FINANCIAL SERVICES/INSTITUTIONS PROFESSIONAL INDEMNITY
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.	Title Description (Please refer to applicable Policy Clause Number in next column)	Policy Clause Number
1	**Product Name**: FINANCIAL SERVICES/INSTITUTIONS PROFESSIONAL INDEMNITY INSURANCE	
2	**Unique Identification Number (UIN) allotted by IRDAI** IRDAN115RP0031V01200607	
3	**Structure**: Indemnity Based Policy	
4	**Interests Insured:** The policy provides protection for various potential exposures that the Insured are exposed to in the form of any actual or alleged act, error or omission, breach of duty, misstatement, misleading statement, defamation, fraud by employees, breach of confidentiality, or failure to prevent unauthorized use or transmission of malware etc	
5	**Sum Insured / Scope:** As per Policy Schedule	Policy Schedule
6	**Policy Coverage** The policy provides protection for various potential exposures that the Insured are exposed to in the form of any actual or alleged act, error or omission, breach of duty, misstatement, misleading statement, defamation, fraud by employees, breach of confidentiality, or failure to prevent unauthorized use or transmission of malware etc	Policy Schedule
7	**Add-on Cover:** As per ENDORSEMENTS, ADD-ON COVERAGES, SPECIAL CONDITIONS mentioned in the Policy Schedule	Policy Schedule
8	**Loss Participation** As per Deductible Section in the Policy Schedule.	Policy Schedule
9	**Exclusions** The Insurer shall not be liable to pay in case of: 1. Bodily injury/Property damageAircraft Product 2. Conduct 3. Insured v insured/parent insured entity 4. ntellectual property 5. Pollution 6. Prior claims and circumstances 7. Duties to employees 8. Infrastructure. 9. Proprietary trading 10. Shareholder or bondholder 11. Corporate or Business Policy 12. Lender's liability 13. Inefficacy Exclusion	Exceptions

	14. Money laundering 15. Regulatory 16. Retroactive date 17. War & Terrorism	
10.	**Special Condition\s and Warranties (if any)** As per General Conditions of the Policy.	General Conditions
11.	**Admissibility of Claim** Principle of admissibility of claims – All terms and conditions of the policy to be complied (such as Insuring clause and all conditions complied and no exclusion trigger) Principle of denial of claims – (Any exclusion trigger or conditions of the policy not complied with (including duty of care & loss minimization & exclusion w.r.t willful negligence) Below is the **sample claim calculation** for reference**:** Gross Loss Claimed: 6,29,38,711 Gross Loss Assessed: 3,53,99,452 Less Excess: 0 **Loss Adjusted: 3,53,99,452**	PART II OF SCHEDULE 4. Basis of Assessment of Claims
12.	**Policy Servicing - Claim Intimation and Processing** Contact details for Policy Servicing and Claim Intimation: • Toll free number: 1800 2666 • Website: www.icicilombard.com • Email: customersupport@icicilombard.com • For details of Company officials kindly visit our website For details of Company officials kindly visit our website https://www.icicilombard.com/customer-support • Escalation Matrix: Click here or Scan below Escalation Matrix Cancellation Clause: i. You can cancel this Policy at any time by giving Us notice in writing. The Policy will terminate when We receive Your notice. ii. We can cancel the policy on the grounds of established fraud, by giving minimum notice of 7 days to You. iii. We shall return premium paid by You for unexpired portion of the Policy duration on a proportional basis with reference to the policy duration subject to provision(s), if any, incorporated in the Product or in the Schedule to the issued policy of insurance, if the term of the policy is up to one year and there is no claim(s) made during the policy period. We shall return premium paid by You for unexpired portion of the Policy duration, in	PART II OF SCHEDULE 24. Grievances

	respect of policy with the term more than one year and the risk coverage for such policy years has not commenced. Policy Renewal date: Refer to the Period of Insurance section of the policy schedule	
13.	**Grievance Redressal and Policyholders Protection** Protection of Policyholders Interests: (a) To ensure that Policyholders are (i) treated with fairness and impartiality; (ii) provided with clear and prompt information in relation to their policies at all times; (iii) not faced with unreasonable pressure or advice to change products or switch providers; (iv) not barred from submitting claims or making complaints. (b) Post-sale servicing of policyholders to be complemented with technological solutions to provide prompt and efficient services. (c) Policyholders' reasonable expectations are met on servicing standards. (d) To ensure fair treatment of prospects at the stage of solicitation and sale of insurance policies. For resolution of any query or grievance, Insured may contact the respective branch office of the Company or may call toll free no.1800-2666 or or write to us at Grievance Redressal Officer, ICICI Lombard General Insurance Company Ltd. ICICI Lombard House, 414, Veer Savarkar Marg, Near Siddhi Vinayak Temple, Prabhadevi, Mumbai-400025 or may approach us at the sub section "Grievance Redressal" on our website www.icicilombard.com (Customer Support section). However, if the resolution provided by us is not satisfactory you may approach Insurance Regulatory and Development Authority (IRDA) through the Bima Bharosa Portal - https://bimabharosa.irdai.gov.in/ (an Integrated Grievance Management System earlier known as IGMS) or IRDA Grievance Call Centre(IGCC) at their toll free no. 1800 4254 732 / 155255. You may also approach Insurance Ombudsman, subject to vested jurisdiction, for the redressal of grievance. Details of Insurance Ombudsman offices are available at IRDA website: www.irdaindia.org, or Click here or Scan below QR Code for details of the Grievance Redressal Officer, Process and Details of Insurance Ombudsman, and link to Bima Bharosa Portal.	

14.	**Obligations of the Policyholder** • To disclose all information correctly sought by the insurer at the time of filling the proposal. • 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. • Non-disclosure of material information may affect the claim settlement. • Disclosure of other material information during the policy period. • Any change in material information during the policy period should be brought to the notice of the insurer.	PART III OF THE SCHEDULE Standard Terms and Conditions

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.*