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** Professional Indemnity Policy for Chartered Accountants / Management Consultants / Lawyers / Advocates / Solicitors / Counsels	
2	**Unique Identification Number (UIN) allotted by IRDAI** IRDAN115RP0009V01200203	
3	**Structure** Indemnity Based Policy	
4	**Interests Insured** The insurance cover applies only to claims arising out of losses and/or damages due to any breach of Professional duty by reason of any negligent act, error or omission, whenever and wherever committed or alleged to have been committed during the period of insurance by the insured	PART II OF SCHEDULE 2. Scope of Cover
5	**Sum Insured / Scope** As per Policy Schedule.	Policy Schedule
6	**Policy Coverage** The insurance cover applies only to claims arising out of losses and/or damages due to any breach of Professional duty by reason of any negligent act, error or omission, whenever and wherever committed or alleged to have been committed during the period of insurance by the insured	PART II OF SCHEDULE 2. Scope of Cover
7	**Add-on Cover** As per Special Conditions of the Policy Schedule.	Policy Schedule
8	**Loss Participation** As per 12. Compulsory excess of the Policy Schedule Part I	Part I OF SCHEDULE 12.

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: IRDAN115RP0009V01200203
Toll free no : 1800 2666
Alternate no : 86552 22666 (chargeable)
E-mail : customersupport@icicilombard.com
Website : www.icicilombard.com

		Compulsory excess
9	**Exclusions** The Company shall not be liable for: 1. any personal injury suits. 2. infringement of plans, copy-right, patent, trade name, trade mark, registered design and other intellectual property 3. the granting of licenses by the Insured as a party to any construction project. 4. any dishonest, fraudulent, criminal or malicious act or omission 5. any liability assumed by the Insured by agreement or contract 6. loss of any documents/data/information 7. bodily injury, sickness, disease, death or damage to property or financial loss and/or consequential loss unless arising out of wrongful, faulty or inaccurate design or advice. 8. injury to any employee or apprentice of the Insured, the Insured's contractor(s) and/or sub-contractor(s) when such injury arises in the course of duties performed under such contract or apprenticeship. 9. the ownership, maintenance, use, occupation, leasing or custody of property mobile and/or immobile by, to or on behalf of the Insured, or brought about by damage to or destruction of property owned by, rented or leased to or in the custody of the Insured. 10. deliberate, willful or intentional non-compliance with any statutory provision. 11. fines, penalties, punitive or exemplary damages or any other damages resulting from the compounding of compensatory damages. 12. any occurrence through or in consequence of war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection or military or usurped power. 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	Part II OF SCHEDULE 3 Exclusions

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: IRDAN115RP0009V01200203
Toll free no : 1800 2666
Alternate no : 86552 22666 (chargeable)
E-mail : customersupport@icicilombard.com
Website : www.icicilombard.com

	14. deliberate non-compliance with technical standards commonly observed in professional practice, laid down by law, or regulated by official bodies. 15. Loss due to non-delivery of professional services or loss due to delay in the provision of professional services. 16. Ownership and/or conduct of any other business or activities being wholly or partly owned/operated or managed besides the business specified in the Schedule to the Policy. 17. exceeding initial estimates and costs of a construction project from non-adherence to deadlines. 18. inadequate quantity/quality of construction or mismanagement of the building materials. 19. activities of the Insured as joint venture partner unless such joint venture and/or partnership is specified in the Schedule to the Policy 20. any contract where the Insured acts as a construction contractor whether or not in conjunction with his/their profession as stated in the Schedule to the Policy. 21. liability arising out of pollution and/or contamination or other environmental law violation 22. claims for losses as a consequence of inappropriate material or construction damage, such as loss of produce of all kinds, loss due to inferior performance, poor quality of construction or low profitability as well as losses due to expenditure by any person other than the Insured attempting to remedy the same. 23. claims for damage caused by motor vehicles, sea vessels or aircraft. 24. In respect of professional services rendered by the Insured prior to the Retroactive Date specified in the Schedule. 25. Any negligent act, error or omission in connection with services or activities going beyond the scope of professional services 26. Total Asbestos Exclusion. 27. Terrorism Exclusion 28. Electromagnetic Radiation Exclusion 29. Genetically Modified Organisms Exclusion 30. Transmissible Spongiform Encephalopathy Exclusion For detailed exclusions refer to exclusions mentioned under policy schedule Section 3 Exclusions	
10.	**<u>Special Condition\s and Warranties (if any)</u>** As per 7 Policy related Terms & Conditions of the Policy Schedule Part II	Policy Schedule Part II 7. Policy related Terms & Conditions

IRDA Reg. No. 115 **CIN**: L67200MH2000PLC129408 **UIN:** IRDAN115RP0009V01200203
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

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	1,00,000
Loss Adjusted	**3,52,99,452** | 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 liability, the endorsements applicable, and the applicable conditions in your policy.*	PART II OF SCHEDULE 4. Basis of Assessment of Claims
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.	PART II OF SCHEDULE 18. Notice of occurrence or claim

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: IRDAN115RP0009V01200203
Toll free no : 1800 2666
Alternate no : 86552 22666 (chargeable)
E-mail : customersupport@icicilombard.com
Website : www.icicilombard.com

	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. **<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. 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.	**<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.	PART III OF THE SCHEDULE (Grievances Clause)

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: IRDAN115RP0009V01200203
Toll free no : 1800 2666
Alternate no : 86552 22666 (chargeable)
E-mail : customersupport@icicilombard.com
Website : www.icicilombard.com

	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	
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 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. You can click here to download policy documents.*