

## PLATE GLASS INSURANCE

### PROSPECTUS (RETAIL)

#### Introduction:

Plate Glass Insurance policy covers any physical loss of or damage caused to the plate glass due to accidental, external and visible means at the insured premises.

The policy also pays for the cost of erecting any temporary boarding necessitated by such loss or damage to Plate glass, and the reasonable cost of repairing and reinstating frames and framework necessitated by such loss or damage to plate glass.

This policy is suited for Individual(s)/ Shop Owner(s) alike.

#### Additional Covers/ Endorsements:

The following Additional cover/ Endorsement is available which may be opted by Insured on payment of additional premium.

##### 1. Terrorism Damage Inclusion Endorsement

Subject otherwise to the terms, exclusions, provisions and conditions contained in the Policy and in consideration of the payment by the Insured to the Company of additional premium as stated in the Schedule, it is hereby agreed and declared that notwithstanding anything stated in the ‘Terrorism Risk Exclusion’ of this Policy to the contrary, this Policy is extended to cover physical loss or physical damage occurring during the period of this Policy caused by an act of terrorism, subject to the exclusions, limits and excess described hereinafter.

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#### Cancellation

The insured can cancel the policy at any time during the term, without assigning any reason, by giving notice in writing to the Company. The Company shall-

- 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.

The Company can cancel the policy only on the grounds of established fraud, by giving minimum notice of 7 days to the insured.

#### General Exclusions:

Some of the exclusions under the Policy as listed below:

- i) Any loss or damage that could have been insured against under a fire policy.
- ii) Earthquake, flood, storm, cyclone, volcanic eruption, or other convulsions of nature or atmospheric disturbances.
- iii) Loss, destruction or damage caused by war, invasion, act of foreign enemy hostilities or war like operations (whether war be declared or not), civil war, mutiny, civil commotion assuming the

- proportions of or amounting to a popular rising, military rising, rebellion, revolution, insurrection or military or usurped power.
- iv) Loss due to riots strike or malicious damage
  - v) Cracked, scratched, or imperfect Plate Glass.
  - vi) Loss or damage caused by or arising out of the wilful acts or wilful gross negligence of the Insured and/or the Insured's Employees;
  - vii) Any Plate Glass including embossed, silvered, lettered, ornamental, curved or any glass whatsoever other than Plate Glass of plain and ordinary glazing quality, unless specifically stated otherwise in the Schedule.
  - viii) Consequential loss or legal liability of any kind.
  - ix) Breakage of plate glass that is not completely and securely fixed.
  - x) Terrorism Damage Exclusion Warranty

**For complete list of exclusions, refer the policy wordings**

### **Claim process**

Upon the happening of any event giving rise or likely to give rise to a claim under this Policy the Insured shall –

- give immediate notice thereof in writing to the nearest office with a copy to the Policy issuing office of the Company;
- lodge complaint with the Police for offence(s) against property insured, if any committed;
- take all steps within his power to minimise the extent of loss or damage;
- preserve the parts affected and make them available for inspection by a representative or surveyor of the Company;
- deliver to the Company a detailed statement in writing regarding the loss or damage with an estimate of the intrinsic value of the property lost or the amount of damage caused to the property, as the case may be, within 15 days of the date on which the event shall have come to his knowledge,
- tender to the Company all reasonable information, assistance and proof in connection with any claim

### **Obligations of the Policyholder**

- Insured should disclose all material information correctly at time of filling the proposal form
- In case of any change / modification / addition to the already declared information, Insured should immediately bring it to Company's notice
- Disclosure of other material information during the policy period.
- Non-disclosure of material information may affect the claim settlement.

Material Information for the purpose of this policy shall mean all the necessary and relevant information sought by the company in the proposal form and other connected documents to be read in conjunction with Policy Schedule and Policy Wordings.

### **Grievance**

For resolution of any query or grievance, Insured may contact the respective branch office of the Company or may call toll free number 1800 266 4545 or may write an e- mail at [care@zurichkotak.com](mailto:care@zurichkotak.com).

In case the Insured is not satisfied with the response, Insured may contact the Grievance Officer of the Company at [grievanceofficer@zurichkotak.com](mailto:grievanceofficer@zurichkotak.com). In case if the Insured is not satisfied with the solution the Grievance Officer has provided, Insured can write to [seniorgrievanceofficer@zurichkotak.com](mailto:seniorgrievanceofficer@zurichkotak.com)/  
[chiefgrievanceofficer@zurichkotak.com](mailto:chiefgrievanceofficer@zurichkotak.com).

However, if the resolution provided by us is not satisfactory you may approach Insurance Regulatory and Development Authority of India (IRDAI) through the Bima Bharosa Portal: <https://bimabharosa.irdai.gov.in>.

You may also approach Insurance Ombudsman, subject to vested jurisdiction, for the redressal of grievance. The details of the Insurance Ombudsman is available at Annexure I of Policy wordings.

The details of the Insurance Ombudsman/ complete Grievance Redressal Process is also available at Company's website: [www.zurichkotak.com](http://www.zurichkotak.com)

The updated details of Insurance Ombudsman offices are also available on the website of Council for Insurance Ombudsmen: [www.cioins.co.in/ombudsman](http://www.cioins.co.in/ombudsman)

**NOTE:**

For detailed Coverage, Exclusions, Conditions etc., it is recommended to go through the Specimen copy of the Policy Wording which can be collected from any of our branch or downloaded from company website.

**STATUTORY WARNING - PROHIBITION OF REBATES  
(Under Section 41 of Insurance Act 1938)**

- 1) No person shall allow or offer to allow, either directly or indirectly as an inducement to any person to take out or renew or continue an insurance in respect of any kind of risk relating to lives or property, in India, any rebate of the whole or part of the commission payable or any rebate of the premium shown on the Policy, nor shall any person taking out or renewing or continuing a Policy accept any rebate, except such rebate as may be allowed in accordance with the published prospectuses or tables of the Insurer.
- 2) Any person making default in complying with the provisions of this section shall be liable for a penalty which may extend to ten lakh rupees.