ICICI Lombard
Nibhaye Vaade

Annexure I

GROUP HOME PROTECT POLICY

Part II of the Policy –Definitions applicable to the Policy (Except section A.1 & B.1)

Term	Definition
Accident	means a sudden, unforeseen, and unexpected physical event caused by external, violent and visible means by the perils covered under the policy
Total Loss	means where the Insured Structure is so destroyed or so damaged by any fortuitous cause, due to insured perils subject to exclusions , so as to become completely uninhabitable
Act of Terrorism	means an act or series of acts, including but not limited to the use of force or violence and/or threat thereof, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organization(s) or government(s), or unlawful associations, recognized under Unlawful Activities (Prevention) Amendment Act, 2008 or any other related and applicable national or state legislation formulated to combat unlawful and terrorist activities in the nation for the time being in force, committed for political, religious, ideological or similar purposes including the intention to influence any government and/or to put the public or any section of the public in fear for such purposes.
Contents	means the household goods and personal property within the Structure such as Furniture, Fixtures, Fittings, Cupboards Including Inbuilt Cupboards, Electrical Fittings, Sanitary Fittings ,Electrical and Electronic Appliances, Crockery, Cutlery, Steel Utensils, Clothing and Personal Effects, Drapery, Pedal Cycles , other Household Articles etc. not older than 10 years whilst stored or lying in the Insured's "premises", excluding jewellery & other valuables, Art/Artifacts & antiques, cash, bullion , Portable equipment's such as Laptop, mobile, phone, tablet and permanent fixtures and fittings to the Structure, owned by You and/or Your Family.
Deductible	means cost sharing requirement under a Policy that provides that We will not be liable for a specified rupee amount of the covered expenses, which will apply before any benefit becomes payable. A deductible does not reduce the Sum Insured.
Structure	means the insured flat/apartment/Bungalow/row house including all civil constructions(completed construction or under-construction phase) encompassing the living spaces of the Structure as also the permanent fixtures and fittings stated in the Schedule, either owned by You used only for domestic purposes
Family	means You, Your spouse, Your children, Your parents, Your Parents In-Law, Your grandparents if they are residing permanently with You in the premises insured in this policy who: (a) are not paying rent for the purpose of staying in the Structure
Indemnity Value	Indemnity Value will be the new replacement value of a similar item less depreciation.
Policy	means the document evidencing the contract of insurance between the Insurer and the Insured and includes endorsements issued thereto, changing either the scope of cover, terms and conditions, or any other narration made in the Policy.
Policy Period	means the period commencing from the Policy Period Start Date and Policy Period End Date, as specifically stated in the Schedule and for which the insurance cover shall remain valid.
Indemnity Period	Represents the period beginning with the occurrence of the loss/damage to the insured property and is under repair subject to maximum limit (number of months) specified in the Schedule
Sum Insured	Represents Our maximum liability under the Policy for the coverage as stated in the Schedule
You/Your/Yours/Yourself	means the insured person(s) as stated in the Schedule
Valuables	means gold or silver jewellery, gold ornaments, silver articles and precious stones and such other items stated specifically as valuables in the Schedule
We/Our/Ours/Us	means ICICI Lombard General Insurance Company Limited
Contagious Disease	A contagious disease is a subset category of transmissible diseases, which are transmitted to other persons, either by physical contact with the person suffering the disease, or by casual contact with their secretions or objects touched by them or airborne route among other routes
Alternate location	The risk location shall not be specified in the policy , It shall be floater cover covering one or multiple locations of Insured During claims the loss location address shall be validated with the proof of address of Insured The sum Insured shall be compared with the aggregate of value at risk of contents belonging to insured at all the locations
Epidemic	Contagious disease outbreak affecting many persons at the same time, and spreading from person to person in a locality where the disease is not permanently prevalent as declared by the World Health Organisation or any governmental authority
Pandemic	Contagious disease outbreak affecting many persons at the same time, and spreading from person to person prevalent throughout an entire country, continent, or the whole world; epidemic over a large area as declared by the World Health Organisation or any governmental authority
Sanitization	Process for killing and eradicating the bacteria, germs, pathogenic, and non-pathogenic microorganisms that might grow on various surface tops only. Can include sanitization such as antimicrobial sanitization, foam cleaning sanitization, chemical sanitization, thermal sanitization or pressure cleaning sanitization
Independent House	Insured owns the land as well as the construction defined in the insured premises

The Company agrees subject to Terms, Conditions, Definitions, Limitations, Exclusions and Warranties contained herein or endorsed or otherwise expressed in the policy that if the "Structure and/or contents" where specifically Insured" belonging to the Insured herein after described in the Schedule or any part thereof be lost, destroyed or physically damaged by any fortuitous cause other than those specifically excluded, the Company will indemnify the Insured as per the plan opted and agreed

In the scenario of the insured opting for both Structure and/or contents coverage, the same coverage type option shall apply to Structure and/or contents

Provided always that the liability of the Company shall in no case exceed the Sum Insured expressed in the Policy Schedule against "Structure and/or contents"

Wordings for section A.1 & B.1 (ICICI Bharat Griha Raksha)

You chose this **ICICI Bharat Griha Raksha** Policy and applied to Us for insurance covers of Your choice. You paid Us the premium and gave Us information about Yourself, Your Home Building and Home Contents. Based on Your confirmation that this information is true and correct, and in return of accepting the Premium You have paid Us We promise to provide You insurance as stated in this Policy Document and the Policy Schedule attached to it.

Clause A. This Policy and the Insurance Contract

1. **Your Policy:** This **ICICI Bharat Griha Raksha** Policy is a contract between You and Us as stated in the following:
   a. This Policy document,
   b. The Policy Schedule attached to this Policy document,
   c. Any Endorsement attached to and forming part of this Policy document,
   d. Any Add-on to this Policy that You may have purchased from Us,
   e. The proposals and all declarations made by You or on Your behalf.
2. **To whom this Policy is issued and what it covers:**
   a. This Policy is issued to You and covers You and/or Your Home Building and/or Home Contents as mentioned in the Policy Schedule.
   b. If more than one person is insured under this Policy, each of You is a joint policyholder. Any notice or letter We give to any of You will be considered as given to all of You. Any request, statement, representation, claim or action of any one of You will bind all of You as if made by all of You.
   c. If You have mortgaged, pledged or hypothecated Your Home Building and/or Home Contents with a Bank, the Policy Schedule will show an 'Agreed Bank Clause' and the name of such Bank. The terms and conditions of this arrangement will be added to this Policy as an additional clause.
3. **The Policy Schedule:** The Policy Schedule is an important document about Your insurance cover. It contains:
   a. Your personal details,
   b. the Policy Period,
   c. the description of Your Insured Property,
   d. the total Sum Insured, the Sum Insured for each cover or item covered, and any limits and sub-limits,
   e. the insurance covers You have purchased,
   f. the premium You have paid for these insurance covers,
   g. add-on covers opted by You,
   h. other important and relevant aspects and information.
4. **Special meaning of certain words:** Words stated in the table below have a special meaning throughout this Policy, the Policy Schedule and Endorsements.

   These words with special meaning are stated in the Policy with the first letter in capitals.

Word /s	Specific meaning
Bank	A bank or any financial institution
Carpet Area	1. for the main building unit of Your Home, it is the net usable floor area, excluding the area covered by the external walls, areas under services shafts, exclusive balcony or verandah area and exclusive open terrace area, but including the area covered by the internal partition walls of the residential unit; 2. for any enclosed structure on the same site, it is the net usable floor area of such structure; and 3. for any balcony, verandah area, terrace area, parking area, or any enclosed structure that is part of Your Home, it is 25% of its net usable floor area.
Commencement Date	It is the date and time from which the insurance cover under this Policy begins. It is shown in the Policy Schedule.
Insured Property	The amount required to construct Your Home Building at the Commencement Date. This amount is calculated as follows: a. For residential structure of Your Home including Fittings and Fixtures: Carpet Area of the structure in square metres X Rate of Cost of Construction at the Commencement Date. The Rate of Cost of Construction is the prevailing rate of cost of construction of Your Home Building at the Commencement Date as declared by You and accepted by Us and shown in the
Endorsement	A written amendment to the Policy that We make (additions, deletions, modifications, exclusions or conditions of an insurance Policy) which may change the terms or scope of the original policy.
Home Contents	Those articles or things in Your Home that are not permanently attached or fixed to the structure of Your Home. Home Contents may consist of General Contents and/or Valuable Contents.
Word /s	**Specific meaning**
General Contents	**General Contents** are all the contents of household use in Your Home, e.g., furniture, electronic items and goods, antennae, solar panels, water storage equipment, kitchen equipment, electrical equipment (including those fitted on walls), clothing and apparel and items of similar nature.
Valuable Contents	**Valuable Contents** of Your Home consist of items such as jewellery, silverware, paintings, works of art, antique items, curios and items of similar nature.
Insured	The Person/s who has/have purchased Insurance Cover under this Policy.
Insured Property	Your Home Building and Home Contents, or any item of property covered by this Policy.
Kutcha Construction	Building(s) having walls and/or roofs of wooden planks/thatched leaves and/or grass/hay of any kind/bamboo/plastic cloth/asphalt/canvas/tarpaulin and the like.

Word /s	Specific meaning
Policy Period	Policy period means the period commencing from the effective date and time as shown in the Policy Schedule and terminating at Midnight on the expiry date as shown in the Policy Schedule or on the termination of or the cancellation of insurance as provided for in Clause G (III) of this Policy, whichever is earlier.
Policy Schedule	The document accompanying and forming part of the Policy that gives Your details and of Your insurance cover, as described in Clause A (3) of this Policy.
Premium	The premium is the amount You pay Us for this insurance. The Policy Schedule shows the amount of premium for the Policy Period and all other taxes and levies.
Pucca Construction	Construction other than Kutcha Construction.
Spouse	Your wife or husband.
Sum Insured	The amount shown as Sum Insured in the Policy Schedule and as described in Clause C (4) and Clause D (2) of this Policy. It represents Our maximum liability for each cover or part of cover and for each loss.
Total Loss	A situation where the Insured Property or item is completely destroyed, lost or damaged beyond
Word /s	**Specific meaning**
	retrieval or repair or the cost of repairing it is more than the Sum Insured for that item or in total.
We, Us, Our, Insurer	The ICICI Lombard General Insurance Company that has provided Insurance Cover under this Policy; of the Company.
You, Your, Insured	The Insured Person/s who has/have purchased Insurance Cover under this Policy; of such Insured Person/s.
Your Home Building	Your Home Building is a building consisting of a residential unit, having an enclosed structure and a roof, basement (if any) and used as a dwelling place described in detail as per Clause C (2) of this Policy.

Clause B. Insured Events

We give insurance cover for physical loss or damage, or destruction caused to Insured Property by the following unforeseen events occurring during the Policy Period.

The events covered are given in Column A and those not covered in respect of these events are given in Column B.

	Column A	Column B
	We cover physical loss or damage, or destruction caused to the Insured Property by	**We do not cover** any loss or damage, or destruction caused to the Insured Property
1	Fire	caused by burning of Insured Property by order of any Public Authority.
2	Explosion or Implosion	-
3	Lightning	-
4	Earthquake, volcanic eruption, or other convulsions of nature	-
5	Storm, Cyclone, Typhoon, Tempest, Hurricane, Tornado, Tsunami, Flood and Inundation	-
	Column A	**Column B**
	We cover physical loss or damage, or destruction caused to the Insured Property by	**We do not cover** any loss or damage, or destruction caused to the Insured Property
6	Subsidence of the land on which Your Home Building stands, Landslide, Rockslide	caused by a. normal cracking, settlement or bedding down of new structures, b. the settlement or movement of made up ground, c. coastal or river erosion, d. defective design or workmanship or use of defective materials, or e. demolition, construction, structural alterations or repair of any property, or groundworks or xcavations.
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.)	caused by pressure waves caused by aircraft or other aerial or space devices travelling at sonic or supersonic speeds.
9	Missile testing operations	-
10	Riot, Strikes, Malicious Damages	caused by a. temporary or permanent dispossession, confiscation, commandeering, requisition or destruction by order of the government or any lawful authority, or b. temporary or permanent dispossession of Your Home by unlawful occupation by any person.
11	Acts of terrorism (Coverage as per Terrorism Clause attached)	Exclusions and Excess as per Terrorism Clause attached.
	Column A	**Column B**
	We cover physical loss or damage, or destruction caused to the Insured Property by	**We do not cover** any loss or damage, or destruction caused to the Insured Property
12	Bursting or overflowing of water tanks, apparatus and pipes.	-
13	Leakage from automatic sprinkler installations.	a. repairs or alterations in Your Home or the building in which Your Home is located, b. repairs, removal or extension of any sprinkler installation, or c. defects in the construction known to You.

14	Theft within 7 (seven) days from the occurrence of and proximately caused by any of the above Insured Events.	if it is a. of any article or thing outside Your Home, or b. of any article or thing attached from the outside of the outer walls or the roof of Your Home, unless securely mounted

Clause C: Home Building Cover

1. What We cover

We cover physical loss or damage, or destruction of **Your Home Building** because of any Insured Event listed in **Clause B** of this Policy. We also cover architect's, surveyor's, consulting engineer's fees, cost of removing debris as specified under **Clause C (5) (f)** of this Policy. Further, We pay for Loss of rent and Rent for Alternative Accommodation, which will be paid to the extent declared by You and agreed by Us as specified under **Clause C (6)** of this Policy while Your Home Building is not fit for living following loss or damage due to an insured event.

2. Your Home Building

a. Your Home Building is a building consisting of a residential unit, having an enclosed structure and a roof, basement (if any) and used as a dwelling place.

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,

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.

3. Use for residence

a. We will pay only if Your Home Building is used for the purpose of residence of Yourself and Your family, or of Your tenant, licensee or employee.

b. We will not pay if

i. Your Home Building is used as a holiday home, or for lodging and boarding, or

ii. Your Home Building or any part of Your Home Building is used for purposes other than residential except where it is used both for Your residence and for the purposes of earning Your livelihood if You are self- employed or You have shifted Your office to Your Home Building for a temporary period due to lockdown or closure of Your office ordered by a public authority.

4. Sum Insured

a. The Sum Insured for the Home Building Cover is the prevailing Cost of Construction of Your Home Building at the Commencement Date as declared by You and accepted by Us and will be the maximum amount payable in the event the Home Building is a Total Loss.

b. If the Policy Period is more than one year, We will automatically increase Your Sum Insured during the Policy Period by 10% per annum on each anniversary of Your Policy without additional premium for a maximum of 100% of the Sum Insured at the Policy Commencement Date.

c. The Sum Insured will be automatically increased each day by an amount representing 1/365th of 10% of Sum Insured at the Policy Commencement Date for annual policies.

d. Restoration of Sum Insured : Except as stated in Clause G (III) (3) (b) of this Policy, the insurance cover will at all times be maintained during the Policy Period to the full extent of the respective Sum Insured. This means that after We have paid for any loss, the policy shall be restored to the full original amount of Sum Insured. You must pay to Us proportionate premium for the unexpired Policy Period from the date of loss. We can also deduct this premium from the net claim that We must pay You.

5. What We pay

a. If You make a claim under the policy for damage to Your Home Building due to any of the insured perils, We reimburse the cost to repair it to a condition substantially the same as its condition at the time of damage. You must spend for repairs, and claim that amount from Us.

b. We will calculate the amount of claim on the basis of the actual Carpet Area subject to the Carpet Area not exceeding that declared by You in the Proposal Form and stated in the Policy Schedule.

c. The maximum We will pay for all items together is the Sum Insured shown in the Policy Schedule for Home Building Cover. If the Policy Schedule shows any limit for any item, such limit is the maximum We will pay for that item.

d. If Your Home Building is a Total Loss, We will pay You the Sum Insured of the Home Building.

e. If only an additional structure is destroyed, We will pay You an amount equal to the Cost of Construction of the additional structure.

f. In addition to what **Clause C (5) (c)** of this Policy provides for, We will pay You the following expenses:

i. up to 5% of the claim amount for reasonable fees of architect, surveyor, consulting engineer;

ii. up to 2 % of the claim amount for reasonable costs of removing debris from the site.

6. Loss of Rent and Rent for Alternative Accommodation: In addition to what **Clause C (5) (c)** of this Policy provides for, We will pay the amount of rent You lose or alternative rent You pay while Your Home Building is not fit for living because of physical loss arising out of an Insured Event as follows:

a. If You are living in Your Home as a tenant, and You are required to pay higher rent for the alternative accommodation, We will pay the difference between the rent for alternative accommodation and the rent of Your Home Building.

b. We will pay the loss under this cover for an accommodation that is not superior to Your Home Building in any way and in the same city as Your Home Building.

c. The amount of lost rent shall be calculated as follows: Sum Insured for Cover for Loss of Rent (as declared by You in the Proposal Form and specified by Us in the Policy Schedule) X Period necessary for repairs ÷ Loss of Rent Period opted for.

d. This cover will be available for the reasonable time required to repair Your Home Building to make it fit for living. The maximum period of this cover is three years from the date Your Home Building becomes unfit for living. You must submit a certificate from an architect or the local authority to show that Your Home Building is not fit for living.

e. Claim for loss of rent will be accepted only if We have accepted Your claim for loss for physical damage to Your Home under the Home Building Cover.

Clause D: Home Contents Cover

1. What We cover:

We cover the physical loss or damage to or destruction of the General Contents of Your Home caused by an Insured Event as listed in Clause B of this Policy. Valuable Contents of Your Home are not covered under this Policy unless You have purchased the optional cover for the Valuable Contents.

2. Sum Insured:

a. The Sum Insured for the Home Contents Cover is shown in the Policy Schedule and will be the maximum amount payable in the event the Home Contents are destroyed/lost completely.

b. The policy has a built-in cover for the General Contents of Your home equal to 20% of the Sum Insured for Home Building Cover subject to a maximum of ₹ 10 Lakh (Rupees Ten Lakh) provided You have opted for both Home Building and Home Contents cover. If You choose to have a higher Sum Insured for Home Contents, You have to declare the Sum Insured in the Proposal Form and pay additional premium.

c. If You have purchased only Home Contents Cover, You have to declare the Sum Insured for the General Contents in the Proposal Form.

d. The Sum Insured You have chosen for General Contents must be enough to cover the cost of replacement of the General Contents.

e. If You want to cover the Valuable Contents in Your Home, You must opt for the Optional Cover for Valuable Contents as given in Clause E (1) (a) of this Policy.

f. Restoration of Sum Insured: Except as stated in Clause G (III) (3) (b) of this Clause below, the insurance cover will at all times be maintained during the Policy Period to the full extent of the respective Sum Insured. This means that after We have paid for any loss, the policy shall be restored to the full original amount of Sum Insured. You must pay to Us proportionate premium for the unexpired Policy Period from the date of loss. We can also deduct this premium from the net claim that We must pay You.

3. What We pay

a. If the General Contents of Your Home are physically damaged by any Insured Event, We will at Our option,

i. reimburse to You the cost of repairs to a condition substantially the same as its condition at the time of damage, or

ii. pay You the cost of replacing that item with a same or similar item, or

iii. repair the damaged item to a condition substantially the same as its condition at the time of damage.

b. The maximum We will pay for Home Contents is the Sum Insured shown in the Policy Schedule for Home Contents Cover. If the Policy Schedule shows any limit for any item, or category or groups of items, such limit is the maximum We will pay for that item.

Clause E: Additional Covers

1. Optional Covers:

a. **Cover for Valuable Contents on Agreed Value Basis (under Home Contents cover):**

For Valuable Contents, a value may be agreed upon by You and Us based on a valuation certificate submitted by You and accepted by Us. However, We shall waive the requirement of valuation certificate if the Sum Insured opted for is up to

₹ 5 Lakh (Rupees Five Lakh) and Individual item value does not exceed ₹ 1 Lakh

(Rupees One Lakh).

i. If the Valuable Contents of Your Home are physically damaged by any Insured Event, We will pay the cost of repairing the item/s.

ii. If the Valuable Contents of Your Home are a Total Loss We will pay the Sum Insured shown in the Policy Schedule for the Valuable item/s. If the Policy Schedule shows any limit for any item, or category or groups of items, such limit is the maximum We will pay for that item. Loss to only one item of a pair or set does not constitute loss or damage to the entire pair or set.

b. **Personal Accident Cover:**

In the event an insured peril that caused damages to Your Home Building and/or Home Contents also results in the unfortunate death of either You or Your spouse, We will pay compensation of ₹ 5,00,000 (Rupees Five Lakh) per person.

In the event of the unfortunate death of the insured, the Personal Accident cover shall continue for the spouse until expiry of the policy.

2. Add-ons:

You can opt for an Add-on by choosing from the Add-ons, if any, offered by Us under this product and the ones that You have purchased will be mentioned in the Policy Schedule and the relevant clause/s and/or endorsements will be attached to this Policy.

Clause F. Exclusions (What We do not cover) for all covers under this policy

We do not cover losses and expenses for any loss or damage or destruction of the Insured Property that is directly or indirectly as a result of or is caused by or arising from events, stated below:

1. Your deliberate, wilful or intentional act or ommission, or of anyone on Your behalf, or with Your connivance.
2. War, invasion, act of foreign enemy hostilities or war-like operations (whether war is declared or not), civil war, mutiny, civil commotion amounting to a popular rising, military rising, rebellion, revolution, insurrection or military or usurped power.
3. Ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from combustion of nuclear fuel, or the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component that is part of it.
4. Pollution or contamination, unless
   i. the pollution or contamination itself has resulted from an Insured Event, or
   ii. an Insured Event itself results from pollution or contamination.
5. Loss, damage or destruction to any electrical/electronic machine, apparatus, fixture, or fitting by over-running, excessive pressure, short circuiting, arcing, self- heating or leakage of electricity from whatever cause (lightning included). This exclusion applies only to the particular machine so lost, damaged or destroyed.
6. Loss or damage to bullion or unset precious stones, manuscripts, plans, drawings, securities, obligations or documents of any kind, coins or paper money, cheques, vehicles, and explosive substances unless otherwise expressly stated in the policy.
7. Loss of any Insured Property which is missing or has been mislaid, or its disappearance cannot be linked to any single identifiable event.
8. Loss or damage to any Insured Property removed from Your Home to any other place.
9. Loss of earnings, loss by delay, loss of market or other consequential or indirect loss or damage of any kind or description whatsoever.
10. Any reduction in market value of any Insured Property after its repair or reinstatement.
11. Any addition, extension, or alteration to any structure of Your Home Building that increases its Carpet Area by more than 10% of the Carpet Area existing at the Commencement Date or on the date of renewal of this Policy, unless You have paid additional premium and such addition, extension or alteration is added by Endorsement.
12. Costs, fees or expenses for preparing any claim.\

Clause G. Conditions

(I) Your Obligations

1. **Make true and full disclosure in the proposal and related documents**

   a. You have a duty of disclosure to tell Us everything You know, or could reasonably be expected to know, that is relevant to Us for deciding whether to give You insurance cover and on what terms. You owe this

duty to disclose such relevant material information even if We have not specifically asked for it. This duty extends to any information or declaration given by anyone else on Your behalf.

b. We have agreed to give You insurance cover entirely on the basis of the information You, or anyone on Your behalf, have given Us in the proposal, statements and other declarations and documents (in writing or electronic) about Yourself, Your family, Your Home Building and Home Contents. The correct and complete information You give is the basis of Our contract with You. Our promise to pay is conditional upon the truth of these statements and on the assumption that You, or anyone on Your behalf, has not withheld any material information about Yourself, Your family, Your Home Building and Home Contents.

2. **Obligation to take care : You must:**

a. keep Your Home Building and Home Contents in good condition and well maintained, You must ensure that the structure of Your Home Building does not have any faults or defects that are visible and material that will aggravate loss or damage to the Home Building in the event an insured peril occurs.

b. take care to prevent theft, loss or damage to Your Home Building and Home Contents, and

c. ensure that unauthorized persons do not occupy Your Home Building.

3. **Inform change in circumstances :** You must inform Us immediately if

a. You change Your address,

b. You make any addition, alteration, extension to the structure of Your Home Building,

c. You let out Your Home Building, or Your Home Building will no longer be solely occupied by You,

d. You change the use of Your Home Building.

4. All**ow inspection and investigation of claim**: You must allow, and give full cooperation to the survey/investigation of Your claim by Us. You must allow Us, and any surveyor, officer or other representative that We authorise, to inspect Your Home Building and Home Contents including the interior wherever necessary, take photographs and where required, permit the scientific testing and investigation of any insured article affected by the insured peril. You must answer all questions asked regarding Your claim truthfully and completely, and submit all relevant documents that We will require.

5. **Make true statements and full disclosure in the claim and related documents** You must also give true and full information in Your claim and submit true documents. If You give any false information or document in the claim, or if You withhold any information or document (written or electronic), We have a right to refuse payment of Your claim. We may also cancel Your policy.

(II) Renewal of Policy

1. End of Policy: This Policy will expire at the end of the Policy Period.

2. Renewal is not automatic, We may seek relevant information from You for the purpose of renewal.We can reject Your renewal only on grounds of mis- representation, non- disclosure of material facts, fraud or non-co-operation on Your part.

3. Application for renewal: If You wish to renew the Policy, You must apply for renewal before the end of the Policy Period and pay the required premium amount.

(III) Cancellation and Termination of Policy

1. Cancellation by You at any Time

a. You can cancel this Policy at any time by giving Us notice in writing. The Policy will terminate when We receive Your notice.

b. If You cancel the policy, We will refund premium as follows:

Time for which Policy in force	Refund of premium
Period for which policy is in force	Policy Premium – (Pro-Rata + 10%)

2. Cancellation by Us:

a. We will not cancel the Policy during the policy period except on the grounds of mis- representation, non-disclosure of material facts, fraud or non-co- operation on Your part.

b. In case of Total Loss of Your Home Building in a long term policy where You have decided not to reinstate Your Home Building in favour of a cash settlement of Your claim, We will cancel the policy for the remaining duration of the policy period. In such a case We shall refund the proportionate premium for the un-expired policy years after grossing up the premium paid by You towards long term discount, if any.

3. Automatic termination of the Policy

This Policy will automatically end in the following cases:

a. **Destruction of Your Home Building:** This Policy will automatically end 7 (seven) days after Your Home Building collapses or is destroyed by reason other than any Insured Event. If a separable part of Your Home Building, or any additional structure falls down or is destroyed by reason other than any Insured Event, the covers will end for such part or additional structure.

You can apply within 7 (seven) days of such fall or destruction for continuing insurance cover. We may agree, but will not be bound, to continue the cover on the same rates, terms and conditions.

b. **Exhaustion of Sum Insured:** If Your Home Building, or any additional structure, or any item of Home Contents, is lost, destroyed or stolen, or is a Total Loss, and We pay You the full Sum Insured for such item, the insurance cover for that item will automatically end unless the subject matter of insurance is reconstructed and the Sum Insured is reinstated by paying additional premium. If We pay the total Sum Insured for any claim, this Policy will end.

c. **Change of use of Your Home Building or Home Contents:** The Policy will end

i. if You change the use of Your Home Building from personal residence to any other purpose, or

ii. if You use any item of Home Contents for use that is not personal.

d. **Sale of Your Home Building or Home Contents:** This Policy will end when You sell, surrender or release Your interest in Your Home Building and/or Home Contents, or Your interest in the Home Building and/or Home Contents comes to an end. The Policy will end to the extent any additional structure of Your Home Building or item of Home Contents if You sell, surrender or release Your interest in such additional structure or item of Home Content, or Your interest in these ends.

e. **Effect of death**

In the event of the unfortunate death of the Insured during the Policy Period, the Home Building Cover and the Home Contents Cover that You have purchased will continue for the benefit of Your legal representative/s during the Policy Period subject to all the terms and conditions of this Policy.

(IV) Claims Procedure

If You suffer a loss because of an Insured Event, You must make a claim for Your financial loss at Your cost. The procedure for making a claim is given below. These include things that **You must do**, and that **You must not do**. It is important to comply with these to ensure that it does not prejudice Your claim in any manner.

1. Immediate notice to Us

a. As soon as any physical loss or damage occurs to Your Home Building or Home Contents due to an Insured Event, You must immediately give notice to Us of the loss or damage. This is necessary for Us to survey/ investigate the loss or damage, as may be required.

b. You can give notice to any of Our offices or call-centres.

c. You must state in this notice

i. the Policy Number,

ii. Your name,

iii. details of report to the police that You made,

iv. details of report to any Authority that You made,

v. details of the Insured Event,

vi. a brief statement of the loss,

vii. particulars of any other insurance of Your Home Building or any of Your Home Contents,

viii. details of loss or damage under any Optional Cover or Add-ons,

ix. submit photographs of loss or physical damage, wherever possible.

2. **Steps to prevent loss and damage**

a. You must take all reasonable steps to prevent further loss or damage to Your Home Building and Home Contents.

b. Until We have inspected Your Home Building and Home Contents, and have given Our consent,

i. You must not sell, give away or dispose of any damaged items of any property for which You are making a claim;

ii. You must not wash or clean, or remove any damaged item or debris, except for any urgent necessity;

iii. You must not carry out repairs, unless such repairs are urgent and You cannot contact Us.

3. **Immediate notice to Authorities**

a. As soon as any loss or damage occurs to the Insured Property, You must give immediate report to appropriate legal authorities. For example, You must report to the fire brigade of the local authority and the police if there is damage by fire/ explosion / implosion or lightning. In case of subsidence /landslide/rockslide, You must inform the District Administration. In the event of impact damage of any kind or Riot Strikes, Malicious damages and acts of terrorism, You must inform the police. If there is a theft within 7 (seven) days following an Insured Event You must inform the police.

b. We may, but not necessarily, waive this condition if We are satisfied that by reason of extreme hardship it was not possible for You or any other person on Your behalf to give such report.

4. **Submit claim**

a. Claim form:

i. You must submit Your claim in Our claim form at the earliest opportunity, but within 30 days from the date You first notice the loss or damage. The claim form is available in any of Our branches, and on Our web-site.

ii. You must state in Your claim the details of any other insurance policy that covers the damage or loss for which You have filed Your claim, whether You have purchased such other insurance, or someone else has purchased it for You.

b. We shall not be liable for any loss or damage after the expiry of 12 months from the happening of the loss or damage unless the claim is the subject of pending action or arbitration. If We disclaim liability for a claim You have made and if the claim is not made a subject matter of a suit in a court of law within a period of 12 months from the date of disclaimer, the claim shall not be recoverable hereunder.

5. **Establish loss**

a. You must prove that the Insured Event has occurred, and the extent of physical loss or damage You have suffered with full details.

b. When We request,

i. You must support Your claim for Home Building and/or Home Contents with plans, specification books, vouchers, invoices pertaining to costs incurred by You for reconstruction/replacement/repairs.

ii. You must allow Us, Our officers, surveyors or representatives to inspect the loss or damage to Your Home Building and/or Home Contents, and to take measurements, samples, damaged items or parts, and photographs that are relevant.

iii. You must give Us authority to see the relevant records and get information about the Event and Your loss from the police or any other authority.

c. For Optional Cover of Personal Accident, Death Certificate and Post Mortem report (wherever necessary) shall be submitted.

6. **Fraudulent claim**

If You, or anyone on Your behalf, make a false or fraudulent claim , or support a claim with any false or fraudulent statement or documents:

i. We will not pay,

ii. We can cancel the Policy: in such a case, You will lose all benefits under this Policy and premium that You have paid, and

iii. We can also inform the police, and start legal proceedings against You.

7. **Other insurance**

a. If You have any other policy with Us or any other Insurance Company (taken by You or by anyone else for You) covering in whole or in part any claim that You have made under this Policy, You have a right to ask for settlement of Your claim under any of these policies.

b. If You choose to claim under this Policy from Us, We will settle Your claim within the limits and the terms and conditions of this Policy.

c. After We pay the amount under Your claim, We have the right to ask for contribution from the Insurers that have given You the other policies.

d. We will ensure that Our actions do not impose any liability on You.

8. **Recovery action by Us**

a. When We accept and pay Your claim under the Policy, We can start legal proceedings to recover the amount or property from the third party who has caused the loss or damage to Your Home Building or Home Contents. You must give authority to Us to take such action and exercise this right effectively, when We request You, whether before or after making payment of Your claim. You must give all information, cooperation, assistance and help for this purpose. You must not do anything which will prejudice Our right. We can do this

i. without seeking Your consent,

ii. in Your name, and

iii. whether or not Your loss has been fully compensated.

b. Any amount We recover from such person will be applied first to the costs of the legal proceedings and recovery, then to the claim amount We have paid or must pay to You. We will pay You any balance.

c. You can start legal proceedings against any person who has caused the loss or damage only with Our prior consent, and on conditions that We will impose. You must not compromise or settle any claim against such person without Our consent. If You recover any amount from such person, You must return to Us the amount We have paid for Your claim. We can take over the conduct of legal proceedings that You have started and continue the proceedings in Your name.

Clause H. Changes to covers

a. You can choose to make changes to the covers of this Policy as may be permitted by Us, or increase or reduce any Sum Insured. You must make a proposal or request for any change. It will be effective only after We have accepted Your proposal, and You have paid the additional premium, where applicable.

b. This Policy (including the Policy Schedule, the proposal, declarations and Endorsements) consists of the entire contract between You and Us.

Clause I. Waiver of Underinsurance

Underinsurance does not apply to the ICICI Bharat Griha Raksha Policy. Thus, if Your Sum Insured calculated on the basis of the information that You provided, is less than the actual value at risk, the difference will not affect the amount We pay.

Clause J. Other Details

1. **Notices**

   a. We will send any notice, letter or communication in writing to You at Your address mentioned in the Policy Schedule, and to Your email address that You have registered with Us.

   b. You will send any notice, letter, intimation or communication in writing to Us at Our branch office where You purchased this Policy. You can also send it at the address mentioned in the Policy Schedule.

2. **Nomination for this Policy**

   You can nominate a person to receive the claim amount under this Policy in the event of Your death. You can make such nomination at the time You take the Policy, or later. You can also change the nomination at any time. You can make the nomination on Our nomination form available in Our office or from Our website: ……...

3. **Applicable law and jurisdiction**

   This Policy will be subject to the laws of India, and to the jurisdiction of courts in India.

4. **Arbitration**

   If any dispute or difference arises between You and Us regarding the amount of claim to be paid under this policy (liability having been admitted by Us), such difference shall independently of all other questions, be referred to the decision of a sole arbitrator to be appointed in writing by You and Us or if You and We cannot agree upon a single arbitrator within 30 days of either of Us opting for arbitration, the same shall be referred to a panel of three arbitrators comprising of two arbitrators, one to be appointed by each of Us, to the dispute/difference and the third arbitrator to be appointed by two such arbitrators and arbitration shall be conducted under and in accordance with the provisions of the Arbitration and Conciliation Act, 1996.

Clause K. Grievances

If You have a grievance about any matter relating to the Policy, or Our decision on any matter, or the claim, You can address Your grievance as follows:

1. **Our Grievance Redressal Officer**

   You can send Your grievance in writing by post or email to Our Grievance Redressal Officer at the following address:
   Address: Grievance Redressal Officer
   ICICI Lombard General Insurance Company Limited,
   ICICI Lombard House, 414, Veer Savarkar Marg,
   Near SiddhiVinayak Temple, Prabhadevi, Mumbai 400025 Email: c ust om ers upport@icicilom bard.com
   Customer Service: 18002666

2. **Consumer Affairs Department of IRDAI**

   a. In case it is not resolved within 15 days or if You are unhappy with the resolution You can approach the Grievance Redressal Cell of the Consumer Affairs Department of IRDAI by calling Toll Free Number 155255 (or) 1800 4254 732 or sending an e-mail to ccom plaints@ir dai.gov. in. You can also make use of IRDAI's online portal - Integrated Grievance Management System (IGMS) by registering Your complaint at igms.irda.gov.in.

   b. You can send a letter to IRDAI with Your complaint on a Complaint Registration Form available by clicking here. You must fill and send the Complaint Registration Form along with any documents by post or courier to General Manager, Insurance Regulatory and Development Authority of India (IRDAI), Consumer Affairs Department - Grievance Redressal Cell, Sy.No.115/1, Financial District, Nanakramguda, Gachibowli, Hyderabad- 500032.

   c. You can visit the portal http:// www.policyholder .gov.in for more details.

3. **Insurance Ombudsman**

   You can also approach the Insurance Ombudsman, depending on the nature of grievance and the financial implication, if any. Information about Insurance Ombudsmen, their jurisdiction and powers is available on the website of the Insurance Regulatory and Development Authority of India (IRDAI) at www.irdai.gov.in, or of the General Insurance Council at www.generalinsurancecouncil.org.in, the Consumer Education Website of the IRDAI at http://www.policyholder.gov.i n, or from any of Our Offices.

The details of Insurance Ombudsman are available below:-

S. r. No.	Name of office of insurance Ombudsman	Territorial Area of jurisdiction
1	AHMEDABAD Shri Kuldip Singh, Office of the Insurance Ombudsman, Jeevan Prakash Building, 6th floor, Tilak Marg, Relief Road, Ahmedabad – 380 001. Tel.: 079 - 25501201/02/05/06 Email: bimalokpal.ahmedabad@cioins.co.in	Gujarat, Dadra & Nagar Haveli, Daman and Diu.
2	BENGALURU Mr. Vipin Anand, Office of the Insurance Ombudsman, Jeevan Soudha Building,PID No. 57-27-N-19 Ground Floor, 19/19, 24th Main Road, JP Nagar, Ist Phase, Bengaluru – 560 078. Tel.: 080 - 26652048 / 26652049 Email: bimalokpal.bengaluru@cioins.co.in	Karnataka
3	BHOPAL Shri R. M. Singh Office of the Insurance Ombudsman, Janak Vihar Complex, 2nd Floor, 6, Malviya Nagar, Opp. Airtel Office, Near New Market, Bhopal – 462 003. Tel.: 0755 - 2769201 / 2769202 Fax: 0755 - 2769203 Email: bimalokpal.bhopal@cioins.co.in	Madhya Pradesh, Chattisgarh.
4	BHUBANESHWAR Shri Suresh Chandra Panda, Office of the Insurance Ombudsman, 62, Forest park, Bhubneshwar – 751 009. Tel.: 0674 - 2596461 /2596455 Fax: 0674 - 2596429 Email: bimalokpal.bhubaneswar@cioins.co.in	Odisha.
5	CHANDIGARH Mr. Atul Jerath, Office of the Insurance Ombudsman, S.C.O. No. 101, 102 & 103, 2nd Floor, Batra Building, Sector 17 – D, Chandigarh – 160 017. Tel.: 0172 - 2706196 / 2706468 Fax: 0172 - 2708274 Email: bimalokpal.chandigarh@cioins.co.in	Punjab, Haryana (excluding Gurugram, Faridabad, Sonepat and Bahadurgarh), Himachal Pradesh, Union Territory of Jammu & Kashmir, Ladakh & Chandigarh.
6	CHENNAI Shri Segar Sampathkumar, Office of the Insurance Ombudsman, Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, CHENNAI – 600 018. Tel.: 044 - 24333668 / 24335284 Fax: 044 - 24333664 Email: bimalokpal.chennai@cioins.co.in	Tamil Nadu, Pondicherry Town and Karaikal (which are part of Pondicherry).
7	DELHI Shri Sudhir Krishna, Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Building, Asaf Ali Road, New Delhi – 110 002. Tel.: 011 - 23232481/23213504 Email: bimalokpal.delhi@cioins.co.in	Delhi & following District of Haryana – Gurugram, Faridabad, Sonepat and Bahadurgarh
8	ERNAKULAM Shri G Radhakrishnan Office of the Insurance Ombudsman, 2nd Floor, Pulinat Bldg., Opp. Cochin Shipyard, M. G. Road, Ernakulam - 682 015. Tel.: 0484 - 2358759 / 2359338 Fax: 0484 - 2359336 Email: bimalokpal.ernakulam@cioins.co.in	Kerala, Lakshadweep, Mahe-a part of Puducherry.

S. r. No.	Name of office of insurance Ombudsman	Territorial Area of jurisdiction
9	GUWAHATI Shri Somnath Ghosh, Office of the Insurance Ombudsman, Jeevan Nivesh, 5th Floor, Nr. Panbazar over bridge, S.S. Road, Guwahati – 781001(ASSAM). Tel.: 0361 - 2632204 / 2602205 Email: bimalokpal.guwahati@cioins.co.in	Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura.
10	HYDERABAD Shri N Sankaran Office of the Insurance Ombudsman, 6-2-46, 1st floor, "Moin Court", Lane Opp. Saleem Function Palace, A. C. Guards, Lakdi-Ka-Pool, Hyderabad - 500 004. Tel.: 040 - 67504123 / 23312122 Fax: 040 – 23376599 Email: bimalokpal.hyderabad@cioins.co.in	Andhra Pradesh, Telangana, Yanam and Part of Territory of Puducherry.
11	JAIPUR Shri Rajiv Dutt Sharma, Office of the Insurance Ombudsman, Jeevan Nidhi – II Bldg., Gr. Floor, Bhawani Singh Marg, Jaipur - 302 005. Tel.: 0141 - 2740363 Email: Bimalokpal.jaipur@cioins.co.in	Rajasthan.
12	KOLKATA Shri P K Rath, Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 4th Floor, 4, C.R. Avenue, KOLKATA - 700 072. Tel.: 033 - 22124339 / 22124340 Fax : 033 - 22124341 Email: bimalokpal.kolkata@cioins.co.in	West Bengal, Sikkim, Andaman & Nicobar Islands.
13	LUCKNOW Office of the Insurance Ombudsman, 6th Floor, Jeevan Bhawan, Phase-II, Nawal Kishore Road, Hazratganj, Lucknow - 226 001. Tel.: 0522 - 2231330 / 2231331 Fax: 0522 - 2231310 Email: bimalokpal.lucknow@cioins.co.in	Districts of Uttar Pradesh : Laitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhabdra, Fatehpur, Pratapgarh, Jaunpur,Varanasi, Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareli, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkarnagar, Sultanpur, Maharajgang, Santkabirnagar, Azamgarh, Kushinagar, Gorkhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharathnagar.
14	MUMBAI Shri Bharatkumar S. Pandya Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: 022 - 26106552 / 26106960 Fax: 022 - 26106052 Email: bimalokpal.mumbai@cioins.co.in	Goa, Mumbai Metropolitan Region Excluding (Navi Mumbai & Thane).
15	NOIDA Shri Chandra Shekhar Prasad, Office of the Insurance Ombudsman, Bhagwan Sahai Palace 4th Floor, Main Road, Naya Bans, Sector 15, Distt: Gautam Buddh Nagar, U.P-201301. Tel.: 2514252 / 2514253 Email: bimalokpal.noida@cioins.co.in	State of Uttaranchal and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshehar, Etah, Kanooj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautambodhanagar, Ghaziabad, Hardoi, Shahjahanpur
16	PATNA Shri N. K Singh Office of the Insurance Ombudsman, 1st Floor,Kalpana Arcade Building,, Bazar Samiti Road, Bahadurpur, Patna 800 006. Tel.: 0612-2680952 Email: bimalokpal.patna@cioins.co.in	Bihar, Jharkhand.
17	PUNE Shri Vinay Sah Office of the Insurance Ombudsman, Jeevan Darshan Bldg., 3rd Floor, C.T.S. No.s. 195 to 198, N.C. Kelkar Road, Narayan Peth, Pune – 411 030. Tel.: 020-41312555 Email: bimalokpal.pune@cioins.co.in	Maharashtra, Area of Navi Mumbai and Thane (excluding Mumbai Metropolitan Region).

The updated details of Insurance Ombudsman are available on IRDA website:www.irdaindia.org, on the website of General Insurance Council:www.generalinsurancecouncil.org.in, website of the Company www.icicilombard.com or from any of the offices of the Company

Clause L. Information about Us
Address: ICICI Lombard General Insurance Company Limited
ICICI Lombard House, 414, Veer Savarkar Marg,
Near SiddhiVinayak Temple, Prabhadevi, Mumbai 400025

Web: w ww.icicilombard.com
E-mail: customersupport@icicilombard.com
Customer Service: 1800 2666

Standard Special Clause

Agreed Bank Clause

If You have mortgaged, hypothecated or created any security over Your Home or any of its Contents in favour of a Bank, and the Bank has an interest in the Policy, the name of such Bank will also be shown in the Policy Schedule under the title 'Agreed Bank Clause'. If You choose to add the name of such Bank at any time during the Policy Period, this will be shown as an Endorsement.

Under this Clause You agree as follows:

i. We shall pay to the Bank the entire amount that We are liable to pay under this Policy. Such Bank will receive it for its own demand, and as agent for any other person interested in the amount.

ii. When We pay the amount to the Bank, Our liability under this Policy will be discharged, and will be binding on all of You and all persons named as the insured.

iii. Any notice or communication We make to the Bank under the provisions of this Policy shall be sufficient notice or communication to You.

iv. Any settlement or compromise that We make with the Bank will be binding on You and all persons named as the insured. However, such settlement or compromise will not affect the rights of the Bank to recover any amount from You or any other person.

v. If You make any change in the use of Your Home or sell or transfer the Insured Property, such actions will not prejudice the interest of the Bank under the Policy and this clause, unless the condition has been broken by the Bank or its employees.

vi. If You commit any act or omission that will increase the risk, the insurance cover will not be invalidated. However, the Bank shall notify Us of any change or ownership, or alterations and increase in risks as soon they become known to the Bank, and shall pay additional premium from the time of such change.

vii. When We pay the amount to the Bank, We will become legally and automatically subrogated to all rights of the Bank to the extent of such payment. This will not impair or prejudice the rights of the Bank to recover any amount from You or any other person.

N.B B: The Bank shall mean the first named Financial Institution/Bank named in the policy

Terrorism Damage Cover Endorsement (Material Damage only)

INSURING CLAUSE

Subject otherwise to the terms, exclusions, provisions and conditions contained in the Policy and in consideration of the payment by the Insured to the Company of additional premium as stated in the Schedule, it is hereby agreed and declared that notwithstanding anything stated in the 'Terrorism Risk Exclusion" of this Policy to the contrary, this Policy is extended to cover physical loss or physical damage occurring during the period of this Policy caused by an act of terrorism, subject to the exclusions, limits and excess described hereinafter.

For the purpose of this cover, an act of terrorism means an act or series of acts, including but not limited to the use of force or violence and/or the threat thereof, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organization(s) or government(s), or unlawful associations, recognized under Unlawful Activities (Prevention) Amendment Act, 2008 or any other related and applicable national or state legislation formulated to combat unlawful and terrorist activities in the nation for the time being in force, committed for political, religious, ideological or similar purposes including the intention to influence any government and/or to put the public or any section of the public in fear for such purposes.

This cover also includes loss, damage, cost or expense directly caused by, resulting from or in connection with any action taken in suppressing, controlling, preventing or minimizing the consequences of an act of terrorism by the duly empowered government or Military Authority.

Provided that if the Insured is eligible for indemnity under any government compensation plan or other similar scheme in respect of the damage described above, this Policy shall be excess of any recovery due from such plan or scheme.

For the purpose of the aforesaid inclusion clause, "Military Authority" shall mean armed forces, para military forces, police or any other authority constituted by the government for maintaining law and order.

LOSSES EXCLUDED

This cover shall not indemnify loss of or damage to property caused by any or all of the following:-

1. Loss by seizure or legal or illegal occupation;
2. Loss or damage caused by:
   a. Voluntary abandonment or vacation,
   b. Confiscation, commandeering, nationalisation, requisition, detention, embargo, quarantine, or any result of any order of public or government authority, which deprives the Insured of the use or value of its property;
3. Loss or damage arising from acts of contraband or illegal transportation or illegal trade;
4. Loss or damage directly or indirectly arising from or in consequence of the seepage and or discharge of pollutants or contaminants, which pollutants and contaminants shall include but not be limited to any solid, liquid, gaseous or thermal irritant, contaminant or toxic or hazardous substance or any substance the presence, existence or release of which endangers or threatens to endanger the health, safety or welfare of persons or the environment;
5. Loss or damage arising directly or indirectly from or in consequence of chemical or biological emission, release, discharge, dispersal or escape or chemical or biological exposure of any kind;
6. Loss or damage arising directly or indirectly from or in consequence of asbestos emission, release, discharge, dispersal or escape or asbestos exposure of any kind;
7. Any fine, levy, duty, interest or penalty or cost or compensation/damages and/or other assessment which is incurred by the Insured or which is imposed by any court, government agency, public or civil authority or any other person;
8. Loss or damage by electronic means including but not limited to computer hacking or the introduction of any form of computer virus or corrupting or unauthorised instructions or code or the use of any electromagnetic weapon. This exclusion shall not operate to exclude losses (which would otherwise be covered under this Policy) arising from the use of any computer, computer system or computer software programme or any other electronic system in the launch and/or guidance system and/or firing mechanism of any weapon or missile;
9. Loss or damage caused by vandals or other persons acting maliciously or by way of protest or strikes, labour unrest, riots or civil
10. Loss or increased cost occasioned by any public or government or local or civil authority's enforcement of any ordinance or law regulating the reconstruction, repair or demolition of any property insured hereunder,
11. Any consequential loss or damage, loss of use, delay or loss of markets, loss of income, depreciation, reduction in functionality, or increased cost of working,
12. Loss or damage caused by factors including but not limited to cessation, fluctuation or variation in, or insufficiency of, water, gas or electricity supplies and telecommunications or any type of service;
13. Loss or increased cost as a result of threat or hoax
14. Loss or damage caused by or arising out of burglary, house -breaking, looting, theft, larceny or any such attempt or any omission of any kind of any person (whether or not such act is committed in the course of a disturbance of public peace) in any action taken in respect of an act of terrorism
15. Loss or damage caused by mysterious disappearance or unexplained loss:
16. Loss or damage directly or indirectly caused by mould, mildew, fungus, spores or other micro-organism of any type, nature or description, including but not limited to any substance whose presence poses an actual or potential threat to human health
17. Total or partial cessation of work or the retardation or interruption or cessation of any process or operations or omissions of any kind

LIMIT OF INDEMNITY

The limit of indemnity under this cover shall not exceed the Total Sum Insured given in the Policy Schedule or INR 20,000,000,000 per compound/Location whichever is lower.

In respect of several locations being covered under a single policy on a floater basis, the maximum aggregate loss suffered from all the locations mentioned in the Policy schedule shall not exceed Total Sum Insured as mentioned in the Policy Schedule or Rs. 20,000,000,000/- whichever is lower

In respect of several insurance policies within the same compound/location with one or different insurers, the maximum aggregate loss payable per compound/location by any one or all insurers shall be INR 20,000,000,000. It the actual aggregate loss suffered at one compound/location is more than INR 20,000,000,000 the amounts payable towards individual policies shall be reduced in proportion to the sum insured of the policies.

Excess*:

Nature of Risk	Deductible (as a % of claim/ loss amount	Minimum Limit	Maximum Limit
Shops & Residential	1% of claim amount	INR 10,000/-	INR 500,000/-
Non-Industrial	1% of claim amount	INR 25,000/-	INR 1,000,000/-
Industrial	5% of claim amount	INR 100,000/-	INR 2,500,000/-

*Whichever is applicable ADD ON COVERS

It is further declared and agreed that the limit of indemnity including the claim on add on cover(s) shall not exceed total sum insured plus separate sublimit opted for add on cover(s) or INR 20,000,000,000 whichever is lower. In respect of several insurance policies with in the same compound location or affected in the single event, the maximum aggregate loss payable per compound/location and or arising out of single event by any one or all insurers shall be INR 20,000,000,000

MID TERM COVER

In case the coverage under this endorsement is granted during the currency of the policy, no claims will he payable for loss or damage to property caused by an act of terrorism occurring during the first 15 (fifteen) days from the date of granting such cover.

SANCTION, LIMITATION AND EXCLUSION CLAUSE

No (re)insurer shall be deemed to provide cover and no (re)insurer shall be liable to pay any claim or provide any benefit hereunder to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose that (re)insurer to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, United Kingdom or United States of America.

CANCELLATION CLAUSE

Notwithstanding the cancellation provisions relating to the basic insurance policy on which this endorsement is issued, there shall be no refund of premium allowed for cancellation of the Terrorism risk insurance during the period of insurance except where such cancellation is done along with the cancellation of the basic insurance. Where a policy is cancelled and rewritten mid-term purely for the purpose of coinciding with the accounting year of the insured, pro-rate refund of the cancelled policy premium will be allowed.

If the cancellation is for any other purpose, refund of premium will only be allowed after charging short term scale rates.

Note: The definitions, terms and conditions of main Policy save as modified or endorsed herein shall apply.

Wordings for other sections

Section A: Structure related Coverage

A.2 All Risk Cover – Structure

In this cover, the Structure covered hereunder are covered against all loss or damage due to and resulting from an Accident subject, however, to the general exclusions as applicable under the Policy.

Exclusions specific to Section A 2: All Risk: Structure related Coverage

Loss or damage to the Structure on account of-

1. Its own natural heating or spontaneous combustion or undergoing any heating or drying process;
2. any process of cleaning, dyeing or bleaching, restoring, repairing or renovation or deterioration arising from wear and tear, moth, vermin , birds, rodents, insects or mildew or any other gradually operating cause;
3. breakage, cracking or scratching of glass (except for breakage of fixed glass due to Accident), and similar articles of fragile nature;
4. Total or partial cessation/retardation of any work, delay or other consequential losses;
5. Permanent or temporary dispossession resulting from confiscation, requisition or destruction by any public authority or from unlawful occupation of such Dwelling or prevention of access to the same;
6. Pressure waves by aircraft or other aerial devices;
7. Coastal or river erosion;
8. Demolition, construction, structural alterations or repair of any Dwelling or ground works or excavations;
9. Repair or alteration to building or premise;
10. Removal, repair or alteration of sprinkler installation in the premises;
11. Leakage and seepage for Dwelling older than 10 years unless specifically covered
12. Damages which are Pre-existing in nature
13. Loss of or damage to the Insured Premises under this Policy falling under the terms of the maintenance agreement
14. Loss or damage liable to be repaired or made good by a third party under any contract of agreement.
15. Any loss or damage to the Insured Premises or to the general public and/ or legal liability arising out of immoral or unethical use of Insured Premises.
16. Loss or damage arising from detention, confiscation, nationalization, requisition, occupation or willful destruction by or under the order of the government or any public or local authority

Subject otherwise to the coverage, exclusions, terms and conditions and the claims procedure as incorporated in the Policy and endorsed hereon

Basis of Sum Insured

a. Sum Insured for Structure on Full Value Basis

Sum Insured on Full Value Basis shall be the value arrived at by multiplying the Total Square Feet Area of the Structure as mentioned in the Registered Sale Deed/Purchase Agreement by the value per Square Feet mentioned in the Ready Reckoner for Property Tax and Stamp Duty purpose issued by the Revenue Department of the State Government for the locality in which the Flat/Apartment is situated as on the date of the proposal or the rate mentioned in the registered sale deed/agreement or the amount mentioned in the Valuation Report of a Government Approved Valuator as accepted by the insurer whichever is higher

Condition of Average

The condition of average will not be applicable where in the insured has opted the basis of valuation as Full value

For the purpose of this cover only, "Bungalow/independent houses are being excluded from the definition of structure

Basis of assessment of claim

1. Total Loss of Structure where Sum Insured is on Full Value Basis

a. In the event of an Actual Total Loss, the Insured may at his option Reconstruct or Reinstate the damaged structure (and not any infrastructure/ support/access/supporting walls appurtenant thereto or annexed therewith) subject to the following Special Provisions and subject also to the terms and conditions of the policy except in so far as the same may be varied hereby:

   i. The work of replacement or reinstatement of the structure (Which may be carried out upon another site and in any manner suitable to the requirements of the insured subject to the liability of the Company not being thereby increased) with the prior approval of the insurer must be commenced and carried out with reasonable dispatch and in any case must be completed within 24 months after the destruction or damage or within such further time as the company may in writing allow.

   ii. Until expenditure has been incurred by the Insured in replacing or reinstating the structure destroyed or damaged the Company shall not be liable for any payment.

   iii. The Company's Liability shall be limited to the Actual Cost of Reconstruction or Reinstatement of the damaged structure of the same kind or type but not superior to or more extensive than the insured structure when new on the Date of Loss subject to the Company's Liability not exceeding the Sum Insured mentioned in the Schedule

b. If the Insured opts to retain the damaged structure but does not intend to Reinstate or Reconstruct, The basis of settlement shall be the cost of construction of property of the same kind or type but not superior to or more extensive than the insured structure when new as on date of the loss, less depreciation at the rate of 2.5% per year or part thereof depending upon the age of the structure but not exceeding the Sum Insured stated in the Schedule

c. The Insured may opt not to exercise his right to Reconstruct or Reinstate the damaged structure or retain the damaged dwelling and instead opts to abandon the Dwelling to the Insurer including vesting in the Insurer all rights of the Insured appurtenant thereto including the right to Reconstruct the same, in which case the amount payable shall be as per the basis of Sum Insured as specified in the Policy Schedule excluding the cost of land such as

   i. On Ready Reckoner basis, amount payable would be the Ready Reckoner for Property Tax and Stamp Duty purpose issued by the Revenue Department of the State Government for the locality in which the structure is situated as on the date of loss or sum insured specified in the schedule whichever is lower

   ii. On Registration value basis, the amount payable would be the Registration value of the Sale deed agreement value of the property or Sum insured specified in the schedule whichever is lower

In the event of the Insured under-construction structure being destroyed or damaged due to the insured perils wherein the Builder does not start the reinstatement of the entire property including the insured structure within 12 months from the date of damage/loss, and insured opts to abandon the under-construction structure to the Insurer including vesting in the Insurer all rights of the Insured appurtenant thereto, in which case the amount payable shall be total amount paid by the insured or bank against the construction of the property to the builder or its associates subject to the Company's Liability not exceeding the Sum Insured mentioned in the Schedule

In the event of the Insured under-construction structure being destroyed or damaged due to the insured perils, where the Insured is responsible for the repairs, the amount payable shall be actual value of the property immediately before the occurrence of the loss less salvage, subject to the Company's Liability not exceeding the Sum Insured mentioned in the Schedule

2. Partial Loss of Structure where Sum Insured is on Full Value Basis

The company shall indemnify the Insured the Actual Cost of Repairs provided the repairs are carried within 12 months from the date of loss or damage or within such further time as the Company may in writing allow provided also that the Company's Liability shall in no case exceed the Sum Insured Stated in the Schedule

In the event of any loss or damage to the under construction structure due to the insured perils, where the Insured is responsible for the repairs, the amount payable shall be cost of repairs necessary to restore the property to the condition immediately before the occurrence of the damage less salvage, subject to the Company's Liability not exceeding the Sum Insured mentioned in the Schedule

b. Sum Insured for Structure on Reinstatement Value Basis

Sum Insured on Reinstatement Value Basis shall be the Reconstruction Value for the structure of the same kind or type but not superior to or more extensive than the insured structure when new as determined by the reconstruction cost, excluding the cost the land. The reconstruction cost shall be based on two parameters which are mentioned below:

A. Area of the structure (Square Feet) indicated in the Registered Sale Deed Agreement/Area of the structure as provided by the insured

B. Present Day Cost of Construction in Area/ Locality where the structure is situated as per the data available with the Local Government Authority.

Sum Insured = A X B

Condition of Average

If the basis of valuation is on reinstatement value as opted by the Insured, Coverage under this Section is further subject to condition of average, that is to say, if the property hereby insured shall, at the breaking out of any fire or at the commencement of any destruction of or damage to the property by any of the insured perils 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 portion of the loss accordingly. Provided, however, that if the Sum Insured hereby on the property insured shall at the breaking out of such fire or at the commencement of such destruction or damage be not less than 85% (eighty five percent) of the collective value of the property insured, condition of average shall not apply, notwithstanding anything to the contrary contained in the Policy

Basis of assessment of claim

1. Total Loss of Structure where Sum Insured is on Reinstatement Value Basis

In the event of the insured dwelling being destroyed or damaged, the basis upon which the amount payable is to be calculated shall be 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, subject to the following Special Provisions and subject also to the terms and conditions of the policy except in so far as the same may be varied hereby and subject to the Company's Liability not exceeding the Sum Insured mentioned in the Schedule.

a. The work of Replacement or Reinstatement (Which may be carried out upon another site and in any manner suitable to the requirements of the insured subject to the liability of the Company not being thereby increased) must be commenced and carried out with reasonable dispatch and in any case must be completed within 12 months after the destruction or damage or within such further time as the Company may in writing allow, otherwise no amount shall be payable under the policy

b. Until expenditure has been incurred by the Insured in Replacing or Reinstating the structure destroyed or damaged, the Company shall not be liable for any amount which would have been payable under the policy

c. If at the time of replacement or reinstatement the sum representing the cost which would have been incurred in Replacement or Reinstatement if the whole of the structure had been destroyed, exceeds the sum Insured thereon or at the commencement of any destruction or damage to such structure by any of the perils insured against by the policy, then the insured shall be considered as being his own insurer for the excess and shall bear a rateable proportion of the loss accordingly

Each item of the policy (if more than one) shall be separately subject to the foregoing provision:

i. If the Insured fails to intimate to the Company within 6 months from the day of destruction or damage or such further time as the Company may in writing allow, his intention to replace or reinstate the structure destroyed or damaged or

ii. if the Insured is unable to, unwilling to replace or reinstate the structure destroyed or damaged on the same or another site in which case:

The basis of settlement shall be the cost of construction of property of the same kind or type but not superior to or more extensive than the insured structure when new as on date of the loss, less depreciation at the rate of 2.5% per year or part thereof depending upon the age of the structure but not exceeding the Sum Insured stated in the Schedule

In the event of the Insured under-construction structure being destroyed or damaged due to the insured perils, where the Insured is responsible for the repairs, the amount payable shall be actual value of the structure immediately before the occurrence of the loss less salvage, subject to the Company's Liability not exceeding the Sum Insured mentioned in the Schedule

2. Partial Loss of Structure where Sum Insured is on Reinstatement Value Basis

The Company shall indemnify the Insured the Actual Cost of repairs provided the repairs are carried within 12 months from the date of loss or damage or within such further time as the Company may in writing allow provided also that the Company's liability shall in no case exceed the Sum Insured Stated in the Schedule and subject to the provisions of Reinstatement Value Clause

In the event of any loss or damage to the under construction building due to the insured perils, where the Insured is responsible for the repairs, the amount payable shall be cost of repairs necessary to restore the property to the condition immediately before the occurrence of the damage less salvage, subject to the Company's Liability not exceeding the Sum Insured mentioned in the Schedule

c. Sum Insured for Structure on Indemnity/Market Value Basis

Sum Insured on Indemnity/Market Value Basis shall be the Reconstruction Value for the structure of the same kind or type but not superior to or more extensive than the insured structure when new as determined by the reconstruction cost, excluding the cost of the land less depreciation. The reconstruction cost shall be multiplication of the below two parameters less depreciation

A. Area of the structure (Square Feet) indicated in the Registered Sale Deed Agreement/Area of the structure as provided by the insured

B. Present Day Cost of Construction in Area/ Locality where the structure is situated as per the data available with the Local Government Authority.

Sum Insured = A X B X (1- Depreciation at the Rate of 2.5 % per annum X Age of the Flat/Apartment/Structure).

Condition of Average

If the basis of valuation is on indemnity/market value as opted by the Insured, Coverage under this Section is further subject to condition of average, that is to say, if the property hereby insured shall, at the breaking out of any fire or at the commencement of any destruction of or damage to the property by any of the insured perils 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 portion of the loss accordingly. Provided, however, that if the Sum Insured hereby on the property insured shall at the breaking out of such fire or at the commencement of such destruction or damage be not less than 85% (eighty five percent) of the collective value of the property insured, condition of average shall not apply, notwithstanding anything to the contrary contained in the Policy

Basis of assessment of claim

1. Total Loss of Structure where Sum Insured is on Indemnity/Market Value Basis

a. In the event of the Insured under-construction structure being destroyed or damaged due to the insured perils, and the Builder is not able to reinstate the property due to bankruptcy/insolvency, the amount payable shall be the cost of construction of structure of the same kind or type but not superior to or more extensive than the insured structure as on the date of loss, less depreciation at the rate of 2.5 % per year or part there of depending on the Age of the "Structure" but not exceeding the eligible Sum Insured stated in the Schedule

b. In the event of the Insured under-construction structure being destroyed or damaged due to the insured perils, where the Insured is responsible for the repairs, the amount payable shall be actual value of the property immediately before the occurrence of the loss , less depreciation at the rate of 2.5 % per year or part there of depending on the Age of the "Structure" less salvage, subject to the Company's Liability not exceeding the Sum Insured mentioned in the Schedule

2. Partial Loss of Structure where Sum Insured is on Indemnity/Market Value Basis

The Company shall indemnify the Insured the Actual Cost of Repairs provided the repairs are carried within 12 months from the date of loss or damage or within such further time as the Company may in writing allow, less depreciation at the rate of 2.5% per year or part thereof depending on the age of the "Structure" provided also the company's liability shall in no case exceed the Sum Insured stated in the Schedule

In the event of any loss or damage to the under construction Structure due to the insured perils, where the Insured is responsible for the repairs, the amount payable shall be cost of repairs necessary to restore the property to the condition immediately before the occurrence of the damage less salvage, subject to the Company's Liability not exceeding the Sum Insured mentioned in the Schedule less salvage

Extensions specific to Section A

A.3 Extension: Terrorism Cover

Subject otherwise to the terms, exclusions, provisions and conditions contained in the Policy and in consideration of the payment by the Insured to the Company of additional premium as stated in the Schedule, it is hereby agreed and declared that notwithstanding anything stated in the 'Terrorism Risk Exclusion" of this Policy to the contrary, this Policy is extended to cover physical loss or physical damage occurring during the period of this Policy caused by an act of terrorism, subject to the exclusions, limits and excess described hereinafter.

For the purpose of this cover, an act of terrorism means an act or series of acts, including but not limited to the use of force or violence and/or the threat thereof, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s), or unlawful associations, recognized under Unlawful Activities (Prevention) Amendment Act, 2008 or any other related and applicable national or state legislation formulated to combat unlawful and terrorist activities in the nation for the time being in force, committed for political, religious, ideological or similar purposes including the intention to influence any government and/or to put the public or any section of the public in fear for such purposes.

This cover also includes loss, damage, cost or expense directly caused by, resulting from or in connection with any action taken in suppressing, controlling, preventing or minimizing the consequences of an act of terrorism by the duly empowered government or Military Authority.

Provided that If the Insured is eligible for indemnity under any government compensation plan or other similar scheme in respect of the damage described above, this Policy shall be excess of any recovery due from such plan or scheme.

For the purpose of the aforesaid inclusion clause, "Military Authority" shall mean armed forces, para military forces, police or any other authority constituted by the government for maintaining law and order.

Exclusions specific to Section A3: Terrorism Cover

This cover shall not indemnify loss of or damage to property caused by any or all of the following:-

1. loss by seizure or legal or illegal occupation;
2. loss or damage caused by:
   i. voluntary abandonment or vacation,
   ii. confiscation, commandeering, nationalisation, requisition, detention, embargo, quarantine, or any result of any order of public or government authority, which deprives the Insured of the use or value of its property;
3. loss or damage arising from acts of contraband or illegal transportation or illegal trade;
4. loss or damage directly or indirectly arising from or in consequence of the seepage and or discharge of pollutants or contaminants, which pollutants and contaminants shall include but not be limited to any solid, liquid, gaseous or thermal irritant, contaminant or toxic or hazardous substance or any substance the presence, existence or release of which endangers or threatens to endanger the health, safety or welfare of persons or the environment;
5. loss or damage arising directly or indirectly from or in consequence of chemical or biological emission, release, discharge, dispersal or escape or chemical or biological exposure of any kind;
6. loss or damage arising directly or indirectly from or in consequence of asbestos emission, release, discharge, dispersal or escape or asbestos exposure of any kind;
7. any fine, levy, duty, interest or penalty or cost or compensation/damages and/or other assessment which is incurred by the Insured or which is imposed by any court, government agency, public or civil authority or any other person;
8. loss or damage by electronic means including but not limited to computer hacking or the introduction of any form of computer virus or corrupting or unauthorised instructions or code or the use of any electromagnetic weapon. This exclusion shall not operate to exclude losses (which would otherwise be covered under this Policy) arising from the use of any computer, computer system or computer software programme or any other electronic system in the launch and/or guidance system and/or firing mechanism of any weapon or missile;
9. loss or damage caused by vandals or other persons acting maliciously or by way of protest or strikes, labour unrest, riots or civil commotion;

10. loss or increased cost occasioned by any public or government or local or civil authority's enforcement of any ordinance or law regulating the reconstruction, repair or demolition of any property insured hereunder;
11. any consequential loss or damage, loss of use, delay or loss of markets, loss of income, depreciation, reduction in functionality, or increased cost of working;
12. loss or damage caused by factors including but not limited to cessation, fluctuation or variation in, or insufficiency of, water, gas or electricity supplies and telecommunications or any type of service;
13. loss or increased cost as a result of threat or hoax;
14. loss or damage caused by or arising out of burglary, house - breaking, looting, theft, larceny or any such attempt or any omission of any kind of any person (whether or not such act is committed in the course of a disturbance of public peace) in any action taken in respect of an act of terrorism;
15. loss or damage caused by mysterious disappearance or unexplained loss;
16. loss or damage directly or indirectly caused by mould, mildew, fungus, spores or other micro-organism of any type, nature or description, including but not limited to any substance whose presence poses an actual or potential threat to human health;
17. Total or partial cessation of work or the retardation or interruption or cessation of any process or operations or omissions of any kind.

Limit of Indemnity

The limit of indemnity under this cover shall not exceed the Total Sum Insured given in the Policy Schedule.

A.4 Extension: Temporary Housing Rent Cover

In consideration of payment of additional premium, We will reimburse to You, subject to the Sum Insured for this extension, as specifically mentioned in the Schedule, for the rent that You actually incur for the alternate accommodation within the city of the structure , in the event of the structure as described in the Schedule and Occupied by You, getting damaged or destroyed on account of an insured peril as specified in section A of the policy and becoming unfit for occupation. The cover under this extension will commence from the date of loss or damage till the structure is rendered fit for occupation or the maximum indemnity period as specifically stated in the Schedule. Provided further that the date of commencement shall fall within the Policy Period

Claims under this extension is payable only if a claim is accepted by Us under Section A of the policy.

Provided further that our maximum liability per month shall be restricted to actual market rent payable for similar accommodation of similar kind and area or pro rata Sum Insured applicable for a single month of the maximum indemnity period, whichever is less as stated in the Schedule.

Provided that, you shall submit us the certificate from the local municipal authority that the structure has been rendered unfit for occupation.

However, we will pay Claims made by owner occupant only.

Subject otherwise to the coverage, terms and conditions and the claims procedure as incorporated in the Policy and endorsed hereon

A.5 Extension: Loss of Rent Cover

In consideration of payment of additional premium ,We will reimburse You, subject to the Sum Insured and maximum indemnity period for this extension as specifically mentioned in Schedule, for the loss of rent arising because of loss or damage to the Structure on account of an insured peril as specified in section A rendering it unfit for occupation. However, the cover under this extension, shall be provided only for the period required to reinstate such structure. This benefit is applicable to You only if You are the owner of the structure and are receiving rent from its occupant.

Claims under this extension is payable only if a claim is accepted by Us under Section A of the policy

Subject otherwise to the coverage, terms and conditions and the claims procedure as incorporated in the Policy and endorsed hereon

A.6 Extension: Escalation Clause

In consideration of the payment of an additional premium amounting to 50% of the premium produced by applying the specified percentage to the first or the annual premium as appropriate on the under noted items(s) the Sum(s) Insured thereby shall, during the period of insurance, be increased each day by an amount representing 1/365th of the specified percentage (not exceeding 25%) increase per annum.

Item Number Specified percentage increase per annum

Section B: Contents related Coverage

B.2 Contents All Risk Cover

In this cover, the Contents covered hereunder are covered against all loss or damage due to and resulting from an Accident subject, however, to the general exclusions as applicable under the Policy.

Exclusions specific to Section B 2: All Risk: Content related Coverage

1. Mechanical and/or electrical breakdown to any contents;
2. Manufacturing defects in electrical, mechanical and electronic Items for which the manufacturer is responsible.
3. Improper handling, dismantling, fitting adjustment, repair alteration or modification not approved by the makers/ manufacturers and/or the agents of makers /manufacturers or use of such property contrary to the directives of the makers /manufacturers and/or his agents.
4. Breakage, cracking or scratching of crockery, glass, cameras, binoculars, lenses, musical instruments, sports gear and similar articles of brittle or fragile nature, unless caused by fire or accidental external means
5. Over winding, denting or internal damage of watches and clocks
6. Loss of Insured Premises from safe inside insured "Building", following use of the key or any duplicate thereof or access code to the safe belonging to the Insured, unless this has been obtained by threat or by violence.
7. Loss Destruction of or Damage to articles of Consumable Nature.
8. Jewellery and valuables, works of art, paintings, curios unless specifically insured. Further the Company shall not be liable for loss or damage to Works of art, paintings, curios due to breakage, cracking or scratching, unless caused by fire or Accidental External means.
9. Loss or damage due to theft or attempted theft by any employee of the Insured or loss or damage occasioned through the willful act of the Insured or any employee or the willful act of any other person with a connivance of the Insured or any employee unless a FIR has been lodged against the employee.
10. Mysterious disappearance and Unexplained Losses
11. Loss or damage howsoever caused to Electronic and Electrical Equipment, Domestic Appliances older than 10 Years and Portable Equipment.
12. Loss of or damage to the following is excluded, unless specifically covered
13. Money, securities for money, cheques, stamp, deeds, bonds, bills of exchange, promissory notes, ATM debit or credit cards.
14. Any curios or works of art for an amount exceeding Rs. 25,000, manuscripts, plans, drawings, securities or documents of any kind
15. Property kept in open or outside the premises
16. Loss on account of theft, unless specifically covered

Basis of Sum Insured

a) Sum Insured for Contents on New for Old/Replacement Value Basis

In the event of a loss the company shall indemnify the Insured for Replacement Value of the insured contents by a new contents of the same kind and same capacity without any allowance for wear and tear and or depreciation provided the age of the damaged insured contents does not exceed 5 Years or age limit as specified in the schedule

In case the age of the damaged contents exceeds 5 years or age limit as specified in the schedule, the settlement shall be on the Replacement Value of the insured contents as new at the time of damage less due allowance for betterment, wear and tear and or depreciation or the value which can be realized from the market for such insured contents immediately before occurrence of damage whichever is lower.

Basis of assessment of claim

Total/Partial Loss of Contents where Sum Insured is on Replacement (New for Old) basis

In the event of a total or partial loss ,the Company shall indemnify the Insured for Replacement Value of the insured household goods by a new Content of the same kind and same capacity without any allowance for wear and tear and or depreciation provided the age of the damaged insured item does not exceed 5 Years.

In case the age of the damaged item exceeds 5 years the settlement shall be on the Replacement Value of the insured items as new at the time of damage less due allowance for betterment, wear and tear and or depreciation or the value which can be realized from the market for such insured item immediately before occurrence of damage whichever is lower

b) Sum Insured for Contents on Indemnity/Market Value Basis

In the event of a loss the Company shall indemnify the Insured for Replacement Value of the insured items as new at the time of damage less due allowance for betterment, wear and tear and or depreciation or the value which can be realized from the market for such insured item immediately before occurrence of damage whichever is lower.

S.r.	Item	Basis for Indemnity Value
1	Domestic appliances and electronic items like refrigerator, washing machine, microwave oven, TV, audio systems etc. and all other contents as defined in part II of the policy	Present day replacement cost of a similar new item at a flat rate of 15% per annum subject to a maximum of 75%
2		

Basis of assessment of claim

Total/Partial Loss of Contents where sum insured is on Indemnity/Market Value basis

In the event of a loss the Company shall indemnify the Insured for the Replacement Value of the insured items as new at the time of damage less due allowance for Betterment, wear and tear and or depreciation as mentioned in the depreciation schedule or the value which can be realized from the market for such insured item immediately before occurrence of damage whichever is lower

Permanent Exclusions under the Section B

We will not pay for any loss or damage caused by or attributable to –

1. Burglary or Theft where the Insured or any of the Insured's family is alleged to be concerned or implicated.
2. Theft and Burglary Claims, if the premise is left unoccupied for more than continuous 30 days.

Extensions specific to Section B

B.3 Extension: Burglary Cover

In consideration of payment of additional premium,the benefit provided under this extension is for any loss and/or damage caused by burglary and/or attempted burglary, to the contents of insured's structure.

The Company's liability under this benefit is limited as follows:

1. Damage due to burglary shall be limited to the amount actually payable for repair or replacement of locks, damage to door, or windows, if any.
2. The insurance cover under the extension shall automatically include all contents acquired by the insured during the policy period, provided that all articles of individual value more than or equal to Rs.10,000/-, shall be immediately declared by the insured to the Company, failing which the value of such item/s for the purposes of this benefit and claim settlement shall be taken as equivalent to Rs. 10,000/-.
3. Insurance as regards jewelry, gold ornaments, silver articles and precious stones is only against burglary and does not cover theft where theft is defined as burglary without any forceable entry of exit in the premises
4. Insurance for jewelry, gold ornaments, silver articles and precious stones, shall also extend to cover such items whilst kept stored in Bank vault/s. As regards jewelry, gold ornaments, silver articles and precious stones of individual value greater than Rs. 10,000/-, insurance cover shall only obtain if all such items have been specifically declared by the insured, and noted by the Company, in the prescribed form.

   For settlement of claims under this benefit, the value of the jewelry, gold ornaments, silver articles and precious stones kept in the Structure, as also stored in bank vaults, shall be collectively taken into account for application of condition of average, subject to a deductible excess as mentioned in the schedule.

   The Company's liability for any claim for loss or damage shall be limited to the inherent value of the metal or precious stones only, as the case may be, and will exclude any additional value added thereon.
5. The Company's liability shall be subject to a deductible excess of an amount as specified in the Schedule to the policy, for any and all claims arising in a particular year.

   The Company's liability under this benefit shall not exceed the sum insured as specified in the Schedule to the policy.

Exclusions

The Company shall not be liable to make any payment under this policy in connection with or in respect of any expenses whatsoever incurred by any insured in connection with or in respect of:

1. loss or damage caused by the insured's and/or insured's domestic staff direct and / or indirect involvement in the actual or attempted burglary;
2. any loss or damage to, or on account of loss of, livestock, motor vehicles, pedal cycles, money, securities for money, stamp, bullion, deeds, bonds, bills of exchange, promissory notes, stock or share certificates, business books, manuscripts, documents of any kind, ATM debit or credit cards (unless previously specifically declared to, and accepted by, the Company);
3 the loss or damage occurring while insured's structure is unoccupied, for a period of more than 30 days consecutively, and if the insured had not previously informed the Company of the same and obtained its written consent/approval.
4. loss or damage to any property illegally acquired, kept, stored , or property subject to forfeiture in any manner whatsoever;

B.4 Extension: Contents Loss Limit Cover

It is hereby declared and agreed that the Contents cover under Section B of the Policy is issued on a Loss Limit Basis in proportion of __% of 100% Sum Insured, amounting to a value as stated in the Schedule.

It is further declared and agreed that in the event of the total value of Contents at risk at the time of loss being greater than the total value declared for purpose of this cover and incorporated in the Schedule, You shall be considered as being Your own insurer, for the difference, and shall bear a ratable share of the loss accordingly.

Subject otherwise to the coverage, terms and conditions and the claims procedure as incorporated in the Policy and endorsed hereon

For example: If the overall Contents value at Your insured location is Rs 100,000 and You have chosen 50% as First loss limit, then you are covered upto a damage of 50,000 in every claim resulted due to an Accident in the policy tenure.

Condition of average is to be waived off for Contents Except jewellery and valuables, Arts and paintings) if the coverage is taken on first loss basis

B.5 Extension: Mechanical and/ or electrical breakdown Cover

In consideration of payment of additional premium, "Mechanical &/or electrical breakdown to any Domestic Appliances would be covered which are part of the Contents in the Structure and specifically declared item wise with their individual values and incorporated in the Schedule.

For the purposes of this extension, Domestic appliances mean Air Conditioners, Television/s, Tape recorders, Radios, Refrigerator/s, Washing

Machine/s, Micro Wave Oven/s, Mixers/Grinders/Food Processor/s, Oven/s , Cooking Range/s, High Value Electronics such as Music System/s, DVD Players, Home Computer/s (including peripherals like Printer, PC Cameras, Speakers, and all equipment connected and linked to the Home Computer) and Laptops, Home Theatre Systems and such other equipment whilst kept in the Structure specifically declared and accepted by Us for insurance.

However, We will not pay for-

a. loss or damage for which the manufacturer or supplier of the appliance/equipment is responsible whether by warranty or otherwise.

b. Loss or damage for appliance/ equipment which are older than 10 years as on the date of loss unless specifically accepted for coverage by Us and stated accordingly in the Schedule.

c. Cost of transport of the damaged appliance / equipment to the repair shop and back to the Structure

Basis of indemnity:

It is a condition under the Policy that the appliances /equipment are declared for insurance for their replacement value by similar new items.

In case the affected appliance/equipment can be repaired We will pay the actual cost of repairs subject to Our maximum liability being the Sum Insured for the said appliance/equipment. If the cost of repairs exceeds the Indemnity Value of the appliance/equipment as on the date of loss or if the appliance/equipment item is totally damaged or destroyed We will pay its Indemnity Value as on the date of the loss or Sum Insured of the affected appliance/equipment as specified in the Schedule, whichever is less

Indemnity value will be the new replacement value of the similar appliance/equipment less depreciation at a flat rate of 15% per annum subject to a maximum of 75%

Subject otherwise to the coverage, terms and conditions and the claims procedure as incorporated in the Policy and endorsed hereon

B.6 A & B Extension: In-House & On-The-Move Valuables Cover

In consideration of payment of additional premium, we will pay You, subject to the Sum Insured and Deductibles for this extension, for loss or damage on account of an Accident or theft or Burglary, to the items with individual values as specifically mentioned in the Schedule, at the risk location insured in the policy.

Jewellery and other valuables can also be covered outside the insured Structure within India or abroad whilst wearing in-person or being carried as personal baggage, subject to the Sum Insured and Deductibles for this extension as specified in the schedule. In case the jewellery and other valuables are also covered under any other insurance policy, conditions of averages shall apply in case of any claim arising out of the perils covered

We will however not pay for-

i. any mechanical and or electrical breakdown of the insured items

ii. loss or damage to items in personal baggage caused by or arising from the leakage, spilling or explosion within such personal baggage.

Basis of Settlement

We will pay the Indemnity Value of such individual items mentioned in the schedule. Our liability in so far as it relates to Valuables excluding precious stones shall be limited to Indemnity Value of the metals only. We will however not pay for any additional value in the form of expenses for making, decorating or any other incidental charges incurred for Valuables thereon.

All declarations of Valuables of individual value over Rs. 50,000/-, and all precious stones irrespective of their value, must necessarily be accompanied by a Valuation certificate from a professional valuator.

B.7 Extension: Contents on an alternative location basis cover

In consideration of payment of additional premium, we will reimburse You, subject to the Sum Insured as specifically mentioned in Schedule, for the contents defined covers in Section B of the policy on unspecified location basis with geographical scope within India throughout the policy duration.

The sum insured in aggregate under the policy is available for any one, more, or all locations in respect of movable property subject to the following limitations –

a. The Insured shall live in the said location where the contents are damaged for a period of at least 30 days

B.8 Extension: Contents in Transit Cover

In consideration of payment of additional premium, We will pay, subject to the Sum Insured and Deductible for this extension, for loss of, or damage to the contents of the Dwelling whilst in transit from the Dwelling to any new accommodation or to an alternate accommodation within India during transit by air, rail or road due to an insured peril. This cover shall be valid up to such time as the insured property reaches the alternative accommodation, including customary transhipment, if any.

Provided that,

1. The transit should commence within the Policy Period
2. Coverage does not attach for more than one transit to more than one new accommodation during the Policy Period.
3. All such transits will be covered for a span of maximum 30 days only.
4. This cover can be availed only once. Reinstatement of this add on cover post claim can be availed subject to approval from insurer with additional premium
5. International transit shall be excluded from scope of cover, If the ultimate destination is out of the country even the domestic transit shall be excluded in that case.
6. We shall be liable for damages due to the following perils only –
   a. Fire
   b. Lightening
   c. Collision/overturning of carrying vehicle
   d. Derailment/Accident of carrying vehicle
   e. Breakage of bridges
   f. Strike, Riots, Civil commotion
7. Any loss or damage during loading/unloading shall be excluded from the scope of cover

   It is Your duty to provide prior written notice of the transit of Contents of the Dwelling insured being undertaken to Us, citing details of mode of conveyance, nature of packing, and other relevant details (including Lorry Receipt No./Airway Bill, etc. as may be applicable), prior to commencement of such transit.

   We will however not pay for loss or damage solely attributable to insufficiency of packing.

   Subject otherwise to the coverage, terms and conditions and the claims procedure as incorporated in the Policy and endorsed hereon

   Limits : the Contents cover under Section B

   Deductible : INR 5,000 on each and every claim

Claims Documents specific to this add on cover

1. Lorry receipt/airway bill/ Bill of lading
2. Any other document as may be reasonably required by Us

Claims Documents

3. Immediate intimation
4. First Information Report
5. Any other document as may be reasonably required by Us

B.9 Extension: Work from Home cover of Employer Assets in custody of Insured

In consideration of payment of additional premium, we will reimburse You, subject to the Sum Insured as specifically mentioned in Schedule, for the contents including Computer laptop, desktop mobile, printer, scanner, internet connection devices or any other electronic devices belonging to the employer under the custody of the Insured as "employee" against defined covers in Section B of the policy with geographical scope within India (the exclusion for portable devices shall be bought back with this add on cover) from damage due to insured perils subject to the following limitations –

a. The claim amount shall be payable only in case of employer's assets getting damaged due to the insured perils and the employer asks employee to make good the loss

b. The claim amount be payable only in case of employer's assets aren't insured under any other insurance policy

Limit of indemnity: to be specified

Basis of indemnity :

In case the affected appliance/equipment can be repaired,We will pay the actual cost of repairs subject to Our maximum liability being the Sum Insured for the said appliance/equipment. If the cost of repairs exceeds the Indemnity Value of the appliance/equipment as on the date of loss or if the appliance/equipment item is totally damaged or destroyed We will pay its Indemnity Value as on the date of the loss or Sum Insured of the affected appliance/equipment as specified in the Schedule, whichever is less

Indemnity value will be the new replacement value of the similar appliance/equipment less depreciation at a flat rate of 25% per annum subject to a maximum of 75%

List of claim document specific to this add on cover

1. Bills or invoices of repairs
2. Letter stating that the employer has asked for recovery from the Insured

B.10 Extension: Tenant's Legal Liability

Notwithstanding anything to the contrary in the policy wordings, this benefit is for any legal liability imposed on the insured, where in the loss or damage caused by perils covered in section B in form of Structure or contents owned by or belonging to another and used by the insured in the capacity of a tenant or a person holding them in custody for which the insured is legally responsible

Thus generic exclusion number 23 i.e. "Damage to property not belonging to or held in trust by or in the custody or control of the Insured" stands deleted.

Limit of indemnity - to be specified in the Schedule

Deductible - INR 25,000 on each and every claim event

Section C: Other Extensions

C.1 Extension: Additional Expenses to Insured/Family Member in conjunction with contagious disease leading to epidemic or pandemic for quarantine

In consideration of payment of additional premium, we will reimburse You, subject to the maximum indemnity period for this extension as specifically mentioned in Schedule, for the listed expenses incurred by the insured/family members of the insured resulting from spread of a contagious disease classified as an "epidemic" or a "pandemic" subject to the following conditions and limitations –

I. Insured/Family member(s) are tested positive for the said contagious disease

ii. The cover shall be valid only up to such a time that the disease has an outbreak and has been classified as an "epidemic" or "pandemic"

iii. The cover shall be valid only for a period of up to maximum of 30 days from the day of the diagnosis of the said contagious disease to the Insured/Family Member

iv. This cover can be availed only once. Reinstatement of this add on cover post claim can be availed subject to approval from insurer with payment of additional premium

We Will reimburse you for the following expenses –

a. Alternate Accommodation – We will reimburse You or Your Family the expenses, actually, reasonably incurred for the rent/alternate accommodation that You actually incur for the alternate accommodation within a radius of 25 km of Dwelling necessary to safely quarantine You or Your Family Member up to a maximum Sum Insured of Rs. 1,00,000 subject to the following conditions and limitations –

   a. Date of booking should be post medical report of the Insured/Family Member whoever has tested positive

   b. Benefit can be availed for maximum up to 2 rooms either at the same accommodation or at a different accommodation

b. Travel Expense – We will Pay You or Your Family the expenses, reasonably incurred by You or Your Family Member for

   i. Travel expense reasonably incurred in order to travel to insured dwelling by You or Your Family Member for compassionate care. The maximum Sum Insured shall be limited according to the following

Distance	Max limit (INR)
Up to 100 km	1,000
Between 100 – 500 km	3,000
Above 500 km	6,000

   ii. Travel expense reasonably incurred in order to travel to an alternate accommodation by You or Your Family Member provided that the alternate accommodation is within a radius of 25 km from the risk location

   Subject to the following limitations –

   The cover shall not be valid for travel expenses incurred for travelling from any other location to a location other than the one mentioned as your insured dwelling/alternate accommodation

c) Additional Living Expense - We will reimburse You or Your Family the expenses, actually, reasonably incurred towards emergency clothing, toiletry, utensils, home furnishings and footwear to safely quarantine You or Your Family Member in case of testing positive for the said contagious disease, provided further that Our maximum liability for additional living Expenses shall be restricted to Rs. 3,000 or as specifically mentioned in Schedule

List of claim document specific to this add on cover

1. Test report of the insured or family member residing at the same risk location verifying positive diagnosis of the said contagious disease
2. Accommodation receipt
3. Travel receipt
4. Bills or invoices of new purchase for additional living expenses
5. Relationship with insured with Address proof
6. Any other document as required by Insurance company

C.2 Extension: Sanitization Expenses in conjunction with contagious disease resulting from an epidemic or pandemic

In consideration of payment of additional premium, we will reimburse You, subject to the Sum Insured and maximum indemnity period for this extension as specifically mentioned in Schedule, for the expenses arising out of a need to sanitize the insured structure in case of the spread of a contagious disease, classified as an "epidemic" or a "pandemic" subject to the following conditions and limitations –

I. Insured/Family member(s) are tested positive for the said contagious disease

ii. The sanitization shall be done only once

iii. The cover shall be valid only up to such a time that the disease has an outbreak and has been classified as an "epidemic" or "pandemic"

iv. Date of booking should be post medical report of the Insured/Family Member whoever has tested positive and within 30 days of the diagnosis

v. This cover can be availed only once. Reinstatement of this add on cover post claim can be availed subject to approval from insurer accompanied with payment of additional premium

vi. The maximum Sum Insured shall be limited according to the following

Built Up Square Feet Area	Max Sum Insured (INR)
Up to 800	3,000
Between 800 - 1200	5,000
Above 1200	7,000

List of claim document specific to this add on cover

1. Test report of the insured or family member residing at the same risk location verifying positive diagnosis of the said contagious disease
2. Bills/invoices with payment receipt of sanitization expense mentioning the address of insured Structure

3. Address proof of the Insured or family member residing at same insured Structure who has been diagnosed with the said contagious disease
4. Any other document as required by the Insurance company

General Exclusions

1. Mis-representation, mis-description or Non-Disclosure of any material particulars/information/facts.
2. Damages which are Pre-existing in nature. (Applicable to Structure and contents)
3. Loss or Damage or collapse of "Building" due to defective design, structural defects, latent defects, poor maintenance, workmanship
4. Manufacturing defects in Electrical, Mechanical and Electronic Items for which the manufacturer is responsible
5. Loss of or damage to the property insured under this policy falling under the terms of the maintenance agreement
6. Improper handling, dismantling, fitting adjustment, repair alteration or modification not approved by the makers/manufacturers and/or the agents of makers/manufacturers or use of such property contrary to the directives of the makers/manufacturers and/or his agents
7. Breakage, Cracking or Scratching of Crockery, Glass, Cameras, Binoculars, Lenses, Musical Instruments, Sports Gear and similar articles of brittle or fragile nature, unless caused by fire or accidental external means.
8. Any kind of willful negligence or misconduct or contractual liability or indirect and/or consequential losses;
9. Overloading or Strain, Overrunning Excessive Pressure, Short Circuiting and / Self Heating or test requiring imposition of abnormal conditions.
10. Over Winding, Denting or Internal Damage of Watches and Clocks.
11. Loss or Damage liable to be repaired or made good by a third party under any contract of agreement
12. Loss or damage to Money, Securities, Manuscript, Deeds, Bonds, Bills of Exchange, Promissory Notes, Stock or Share Certificate, Stamp and Travel Ticket or Traveler cheques, Business Books or Documents, Plans, Designs, Blueprints, Credit/ Debit/ ATM cards , Club Membership Cards
13. Loss of insured property from safe inside insured "Building", following use of the key or any duplicate thereof or access code to the safe belonging to the Insured, unless this has been obtained by threat or by violence.
14. Loss Destruction of or Damage to articles of Consumable Nature.
15. Jewellery and Valuables unless specifically insured and stated in the Schedule
16. Loss damage or consequential loss directly or indirectly caused by, consisting of, or arising from:
    i. Any functioning or malfunctioning of the internet or similar facility or of any intranet or private network or similar facility,
    ii. Any corruption, destruction, distortion, erasure or other loss or damage to data, software or any kind of programming or instruction set.
    iii. Loss of use or functionality whether partial or entire of data, coding, program, software, any computer or computer system or other device dependent upon any microchip or embedded logic, and any ensuing liability.

    This shall not exclude subsequent damage not otherwise excluded which itself results from an insured peril
17. Loss or damage due to theft or attempted theft by any employee of the Insured or loss or damage occasioned through the wilful act of the Insured or any employee or the wilful act of any other person with a connivance of the Insured or any employee unless a FIR has been lodged against the employee.
18. War, invasion, act of foreign enemy hostilities or war like operations;
19. Breach of law with criminal intent;
20. Loss or damage to Fire arms by Rusting, Bursting or any other cause
21. Mysterious disappearance and Unexplained Losses
22. 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
23. Damage to property not belonging to or held in trust by or in the custody or control of the Insured
24. Loss or damage to Livestock, Pedal Cycles, Motor Cycles and Vehicles of any description
25. Loss or damage to contents due to Burglary or Theft where the insured or any of the insured's family is alleged to be concerned or implicated.
26. Expenses incurred for maintenance of Electronic and Electrical Equipment and Domestic Appliances
27. Contents kept in the open or outside the premises other than generator set, dish antennae, solar equipment
28. Theft and Burglary Claims, if the premise is left unoccupied for more than continuous 30 days.
29. Loss, destruction or damage to the contents or items in Refrigerator/Fridge or similar type of Cold Storage caused by change of temperature.
30. Ionizing radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel;
31. Radioactive substances, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof;
32. Loss or damage arising from detention, confiscation, nationalization, requisition, occupation or wilful destruction by or under the order of the government or any public or local authority.
33. Deductible wherever applicable

Claim Settlement Process

1. Upon the happening of any event giving rise to a claim, the insured shall within 24 hours contact the Company and intimate the claim.
2. While intimating the claim, the insured shall be required to furnish all the requisite information, such as:
    a. Name of the Insured
    b. The Insured's Contact details
    c. Policy Number
    d. Date and Time of loss
    e. Location of Loss
3. In event of a claim arising under this Policy, the Insured shall arrange for submission of the following documents to the Company
    a. Duly completed claim form signed by the insured, detailing the loss or damage that has occurred and an estimate of the quantum of any claim along with all documentation required to support and substantiate the amount sought from the Company, and;
    b. Police report (FIR) for Theft and Burglary Claims
    c. Police Final Investigation Report for Theft and Burglary Claims
    d. Bills and invoices, valuation reports etc required to support and substantiate the claim amount –
    e. NEFT details/cancelled cheque and KYC/AML document wherever required
    f. Any other document deemed necessary to establish the loss or its quantum depending upon the nature of claim.
4. On receipt of all the required information along with the claim form, the Company shall appoint a surveyor for assessing the loss/ claim within 72 hours of the receipt of intimation from the Insured. The Insured shall allow the surveyor to inspect the lost/ damaged properties/ goods. The Insured shall assist and not hinder or prevent the surveyor in pursuance of his/ her duties. The Insured shall not abandon the insured property/items in the premises, nor take any step to rectify/ remedy the damage before the same has been approved by the Company or the Surveyor

   The insured shall within 30 days of the occurrence of the loss to the building, intimate to the insurance company his intention to either reconstruct the Structure or opt not to do so.

5. The surveyor shall communicate his/ her report to the Company within 30 days of his/ her appointment.
6. If the Company, on the receipt of a survey report, finds that it is incomplete in any respect, the Company shall require the surveyor, under intimation to the Insured, to furnish an additional report on certain specific issues as may be required. Such a request mat be made by the Company within 15 days of the receipt of the original survey report.
7. The surveyor on receipt of this communication shall furnish an additional report within three weeks of the date of receipt of communication from the Company
8. On receipt of the survey report or the additional survey report, as the case may be, the Company shall within a period of 30 days offer a settlement of the claim to the Insured. If the Company, for any reasons to be recorded writing and communicated to Insured, decides to reject a claim under the Policy, it shall do so within a period of 30 days from the receipt of the survey report or the additional survey report, as the case may be.
9. In the event the claim is not settled within 30 days as stipulated above, the insurer shall be liable to pay interest at a rate, which is 2% above the bank rate from the date of receipt of last relevant and necessary document from the insured/claimant by insurer till the date of actual payment
10. Clauses/ Endorsements under Policy-

    Reinstatement Value Clause: <already covered above>

    Agreed Bank Clause

    By virtue of this clause, the Policy stands issued in the name of Bank/Financial Institution and You as mortgagor.

    Bank shall mean Financial Institution/ Bank/Central Government or State Government owned and / or sponsored Industrial Financing or Rehabilitation Financing Corporations named in the Schedule.

    Further the Policy would be subject to following terms, conditions and exclusions:

    a. On happening of an admissible claim under the Policy, We will pay to the Bank and to the extent that You hold interest in the amount being paid, the Bank shall collect the money on Your behalf.

    b. The receipt of money by the Bank shall be Our complete discharge of the claim lodged by You and shall be binding on You.

    c. If We are required to provide a notice or make any communication in connection with this insurance, such notice or other communication shall be deemed to have been sufficiently given or made if given or made to the Bank.

    d. The Bank will be authorized to arbitrate on Your behalf in case of a dispute between Us and You. Such decisions taken by the Bank will be binding on You. However, this will not impair the rights of the Bank to recover from You the full amount of any claim it may have on You.

    e. This insurance will continue to operate even after Your interest in the Structure passes from You other than by means of will or operation of law, provided that the Bank notifies Us of any change of ownership as soon as the same comes to its knowledge.

    f. It is further agreed that whenever We will pay the Bank any claim under this insurance and We consider that payment as a complete discharge of Our liability towards You, We will become legally subrogated to all the rights of the Bank to the extent of such payments. However, this will not impair the rights of the Bank to recover from You the full amount of any claim it may have on You.

    Subject otherwise to the coverage, terms and conditions and the claims procedure as incorporated in the Policy and endorsed hereon

General Conditions under the Policy

1. You may lose all the benefits under this Policy in the event of any mis-representation, mis-description or non-disclosure of any material particular by You
2. Every notice and other communication to Us must be in writing or printed
3. Under any of the following circumstances the insurance ceases to attach as regards the property effected unless the Insured, before the occurrence of any loss or damage, obtains the sanction of the Company signified by endorsement upon the policy by or on behalf of the Company:-

i. if the nature of the occupation of or other circumstances affecting the "Structure" insured or containing the insured property be changed in such a way as to increase the risk of loss or damage by Insured Perils.

ii. If the "Structure" becomes unoccupied and so remains for a period of more than 30days(applicable for section A).

iii. If the interest in the property passes from the insured otherwise than by will or operation of law.

4. Onus of proof- In case, loss or damage takes place on account of earthquake or Act of Terrorism or operation of Riot, Strike, Malicious Damage (RSMD) peril, burden of proving that the loss/damage is a result of earthquake/Act of Terrorism or operation of RSMD peril respectively will be on You.
5. Contribution - If at the time of claim, there exists any other insurance(s) covering the same loss, Our liability will be restricted to the rateable proportion of the loss.
6. Reinstatement of property - If We elect to reinstate the Structure or part of the Structure damaged or destroyed instead of paying the amount of loss or damage, We shall not be bound to reinstate completely but only to the extent the circumstances permit and to the extent of loss occurred, subject to Sum Insured and also subject to condition of average, such action of Ours being limited to reinstating the Structure or part of the Structure as it was before happening of loss. You shall be liable to provide any details as are reasonably required by Us for such reinstatement including plan, specification, measurements, etc as may be required by Us at Your own expense.
7. Reinstatement of Sum Insured - In order to ensure continuity of cover for the original Sum Insured for which the Policy was taken, on settlement of an admissible claim, We will reinstate the Sum Insured to the extent of claim paid by deducting the proportionate premium payable by You for the unexpired period from date of loss to expiry of Policy from the amount of claim paid by Us. You have the option not to reinstate the Sum Insured, in which case You need to inform Us immediately on occurrence of loss or before settlement of the admissible claim, in which event the Sum Insured under the Policy for the Structure will stand reduced by the amount of claim paid and the Sum Insured so reduced will be only taken into account for the purpose and adequacy of coverage and the application of condition of average for any future claim that may arise in relation to the Structure
8. Limitation Period- We shall not be liable for any loss or damage after expiry of 12 months from happening of loss or damage unless claim is subject of pending action of court or arbitration. Also, if We disclaim liability for any claim and such claim is not made the subject matter of a suit in a Court of Law within 12 months of such disclaimer, then claim will be deemed abandoned by You and shall not be recoverable thereafter.

Your duties on happening of a Claim

In case of an Accident resulting in a claim under this Policy, You shall-

1. Notify Us immediately giving full description of the Accident and the cause
2. Along with the completed and signed claim form, provide all the relevant documents in support of Your claim within 30 days
3. Extend all assistance and cooperation to the surveyor appointed by Us for the purpose of survey and assessment of the loss/or Our inspecting representative
4. Not abandon the Structure/item without Our written permission
5. Wherever details pertaining to happening of claim are conveyed by You to Us after reasonable period, You shall provide the reasons of such delay to Us and We may on analysis of reasons provided by You, may condone the delay in intimation of claim or delay in providing the required information/documents to Us.

Our Rights on happening of a claim

We may-

1. Enter and or take possession of the Structure/ Contents, involved in the accident

2. Keep possession of the Structure/ Contents and examine, sort, arrange, remove or otherwise deal with the same
3. Appoint a surveyor to determine admissibility and extent of loss and
4. Sell the Structure/ Contents or dispose off the same

PART III OF THE POLICY

Standard Terms and Conditions

1. Incontestability and Duty of Disclosure

   Policy shall be null and void in case of any kind of fraud, mis-representation or non-disclosure of material particular in proposal form or any other declaration or a claim being fraudulently made by You to Us.

2. Reasonable Care

   You shall take all reasonable steps to safeguard Your interests against loss or damage on account of Accident that may give rise to the claim.

3. Observance of terms and conditions

   The due observance and fulfillment of the terms, conditions and endorsement of this Policy in so far as they relate to anything to be done or complied with by You, shall be a condition precedent to any of Our liability to make any payment under this Policy.

4. Material change

   You shall immediately notify Us in writing of any material change in the risk in relation to declarations made in proposal form, and We may, adjust the scope of cover and/or premium if necessary, accordingly and notify the same to You.

5. No constructive Notice

   Any knowledge or information of any circumstances or condition in Your connection in possession of any of Our officials shall not be the notice to or be held to bind or prejudicially affect Us notwithstanding subsequent acceptance of any premium.

6. Notice of charge etc.

   We shall not be bound to notice or be affected by any notice of any trust, charge, lien, assignment or other dealing with or relating to this Policy unless received by Us from You or from Your legal representative. In such case, this would be effective notice upon Us.

7. Special Provisions

   Any special provisions subject to which this Policy has been entered into and endorsed in the Policy or in any separate instrument shall be deemed to be part of this Policy and shall have effect accordingly.

8. Overriding effect of Part II of the Schedule

   The coverage, terms, conditions and exclusions contained in Part II of Schedule shall be read mutatis mutandis with the terms (s) and conditions contained herein

9. Right to Inspect

   If required by the Company, an agent/ representative of the Company including a loss assessor or a surveyor appointed in that behalf shall in case of any loss or any circumstances that have given rise to the claim to the Insured be permitted at all reasonable times to examine into the circumstances of such loss, The Insured shall on being required so to do by the Company produce all books of accounts, receipts, documents relating to or containing entries relating to the loss or such circumstances in his possession and furnish copies of or extracts from such of them as may be required by the Company so far as they relate to such claims or will in any way assist the Company to ascertain in the correctness thereof or the liability of the Company under the Policy.

10. Subrogation

    You and any claimant under this Policy shall at Your expense do and concur in doing, and permit to be done, all such acts and things as may be necessary or reasonably required by Us for the purpose of enforcing any rights and remedies or of obtaining relief or indemnity from other parties to which We shall be or would become entitled or subrogated, upon its paying for or making good any loss or damage under this Policy, whether such acts and things shall be or become necessary or required before or after Your indemnification by Us

11. Fraudulent claims

    If any claim is in any respect fraudulent, or if any false statement, or declaration is made or used in support thereof, or if any fraudulent means or devices are used by You or anyone acting on Your behalf to obtain any benefit under this Policy, or if the loss or damage be occasioned by wilful act, or with Your connivance, all benefits under this Policy shall stand to be forfeited.

12. Cancellation/termination

    We may at any time, cancel this Policy on grounds of mis-representation, fraud, non-disclosure of material facts, or Your non-cooperation, by giving 15 day notice in writing by Registered post/Acknowledgement Due post to You at Your last known address in which case We shall refund a pro-rata premium for the unexpired Policy Period.

    You may also cancel this Policy by giving 15 day notice in writing, to Us in which case also, We shall refund a pro-rata premium for the unexpired Policy Period.

13. Cause of Action/ Currency for payments

    No claim shall be payable under this Policy unless the cause of action arises in India, unless otherwise specifically provided in Part II of the Schedule. All claims shall be payable in India in Indian Rupees only.

14. Entire Contract

    This Policy constitutes the complete contract of insurance. No change or alteration in this Policy shall be valid or effective unless approved in writing by the Company, which approval shall be evidenced by an endorsement on the Policy.

15. Policy Disputes

    Any dispute concerning the interpretation of the terms, conditions, limitations and/or exclusions contained herein is understood and agreed by both You and Us to be adjudicated or interpreted in accordance with the Laws of India and only competent Courts of India shall have the exclusive jurisdiction to try all or any matters arising hereunder. The matter shall be determined or adjudicated in accordance with the law and practice of such Court.

16. Arbitration clause

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

    The law of the arbitration will be Indian law, and the seat of arbitration and venue for all hearings shall be within India.

    It is clearly agreed and understood that no difference or dispute shall be referable to arbitration as herein before provided if the Company has disputed or not accepted liability under or in respect of this Policy. c. It is hereby expressly stipulated and declared that it shall be a condition precedent to any right of action or suit upon this Policy that the award by such arbitrator/ arbitrators of the amount of the loss or damage shall be first obtained

    In the event that these arbitration provisions shall be held to be invalid then all such disputes or differences shall be referred to the exclusive jurisdiction of the Indian Courts.

17. Renewal notice

    We shall not be bound to accept any renewal premium nor give notice that such renewal premium is due. Every renewal premium (which shall be paid and accepted in respect of this Policy) shall be so paid and accepted upon the distinct understanding that no alteration has taken place in the facts contained in the proposal or declaration herein before mentioned and that nothing is known to You that may result to enhance Our risk under the guarantee hereby given. No renewal receipt shall be

valid unless it is on Our printed form and signed by Our authorised official. Any change in the risk will be intimated to Us by You. Nothing herein or otherwise shall affect Our right to impose any additional terms and conditions on renewal or restrict any renewal terms as to premium or otherwise.

18. Notices

Any notice, direction or instruction given under this Policy shall be in writing and delivered by hand, post, to-

In Your case, at the last known address specified in the Schedule

In Our case:

ICICI Lombard General Insurance Company Limited

ICICI Lombard House

414, Veer Savarkar Marg

Near Siddhi Vinayak Temple,

Prabhadevi, Mumbai 400 025

Notice and instructions will be deemed served 7 days after posting or immediately upon receipt in the case of hand delivery, facsimile or e-mail.

19. Customer Service

If at any time You require any clarification or assistance, You may contact any of Our offices at the address specified, during normal business hours.

20. Grievances

In case You are aggrieved in any way, You should do the following:

1. Call Us at toll free number: 1800 2 666 or email us at insuranceonline@icicilombard.com
2. If You are not satisfied with the resolution then You may subsequently write to the manager- service quality, corporate manager- service quality, national manager- operations & finally director-services and business development at the following address:

   ICICI Lombard General Insurance Company Limited

   ICICI Lombard House

   414, Veer Savarkar Marg

   Near Siddhi Vinayak Temple,

   Prabhadevi, Mumbai 400 025

In case the Insured's complaint is not fully addressed by the Insurer, Insurer may use the Integrated Greivance Management System (IGMS) for escalating the complaint to IRDAI. Through IGMS, Insured can register the complaint online and track its status. For registration please visit IRDAI website www.irdaindia.org. If the issue still remains unresolved, You may, subject to vested jurisdiction, approach Insurance Ombudsman for the redressal of the grievance.

The details of Insurance Ombudsman are available below:-

S. r. No.	Name of office of insurance Ombudsman	Territorial Area of jurisdiction
1	AHMEDABAD Shri Kuldip Singh, Office of the Insurance Ombudsman, Jeevan Prakash Building, 6th floor, Tilak Marg, Relief Road, Ahmedabad – 380 001. Tel.: 079 - 25501201/02/05/06 Email: bimalokpal.ahmedabad@cioins.co.in	Gujarat, Dadra & Nagar Haveli, Daman and Diu.
2	BENGALURU Mr. Vipin Anand, Office of the Insurance Ombudsman, Jeevan Soudha Building,PID No. 57-27-N-19 Ground Floor, 19/19, 24th Main Road, JP Nagar, Ist Phase, Bengaluru – 560 078. Tel.: 080 - 26652048 / 26652049 Email: bimalokpal.bengaluru@cioins.co.in	Karnataka
3	BHOPAL Shri R. M. Singh Office of the Insurance Ombudsman, Janak Vihar Complex, 2nd Floor, 6, Malviya Nagar, Opp. Airtel Office, Near New Market, Bhopal – 462 003. Tel.: 0755 - 2769201 / 2769202 Fax: 0755 - 2769203 Email: bimalokpal.bhopal@cioins.co.in	Madhya Pradesh, Chattisgarh.
4	BHUBANESHWAR Shri Suresh Chandra Panda, Office of the Insurance Ombudsman, 62, Forest park, Bhubneshwar – 751 009. Tel.: 0674 - 2596461 /2596455 Fax: 0674 - 2596429 Email: bimalokpal.bhubaneswar@cioins.co.in	Odisha.
5	CHANDIGARH Mr. Atul Jerath, Office of the Insurance Ombudsman, S.C.O. No. 101, 102 & 103, 2nd Floor, Batra Building, Sector 17 – D, Chandigarh – 160 017. Tel.: 0172 - 2706196 / 2706468 Fax: 0172 - 2708274 Email: bimalokpal.chandigarh@cioins.co.in	Punjab, Haryana (excluding Gurugram, Faridabad, Sonepat and Bahadurgarh), Himachal Pradesh, Union Territory of Jammu & Kashmir, Ladakh & Chandigarh.
6	CHENNAI Shri Segar Sampathkumar, Office of the Insurance Ombudsman, Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, CHENNAI – 600 018. Tel.: 044 - 24333668 / 24335284 Fax: 044 - 24333664 Email: bimalokpal.chennai@cioins.co.in	Tamil Nadu, Pondicherry Town and Karaikal (which are part of Pondicherry).
7	DELHI Shri Sudhir Krishna, Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Building, Asaf Ali Road, New Delhi – 110 002. Tel.: 011 - 23232481/23213504 Email: bimalokpal.delhi@cioins.co.in	Delhi & following District of Haryana – Gurugram, Faridabad, Sonepat and Bahadurgarh
8	ERNAKULAM Shri G Radhakrishnan Office of the Insurance Ombudsman, 2nd Floor, Pulinat Bldg., Opp. Cochin Shipyard, M. G. Road, Ernakulam - 682 015. Tel.: 0484 - 2358759 / 2359338 Fax: 0484 - 2359336 Email: bimalokpal.ernakulam@cioins.co.in	Kerala, Lakshadweep, Mahe-a part of Puducherry.

S. r. No.	Name of office of insurance Ombudsman	Territorial Area of jurisdiction
9	GUWAHATI Shri Somnath Ghosh, Office of the Insurance Ombudsman, Jeevan Nivesh, 5th Floor, Nr. Panbazar over bridge, S.S. Road, Guwahati – 781001(ASSAM). Tel.: 0361 - 2632204 / 2602205 Email: bimalokpal.guwahati@cioins.co.in	Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura.
10	HYDERABAD Shri N Sankaran Office of the Insurance Ombudsman, 6-2-46, 1st floor, "Moin Court", Lane Opp. Saleem Function Palace, A. C. Guards, Lakdi-Ka-Pool, Hyderabad - 500 004. Tel.: 040 - 67504123 / 23312122 Fax: 040 – 23376599 Email: bimalokpal.hyderabad@cioins.co.in	Andhra Pradesh, Telangana, Yanam and Part of Territory of Puducherry.
11	JAIPUR Shri Rajiv Dutt Sharma, Office of the Insurance Ombudsman, Jeevan Nidhi – II Bldg., Gr. Floor, Bhawani Singh Marg, Jaipur - 302 005. Tel.: 0141 - 2740363 Email: Bimalokpal.jaipur@cioins.co.in	Rajasthan.
12	KOLKATA Shri P K Rath, Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 4th Floor, 4, C.R. Avenue, KOLKATA - 700 072. Tel.: 033 - 22124339 / 22124340 Fax : 033 - 22124341 Email: bimalokpal.kolkata@cioins.co.in	West Bengal, Sikkim, Andaman & Nicobar Islands.
13	LUCKNOW Office of the Insurance Ombudsman, 6th Floor, Jeevan Bhawan, Phase-II, Nawal Kishore Road, Hazratganj, Lucknow - 226 001. Tel.: 0522 - 2231330 / 2231331 Fax: 0522 - 2231310 Email: bimalokpal.lucknow@cioins.co.in	Districts of Uttar Pradesh : Laitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhabdra, Fatehpur, Pratapgarh, Jaunpur,Varanasi, Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareli, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkarnagar, Sultanpur, Maharajgang, Santkabirnagar, Azamgarh, Kushinagar, Gorkhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharathnagar.
14	MUMBAI Shri Bharatkumar S. Pandya Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: 022 - 26106552 / 26106960 Fax: 022 - 26106052 Email: bimalokpal.mumbai@cioins.co.in	Goa, Mumbai Metropolitan Region Excluding (Navi Mumbai & Thane).
15	NOIDA Shri Chandra Shekhar Prasad, Office of the Insurance Ombudsman, Bhagwan Sahai Palace 4th Floor, Main Road, Naya Bans, Sector 15, Distt: Gautam Buddh Nagar, U.P-201301. Tel.: 2514252 / 2514253 Email: bimalokpal.noida@cioins.co.in	State of Uttaranchal and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshehar, Etah, Kanooj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautambodhanagar, Ghaziabad, Hardoi, Shahjahanpur
16	PATNA Shri N. K Singh Office of the Insurance Ombudsman, 1st Floor,Kalpana Arcade Building,, Bazar Samiti Road, Bahadurpur, Patna 800 006. Tel.: 0612-2680952 Email: bimalokpal.patna@cioins.co.in	Bihar, Jharkhand.
17	PUNE Shri Vinay Sah Office of the Insurance Ombudsman, Jeevan Darshan Bldg., 3rd Floor, C.T.S. No.s. 195 to 198, N.C. Kelkar Road, Narayan Peth, Pune – 411 030. Tel.: 020-41312555 Email: bimalokpal.pune@cioins.co.in	Maharashtra, Area of Navi Mumbai and Thane (excluding Mumbai Metropolitan Region).

The updated details of Insurance Ombudsman are available on IRDA website:www.irdaindia.org, on the website of General Insurance Council:www.generalinsurancecouncil.org.in, website of the Company www.icicilombard.com or from any of the offices of the Company

ICICI Lombard
Nibhaye Vaade

ICICI Lombard General Insurance Company Limited

Mailing Address: Interface Building No. 16, 601-602, 6th Floor, New Link Road, Malad (West), Mumbai - 400 064.
Registered Office Address: ICICI Lombard House, 414, Veer Savarkar Marg, Near Siddhi Vinayak Temple, Prabhadevi, Mumbai 400 025.
Visit us at www.icicilombard.com • Mail us at customersupport@icicilombard.com • Toll Free No.: 1800 2666 • **Chargable No.:** +91 86 55 222 666
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