

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: ELECTRONIC EQUIPMENT INSURANCE POLICY	
2	Unique Identification Number (UIN) allotted by IRDAI IRDAN115RP0019V01200708	
3	Structure: Indemnity Based Policy	
4	Interests Insured: This Product offers Electronic Equipment insurance coverage for various type of Electronic Equipment Working at Insured Premises as mentioned in the policy schedule.	
5	Sum Insured / Scope: As per Policy Schedule	Sum Insured- Policy Schedule
6	Policy Coverage During your policy period, we cover various types of Risks upto the Machine SI mentioned in Policy schedule. Electronic Equipment Insurance policy covers against any unforeseen and sudden physical loss or damage by any cause unless excluded whilst at the location mentioned therein necessitating its immediate repair or replacement. For more details, please refer to your policy schedule.	Policy Schedule
7	Add-on Cover: Add-Ons enhances your policy with essential covers that give you extra protection. To see the applicable add-on covers and their respective Sum Insured, kindly refer Sections of the Policy Schedule.	
8	Loss Participation This means you contribute a small portion towards the repair costs, and we take care of the rest, ensuring you're well-protected without bearing the full burden. Details of Policy deductible is mentioned in Section Normal Excess under	Normal Excess

ICICI Lombard General Insurance Company Limited ELECTRONIC EQUIPMENT INSURANCE POLICY

IRDA Reg. No. 115

Mailing Address:
601 & 602, 6th Floor, Interface 16,
New Linking Road, Malad (West)
Mumbai - 400 064

CIN: L67200MH2000PLC129408

Registered Office Address:
ICICI Lombard House, 414, Veer Savarkar Marg,
Near Siddhi Vinayak Temple, Prabhadevi,
Mumbai 400 025

UIN:

IRDAN115RP0019V01200708

Toll free no : 1800 2666

Alternate no : 86552 22666 (chargeable)

E-mail : customersupport@icicilombard.com

Website : www.icicilombard.com

	the Policy Schedule. Please refer Policy schedule for the same.	
9	Exclusions While our EEI Policy offers strong protection, we will not indemnify you due to any loss or damage directly or indirectly caused by or arising out of or aggravated by: - 1. The Excess stated in the Policy Schedule. 2. Loss or damage caused by any faults or defects existing at the time of commencement of the present insurance within the knowledge of the Insured. 3. Loss or damage as a direct consequence of continual influence of operation (e.g. wear and tear, cavitation, erosion, corrosion, incrustation) or of gradual deterioration due to atmospheric conditions. 4. Any cost incurred in connection with the maintenance of the insured items 5. Loss or damage for which the manufacture or supplier of the insured items, is responsible either by law or under contract, 6. Loss of or damage to rented or hired equipment for which the owner is responsible either by law or under a lease and/or maintenance agreement, 7. Consequential loss or liability of any kind of description 8. Loss of or damage to bulbs, valves, tubes, ribbons, fuses, seals, belts, wires, chains, rubber, tyres, exchangeable tools, engraved cylinders, objects made of glass, porcelain or ceramics, sieves or fabrics, or any operating media (e.g. lubricating oil, fuel, chemicals), 9. Aesthetic defects such as scratches on painted polished or enamelled surfaces 10. War, Invasion, Act of foreign enemy, hostilities or War like operations, Civil War, rebellion, revolution, insurrection, mutiny, Civil commotion 11. Nuclear reaction, Nuclear radiation or Radioactive contamination 12. Willful act or Willful negligence caused intentionally by you, anyone on your behalf, or with your involvement. 13. Cessation of work whether total or partial 14. Loss of or damage to the property covered under this policy falling under the terms of the Maintenance Agreement For detailed exclusions refer to exclusions mentioned under policy schedule Section Exclusions.	Exceptions/E xclusions – Policy Schedule
10.	<u>Special Condition\s and Warranties (if any)</u> Below is the Conditions/Warranties applicable to your policy: Conditions: ▪ <XX>	Warranties, Conditions- Policy Schedule

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	▪ <XX> ▪ <XX> Warranties: ▪ <XX> ▪ <XX> ▪ <XX>																	
11.	Admissibility of Claim As soon as any loss or physical damage occurs to any Insured Electronic Equipments due to an Insured Event. Please notify us immediately and submit the claim form along with any supporting documents to prove the loss or damage. We will evaluate your claim in line with the policy's terms, conditions, and relevant laws and regulations. We appreciate your efforts in protecting your equipments, minimizing potential losses, and promptly notifying us of any claims. Below is the sample claim calculation for reference: <table><tr><td>Loss Claimed</td><td>10,00,000</td></tr><tr><td>Gross Loss Assessed (Basis Document & Survey Verification)</td><td>8,00,000</td></tr><tr><td>Less: Salvage Value (At Actual)</td><td>2,00,000</td></tr><tr><td>Subtotal</td><td>6,00,000</td></tr><tr><td>Less Under Insurance</td><td>-</td></tr><tr><td>Subtotal</td><td>6,00,000</td></tr><tr><td>Less Excess</td><td>50,000</td></tr><tr><td>Loss Adjusted</td><td>5,50,000</td></tr></table> The above sample claim calculation is only illustrative based on certain assumptions to give you a fair idea on how claim will be settled. The final amount payable will be decided basis the actual sum insured opted in your policy, the coverages opted, conditions applicable, etc.	Loss Claimed	10,00,000	Gross Loss Assessed (Basis Document & Survey Verification)	8,00,000	Less: Salvage Value (At Actual)	2,00,000	Subtotal	6,00,000	Less Under Insurance	-	Subtotal	6,00,000	Less Excess	50,000	Loss Adjusted	5,50,000	Claim Intimation – Policy Schedule
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Less Excess	50,000																	
Loss Adjusted	5,50,000																	
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	Claim Intimation- Policy Schedule																

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WhatsApp: Send "Hi" to RIA @7738282666 Website: ICICI Lombard Website <u>Reimbursement Claim Process:</u> 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. 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 explain the reasons to you in detail through proper communication. Claim Settlement Time: We aim to settle your claim within 14 days of receiving the final survey report. Escalation Matrix and Details of Designated Company Official: For details of the escalation matrix and designated company officials please click here. <u>Cancellation Clause:</u> 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. Policy Renewal Date: Refer to the Period of Insurance section of the policy schedule.	
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13.	<u>Grievance Redressal and Policyholders Protection</u> 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. If the issue remains unresolved, you can approach the Insurance Ombudsman here or visit the Bima Bharosa Portal at bimabharosa.irdai.gov.in 	Provisions Sr. No. 13
14.	<u>Obligations of the Policyholder</u> 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.	Provisions Sr. No. 5

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.

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