the rate of 2.50% every year). In the case of partial loss, actual cost of repairs less depreciation at the rate of 2.50% per year or part thereof. If the customer has opted for escalation benefit and the claim has happened in the second year, the sum insured would have become Rs.27.50 lacs and in the case of a total loss, a sum of Rs.24.06 lacs (27.50 lacs less 12.5% depreciation) would have been payable.

**2. RENT FOR ALTERNATE ACCOMMODATION**

In the event of Actual Total Loss of the building insured under this policy and the building is not in a position to be occupied and insured opting to Reconstruct and the insurers admitting the liability as per terms and conditions of the policy, the Company will reimburse to the Insured the actual rent paid towards alternate accommodation subject to the maximum annual limits specified below for a maximum period of six months:

| S.No. | Plan             | Amount of rent per month |
|-------|------------------|--------------------------|
| 1     | Bronze           | 10000                    |
| 2     | Silver/Gold      | 25000                    |
| 3     | Platinum/Diamond | 50000                    |

**Rent for Alternate Accommodation Clause:**

"It is hereby declared that in the event of the premises described in the policy and occupied by the Insured, hereinafter referred to as 'PREMISES' being destroyed or damaged by any Insured Peril as to become unfit for occupation and the insured in consequence taking up alternative accommodation, the Company shall, subject to special conditions set out herein, indemnify the Insured against the rent (as specified in the above mentioned table) which the Insured is called upon to bear for the period beginning from the date of operation of any of the Insured Perils until the 'PREMISES' is rendered fit for occupation such period not exceeding such reasonable time as is required to restore the premises with due diligence to a condition fit for occupation or the maximum indemnity period of six months whichever is earlier."

Provided that the liability of the Company shall not exceed the limits specified every month which is payable for the period for which the insured premises remain unfit for occupation, in any case, not exceeding a maximum period of six months.

**SPECIAL CONDITIONS:**

1. This insurance shall apply subject to the condition that the PREMISES occupied by the Insured, as owner, forms part of a building not being "Kutchra" Construction.
2. The area of alternative accommodation taken by the Insured shall be more or less similar to the one which was occupied by him which met with an indemnifiable damage.



3. The Insured shall be at liberty to take alternative accommodation in any locality so long as it is within the Municipal limit of the city or town in which the PREMISES is situated.
4. This cover can be availed only when cover for building is opted.
5. Necessary proof for having stayed in an alternate accommodation other than the usual place of residence and paid the additional rent shall have to be furnished to the insurance company
6. The above limits are applicable per annum

### 3. LOSS OF RENT

In the event of Actual Total Loss of the building insured under this policy which was owned by the insured and let out on rent and which is not in a position to be let out on rent being destroyed or damaged by any Insured Peril and insured opting to Reconstruct and the insurers admitting the liability as per terms and conditions of the policy, the Company will reimburse to the Insured towards actual loss of rent per month not exceeding the annual limits specified against each plan and a maximum period of six months:

| S.No. | Plan             | Loss of rent per month |
|-------|------------------|------------------------|
| 1     | Bronze           | 5000                   |
| 2     | Silver/Gold      | 15000                  |
| 3     | Platinum/Diamond | 25000                  |

#### Conditions:

1. This insurance shall apply subject to the condition that the PREMISES occupied by the Insured, and let out on rent as owner, forms part of a building not being "Kutcha" Construction.
2. Sub-let premises will not be covered by this coverage
3. Necessary proof for having lost rent for the premises let out immediately prior to the operation of the insured peril shall have to be furnished to the insurance company
4. This cover can be availed only when cover for building is opted.

#### Gruh Suraksha – Household Articles

##### Fire & Allied Perils

Fire & Allied Perils shall consist of the following perils:

1. Fire,
2. Explosion/Implosion
3. Lightning,
4. Earthquake, volcanic eruption, or other convulsions of nature
5. Storm, Cyclone, Typhoon, Tempest, Hurricane, Tornado, Tsunami, Flood and Inundation
6. Subsidence of the land on which Your Home Building stands, Landslide, Rockslide
7. Bush fire, Forest fire, Jungle fire



8. Impact damage of any kind, i.e., damage caused by impact of, or collision caused by any external physical object (e.g., vehicle, falling trees, aircraft, wall etc.)
9. Missile testing operations
10. Riot, Strikes, Malicious Damages
11. Acts of terrorism - Optional (Coverage as per Terrorism Clause attached)
12. Bursting or overflowing of water tanks, apparatus and pipes.
13. Leakage from automatic sprinkler installations.
14. Theft within 7 (seven) days from the occurrence of and proximately caused by any of the above Insured Events

#### 4. HOUSEHOLD CONTENTS

##### Coverage under Bronze, Silver & Gold Plans

- A) Fire & Allied Perils
- B) Burglary & Housebreaking (including theft)

##### Coverage under Platinum and Diamond Plans:

Coverage for items specified in Platinum & Diamond Plans shall be on All Risks basis subject to specific and general exclusions.

##### Item covered

##### Under Bronze, Silver & Gold Plans

Contents - Clothing, Linen, Furniture (all types) and Fixture (including Electrical, Bathroom sanitary fixtures and Modular Kitchen fixtures), Curtains, Utensils, Crockery, Carpets, Safe (including electronic safes), Voltage stabilizers, Outlet surge protector, Jacuzzi, Color video phone, Iron box, Steamer, Cooker, Oven Toaster, Griller, Multi burner stove, Hot plates, Induction Cook top, Gas Cylinders, Tea/Coffee maker, Toaster and sandwich maker, Room heaters, Alarms (Including electronic alarms), Water Dispenser/Purifier, Aquarium/Fish tank without fish, Chandeliers - Jhoomer (Fancy lights), Digital photo frame, Video Games, Books, Items/work of art including Paintings, Pedal Cycle and Musical Instruments, Sewing Machine, Direct to Home TV (including Set Top Box and Antenna), Lawn Mowers, CCTV equipments.

##### Under Platinum & Diamond Plan:

Apart from items covered under Bronze, Silver & Gold Plans, the following additional contents are covered under Platinum & Diamond plans:

1. Plants/trees/flowering shrubs/vases/ornamental plants/lawn grass within the boundaries of land belonging to insured's home
2. Plate glass (Plate glass means those which is fixed in walls, doors and window frames only)
3. Motorised Wheel Chairs/Perambulator

##### Important Exclusions applicable for this section:



1. Any legal liability liable arising out of use of pedal cycle
2. In respect of Plate Glass coverage
  - a. Breakage or damage during removal and / or repairs on or about the Insured premises.
  - b. Breakage of or damage to frames or framework only of any description
  - c. Disfiguration or scratching or damage of glass other than fractures extending through the entire thickness of glass.
  - d. Breakage of glass not completely or securely fixed or cracked or imperfect glass
  - e. Loss or damage to property or injury to persons arising directly or indirectly from breakage of glass or during replacement thereof.
3. In respect of Plants & Shrubs
  - a. Items grown for Commercial Purpose
  - b. Loss caused by birds
  - c. Loss due to excessive watering
4. In respect of Motorized Wheel Chairs/Perambulator:
  1. Loss of or damage to accessories unless the vehicle itself is also stolen
  2. Partial Loss due to accidental breakdown
  3. Any Legal liability arising out of use of Motorized Wheel Chairs/Perambulator:

**Specific Conditions applicable to Contents section:**

1. The maximum liability in respect of Video games, Books and Work of art including painting (maximum 5 numbers in respect of painting only) shall be restricted to a maximum of Rs.10,000/- , Rs.25,000/-, and Rs.1,00,000/- respectively or limit per item whichever shall be lower.
2. Any claim payable under this section shall be subject to a depreciation of 10% per year subject to a maximum of 70%
3. In respect of Bronze, Silver and Gold Plans, the limit per item in respect of this section shall be restricted to the actual value or 10% of the sum insured under this section as specified in the Schedule of the policy, whichever is lower. Further, wherever waiver of per item limit has been opted by payment of additional premium and endorsed in the policy, "Limit per item" shall not apply under Silver and Gold Plans
4. In respect of Bronze, Silver and Gold Plans, the maximum liability of the Company in the event of admissible claim of any one item/s following a loss or damage shall be the actual value or 10% of the sum insured under this section as specified in the Schedule of the policy, whichever is lower. Further, wherever waiver of per item limit has been opted by payment of additional premium and endorsed in the policy, "Limit per item" shall not apply under Silver and Gold Plans
5. Limit per item is not applicable in respect of Platinum and Diamond Plans.

**Basis of coverage under this section**

1. Bronze - Fixed sum insured limits. Coverage on named peril basis with depreciation and per item limit
2. Silver/Gold – On Named peril basis with depreciation and per item limit





3. Silver/Gold – On Named peril basis with depreciation and with a 10% loading on premium rates for waiver of per item limit
4. Platinum - All risks basis with depreciation and without per item limit
5. Diamond – All risks basis with zero depreciation and without per item limit (Applicable only when the age of the insured item is upto 5 years. Where the age of the insured item exceeds 5 years, depreciation shall be applicable)

**Example:**

If due to a fire explosion in the kitchen, the walls of the kitchen, the modular kitchen and the walls of the bathroom together with sanitary fittings are damaged, then under this section claim will be settled for the modular kitchen expenses and bathroom sanitary fitting expenses after taking into consideration the basis of sum insured opted by the insured. The expenses related to kitchen wall and bathroom wall will be dealt with separately under Buildings section if cover availed.

**5. HOUSEHOLD APPLIANCES****Perils covered (Named perils) under Bronze, Silver & Gold Plans:**

- A) Fire & Allied Perils
- B) Burglary & Housebreaking including theft
- C) Electrical and Mechanical breakdown

**Under Platinum and Diamond Plans:**

Coverage shall be on All Risks basis subject to specific and general exclusions

**Items covered:****Under all plans:**

Appliances would mean the following appliances kept in the insured's premises

| <b>Group I</b>              |   |   |                     |                                |
|-----------------------------|---|---|---------------------|--------------------------------|
| Television (any type)       | Refrigerator  | Washing Machine   | Geyser              | Microwave Oven                 |
| <b>Group II</b>             |   |   |                     |                                |
| Music System                | VCR/VCP, DVD Player   | Vacuum Cleaner  | Mixer grinder       | Food Processor                 |
| Electric chimney            | Dish washer   | UPS (including batteries)                                 | Home Theatre system | Inverter (including batteries) |
| <b>Group III</b>            |   |   |                     |                                |
| Air conditioner, Air cooler | Personal Computer, Internet Equipments(modem, router, wi-fi) and equipments like printer, faxes, scanner etc) | Sports / Fitness equipment & gear / Sauna & Spa equipment |                     | -                              |



Sports Equipment and Gear would mean and include any equipment related to Tennis, Badminton, Soccer, Hockey, Cricket, Billiards, Table Tennis & Golf only  
Fitness equipment and gear would mean and include Gym equipment, weights etc.

**Important Exclusions applicable for this section:**

1. Items aged more than 10 years in respect of the loss, destruction or damage due to Electrical and Mechanical breakdown
2. Damage to batteries due to drain out without the operation of an insured peril is excluded

**Specific Conditions applicable to Appliances section:**

1. Any claim per item payable under this section shall be subject to depreciation as per the following table

| Group | Minimum per item per year | Maximum per item |
|-------|---------------------------|------------------|
| I     | 10%                       | 50%              |
| II    | 20%                       | 70%              |
| III   | 10%                       | 75%              |

2. In respect of Bronze, Silver and Gold Plans, the limit per item in respect of this section shall be restricted to the actual value or 10% of the sum insured under this section as specified in the Schedule of the policy, whichever is lower. Further, wherever waiver of per item limit has been opted by payment of additional premium and endorsed in the policy, "Limit per item" shall not apply under Silver and Gold Plans
3. In respect of Bronze, Silver and Gold Plans, the maximum liability of the Company in the event of admissible claim of any one item/s following a loss or damage shall be the actual value or 10% of the sum insured under this section as specified in the Schedule of the policy, whichever is lower. Further, wherever waiver of per item limit has been opted by payment of additional premium and endorsed in the policy, "Limit per item" shall not apply under Silver and Gold Plans

**Basis of coverage**

1. Bronze - Fixed sum insured limits. Coverage on named peril basis with depreciation and per item limit
2. Silver/Gold – Named peril basis with depreciation and per item limit
3. Silver/Gold – Named peril basis with depreciation and with a 10% loading on premium rates for waiver of per item limit
4. Platinum - All risks basis with depreciation and without per item limit
5. Diamond – All risks basis with zero depreciation and without per item limit (Applicable only when the age of the insured item is upto 5 years. Where the age of the insured item exceeds 5 years, depreciation shall be applicable)

**6. JEWELLERY AND VALUABLES**

**Items covered (under all plans)**

**Jewellery - Jewellery** means articles of personal adornment containing gemstones, silver, gold, platinum or other precious metals

**Valuables** - Valuables shall mean

1. Crystal ware
2. Wristwatches above Rs.10000/- in value
3. Silver articles
4. Gold in forms other than jewellery\* (in the form of coins or any other structure)  
(\*for arriving at the limit per item in respect of all the other forms of Gold other than jewellery, like coins (irrespective of the number of coins) or any other structure, the entire lot will be clubbed as one item and the limit per item will be applied on the whole lot and not on each and every item)

**Coverage**

Loss or damage of Jewellery and Valuables whilst contained in the Insured premises/ housed securely in a locker or Safety Deposit Vault located within the premises of any recognized commercial bank in India whilst in as stated in the Schedule, caused by or arising out of

**Perils covered (Named perils)**

- A) Fire & Allied Perils
- B) Burglary & Housebreaking including theft
- C) Snatching of Jewellery anywhere in the world whilst worn by the Insured person or family members, whether or not in the Insured Premises.

**Important Conditions:**

1. Where any Jewellery item lost consists of articles in pair or set, the Company's liability shall be restricted to the extent of that particular item lost without reference to any special value which that item may have as part of such pair or set.
2. It is warranted that the locker key is kept in highly secure place and you are duty bound to inform the police and lodge an FIR if found lost
3. It becomes a condition precedent to admission of liability that the list of jewellery items kept inside the locker be kept on record by you for each transaction. The Onus of Proof lies with you.
4. It is necessary that you lodge a claim with the bank, listing out the items which have been kept inside the locker and found lost.
5. Coverage is restricted to India excepting when loss or damage is due to snatching whence it is covered worldwide.

**Important Exclusions applicable for this section:**

1. Loss of bullion, unset/loose precious stones/ gems not forming part of Jewellery and valuable.
2. Loss of Jewellery and valuables whilst being carried as an accompanied baggage.
3. Loss of Jewellery whilst being conveyed by any carrier under contract of affreightment.



4. Loss attributable to over winding, denting or internal damage of watches and clocks.
5. Denting or internal damage of jewellery and valuables.
6. Negligence of you/your family members/bank in failing to securely lock the locker resulting in loss of jewellery and valuables
7. Loss of jewellery/valuable attributable during the operation of the locker by You or Your authorized representative.
8. Loss or damage of jewellery and valuables noted whilst stock taking or any mysterious disappearance
9. Loss or damage caused by mechanical or electrical derangement/breakdown

#### **Basis of coverage**

1. Bronze - Fixed sum insured limits. Market Value basis against named perils with deduction for wastage and with per item limit
2. Silver/Gold – Market Value basis against named peril basis with deduction for wastage and with per item limit
3. Silver/Gold – Market Value basis against named peril basis with deduction for wastage and with per item limit and with a 10% loading on premium rates for waiver of per item limit
4. Platinum & Diamond - Market Value basis against named peril basis with deduction for wastage and without per item limit

#### **7. THIRD PARTY LIABILITY (excluding liability arising out of motor vehicles, Golf Carts & Perambulators) (Applicable in respect of Silver, Gold, Platinum and Diamond Plans only)**

##### **Coverage**

The Company will compensate the insured, In the event insured become legally liable to a third party (under statutory liability provisions or in common law for an incident occurring in India which results in death, injury or damage to the health of such third party or damage to his/ her properties),

##### **Important Conditions**

1. For indemnity to be provided against damages, the damages must be payable under an acceptance of liability given or approved by the Company or under a judicial decision rendered by a court of law.
2. If there is a legal action in process against you over a personal liability issue, the Company may conduct the legal action, including appointment of legal counsel, at the Company's expense in your name at the Company's sole discretion.
3. The Company will have the right, but in no case the obligation, to take over and conduct in your name the defence of any claim and will have full discretion in the conduct of any proceedings and in the settlement of any claim and having taken over the defence of any claim, the Company may relinquish the same.
4. In the event the Company, in its sole discretion, chooses to exercise its right in pursuance of this condition, no action taken by the Company in the exercise of such right will serve to modify or expand in any manner, what the Company's liability or obligations under this Policy would have otherwise been had it not exercised its rights under this condition.
5. This section is applicable only in respect of Silver, Gold, Platinum & Diamond Plans

##### **Important Exclusions applicable for this section:**



2. Any claim arising from Employers' liability or your contractual liability or through special promises made by you.
2. Any claim of personal liability of You towards your family, relations and traveling companions, whether personal or official
3. Any claim resulting from transmission of an illness or disease by you
4. Any claim or damage resulting from professional activities involving you
5. Any claim for liability arising directly or indirectly from or due to:
  - a. The possession of animals
  - b. The ownership or possession of vehicles, aircrafts, watercrafts, or activities of you involving parachuting, hang-gliding, hot air ballooning or use of firearms.
  - c. Any willful, malicious or unlawful act.
  - d. Insanity, the use of any alcohol/ drugs (except as medically prescribed) or drug addiction.
  - e. Any supply of goods or services on your part.
  - f. Any ownership or occupation of land or buildings other than the occupation of any temporary residence. motor vehicles, Golf Carts & Perambulators

#### **8. MOBILE EQUIPMENTS (Applicable in respect of Silver, Gold, Platinum and Diamond Plans only)**

##### **Items covered**

Mobile Equipments would mean Digital/Video Cameras, Binoculars. Mobile/Smart phones, Ipads, Ipods, Laptops, Palmtops and e-readers.

##### **Coverage:**

Loss of or damage to or destruction of Mobile equipments owned by you & your family whilst anywhere in the world, caused by or arising out of

1. Fire & Allied Perils
2. Burglary and Housebreaking excluding Theft.
3. Electrical and Mechanical breakdown.
4. Accidental Damage

##### **Conditions:**

1. Claims subject to a depreciation of 25% every year subject to a maximum of 75%.
2. The limit per item under this section shall be restricted to the actual value or 10% of the sum insured under this section as specified in the Schedule of the policy, whichever is lower. Further, wherever waiver of per item limit has been opted by payment of additional premium and endorsed in the policy, "Limit per item" shall not apply under Silver and Gold Plans.



3. The maximum liability of the Company in the event of admissible claim of any one item/s following a loss or damage under Gold Plan shall be the actual value or 10% of the sum insured under this section as specified in the Schedule of the policy, whichever is lower

**Important Exclusions applicable for this section:**

Items of age more than 4 years old excepting in the case of Digital/Video cameras where it will be more than 10 years old.

**Basis of coverage**

1. Silver/Gold – On Named peril basis with depreciation and per item limit
2. Silver/Gold – On Named peril basis with depreciation and with a 10% loading on premium rates for waiver of per item limit
3. Platinum - On Named peril basis with depreciation and without per item limit
4. Diamond – On Named peril basis with zero depreciation and without per item limit

**Example:**

If under a Gold Plan, If an ipad is lost by theft, claim is not admissible as it is an excluded peril. If a 2 year old ipad accidentally falls under water and needs to be completely replaced, then the claim shall be payable for current day replacement value of ipad (same model) after deducting depreciation at the rate of 25% every year and application of excess.

**9. BAGGAGE (Applicable in respect of Gold, Platinum and Diamond Plans only)**

**Baggage** means clothing, toiletries & perfumes, bags and suitcases taken on the journey by you and/or members of your family who is/are permanently residing with you and accompanying you.

**Coverage Provided**

Total loss or total damage to accompanied personal baggage by accident or theft whilst travelling on tour from home town exceeding 100 kms radius anywhere in India.

**Basis of coverage**

Gold/Platinum/Diamond Plans– Named perils with depreciation and per item limit

**Important Conditions:**

The limit per item under this section shall be the actual value or 25% of the sum insured as specified in the schedule of the policy whichever is lower

For example, under Gold Plan if insured has opted for a sum insured of Rs.2 lacs under this section and whilst on tour loses his suitcase in an accident, and if he claims that apart from the suitcase worth Rs.15000/- he has also lost his Armani suit worth Rs.75000/-, his claim will be considered for Rs.15000 + Rs.50000 (25% of sum insured) before application of excess.

**Important exclusions applicable under this section:**

1. Theft from any unattended vehicle unless all windows are securely closed and all doors, boot and openings are securely locked
2. Loss or damage whilst being conveyed by any carrier under contract of affreightment.
3. Loss or damage to money, securities, manuscripts, deeds, bonds, bills of exchange, promissory notes, stock or share certificates, stamps, business books or documents, jewellery and Valuables, furs, precious stones, precious metal, gold and silver ornaments, travel tickets, cheques and bank draft, curios, works of art.
4. Loss, destruction or damage caused by or arising from the leakage, spilling or exploding of liquids, oils or materials of a like nature or articles of a dangerous or damaging nature.
5. Loss due to misplacement.
6. Loss to personal baggage that is not within the care, custody or control of You and/or Your Family
7. Loss of or damage to the personal baggage insured under this Policy due to any misfeasance, malfeasance or nonfeasance or breach of trust in relation thereto by the Insured

**10. EXTERNAL EQUIPMENTS**

(Applicable in respect of Gold, Platinum and Diamond Plans only)

External Equipments would mean DG Set (upto 5 KVA), Solar water heater (Upto a Maximum of 500 litre capacity only) and Water treatment plant (Motor & Pump only)

**Coverage**

1. Fire & Allied Perils
2. Burglary and Housebreaking including Theft.
4. Electrical and Mechanical breakdown

**Basis of coverage**

Gold/Platinum/Diamond Plans– Named perils with depreciation and per item limit

**Important condition**

Claims per item under this section shall be subject to a minimum depreciation of 15% per year and a maximum of 60%.

**Important Exclusions:**

1. Items of age more than 10 years old under Electrical and Mechanical Breakdown.



2. Loss of or damage to belts, ropes, chains, rubber tyres, dies, moulds, blades, cutters, knives or exchangeable tools, engraved or impression cylinders or rolls; objects made of glass, porcelain, ceramics, all operating media (e.g. lubricating oil, fuel, catalyst, refrigerant, dowtherm) felts, endless conveyor belts or wires; sieves, fabrics, heat resisting and anti-corrosive lining and parts of similar nature, packing material, parts not made of metal (except insulating material) and nonmetallic lining or coating of metal parts
3. Gradually developing flaws, defects, cracks or partial fractures in any part not necessitating immediate stoppage although at some future time repair or renewal of the parts affected may be necessary
4. Loss of or damage to filters and membranes

#### 11. TEMPORARY RESETTLEMENT EXPENSES:

In the event of loss or damage to the building insured under this policy due to operation of an insured peril as per terms and conditions of the policy and the building is not in a position to be occupied, the Company will reimburse to the Insured the actual cost incurred towards lodging expenses incurred as a temporary resettlement in an alternative accommodation for a maximum period of one week not exceeding the annual limits specified against each plan:

| S.No. | Plan             | Amount of resettlement |
|-------|------------------|------------------------|
| 1     | Bronze           | 10000                  |
| 2     | Silver/Gold      | 25000                  |
| 3     | Platinum/Diamond | 50000                  |

#### Important Condition:

1. The actual charges incurred subject to the maximum limits specified above only shall be reimbursed
2. Resettlement expenses covers only the lodging expenses incurred during the course of stay in a guest house or in a hotel
3. This coverage does not include boarding expenses and no proportion of the claim amount will be deducted if the same is offered on a complimentary basis.
4. Necessary proof for having stayed in an alternate accommodation other than the usual place of residence and paid the expenses shall have to be furnished to the insurance company
5. This coverage does not include transportation expenses
6. The above limits are applicable per annum

#### 12. LOSS OF CASH

In the event of actual loss of money in coins and/or currency notes up to the Benefit sum insured by robbery and/or hold-up while such money is in insured's/his family member's custody and whilst being conveyed by insured and/or his family members directly from a bank (including withdrawals from ATMs) at which he/they maintain an account to their home in the ordinary course of transit, the Company will reimburse to the Insured towards actual loss of cash not exceeding the annual limits specified against each plan during the policy period:





| S.No. | Plan             | Loss of cash |
|-------|------------------|--------------|
| 1     | Bronze           | 5000         |
| 2     | Silver/Gold      | 15000        |
| 3     | Platinum/Diamond | 25000        |

**Conditions:**

1. We will cover only one withdrawal in a day of the insured and or his family members
2. Steps must be taken to inform the robbery and/or hold-up to police immediately and a copy of the first information and /or Final report should be handed over to us.
3. Unless you are able to establish to our reasonable satisfaction that a loss of the amount stated has occurred with documentary proof.
4. The first INR. 250/- in respect of each and every claim.
5. The above limits are applicable per annum

**13. PERSONAL ACCIDENT TO HOUSEHOLD STAFF**

In case of death or disability arising out of and consequent (within 12 months) upon an injury sustained by your household staff, the policy will pay the limits specified in the schedule under this section as per the benefit table mentioned below.

|   |      |
|---|------|
| 1. Death  | 100% |
| 2. Permanent Total Disablement                        |      |
| Total and irrevocable loss* of                        |      |
| (i) Both Hands or both feet                           | 100% |
| (ii) sight of both eyes                               | 100% |
| (iii) one entire hand and one entire foot             | 100% |
| (iv) Loss of either hand or foot and sight of one eye | 100% |
| (v) Speech and hearing in both ears                   | 100% |
| (vi) Either hand or foot                              | 50%  |
| (vii) Sight of One eye                                | 50%  |
| (viii) Speech   | 50%  |
| (ix) Hearing in both ears                             | 50%  |
| (x) Thumb and index finger of the same hand           | 25%  |
| (xi) Quadriplegia                                     | 100% |
| (xii) Paraplegia                                      | 50%  |
| (xiii) Hemiplegia                                     | 50%  |
| (xiv) Uniplegia                                       | 25%  |

In any case, the maximum liability of the company in the event of a claim shall not exceed 100% of the sum insured provided under this section.

Maximum limit – 8 times annual income (Max Rs.5 lacs)

**Terms & conditions:**

1. If the Accident affects any physical function, which was already impaired beforehand, a deduction will be made equal in amount for this prior disablement.



2. If the accident impairs a number of physical functions, the degree of disablement given in the Table of Benefits will be added together, but not exceeding 100% of the Sum Insured.
3. In the event of permanent disablement, the Insured Person will be under obligation:
  - a) To have himself/herself examined by doctors appointed by the Company will pay the costs involved thereof.
  - b) To authorize doctors providing treatments or giving expert opinion and any other authority to supply the Company any information that may be required.

If the obligations are not met with due to whatsoever reason, the Company may be relieved of its liability to pay.

**Exclusions:**

The Company shall not be liable to make any payment under this Benefit in connection with

- a. Accidents due to mental disorders or disturbances of consciousness, strokes, fits or convulsions which affect the entire body and pathological disturbances caused by the mental reaction to the same.
- b. Damage to health caused by curative measures, radiation, infection, poisoning except where these arise from an Accident.
- c. Any payment under this Benefit whereby the Company's liability would exceed the sum payable in the event of death
- d. Any other claim after a claim for death has been admitted by the Company and becomes payable.
- e. Any claim which arises out of an Accident whilst engaging in aviation or ballooning, whilst mounting into or dismounting from or traveling in any balloon or aircraft or which occurs during parachuting except when the Insured Person is flying as a fare paying passenger on a multi engine commercial aircraft.
- f. Any claim arising out of an Accident related to pregnancy or childbirth, venereal disease or infirmity, whether directly or indirectly
- g. Any claim for death or Disablement of the Insured Person from
  - (a) intentional self-injury, suicide or attempted suicide
  - (b) whilst under the influence of intoxicating liquor or drugs
  - (c) self- endangerment unless in self-defence or to save life.
- h) Any claim for participation in Hazardous Sports/Hazardous Activities
- i) ) Any claim arising out of sporting activities in so far as they involve in training or participation in competitions of professional or semi- professional sports persons
- j) General exclusions applicable to all sections as specified in the policy

**14. EMPLOYEE COMPENSATION TO HOUSEHOLD STAFF**

The Company will pay for compensation and litigation expenses which Insured and/or his family members shall become legally liable to pay as a householder occupying the premises specified in



the schedule on account of Death or Bodily Injury to insured's domestic staff arising out of and in the course of employment in the insured premises under

- a. Workmen Compensation Act 1923 or any amendment thereto.
- b. Fatal Accidents Act 1855 or
- c. Common Law

The liability of the company shall not exceed the sum insured specified in the schedule for any one accident or series of accidents arising from one event or cause and for all accidents occurring during the period of insurance.

The company shall not be liable for any interest and/or penalty imposed on the insured on account of failure to comply with the requirements laid down under Workmen Compensation Act 1923 or any amendment thereto.

**Conditions:**

1. All household workers working under the insured will have to be covered
2. The minimum wages as per the Act is Rs.8000/per month which will be taken for premium calculation purposes
3. Warranted that work at heights is restricted to 50 metres and all recommended safety precautions for work at height are implemented at all times during the policy

**Exclusions:**

The Company shall not be liable to make any payment for liability arising out or or incidental to the following:

1. any injury by accident or disease directly attributable to war invasion act of foreign enemy hostilities (whether war be declared or not) civil war ,mutiny, insurrection ,rebellion, revolution or military or usurped power.
2. the Insured's liability to employees of contractors to the Insured
3. any liability of the insured which attaches by virtue of an agreement but which would not have attached in the absence of such agreement.
4. any sum which the Insured would have been entitled to recover from any party but for an agreement between the Insured and such party.
5. Insured's occupation or business, trade or employment
6. Insured's and or his Family's ownership, possession or custody of animals, vehicles, airborne or water borne vessels or craft of any kind, or any mechanically propelled vehicle other than gardening equipment and wheelchairs.
7. The transmission of any communicable disease or virus
8. Liability arising out of Domestic violence and sexual harassment of domestic staff

**Coverage against terrorism - Optional - Terrorism will be offered as per Terrorism Clause**

**Basis of Loss settlement****Loss Settlement for 'Household articles -Contents, Appliances, Jewellery & Valuables and Mobile equipments sections****Where the damaged item needs to be replaced**

In respect of Bronze, Silver and Gold Plans, in the event of loss or damage to the item/s covered under the policy, the Company shall indemnify the Insured with the current day replacement value of the damaged item at the time of loss less due allowance for betterment, wear and tear and or



depreciation. subject to the Company's Liability not exceeding the per item limit specified in the Schedule for that section. In the case of Silver and Gold Plans, where waiver of per item limit has been opted by the insured and evidenced by way of payment of additional premium and endorsed in the policy, the Company's Liability shall not exceed the sum insured specified under that section.

In respect of Platinum Plan, in the event of loss or damage to the item/s covered under the policy, the Company shall indemnify the Insured with the current day replacement value of the damaged item at the time of loss less due allowance for betterment, wear and tear and or depreciation, subject to the Company's Liability not exceeding the sum insured specified in the Schedule for that section.

In respect of Diamond Plan, in the event of loss or damage to the item/s covered under the policy, if the age of the insured item is less than 5 years, the Company shall indemnify the Insured with the current day replacement value of the damaged item at the time of loss without deducting any allowance for depreciation, subject to the Company's Liability not exceeding the sum insured specified in the Schedule for that section. Where the age of the insured item exceeds 5 years, depreciation shall be applicable.

#### **Where the damaged item can be repaired**

Where the damaged item can be repaired, the Company shall indemnify the Insured the expenses necessarily incurred to restore the damaged item to its state immediately prior to the occurrence of the loss/damage, subject always to the sum insured specified under that section.

#### **Basis of loss settlement for obsolete items**

Where the insured property is subject to total loss and has become obsolete, all costs necessary to replace lost or damaged insured property with a follow-up model (similar type) of similar structure/configuration (of similar quality) i.e. low, average or high capacity will be reimbursed subject to a maximum of 50% of the cost of the follow up model

#### **General Exclusions (applicable to all sections)**

The Company shall not be liable in respect of each and every claim for loss or damage to the insured property by or due to or arising from:

1. The amount of excess as stated in General Excess table of the policy in respect of each and every section
2. Any costs incurred in connection with the elimination of functional failures unless such failures were caused by an indemnifiable damage
3. Loss or damage by Burglary and Housebreaking including Theft where any member of Your family is involved as a principal or an accomplice.
4. Loss of earnings, loss by delay, loss of market or other consequential or indirect loss or damage of any kind or description whatsoever.
5. Loss or damage due to faults or defects existing at the time of commencement of this insurance.



6. Loss or damage due to Cracking, Scratching, Denting and Chipping
7. Loss or damage due to defects in design, material or workmanship or otherwise for which the manufacturer or supplier of the insured items is responsible either by law or under contract or any amount recoverable under the terms of maintenance agreement.
8. Loss, damage and/or liability caused by or arising out of the willful/unlawful act/conduct/neglect or gross negligence of you or any person acting on your behalf.
9. Radioactive contamination except when arising out of an accident
10. Any expenses, consequential loss, legal liability or any loss or damage to items directly caused by or contributed to by ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel, except when arising out of an accident
11. The radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof, except when arising out of an accident
12. Loss, destruction, damage, liability or expenses whether directly or indirectly occasioned by or happening through or arising from any consequences of war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, mutiny, rebellion, revolution, insurrection or military or usurped power, civil commotion, loot, pillage, seizure, capture, arrests, restraints & detainment.
13. Loss or damage by pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds.
14. Loss, destruction or damage caused to the insured property by seepage, pollution or contamination irrespective of however been caused
15. Loss or damage to items of consumable nature
16. Any kind of loss or damage to data, software or any kind of programming or instruction set.
17. Loss or damage to contents by wear and tear, depreciation, insects, vermin, rodents, pets, animals, moth, fungus, pests, insects or mildew, corrosion, rust, atmospheric or climatic conditions, ingress of water, gradually operating cause, process or cleaning, restoring, renovation dyeing, repair, alteration.
18. Cost of transport to the repair shop and back to the Insured Premises of any insured item arising out of any damage to such item
19. Loss or damage caused by or arising out of or traceable to erection, repairing or dismantling of the insured apparatus ( not applicable in respect of contents and appliances section under Platinum & Diamond plans)
20. Loss of earnings, loss by delay, loss of market, loss of sentimental value or other consequential or indirect loss or damage of any kind or description whatsoever.
21. Loss, destruction or damage caused to the property insured by burning by order of any Public Authority.
22. Permanent or temporary dispossession resulting from confiscation, commandeering, requisition or destruction by order of the Government or any lawfully constituted Authority.
23. Loss of originality and / or depreciation following repair



24. Any loss or damage to the insured property or to the general public and/ or legal liability arising out of immoral or unethical use of insured property

### **Excess amount applicable**

Excess applicable in respect of every section shall be the amount specified in the below-mentioned table. In respect of loss

or damage arising out of a single incident to multiple items covered under a single section, the excess amount shall be applicable on the item with the highest value only and not to each and every item.

| <b>Sections</b>                           | <b>Coverage</b>   | <b>Excess (each and every claim)</b>  |
|---|---|---|
| <b>Gruh Suraksha - Building</b>           |   |   |
| I   | Building (applicable only in respect of loss or damage due to burglary)   | 1% of claim amount subject to a min of Rs.100/-   |
| II  | Rent for alternate accommodation  | First Rs.250/- arising out of each and every claim  |
| III                                       | Loss of Rent  | First Rs.250/- arising out of each and every claim  |
| <b>Gruh Suraksha – Household articles</b> |   |   |
| IV  | Household Contents  | 1% of SI (per item limit) subject to a maximum of Rs.10000  |
| V   | Household Appliances  | 1% of SI (per item limit)subject to a maximum of Rs.10000   |
| VI  | All risks for Jewellery & Valuables                                       | 1% of SI (per item limit)subject to a maximum of Rs.10000   |
| VII                                       | Third Party Liability (excluding liability arising out of motor vehicles) | 1% of SI–(per item limit)subject to a maximum of Rs.10000   |
| VIII                                      | Mobile Equipments   | 2.5% of SI (per item limit)subject to a maximum of Rs.10000/-   |
| IX  | Baggage insurance   | 5% of SI (per item limit) subject to a maximum of Rs.10000/-  |
| X   | Solar water heater (Upto a Maximum of 500 litre capacity only)            | Rs.5000/- for sum insured up to Rs.5 lac and Rs.7500/- for sum insured exceeding Rs.5 lac (for breakdown double the excess) |
| X   | Water treatment plant (Covers Motor & Pump only)                          | Rs.5000/- for sum insured up to Rs.5 lac and Rs.7500/- for sum insured exceeding Rs.5 lac (for breakdown double the excess) |
| X   | DG Set (upto 5 KVA Only)  | 2.5% of sum insured   |



|   |                        |   |
|---|------------------------|---|
| XI  | Temporary Resettlement | First Rs.250/- arising out of each and every claim  |
| XII   | Loss of Cash           | First Rs.250/- arising out of each and every claim  |
| XIII  | Personal Accident      | Nil   |
| XIV   | Employees Compensation | Nil   |
| XV  | Terrorism              | 1% of the claim amount for each and every claim subject to Minimum of INR 10,000 and Maximum of INR 500,000 |
| Note: Where per item limit waiver has been chosen by paying additional premium, excess amount shall be calculated on the claim amount in the place of SI (per item limit) |                        |   |

#### Who is providing coverage under Gruh Suraksha Home Insurance Plan?

Your Coverage under Gruh Suraksha Home Insurance Plan is offered by Royal Sundaram General Insurance Co. Limited, a fully owned subsidiary of Sundaram Finance, one of the most respected NBFCs of India.

#### Who is eligible for the coverage?

| Parameter | Eligibility    |
|-----------|----------------|
| Age       | Above 18 years |

#### What is the basis of issuance of this policy?

Coverage under this policy may be issued on Group / Individual basis as per underwriting guidelines of the Company filed with the regulator.

#### What is the basis of coverage?

The coverage is against named perils with depreciation and with per item limits in respect of Bronze, Silver & Gold Plans. For Bronze plan, the sum insured limits are fixed for sections other than building. In respect of Silver and Gold Plan, the sum insured limits are flexible with only a maximum sum insured with per item limit. There is also an option available in Silver and Gold plans to remove the per item limit in respect of Contents, Appliances, Jewellery & Valuables and Mobile equipments sections on payment of an additional 10% premium. Removal of per item limit shall be at a policy level and not at a section level.

Similarly, coverage on All risks basis for Contents and appliances sections together with named peril coverage for Jewellery & Valuables and Mobile equipments sections with depreciation but without per item limit is available in Platinum Plan. This cover is enriched with zero depreciation in



respect of Contents, Appliances, Jewellery & Valuables and Mobile equipments sections without per item limit in Diamond plan.

Apart from the above, the following additional coverages viz. Rent for alternate accommodation, Temporary Resettlement, Loss of Rent, Loss of Cash, Personal Accident, Employees Compensation and Terrorism are optional, with fixed sum insured limits based on plan opted.

**Can I opt for cover for Building or Household articles section alone?**

Yes. You can opt either for Building or Household Contents section.

**Can I opt for a specific section only under Household articles section?**

Yes. You can opt for Household contents section alone.

However, please note that coverage for sections other than Household contents under Household articles section can be availed only when coverage for Household Contents section is opted.

**Does the policy require any sections to be mandatorily covered?**

In order to avail coverage under the policy, coverage either for Building or Household contents shall have to be chosen.

Coverage for sections other than Household contents under Household articles section can be availed only when coverage for Household Contents section is opted.

Coverage in respect of Rent for alternate accommodation and Loss of Rent sections can be opted only when coverage for building is availed apart from coverage for Household contents section.

**Can I opt for different plans for covering Building and Household articles sections?**

Yes., you can opt for different plans to cover Building and Household articles (for e.g. For Building a person can opt for Platinum/Diamond Plan and for household articles he can opt for Silver or Gold)..

**What is the minimum sum insured limit under the policy?**

There is no minimum sum insured limit.

**What is the minimum premium payable under the policy?**

The minimum premium payable under the policy is Rs.250/- which shall be applicable separately for Building and Contents sections.

**What are the discounts available under the policy?**

The policy offers the following discounts:

**Tenure discount for Building under long term policies:**

| Tenure | Discount |
|--------|----------|
|--------|----------|





|                     |     |
|---------------------|-----|
| One year            | Nil |
| Two years           | 7%  |
| Three years         | 15% |
| Four years          | 20% |
| Five years          | 25% |
| Six years           | 30% |
| Seven years         | 35% |
| Eight years         | 40% |
| Nine years          | 45% |
| Ten years and above | 50% |

Note: Tenure discount for building shall not be allowed when escalation benefit is opted by the insured

#### Tenure discount for Household articles section

Tenure discount of at the following scale shall be applicable in respect of Gruh Suraksha Household articles sections:

| Tenure (in years) | Discount |
|-------------------|----------|
| 1                 | Nil      |
| 2                 | 7%       |
| 3                 | 15%      |

#### Discount for opting for both building & household articles sections:

5% discount in premium for opting for both building and household articles sections.

The above discount is applicable only when both sections are availed. If any or both the policies are cancelled midway the discount shall be withdrawn & adjusted against refund to be made.

#### The following discounts shall be applicable only in respect of Group policies

##### Group discount

| Number of Customers           | Percentage of discount           |
|-------------------------------|----------------------------------|
| Upto 25 customers             | NIL                              |
| Between 26 and 50 customers   | 2.5% of the total premium        |
| Between 51 and 100 customers  | 5% - 7.5% of the total premium   |
| Between 101 and 150 customers | 7.5% - 10% of the total premium  |
| Between 151 and 200 customers | 10% - 12.5% of the total premium |
| Between 201 and 250 customers | 12.5% - 15% of the total premium |
| 251 and above                 | 15% - 40% of the total premium   |

#### Claim experience discount:

This discount is applicable only in the case of group policies at the time of renewal.

In the event of claims ratio in the expiring group policy is below 40%, Company at its discretion may reduce the rates as under:



## Gruh Suraksha Home Insurance Plan

| Claims Ratio | Discount |
|--------------|----------|
| 10% - 20%    | 30%      |
| 21% - 30%    | 25%      |
| 31% - 40%    | 20%      |

**Is there a loading applicable under the policy?**

There is a claims experience loading applicable only in the case of group policies at the time of renewal.

At the renewal of group policy, In the event of claims ratio exceeding 95% and above, the following loading shall be applicable

| Claims Ratio | Loading     |
|--------------|-------------|
| 95% - 125%   | 40% - 90%   |
| 126% -150%   | 90% - 130%  |
| 151% - 175%  | 130% - 170% |
| 176% - 200%  | 170% - 210% |
| 201% - 225%  | 210% - 250% |
| 226% - 250%  | 250% - 290% |
| 251% - 275%  | 290% - 325% |
| 276% - 300%  | 325% - 360% |

**What will be the status of a policy when the loss ratio exceeds 300%?**

The policy will be dealt with as per provisions of the underwriting guidelines of the company.

**How do I pay my Premium?**

You will get the choice of easy payment option as follows:

- If you prefer, you can choose to pay the premium in full by a cheque or demand draft in favour of "Royal Sundaram General Insurance Co. Limited"
- You can also pay through your credit card.

**How do I Enroll?**

Quick and easy enrolment process. All you need to do is to complete the proposal form. Kindly ensure all details are captured accurately and completely filled in before signing.

**When does the coverage start?**

Coverage from the date on which the premium is remitted to the Company.

**How can my coverage end?**

The coverage shall end on occurrence of any one of the instances as mentioned in the table below.

| <b>Event</b>                     | <b>Parameter</b>  |
|----------------------------------|---|
| End of coverage term             | After a maximum of 5 years in respect of Household articles and 20 years in respect of Building of policy / certificate of insurance inception date |
| If you cancel the coverage       | Premium would be refunded as per the grid short period scales   |
| Fraudulent event/non-cooperation | The policy when not renewed on grounds of fraud, moral hazard or misrepresentation or non-cooperation by the Insured.                               |
| Non receipt of renewal premium   | If the renewal premium is not paid within the due date.   |
| Claim occurrence                 | Upon settlement of a claim for the entire sum insured.  |

**What document will I get as a proof of Insurance?**

A Certificate of Insurance (COI) issued to you by the company. You would also get the policy terms and conditions towards the insurance policy.

**What is the claims process?**

In the event of an incident that may give rise to a claim under this Policy, You must notify the Company immediately over phone or email us at customer.services@royalsundaram.in or provide written intimation and shall within 14 days thereafter furnish to the Company detailed particulars of the amount of the loss or damage together with such explanation and evidence to substantiate the claim as the Company may reasonably require.

Lodge a complaint with the Police forthwith in the event of theft and Burglary and take all practicable steps to apprehend the guilty person or persons and to recover the property lost. You shall also at all times at your own expense produce, procure and give to the Company all such further particulars, plans, specification books, vouchers, invoices, duplicates or copies thereof, documents, proofs and information with respect to the claim and the origin and cause of the loss and the circumstances under which the loss or damage occurred, and any matter touching the liability or the amount of the liability of the Company as may be reasonably required by or on behalf of the Company together with a declaration on oath or in other legal form of the truth of the claim and of any matters connected therewith.

Wherever necessary, the Company will appoint Surveyors/Investigators. The Company shall be entitled on your behalf to have absolute conduct and control of all or any proceedings it may consider necessary for the purpose of tracing and recovering the property lost, or of securing reimbursement in respect of the items lost and You shall at the Company's expense furnish all such assistance as may reasonably be required by the company in connection with such proceedings.

**The documents required to substantiate a claim are given below coverage wise:**

**Fire claim**

Duly completed Claim form



**First Information Report**

Paper cuttings or media reporting of the incident  
Fire Brigade Report (in case of Loss, destruction or damage by Fire)  
Meteorological report (in case of Loss, destruction or damage by Flood, Storm, Cyclone)  
Title deed establishing the ownership of the property (for Building cover)  
Layout plan of the building / affected area (for Building cover)  
Details of firefighting arrangements  
Estimate for Repairs/ Replacement together with basis of arrival of the same  
Invoice/Bills/ Receipts  
Photographs  
.

**Flood and Inundation claims**

Claim form duly filled  
Report from the meteorological department  
Paper cutting or media report stating the incident  
Layout plan of the building / affected area  
Basis of arriving at the loss estimate  
Engineers' quotation for repair/construction  
Repair bills / Purchase bills

**Rent for alternate accommodation/temporary resettlement**

Claim form duly filled  
Proof of occupancy at the alternate accommodation indicating duration of such accommodation  
Proof of rent paid for temporary accommodation

**Loss of rent**

Claim form duly filled  
Rental agreement signed with the tenant  
Statement from tenant confirming non-payment of rent due to uninhabitable state of the premises

**Burglary claim**

Duly completed Claim form  
Statement of loss confirming the items stolen  
First Information Report filed with Police showing item identifications like description of items, date of incident and estimate of loss  
Loss estimate and Basis of arriving at the loss estimate  
Invoice/Bills in original  
Final Police Report  
Non-traceable Certificate issued by Police authorities  
Newspaper cutting if any reporting the incident  
Letter of indemnity

**Machinery Breakdown claim**

Duly completed Claim form  
Copy of purchase invoices  
Service Engineer's Report  
Original manufacturers/repairers technical report with repair estimate  
Photographs  
Invoice/Bills/ Receipts



**All Risks Insurance claim**

Claim Form  
Original FIR  
Statement of witness  
Invoice/Bills  
Non-traceable Certificate/Final Investigation Report

**Plate Glass Insurance Claim**

Duly completed Claim form  
Photographs  
Estimate for Repairs/ Replacement  
Invoice/Bills/ Receipts

**Loss of cash**

Claim form duly filled  
FIR lodged with police  
Sequence of events leading to loss  
Letter of indemnity

**Personal Accident for employees**

**Death Claims:**

Claim form duly filled  
Death Certificate  
Autopsy Report  
Police Report  
Inquest report/Accident report if any  
Extract of Accident Register at the hospital if available  
Hospital records  
News Paper cuttings if any and any other relevant records  
Chemical Analysis Report if available

**Disability Claims:**

Claim form duly filled  
Disability Certificate  
Accident report  
Police Report  
Hospital Records  
Extract of Accident Register at the hospital if available  
Newspaper cuttings if any and other relevant records  
Photograph of the employee displaying disability

**Employees Compensation**

Wages statement, copy of attendance register if available  
Proof of age of employee  
FIR lodged with police  
Original Summon / Petition if any  
Statement of witness.



Report to Inspector of Labour  
Copy of medical reports/fitness certificate (injury claims)  
Post Mortem Report and death certificate (death claims)  
Award copy

**Baggage Insurance Claim**

Duly completed Claim form  
Copies of the letter addressed to police authorities describing the sequence of events leading to loss  
First Information Report  
Proof of Journey  
Statement of witness  
Purchase Invoice/Bills/ Receipts of items lost  
Final Police Report  
Non-traceable/Missing certificate  
Letter of indemnity

**Other documents (applicable for all claims)**

KYC documents (address proof and ID proof for all claims exceeding INR 1,00,000)  
Cancelled cheque leaf of SB account in the policy holder's name for effecting NEFT settlement  
Any other documents as required by the Insurer depending on the nature and type of the claim preferred

**The Claim documents should be sent to:**

Accident & Health Claims Department  
M/s.Royal Sundaram General Insurance Co. Ltd.,  
Vishranthi Melaram Towers,  
No.2/319, Rajiv Gandhi Salai (OMR),  
Karapakkam, Chennai 600 097.  
Tel.No:044-7117 7117.

Claim documents may be submitted to local Royal Sundaram Offices address of which can be obtained by calling our Toll Number 1860 425 0000 or logging into our website [www.royalsundaram.in](http://www.royalsundaram.in) or e-mailing us at [customer.services@royalsundaram.in](mailto:customer.services@royalsundaram.in).

**Payment of Claims**

Benefits payable under this policy will be paid within 30 days of the receipt of last necessary document.

The Company shall be liable to pay any interest at 2% above the bank rate prevalent at the beginning of the financial year in which the claim is reviewed, for sums paid or payable under this Policy, upon acceptance of an offer of settlement by the insured but there is delay in payment beyond 7 days from the date of acceptance.

At the time of claim settlement, Company may insist on KYC documents of the Proposer as per the relevant AML guidelines In force.

**Can I renew my policy after expiry?**

Yes, for subsequent renewals post the expiry of your policy period, you have the following options:



- Pay through your credit card.
- Provide a cheque in favor of Royal Sundaram General Insurance Co. Limited.

In addition to the above Royal Sundaram would also send you a renewal notice for your policy which will detail the terms of renewal.

### **What are the terms for Policy Cancellation?**

The Company may at any time cancel the Policy on grounds of misrepresentation, fraud, non-disclosure of material fact relating to this insurance of the insured or non-cooperation by the Insured by sending 15 days' notice in writing by Registered A/D to the insured at his last known address in which case the Company shall not refund to the insured any portion of the premium.

The insured may at any time cancel this policy by giving 15 days' notice in writing and in such event, the Company shall allow refund of premium after retaining premium at Company's short period rate table given below for the period on risk subject to a minimum premium of Rs.250/-, provided no claim has occurred upto the date of cancellation.

#### **Short period scales:**

| <b>Period on Risk</b> | <b>Rate of Premium to be retained</b> |
|-----------------------|---------------------------------------|
| Up to 1 month         | 25% of Premium                        |
| Up to 3 months        | 50% of Premium                        |
| Up to 6 months        | 75% of Premium                        |
| Up to 12 months       | Full Premium                          |

#### **For Multi-year policies refund of premium shall be calculated as follows:**

1. The actual number of years completed will be rounded off to the next year (for instance 4 years 2 months will be taken as 5 years)
2. Premium calculated after allowing the discount applicable as per the actual period on risk shall be retained and the balance if any shall be refunded.

#### **Disclaimer:**

Gruh Suraksha Home Insurance Plan: Insurance is the subject matter of solicitation. Claims will be settled by Royal Sundaram General Insurance Co. Limited as per the terms and conditions of the policy. This brochure is not a contract of Insurance. Please refer policy document for exact terms and conditions and specific details applicable to this Insurance. This plan is underwritten by Royal Sundaram General Insurance Co. Limited. Your participation in this insurance product is purely on a voluntary basis.

#### **Prohibition of rebates:**

Section 41 of the Insurance Act 1938

No person shall allow or offer to allow, directly or indirectly, as an inducement to any person to take out or renew or continue an insurance in respect of any kind of risk relating to lives or property in India, any rebate of the whole or part of the commission payable or any rebate of the premium



shown on the policy, nor shall any person taking out or renewing or continuing a policy accept any rebate, except such rebate as may be allowed in accordance with the published prospectus or table of the insurer Any person making default in complying with the provisions of this section shall be punishable with fine which may extend to five hundred rupees.

**For any Complaint / Grievance / Refund / Cancellation / Claim, please contact:**

Royal Sundaram General Insurance Co. Limited,  
Vishranthi Melaram Towers,  
No.2/319, Rajiv Gandhi Salai (OMR),  
Karapakkam, Chennai 600 097.  
Toll 1-860-425-0000  
Email: [customer.services@royalsundaram.in](mailto:customer.services@royalsundaram.in)  
Visit us at [www.royalsundaram.in](http://www.royalsundaram.in)