## CUSTOMER INFORMATION SHEET

**This document gives key information about your policy. For detailed terms and conditions, please refer to the policy document (Schedule and Wordings).**

| Sl. No. | Title | Description (Please refer to applicable Policy Clause Number in next column) | Policy Clause Number |
|---|---|---|---|
| 1 | Product Name | **ICICI Lombard Fire and Allied Perils Insurance Policy** | |
| 2 | Unique Identification Number (UIN) allotted by IRDAI | IRDAN115RPPR0009V01202425 | |
| 3 | Structure | Named Peril Policy with listed exclusions | |
| 4 | Interests Insured | This Product offers Fire insurance coverage for your Property (Building / Contents / Stock) as per mentioned in the policy schedule. | |
| 5 | Sum Insured / Scope | Rs. <Total Sum Insured><br>-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.<br>-Basis of arriving at Sum Insured: Market Value/ Reinstatement value/ Agreed Value | Policy Schedule (Dynamic) |
| 6 | Policy Coverage | Your policy covers the following events during the policy period:<br>• Damages caused by fire<br>• Explosion or Implosion<br>• Losses due to Lightning<br>• Losses from landslides or rockslides<br>• Bush fires or forest fires<br>• Impact damage from external physical objects<br>• Missile testing operations<br>• Bursting or overflowing of water tanks<br>• Damage from sprinkler leakage<br>Coverage is based on the reinstatement value or market value as stated in the policy schedule.<br>This is an indicative list. For detailed coverage, refer to the policy schedule. | Policy Schedule |
| 7 | Add-on Cover | Below are the Standard Add On covers under the policy, will be available as opted by You:<br>-Earthquake, Volcanic eruption or other convulsions of nature | Policy Schedule (Dynamic) |

| | | | |
|---|---|---|---|
| | | -Floater cover<br>-Declaration policy for stocks<br>-Terrorism Damage cover (material damage only)<br>The above is an indicative list and for detailed coverages refer to Policy Schedule | |
| 8 | Loss Participation | As Per Policy Schedule | Policy Schedule (Dynamic) |
| 9 | Exclusions | 1. War or War like Operations, Civil war, Rebellion, Revolution etc.<br>2. Loss, destruction to stocks in cold storage premises due to change of temperature.<br>3. Loss due to spoilage from retardation or cession of any process caused by any Insured event.<br>4. Willful act or willful negligence of the Insured or his representative.<br>For detailed exclusions, please refer the policy document. | Policy Schedule Section D |
| 10. | Special Conditions and Warranties (if any) | -Agreed Bank Clause<br>-Special conditions as mentioned in the policy schedule | Policy Schedule (Dynamic) Section F |
| 11. | Admissibility of Claim | a. As soon as any loss or physical damage occurs to any Insured Property due to an Insured Event, You must immediately give notice to us of the loss or damage.<br>b. You can give notice to any of our offices or call centers.<br>c. You shall act as if Insured and should take steps for loss minimization<br>Refer to Annexure A for a sample claim calculation process. | Section I |
| 12. | Policy Servicing - Claim Intimation and Processing | For policy services you can contact us via:<br>Toll-free no.: 1800 2666,<br>Email ID: customersupport@icicilombard.com,<br><br>Our website:<br>https://www.icicilombard.com/customer-support,<br><br>**Turn Around Time (TAT)**<br>We will settle the claim within 7 days from the intimation of the claim or receipt of the final survey report, whichever is later.<br><br>**Inform Us**<br>In case of a claim, contact any of our branch offices, you can also contact our | Section I |

toll-free no. 18002666 or write to us customersupport@icicilombard.com

**Reimbursement Claim Procedure**

Follow these steps for a hassle-free claim experience:

**1. Intimate the Claim:**
- Immediately report the claim online along with the claim form and supporting documents at [claim submission link].
- Alternatively, you can also contact our toll-free no. 18002666 or write to us customersupport@icicilombard.com.

**2. Claims Associate Contact:**
- Our claims associate will get in touch with you and appoint a surveyor promptly.

**3. Surveyor Appointment:**
- The appointed surveyor will survey the loss and request necessary documents for processing your claim.

**4. Document Submission:**
- Submit the relevant documents through the 'Upload Documents' here <addlink>.
- The surveyor will verify and assess the loss, then submit the final report.

**5. Claim Processing:**
- Our claims department will verify the Survey Report and further process the claim for settlement or closure based on your policy terms.

**6. Offer for Settlement:**
- For payable claims, you will receive a Settlement letter. Once you consent the offer, we shall proceed with payment.

**7. Payment:**
- Upon receipt of your consent and KYC check, the claim payment will be credited to your bank account.

**8. Non-Payable Claims:**
- For claims not payable as per the policy terms and conditions, our personnel will explain the grounds for denial.

**Additional Information**

- For details of company officials, visit our website: https://www.icicilombard.com/customer-support [Customer Support]

**Claim Settlement Time**

We will settle the claim within 7 days from the intimation of the claim or receipt of the final survey report, whichever is later.

**1. Cancellation by You at any time**

| | | | |
|---|---|---|---|
| | | You can cancel this Policy at any time by giving Us notice in writing. The Policy will terminate when We receive Your notice.<br><br>**2. Cancellation by Us**<br>We will not cancel the Policy during the policy period except on the grounds of misrepresentation, non-disclosure of material facts, fraud or non-co-operation of the insured, by giving minimum notice of 7 days to the policyholder.<br><br>**Refund of Premium**<br>We shall:<br>a) refund proportion premium for unexpired policy period, if the term of the policy is upto one year and there is no claim(s) made during the policy period.<br>b) refund premium for the unexpired policy period, in respect of policy with the term more than one year and the risk coverage for such policy years has not commenced.<br><br>**Policy Renewal Date:** [Date] | |
| 13. | Grievance Redressal and Policyholders Protection | Insured may contact the respective branch office of The Company or may call us at toll free no.: **1800 2666** or email us at **customersupport@icicilombard.com** or write to us at<br>Grievance Redressal Officer<br>ICICI Lombard General Insurance Company Ltd.<br>ICICI Lombard House, 414, Veer Savarkar Marg,<br>Near Siddhi Vinayak Temple, Prabhadevi, Mumbai- 400025.<br>Ombudsman:<br>https://www.cioins.co.in/Ombudsman<br><br>Click here or Scan below QR Code for Grievance Redressal Process | Section K |
| 14. | Obligations of the Policyholder | • Act as if uninsured.<br>• Take all reasonable steps to safeguard your interests against accidental loss or damage that may give rise to a claim.<br>• Disclose all information correctly as sought by the insurer when filling out the proposal.<br>• Immediately inform the insurer of any change, modification, or addition to the declared information. Non- | Section E |

| | | | |
|---|---|---|---|
| | | disclosure of material information may affect claim settlement.<br>• Disclose any material information during the policy period to the insurer.<br>• Please note that acting as if insured and taking steps to safeguard interests are repeated, which may not be necessary to list multiple times. | |

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*

## ANNEXURE A

### Sample Claim Calculation for Fire Insurance Policies

| Sample Claim Calculation (Based on Assumption) | Partial Loss | Total Loss |
|---|---|---|
| Policy Sum Insured (in INR) | ₹ 10,00,00,000 | ₹ 10,00,00,000 |
| Occupancy | Shop | Shop |
| Basis of Sum Insured | Market value | Market Value |
| Premium Rate (per 1000) | 0.80 | 0.80 |
| Subject Matter Insured | Building | Building |
| Life of Building in Years | 50 | 50 |
| Age of Building on date of Loss | 10 | 10 |
| Depreciation % | 2.00% | 2.00% |
| Policy inception Date | 01-01-2024 | 01-01-2024 |
| Policy expiry date | 31-12-2024 | 31-12-2024 |
| Date of Loss | 01-04-2024 | 01-04-2024 |
| No of unexpired days for the policy | 275 | 275 |
| Loss Amount | ₹ 2,00,00,000 | ₹ 10,00,00,000 |
| Value at Risk (Market Value) at the time of Loss | ₹ 12,00,00,000 | ₹ 12,00,00,000 |
| Depreciation Amount | ₹ 40,00,000 | ₹ 2,00,00,000 |
| Salvage @X%(10%) subject to Actual Realisation Value | ₹ 20,00,000 | ₹ 1,00,00,000 |
| Amount after Adjustment of Depreciation & Salvage | ₹ 1,40,00,000 | ₹ 7,00,00,000 |
| Underinsurance | 16.7% | 16.7% |
| Amount after adjustment of Underinsurance | ₹ 1,16,66,667 | ₹ 5,83,33,333 |
| Policy Deductible/Excess | ₹ 10,000 | ₹ 10,000 |
| Amount after deductible/Excess | ₹ 1,16,56,667 | ₹ 5,83,23,333 |
| Reinstatement Premium (At the option of insured) | ₹ 7,007 | ₹ 35,058 |
| **Final Loss Payable** | **₹ 1,16,49,660** | **₹ 5,82,88,276** |

Note: In Total Loss Scenario, where Basis of settlement is on Reinstatement basis, depreciation will not be applicable.

*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.*