CUSTOMER INFORMATION SHEET

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

Sl. No.	Description (Please refer to applicable Policy Clause Number in next column)	Policy Clause Number
1	**Product Name** Remotely Piloted Aircraft Insurance (Retail)	
2	**Unique Identification Number (UIN) allotted by IRDAI** IRDAN115RP0014V01202122	
3	**Structure** Indemnity Policy	
4	**Interests Insured** Any repair/ replacement cost of the Drone, Payload, equipment due to Accident, theft and liability to Third party by the Drone.	
5	**Sum Insured / Scope** Sum Insured is as per Policy Schedule and scope as below: • Hull all risks cover - Invoice Value of the Drone • Third party liability sum insured - As requested by the customer. • Sum insured is the amount shown in the policy schedule and represents our maximum liability for each cover or part of cover and for each loss as applicable. • Basis of arriving at Sum Insured: Reinstatement value / Market value	Sr. No. 4 of Part I
6	**Policy Coverage** Following is the coverage's opted applicable to your policy. **Base covers:** • Legal liability to Third party - N • Hull cover • Payload cover • Equipment cover • Payload cover • Medical expense to operator	Section 1 to Section 4 of the Policy Schedule

7	**Add-On Cover** **Add-On Covers**: Alternate Hire Charges, Drone War Liabilities, Cyber Liability Cover, Invasion of Privacy Cover, Night Flying Endorsement, BVLOS Endorsement, Drone in Transit Endorsement, Liability for damage to UAS that insured does not own, Personal & Advertising Injury Liability. **Add-On limit will be as per the sum insured opted by the Insured in base covers.**	Sr. No 4 A of Part I
8	**Loss Participation** As defined in the policy schedule.	Sr. No. 9 of Part I
9	**Exclusions** We will not indemnify You in respect of loss, damage or liability directly caused by or arising out of or aggravated by - 1) Any Loss or liability arising from standalone mechanical / electrical fault and breakdown unless caused by an Accident. 2) Wear and tear, deterioration, depreciation and freezing of the Drone. 3) Mysterious disappearance or unexplained losses. 4) Theft of the Payload from anywhere within India or any vehicle. 5) Claims caused by Strikes, riots, war, terrorism, civil commotions or labour disturbances. 6) Hi-jacking or any unlawful seizure or wrongful exercise of control of the Remotely Piloted Aircraft. 7) Any Damage to the Drone caused due to breach mentioned in the Manufacturing guidelines for flying the Drone. 8) Damage caused by rot, fungus, mould, vermin, or infestation. 9) Dryness or humidity, or exposure to light or extreme temperatures, unless this results from high winds of destructive nature, rainstorm, hailstorm or snowstorm or fire as stated by DGCA. 10) Loss or damage occurring whilst the Drone is used for any illegal activity or for any activity other than those as specified in the schedule.	Part II of the Schedule Refer General Exclusions to all Sections
10.	**Special Condition\s and Warranties (if any)** Below is the **Conditions/Warranties** applicable to your policy: **Conditions**: As per Policy Schedule **Warranties**: As per Policy Schedule	Sr. No 7 and 8 of Part I

11.	**Admissibility of Claim** A. Claim will be Settled on the repair invoice copy issued by the Customer at the time of claim and supporting payment proof. B. If the Drone is repaired before the inspection by the surveyor, then the loss will not be covered. C. OEM report is mandatory to be submitted to insurance company at the time of claim. D. The claim will "NOT" be covered if the damage is caused due to wear & tear, deterioration, depreciation and freezing, Mysterious disappearance, any loss or liability arising from standalone mechanical / electrical fault and breakdown. Below is the sample claim calculation based on assumptions:	Refer General Conditions section – Point number 4 – Duties and Obligations after Occurrence of covered Insured Event.
12.	**Policy Servicing - Claim Intimation and Processing** For policy servicing and claim intimation you can contact us via our: Toll-free no.: 1800 2666 Email ID: customersupport@icicilombard.com Mobile App: IL TakeCare App, or WhatsApp: Send "Hi" to RIA @**7738282666** Website: ICICI Lombard Website **Reimbursement Claim Process:** Follow these steps for a smooth and hassle-free claim experience: **Intimate the Claim:** Notify us by submitting the claim form (download here) or by calling 1800 2666. Our claims associate will contact you and assign a surveyor. **Survey of Loss:** The surveyor will assess the loss and request any documents, which you can upload here. Our team will verify and submit the final report. **Verification and Processing:** Our claims department will verify the report and process your claim request.	Refer General Conditions section – Point number 5 – Claims AND Refer Section 2 : Heading Claim Settlement for Remotely Piloted Aircraft.

Gross Loss Claimed	6,29,38,711
Gross Loss Assessed	3,53,99,452
Less: Salvage Value	12,43,841
Subtotal	3,41,55,611
Less Under Insurance	-
Subtotal	3,41,55,611
Less Excess	40,00,000
LOSS ADJUSTED	**3,01,55,611**

	Offer for Settlement: If your claim is approved, we will send you a settlement offer for your consent. **Claim Payment:** Once we have your consent and complete the KYC check, we will transfer the payment directly to your bank account. **Explanation for Denial:** If your claim is not payable, we will personally explain the reasons to you in detail. **Claim Settlement Time:** We aim to settle your claim within 7 days of receiving your claim notification or the final survey report, whichever comes later. **Escalation Matrix and Details of Designated Company Official:** For details of the escalation matrix and designated company officials please click here. **Cancellation Clause:** **If You Decide to Cancel:** You can cancel your policy anytime with written notice. It will end as soon as we receive it. **If We Need to Cancel:** If fraud is detected, we may cancel your policy with at least 7 days' notice before the cancellation takes effect. **Refund of Premium upon Cancellation:** ▪ For policies up to one year with no claims, we will refund the premium for the remaining period proportionally, based on your policy terms. ▪ For policies longer than one year, we will refund the premium for the remaining portion if coverage has not started. **Policy Renewal Date:** Refer to the **Period of Insurance** section of the policy schedule.	
13.	**Grievance Redressal and Policyholders Protection** We are committed to giving you fair treatment and clear, timely information about your coverage, so you can make informed decisions. We also ensure efficient service and uphold high standards throughout the sale and servicing of your policy. **Grievance Redressal:** If you have a concern, click here to understand our grievance redressal process or scan this QR code. If the issue persists, contact our Grievance Redressal Officer here.	Under Section 2 : Point no 19 - Grievances

	If the issue remains unresolved, you can approach the Insurance Ombudsman here or visit the Bima Bharosa Portal at bimabharosa.irdai.gov.in	
14.	**Obligations of the Policyholder** Here are a few important things to keep in mind: ▪ To disclose all information correctly sought by the insurer at time of filling the proposal form ▪ In case of any change / modification / addition to the already declared information the same shall be brought to the notice of the Insurer immediately ▪ Non-disclosure of material information may affect the claim settlement. ▪ Disclosure of other material information during the policy period. ▪ Ensure you provide accurate information when completing your proposal. ▪ Notify us right away of any changes, modifications, or additions to the declared information, as failure to disclose material details may impact your claim settlement.	Refer General Conditions section – Point number 4 – Duties and Obligations after Occurrence of covered Insured Event.

Declaration by the Policyholder:

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

Place:

Date: Signature of the Policyholder

Note: In case of any conflict, the terms and conditions mentioned in the policy document shall prevail. *You can click here to download policy documents.*