

GRIHA RAKSHA PLUS

Prospectus

INTRODUCTION

Griha Raksha Plus gives insurance cover to the Insured's Home Building and Home Contents, that is, articles or things in Insured's home. The customer may opt for any one or more Sections. Section 1 is mandatory. The coverages available under this policy are listed in below table.

This policy can be bought for the Home Building if the customer is its owner, authorised occupier, landlord, or tenant and is liable for insurance. This policy can also be purchased for Home Contents cover for articles or things in home. This policy can also be purchased by a Housing Society.

Section	Coverage
Section 1	Property Damage (Mandatory section)
Section 2	STFI Cover
Section 3	Earthquake Cover
Section 4	Riot, Strikes, Malicious Damages
Section 5	Terrorism
Optional Covers	
1	Architect and Surveyor Fees
2	Removal of Debris
3	Loss of Rent or Rent for Alternate Accommodation
4	Cover for Valuable Contents on Agreed Value Basis (under Home Contents Cover)
5	Personal Accident Cover
6	Accidental Damage
7	Involuntary Betterment/ Technological Advancement
8	Loss Minimization Expenses
9	Additional Living Expenses
10	Incidental Expenses
11	Broad Water Damage
12	Tenants Liability
13	Smoke Damage
14	Landscaping Expenses
15	Valuable Papers and Records

SCOPE OF COVER

Section 1: Property Damage (Mandatory section)

We give insurance cover for physical loss or damage, or destruction caused to Insured Property by the unforeseen events occurring during the Policy Period due to Fire, Explosion or Implosion, Lightning, Subsidence of the land on which Your Home Building stands, Landslide, Rockslide, Bush fire, Forest fire, Jungle fire, Impact damage of any kind, Missile testing operations, Bursting or overflowing of water tanks, apparatus and pipes, Leakage from automatic sprinkler installations, Theft within 7 (seven) days from the occurrence of and proximately caused by any of the above Insured Events.

Section 2: STFI Cover

We give insurance cover for physical loss or damage, or destruction caused to Insured Property by Storm, Cyclone, Typhoon, Tempest, Hurricane, Tornado, Tsunami, Flood and Inundation excluding

those resulting from earthquake, Volcanic eruption or other convulsions of nature occurring during the Policy Period.

Section 3: Earthquake Cover

We give insurance cover for physical loss or damage, or destruction caused to Insured Property by Earthquake, Volcanic Eruption or other convulsion of nature occurring during the Policy Period.

Section 4: Riot, Strikes, Malicious Damages

We give insurance cover for physical loss or damage, or destruction caused to Insured Property by Riot, Strikes and Malicious Damage, occurring during the Policy Period.

Section 5: Terrorism

We give insurance cover for physical loss or damage, or destruction caused to Insured Property by the Act of Terrorism occurring during the Policy Period.

OPTIONAL COVERS

1. Architect and Surveyor Fees

We will pay you the expenses incurred for reasonable fees of architect, surveyor, consulting engineer.

2. Removal of Debris

Covers cost necessarily incurred by an insured in the removal of debris from the premises of the insured, dismantling, demolishing, shoring up or propping of Insured property following destruction or damage by Insured Peril.

3. Loss of Rent or Rent for Alternate Accommodation

We will pay the amount of rent You lose or alternative rent You pay while Your Home Building is not fit for living because of physical loss arising out of an Insured Event.

4. Cover for Valuable Contents on Agreed Value Basis (under Home Contents Cover)

For Valuable Contents, a value may be agreed upon by You and Us based on a valuation certificate submitted by You and accepted by Us.

5. Personal Accident Cover

We will pay compensation per person in the event an insured peril that caused damages to Your Home Building and Home Contents (if opted) also results in the unfortunate death of either You or Your Family member(s).

This cover will be applicable for maximum up to 6 members.

6. Accidental Damage

Covers direct loss or damage to the property due to accident from any fortuitous cause subject to the terms, conditions and exclusions

7. Involuntary Betterment/ Technological Advancement

In the event that new Property Insured of like kind and quality is not obtainable Property Insured which is as similar as possible to that which has sustained Damage and which is capable of performing the same function shall be deemed to be new Property Insured of like kind and quality and in no event shall this be considered as a betterment to the Insured.

8. Loss Minimization Expenses

This Policy includes expenses for loss minimisation necessarily incurred by the Insured to prevent any aggravation of an Insured Loss following a loss or damage at any Insured's Premises

9. Additional Living Expenses

The policy will pay the additional living expenses like cost of hiring household goods, expenses towards temporary resettlement, etc. in the event of the Structure getting damaged or destroyed and becoming unfit for occupation.

10. Incidental Expenses

The policy will be extended to cover the direct incidental cost associated with the insured property upto the fixed percentage of admissible claim amount under the policy.

11. Broad Water Damage

This Policy extends to insure against loss or damage to the insured property caused by the backing up or escape of water from a sewer or storm drain, sump, septic tank, eavestrough or downspout provided the water has not entered the ground or seeped through a basement or foundation wall

12. Tenants Liability

The policy extends to cover tenant's liability, being those financial consequences of the liability which the Insured may incur as tenant, in respect of insured material damage under articles of any civil code

13. Smoke Damage

This cover will indemnify the Insured against the cost of repainting of the building caused by smoke of sudden and accidental nature.

14. Landscaping Expenses

The policy will pay for direct physical loss of or damage to lawns, plants, shrubs or trees at insured premises as described in the Schedule due to perils covered under the base policy.

15. Valuable Papers and Records

The policy will pay for direct physical loss of or damage for the purpose of this Policy to Valuable Papers and Records at the premises described in the Schedule.

SUM INSURED

The Sum Insured for the Home Building Cover shall be equal to the Cost of Construction of Your Home Building including fittings and fixtures at the Policy Commencement date. The cost of construction is calculated as follows-

Carpet area of Your home structure in sq.m. X rate of cost of construction at the commencement date declared by You and accepted by Us] + cost of construction for additional structures at the Policy Commencement date declared by You and accepted by Us.

The rate of cost of construction is the prevailing rate of cost of construction of Your Home Building at the Policy Commencement date as declared by You and accepted by Us.

EXCLUSIONS

Some of the general exclusions (applicable to all sections) under the Policy are listed below:

1. Your deliberate, wilful or intentional act or omission, or of anyone on Your behalf, or with Your connivance.
2. War, invasion, act of foreign enemy hostilities or war-like operations (whether war is declared or not), civil war, mutiny, civil commotion amounting to a popular rising, military rising, rebellion, revolution, insurrection or military or usurped power.

3. Ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from combustion of nuclear fuel, or the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component that is part of it.
4. Pollution or contamination, unless
 - i. the pollution or contamination itself has resulted from an Insured Event, or
 - ii. an Insured Event itself results from pollution or contamination.
5. Loss, damage or destruction to any electrical/electronic machine, apparatus, fixture, or fitting by over-running, excessive pressure, short circuiting, arcing, self-heating or leakage of electricity from whatever cause (lightning included). This exclusion applies only to the particular machine so lost, damaged or destroyed.
6. Loss or damage to bullion or unset precious stones, manuscripts, plans, drawings, securities, obligations or documents of any kind, coins or paper money, cheques, vehicles, and explosive substances unless otherwise expressly stated in the policy.
7. Loss of any Insured Property which is missing or has been mislaid, or its disappearance cannot be linked to any single identifiable event.
8. Loss or damage to any Insured Property removed from Your Home to any other place.
9. Loss of earnings, loss by delay, loss of market or other consequential or indirect loss or damage of any kind or description whatsoever.
10. Any reduction in market value of any Insured Property after its repair or reinstatement.

For complete list of exclusions including Section-wise exclusions, refer the policy wordings

ADDITIONAL COVERS

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

Agreed Value Basis Clause: In the event of an Actual Total Loss, the Insured may opt to reconstruct or reinstate the damaged structure or opt to abandon the Dwelling to the Company in which case the amount payable shall be on Ready Reckoner basis or Registration value basis.

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CLAIMS PROCESS

1. As soon as any physical loss or damage occurs to Your Home Building or Home Contents due to an Insured Event, You must immediately give notice to Us of the loss or damage.
2. You must take all reasonable steps to prevent further loss or damage to Your Home Building and Home Contents.
3. As soon as any loss or damage occurs to the Insured Property, You must give immediate report to appropriate legal authorities.
4. You must submit Your claim in Our claim form at the earliest opportunity, but within 30 days from the date You first notice the loss or damage.
5. You must prove that the Insured Event has occurred, and the extent of physical loss or damage You have suffered with full details.
6. If You, or anyone on Your behalf, make a false or fraudulent claim, or support a claim with any false or fraudulent statement or documents:
 - i We will not pay,
 - ii We can cancel the Policy: in such a case, You will lose all benefits under this Policy and premium that You have paid, and
 - iii We can also inform the police, and start legal proceedings against You.

OBLIGATION OF THE INSURED

1. You must:

- a. keep Your Home Building and Home Contents in good condition and well maintained, You must ensure that the structure of Your Home Building does not have any faults or defects that are visible and material that will aggravate loss or damage to the Home Building in the event an insured peril occurs.
- b. take care to prevent theft, loss or damage to Your Home Building and Home Contents, and
- c. ensure that unauthorized persons do not occupy Your Home Building.

2. Inform change in circumstances: You must inform Us immediately if

- a. You change Your address,
- b. You make any addition, alteration, extension to the structure of Your Home Building,
- c. You let out Your Home Building, or Your Home Building will no longer be solely occupied by You,
- d. You change the use of Your Home Building.

3. Allow inspection and investigation of claim

4. Make true statements and full disclosure in the claim and related documents

CANCELLATION

1. Cancellation by You at any Time

You can cancel this Policy at any time during the term without assigning any reason, by giving Us notice in writing.

We 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.
- 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.

2. Cancellation by Us:

- a. In case of Total Loss of Your Home Building in a long term policy where You have decided not to reinstate Your Home Building in favour of a cash settlement of Your claim, We will cancel the policy for the remaining duration of the policy period. In such a case We shall refund the proportionate premium for the un-expired policy years after grossing up the premium paid by You towards long term discount, if any.

We can cancel the policy only on grounds of established fraud, by giving minimum notice of seven (7) days to You.

GRIEVANCE

If You have a grievance about any matter relating to the Policy, or Our decision on any matter, or the claim, You can address Your grievance as follows:

1. Our Grievance Redressal Officer

You can send Your grievance in writing by post or email to Our Grievance Redressal Officer at the following address:

Zurich Kotak General Insurance Company (India) Limited,
401, 4th Floor, Silver Metropolis, Jai Coach Compound, Off Western Express Highway, Goregaon (East), Mumbai- 400063.

Email- grievanceofficer@zurichkotak.com

2. Consumer Affairs Department of IRDAI

- a. In case it is not resolved within 15 days or if You are unhappy with the resolution You can approach the Grievance Redressal Cell of the Consumer Affairs Department of IRDAI by calling Toll Free Number 155255 (or) 1800 4254 732 or sending an email to complaints@irdai.gov.in. You can also make use of IRDAI's Bima Bharosa Portal: <https://bimabharosa.irdai.gov.in>
- b. You can send a letter to IRDAI with Your complaint on a Complaint Registration Form available by clicking [here](#). You must fill and send the Complaint Registration Form along with any documents by post or courier to General Manager, Insurance Regulatory and Development Authority of India (IRDAI), Consumer Affairs Department- Grievance Redressal Cell, Sy.No.115/1, Financial District, Nanakramguda, Gachibowli, Hyderabad-500032.
- c. You can visit the portal <http://www.policyholder.gov.in> for more details.

3. Insurance Ombudsman

You can approach the Insurance Ombudsman, depending on the nature of Your grievance and the financial implications, if any. Information about Insurance Ombudsmen, their jurisdiction and powers is available on the website of the Insurance Regulatory and Development Authority of India (IRDAI) at www.irdai.gov.in, or of the General Insurance Council at www.gicouncil.in, the Consumer Education Website of the IRDAI at <http://www.policyholder.gov.in>, or from any of Our Offices.

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.