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** Directors and Officers Liability Insurance Policy	
2	**Unique Identification Number (UIN) allotted by IRDAI** IRDAN115RP0001V02200607	
3	**Structure** Indemnity Based Policy	
4	**Interests Insured** A Directors and Officers (D&O) insurance policy protects the personal assets of company directors and officers by covering legal costs, settlements, and judgments related to their management decisions. It helps safeguard against claims arising from their actions while running the company.	Section 1
5	**Sum Insured / Scope** As per Policy Schedule.	Policy Schedule
6	**Policy Coverage** A Directors and Officers (D&O) insurance policy protects the personal assets of company directors and officers by covering legal costs, settlements, and judgments related to their management decisions. It helps safeguard against claims arising from their actions while running the company.	Section 1
7	**Add-On Cover** As per Special Conditions of the Policy Schedule.	Policy Schedule
8	**Loss Participation** As per Section Compulsory Excess of the Policy Schedule.	Policy Schedule
9	**Exclusions** The Company shall not be liable for: 1. Bodily Injury and Property Damage	Section 4

IRDA Reg. No. 115 **CIN**: L67200MH2000PLC129408 **UIN:** IRDAN115RP0001V02200607
Mailing Address: **Registered Office Address:** **Toll free no** : 1800 2666
601 & 602, 6th Floor, Interface 16, New Linking Road, Malad (West) Mumbai - 400 064
ICICI Lombard House, 414, Veer Savarkar Marg, Near Siddhi Vinayak Temple, Prabhadevi, Mumbai 400 025
Alternate no : 86552 22666 (chargeable)
E-mail : customersupport@icicilombard.com
Website : www.icicilombard.com

	2. Change of Control 3. Crime, Fraud and Personal Conduct 4. Insured Person's Costs 5. Insured versus Insured Claims 6. Major Shareholders 7. Offering of Securities 8. Pollution 9. Prior Acts Exclusion 10. Prior And Pending Litigation 11. Professional Services 12. Radioactivity/Nuclear Energy 13. SEC Exclusion 14. Statutory Liability For detailed exclusions refer to exclusions mentioned under policy schedule Section Exceptions.	
10.	**Special Condition\s and Warranties (if any)** 1. Claim Notification 2. Claim Series 3. Defence, Settlement and Co-operation 4. Consent 5. Allocation 6. Payment of Costs 7. Priority of Payments 8. Other Insurance 9. Severability 10. Subrogation 11. Bankruptcy 12. Authorisation 13. Governing Law and Jurisdiction 14. Assignment 15. Observance of terms and conditions 16. No Constructive Notice 17. Cancellation 18. Arbitration 19. No Tacit Renewal 20. Sanctions Clause 21. Policy Construction 22. Territorial Scope and Jurisdiction 23. No Higher Limit Purchased Warranty	Section 6
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)	Section 6

	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.*	
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	Section 6

	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. **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	Section 6 (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.	Section 6

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.*