CUSTOMER INFORMATION SHEET

This document provides key information about your policy. For complete details, please refer to the policy document.

Sl. No.	Description (Please refer to applicable Policy Clause Number in next column)	Policy Clause Number
1	**Product Name** Professional Indemnity Policy for Consulting Engineers, Architects and Interior Decorators	
2	**Unique Identification Number (UIN) allotted by IRDAI** IRDAN115RP0010V01200203	
3	**Structure** Indemnity Based Policy	
4	**Interests Insured** This Product offers indemnity to the Insured against their legal liability arising due to breach of Professional duty by reason of any negligent act, error or omission in relation to their services as architect and /or consulting engineer.	PART II OF THE SCHEDULE 2. Scope of Cover
5	**Sum Insured / Scope** As per Policy Schedule	Policy Schedule
6	**Policy Coverage** This Product offers indemnity to the Insured against their legal liability arising due to breach of Professional duty by reason of any negligent act, error or omission in relation to their services as architect and /or consulting engineer.	PART II OF THE SCHEDULE 2. Scope of Cover
7	**Add-On Cover** As per Special Conditions of the Policy Schedule.	Policy Schedule
8	**Loss Participation** As per Section Retroactive date and Excess details of the Policy Schedule.	Policy Schedule
9	**Exclusions** The Company shall not be liable for liability arising from	Policy Schedule and Part II

	1. Reputational damage claims and any mental anguish or distress arising therefrom 2. Infringement of Intellectual property by whatever name called. 3. Licenses granted by Insured as a part of a construction project. 4. Any willful, intentional or malicious act or omission 5. Any pure contractual liability 6. Loss of documents or any loss of time for investigation of such loss. 7. Bodily injury or property damage or loss consequent to any financial loss unless such loss arises from faulty/Inaccurate designs. 8. Any bodily injury to employees, contractual employees while working on behalf of the Insured 9. Damage to property (mobile or immobile) owned/ rented/ leased by the Insured 10. Deliberate, willful or intentional non-compliance with any statutory provision. 11. Fines and penalties levied by any relevant regulators 12. War, invasion, civil war, rebellion 13. Losses directly or indirectly caused by or contributed by a. nuclear radioactivity including ionizing radiations or contamination b. the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof. c. Act of God 14. Any intentional non-compliance of technical standards and guidelines laid down by the regulators 15. Delay in delivery of professional services 16. Any other business operated conducted by the Insured apart from the business specified in the policy schedule 17. Incorrect cost assessment or exceeding the estimates of a construction project including the mismanagement of accounts. 18. Incorrect assessment of quality/quantity of construction material including mismanagement of such materials. 19. Liability arising on the Insured as a Joint venture unless such JV/Partnership is specified in the policy schedule. In such a case, the liability shall not exceed the extent of participation of the Insured in such JV/partnership. 20. Any liability arising on the Insured as a Construction contractor. 21. Liability arising due to pollution or contamination or environmental law 22. Liability arising from faulty workmanship and inappropriate material.	3. Exclusions

IRDA Reg. No. 115 **CIN**: L67200MH2000PLC129408 **UIN:** IRDAN115RP0010V01200203
Mailing Address: 601 & 602, 6th Floor, Interface 16, New Linking Road, Malad (West) Mumbai - 400 064
Registered Office Address: ICICI Lombard House, 414, Veer Savarkar Marg, Near Siddhi Vinayak Temple, Prabhadevi, Mumbai 400 025
Toll free no : 1800 2666
Alternate no : 86552 22666 (chargeable)
E-mail : customersupport@icicilombard.com
Website : www.icicilombard.com

	23. Claims for damage caused by motor vehicles, sea vessels or aircraft 24. Any liability arising from services provided prior to Retroactive date as mentioned in schedule 25. Negligence in maintaining Insurance or financial advisory or failure to account money 26. Any financial loss not connected to Property damage or bodily injury. No coverage shall exceed the cost of mere repair of the particular object to make it fit for intended use. 27. Loss arising from exceeding the cost estimates and time limits. 28. Any negligence in professional services beyond domestic legislations, standards and rules. 29. Any liability arising out of asbestosis or any related disease. 30. Any liability directly or indirectly arising from Terrorism. 31. Liability arising from Electromagnetic radiation or Electromagnetic Field 32. Liability arising from Genetically Modified Organisms. 33. Liability arising from transmissible spongiform encephalopathy or any new variant. For detailed exclusions refer to exclusions mentioned under policy schedule Section Exclusions.	
10.	**Special Condition(s) and Warranties (if any)** As per Special Conditions of the Policy Schedule.	Policy Schedule
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** This *sample claim calculation is illustrative and based on certain assumptions to give you an idea of how a claim may be settled. The final payable amount will depend on the actual limits of indemnity, the endorsements applicable, and the applicable conditions in your policy.*	PART II OF SCHEDULE 5. Claim Procedures

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. **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. **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.	Part III

	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. If the issue remains unresolved, you can approach the Insurance Ombudsman here or visit the Bima Bharosa Portal at bimabharosa.irdai.gov.in	Part III (Refer Grievance Clause)
14.	**Obligations of the Policyholder** Here are a few important things to keep in mind: ▪ 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.	Part III

Declaration by the Policyholder:

I have read and acknowledge the details provided above.

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.*