

Zurich Kotak General Insurance Company (India) Limited

(Formerly known as Kotak Mahindra General Insurance Company Limited)

Registered & Corporate Office: 401, 4th Floor, Silver Metropolis, Jai Coach Compound, Off Western Express Highway, Goregaon (East), Mumbai - 400063. Maharashtra, India.

ZK - 24-25/v2

**Money Secure
Policy Wording (Commercial)**

In consideration of the Insured named in the Schedule hereto having paid premium (mentioned in the said Schedule) in full to Zurich Kotak General Insurance Company (India) Limited (hereinafter called the Company), the Company agrees to indemnify the Insured in excess of the amount of the Deductible, subject always to the Limit of Indemnity against such loss as is herein provided and to the conditions and exclusions contained herein or endorsed or otherwise expressed hereon.

1. DEFINITIONS

For the purposes of this Policy, the terms specified below shall have the meaning set forth wherever appearing/specified in this Policy:

Where the context so requires, references to the singular shall also include references to the plural and references to any gender shall include references to all genders. Further, any references to statutory enactment include subsequent changes to the same.

Act of terrorism	means an act or series of acts, including but not limited to the use of force or violence and/or the threat thereof, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s), or unlawful associations, recognized under Unlawful Activities (Prevention) Amendment Act, 2008 or any other related and applicable national or state legislation formulated to combat unlawful and terrorist activities in the nation for the time being in force, committed for political, religious, ideological or similar purposes including the intention to influence any government and/or to put the public or any section of the public in fear for such purposes
Authorised Employee	means an Employee of the Insured who is specifically entrusted with Money for In Transit
Burglary/ Housebreaking	means the unforeseen and unauthorized entry to or exit from the Insured Premises by aggressive and detectable means with the intent to steal Money therefrom
Business	means the area of business described in the Schedule to this Policy
Business Hours	means the normal trading/business hours or whilst the Insured or their Authorised Employees are on the Premises for the purposes of the Business
Claim	means demand made by the Insured for payment under the Policy
Employee	means any person with whom the Insured has entered into a contract of service
Excess or Deductible	means the sum shown in the Schedule to this Policy, or any endorsement to this Policy by which any loss or Claim must exceed before the Company will be liable under this Policy The Company will not be liable to pay the excess or deductible in respect of each Claim. Where a Claim is made in respect of more than one occurrence, the excess will apply as though a Claim was made for each individual occurrence
Insured	means the Company/the entity/ firm named as Insured in the Schedule
Insured Premises	means the place named in the Schedule
In Transit	<ul style="list-style-type: none"> transportation of Money directly between a bank or the Insured Premises or a Point in Transit (if specified) by the Insured or an Authorised Employee until disbursed provided that Money shall be secured in a locked Safe or locked Strong Room during the Business Hours. Cheques drawn by the Insured to provide for such Money are covered In Transit from the Insured Premises to the Bank only. transportation of Money in the personal custody of the Insured or an Authorised Employee directly between a bank and the Insured Premises or a Point in Transit (if specified) from the time Money is received at the bank or the Insured Premises by the Insured or an Authorised Employee until delivered to the bank or the Insured Premises or a Point in Transit by the Insured or an Authorised Employee within 48 hours of the time of collection unless otherwise specified
Limit of Indemnity	means the amount stated against each sub-part specified in Part 1 of the Schedule, which is the maximum amount for which the Company will make payment in relation to any one Claim In respect of Part 2, the amount stated against each sub-part is the maximum amount for which the Company will make payment in relation to any one Claim and in aggregate during the Policy Period for all Claims.
Money	means cash, bank drafts, currency notes, treasury notes, cheques, postal orders, money orders and current postage stamps (to be utilized for Business) belonging to the Insured
Period of Insurance	means the Period of Insurance shown in the Schedule to this Policy
Point in Transit	means the place specified in the Schedule
Policy	means the Proposal, the Schedule, this Policy document, and any endorsement attaching to or forming part thereof, either at inception or during the Policy period
Robbery	means the Theft of Money using unforeseen, aggressive and violent means against the Insured's Employees
Safe	<ul style="list-style-type: none"> a strong cabinet within the Insured Premises designed for the safe and secure storage of valuable items, and access to which is restricted
Schedule	means the Schedule to this Policy
Strong Room	<ul style="list-style-type: none"> A room within the Insured Premises designed for the secure storage of Money, and Access to which is restricted.
Theft	means the dishonest misappropriation of Money by any person other than the Authorised Employee with the intention of permanently depriving the Insured person of that Money

2. SCOPE OF COVER

The Company hereby agrees subject to the terms, conditions, warranties and exclusions herein contained, or endorsed or otherwise expressed hereon, to indemnify the Insured for:

- 2.1 loss of Money In Transit, whilst carried by the Insured or Insured's Authorised Employee(s), caused due to Robbery or Theft or any other fortuitous cause
- 2.2 loss of Money by Burglary or Housebreaking or Robbery from a Safe and/ or Strong Room in the Premises mentioned in the Schedule
- 2.3 loss of Money by Burglary or Housebreaking or Robbery from whilst at Insured's cash counter in the Premises mentioned in the Schedule during office hours Provided always that, the limit of the Company's liability for any one loss shall in no case exceed the amount specified against in the respective section in the said Schedule.

3. EXCLUSIONS

This Policy does not cover the following unless specially mentioned in the Schedule and expressly covered by the Policy:

- i) Consequential loss or damage or legal liability of any kind.
- ii) Shortage of any Money due to error or omission
- iii) Loss of Money entrusted to any person other than the Insured, or Authorised Employee of the Insured.
- iv) Loss of Money where the Insured or his Authorised Employee is involved as principal or accessory,
- v) Loss occurring on the Premises, after Business Hours, unless the Money is in a locked Safe or Strong Room with restricted access.
- vi) Money carried under a contract of affreightment, Money entrusted to any organization or third party for transportation of Money or Theft of Money from any unattended vehicle.
- vii) Loss of Money from Safe or Strong Room following the use of the key to the Safe or Strong Room or any duplicate thereof belonging to the Insured, unless the same is obtained by use of threat or by violence.
- viii) Loss or damage whether direct or indirect, arising from or in connection with earthquake, volcanic eruption, typhoon hurricane, tornado, cyclone, or other convulsion of nature or atmosphere disturbance, or war, invasion, act of foreign enemy, hostilities or warlike operations (whether war be declared or not), mutiny, riot & strike, Act of terrorism, civil commotion, insurrection, rebellion, revolution, conspiracy, military naval or usurped power, martial law or state of siege or any of the events or cause which determine the proclamation or maintenance of martial law or state of siege.
- ix) Loss or damage directly or indirectly caused by or contributed to by or arising from ionizing radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste or from the combustion of nuclear fuel nor any consequential loss and for the purpose of this exception combustion shall include any self-sustaining process of nuclear fission directly or indirectly caused by or contributed to by or arising from nuclear weapons material.
- x) Loss or damage due to or contributed to, by the Insured having caused or suffered anything to be done whereby the risks hereby Insured against were unnecessarily increased.
- xi) Money kept at Private residence or any place other than Insured's place of Business mentioned in the Policy Schedule unless otherwise specified in the Schedule.
- xii) Loss occurring outside the Geographical Area specified in the Policy
- xiii) Loss resulting from confiscation, detention, rationalisation, requisition or wilful destruction by any government, public, municipal, local or customs authority

- xiv) Any loss of or damage to any property, whether belonging to the Insured, an Employee or any third party.
- xv) Any personal or bodily or mental injury or suffering of any description.
- xvi) In any action suit or other proceeding where the Company alleges that by reason of any Exclusion any Claim is not covered by this Policy, the burden of proving that such Claim is covered shall be upon the Insured.
- xvii) For the amount of the Excess specified in the Schedule ascertained after the application of all other terms and conditions of this Policy including any condition of average (under-insurance).
- xviii) Permanent or temporary dispossession resulting from confiscation, commandeering or requisition by any lawfully constituted authority.

4. SPECIAL CONDITIONS:

4.1 MAINTENANCE OF BOOKS AND KEYS:

The Insured shall keep at all times, daily record of the amount of cash contained in cash counter or Safe or Strong Room and such record shall be deposited in a secure place other than the location of cash counter or Safe or Strong Room, and produced as documentary evidence in support of a Claim under this Policy. The keys of the Safe or Strong Room shall not be left on/in the Premises out of Business Hours unless the premise/s are occupied by the Insured or any Authorised Employee of the Insured in which case, such keys if left on/in the Premises shall be deposited in a secure place not in the vicinity of the Safe or Strong Room.

4.2 INSPECTION OF BOOKS

The Insured acknowledges that the premium in so far as it relates to Scope of Cover (2.1 – Money In Transit) has been determined by reference to the Insured's estimate of the amount of Money In Transit, as stated in the Schedule. It is hereby agreed that during the Policy Period the Insured shall maintain a proper and contemporaneous record of the actual amount of Money In Transit, which record shall be available for inspection by the Company at any reasonable time.

4.3 ADJUSTMENT OF PREMIUM

The premium in so far as it relates to Scope of Cover (2.1 – Money In Transit) is to be regulated by the amount of such Money In Transit during each Period of Insurance and for this purpose a proper record shall be kept in the books of the Insured which the Insured shall at all reasonable times allow the Company to inspect. Within one month from the expiry of each period of insurance, the Insured shall furnish the Company with an account of the amount of all such Money In Transit during the Period of Insurance and if the accounted amount shall differ from the estimated amount on which premium has been paid, the difference in premium shall be met/adjusted by a further proportionate payment to the Company or by a refund to the Insured as the case may be, but in no case shall the refund of premium to the Insured will be more than fifty percent (50%) of the premium stated in the Schedule.

4.4 RIGHT OF RECOVERY

The Company shall be entitled in the name of the Insured to have the absolute conduct and control of all or any proceedings that it considers necessary for the purpose of tracing and recovering any Money lost or securing reimbursement in respect of any Money lost and the Insured shall at the Company's expense furnish all such assistance as may reasonably be required by the Company in connection with such proceeding and in the event of any or all of the Money being recovered, it shall be imperative upon the Insured to refund to the Company such a proportion of the sum allowed by way of compensation as the amount recovered bears to the total amount of Money lost.

4.5 ALTERATION OF RISK

This Policy shall cease to attach:-

- a) If the Premises shall have been left uninhabited by day and night for seven or more consecutive days and nights.

- b) If there is any material change in the facts and matters stated in the proposal
- c) If the ownership of the Insured Property passes from the Insured to any other person otherwise than by will or operation of law;

And unless in every case the consent of the Company to the continuance of the insurance thereon is obtained and signified by a memorandum made on the Policy by or on behalf of the Company.

5. GENERAL TERMS AND CONDITIONS:

1. Disclosure of Information

The Policy shall be null and void and no benefit shall be payable in the event of untrue or incorrect statements, misrepresentation, mis-description or on non-disclosure in any material particulars in the proposal form, personal statement, declaration and connected documents, or any material information having been withheld, or a Claim being fraudulent or any fraudulent means or devices being used by Insured or any one acting on Insured's behalf to obtain any benefit under this Policy.

2. Observance of terms and conditions

The due observance and fulfilment of the terms, conditions and endorsements of this Policy in so far as they relate to anything to be done or complied with by the Insured, shall be a condition precedent to the Company's liability to make any payment under this Policy.

3. Material Change

Material information to be disclosed to the Company includes every matter that Insured is aware of or could reasonably be expected to know that relates to questions in the Proposal Form and which is relevant to the Company in order to accept the risk and the terms of acceptance of the risk.

4. Records to be maintained

The Insured shall keep an accurate record containing all relevant particulars and shall allow the Company to inspect such record. The Insured shall within one month after the expiry of each period of insurance furnish such information as the Company may require.

5. No constructive Notice

Any knowledge or information of any circumstances or condition in Insured's connection in possession of any of the Company's personnel and not specifically informed to the Company by the Insured shall not be held to bind or prejudicially affect the Company notwithstanding subsequent acceptance of any premium.

6. Terms and conditions of the Policy

The terms and conditions contained herein and in the Policy Schedule shall be deemed to form part of the Policy and shall be read together as one document.

7. Claim Notification and Proof of Loss

It is a condition precedent to the Company's liability hereunder that the Insured shall:

- i) Immediately and in any event within 24 hours of the happening of any insured event giving rise to or likely to give rise to any Claim under this Policy give written notice to the Company to the address shown in the Schedule;
- ii) Immediately and in any event within 24 hours lodge a complaint with the police detailing the Money lost in respect of which the Insured intends to submit a Claim, and within the same period provide a copy of that written complaint, the First Information Report to the Company, or the circumstances which might reasonably be expected to give rise to a Claim;
- iii) Within 7 days deliver to the Company a detailed written statement of the Money lost and an estimate of the quantum of any Claim along with all documentation required to support and substantiate the amount sought from the Company. In the case of

the notification of an event likely to give rise to a Claim, the Insured shall specify in writing the grounds for holding such belief.

- iv) Expeditiously provide the Company and its representatives and appointees with all the information, assistance and documentation that they might reasonably require.
- v) take all reasonable steps to identify the perpetrators of the Burglary and/or Robbery and discover and recover any Money lost;
- vi) Take all reasonable steps to secure the Insured Premises and Money against a repeat of any Burglary and/or Robbery and/or fortuitous event, and/or prevent the same from occurring.

The Insured shall also produce and give to the Company when where and to whom and in a manner required by the Company and at the Insured's own expense all such books of account, vouchers, invoices, documents, proofs and information as may be reasonably required and the Insured shall be bound to satisfy the Company by such reasonable evidence as the Company may require that the loss or damage claimed for has actually arisen from one of the causes insured against and that the property in respect of which a Claim is made is not merely mislaid or missing.

8. Rights of the Company on happening of loss or damage

The Company may at any time after the occurrence of damage to the property insured enter upon the Premises and take and keep possession of the property concerned and deal with the salvage and this Policy shall be proof of leave and licence for such purpose, and if the Insured or anyone acting on his behalf shall obstruct or prevent the Company from so doing, all benefit under this Policy shall be forfeited.

Upon payment of any claim for loss under this Policy, the property in respect of which the payment is made shall belong to the Company. No property may be abandoned to the Company.

9. Prosecution

The Insured upon becoming aware of any loss or damage in respect of which a Claim is or may be made shall take all practicable steps to discover the person by whom the property was stolen or the Premises damaged and to prosecute and obtain the conviction of such person for the offence and to trace and recover any property stolen.

10. Contribution

If at the time of any loss or damage there shall be any other subsisting insurance against such loss or damage the Company shall not be liable for more than its rateable proportion of such loss or damage.

11. Subrogation

The Insured and any claimant under this Policy shall at the expense of the Company do and concur in doing and permit to be done all such acts and things as may be necessary or reasonably required by the Company for the purpose of enforcing any rights and remedies or of obtaining relief or indemnity from the parties to which the Company shall be or would become entitled or subrogated upon the paying for or making good any loss or damage under this Policy whether such acts and things shall be or become necessary or required before or after the Insured's indemnification by the Company.

12. Limitation of Liability

If a Claim is rejected or partially settled under the terms of the Policy and is not the subject of a pending suit or other proceedings within the applicable period specified under the Limitation Act 1963 (as amended and any other applicable law), the Claim shall be deemed to have been closed and Our liability in respect of it shall be extinguished.

13. Reasonable Care/ Duties of the Insured:

The Insured shall:

- i) take all reasonable steps to safeguard the Money, any means by which the Money is In Transit, any Safe and/or Strong Room, and the Insured Premises against any insured event.

- ii) ensure that any security system or aid specified in the proposal is maintained in accordance with any maintenance schedule or recommendations of the manufacturer or, if none, then as may be required, and kept in good and effective working condition. ensure that:
 - i) all means of entry to or exit from any Safe and/or Strong Room in the Insured Premises have been properly secured, and
 - ii) all safety installations and aids (including but not limited to, any burglar alarm system) have been properly deployed, and
 - iii) any security system or aid specified in the Proposal has been properly deployed, and
 - iv) the keys of and/or any records as to the codes to and/or combinations to any Safe or Strong Room are kept in a safe and secure place away from the Safe and/or Strong Room, and
 - v) out of normal office or Business Hours, the keys of and/or any records as to the codes to and/or combinations to any Safe or Strong Room are removed to a safe and secure place away from the Insured Premises and, if there are several keys and/or records as to the codes and/or combinations for any Safe or Strong Room, that these are kept separately from each other.

14. Books of Record

- i) The Insured shall maintain a contemporaneous daily written record of the Money contained in the Safe and/or Strong Room and/or In Transit and such record shall be deposited in a safe secure place other than the Safe and/or Strong Room and be produced to the Company in the event of any Claim under this Policy.
- ii) The Insured shall allow the Company at any reasonable time inspect the Safe and/or Strong Room and/or Insured Premises and in the event of any defect or danger being apparent, the Company may give written notice of the same to Insured whereupon the indemnity under this Policy and the liability of the Company arising from or connected to such defect shall be suspended until such time as it is rectified by the Insured and confirmed by the Company to have been rectified to its satisfaction.

15. Cancellation/ Termination /Refund

This insurance may be terminated at any time at the request of the Insured, in which case the Company will retain the premium after adjusting on the basis of the actual amount of Money In Transit (Scope of Cover 2.1) during the Period of Insurance in force at customary short period rate for the time the Policy has been in force.

For 2. Scope of Cover (2.2 and 2.3), the Company will retain the premium at customary short period rate for the time the Policy has been in force.

The rates for Short period scale are as follows:

For a period not exceeding	1 Month	20% of the Annual Premium
For a period not exceeding	2 Month	30% of the Annual Premium
For a period not exceeding	3 Month	40% of the Annual Premium
For a period not exceeding	4 Month	50% of the Annual Premium
For a period not exceeding	5 Month	60% of the Annual Premium
For a period not exceeding	6 Month	70% of the Annual Premium
For a period not exceeding	7 Month	80% of the Annual Premium
For a period not exceeding	8 Month	90% of the Annual Premium
For a period not exceeding	8 Month	The full Annual Premium

This is provided no Claim has been made under the Policy.

The Company may cancel the Policy on grounds of misrepresentation, fraud, non-disclosure or non-cooperation by the Insured, giving 15 days' notice to the Insured for the cancellation and there would be no refund of premium.

16. Renewal Notice

The Company shall not be bound to accept any renewal premium nor give notice that such renewal is due. Every renewal premium (which shall be paid and accepted in respect of this Policy) shall be so paid and accepted upon the distinct understanding that no alteration has taken place in the facts contained in the proposal or declaration herein before mentioned and that nothing is known to the Insured that may result to enhance the risk of the company under the guarantee hereby given. No renewal receipt shall be valid unless it is on the printed form of the Company and signed by an authorised official of the Company.

17. Cause of Action/ Currency for Payments

No Claims shall be payable under this Policy unless the cause of action arises in India, unless otherwise specifically provided in Policy. All Claims shall be payable in India and shall be in Indian Rupees only.

18. Policy Disputes

Any dispute concerning the interpretation of the terms, conditions, limitations and/or exclusions contained herein is understood and agreed by both Insured and Company to be adjudicated or interpreted in accordance with Indian law and only competent Courts of India shall have the exclusive jurisdiction to try all or any matters arising hereunder. The matter shall be determined or adjudicated in accordance with the law and practice of such Court.

19. Reinstatement after settlement of a Claim

All sums which may from time to time be paid by way of indemnity under this Policy in any one Period of Insurance shall be accounted in diminution of the total Sum Insured so that in case of any subsequent event giving rise to a claim occurring during the same period the total amount payable during that period by the Company shall not in any case exceed the total Sum Insured. In the event of the property lost, destroyed or damaged being replaced by other property, the Company will at the Insured's request extend this insurance by endorsement to include such property upon payment of the appropriate pro-rata additional premium. Such reinstatement will be automatic only once during any one period of insurance.

20. Arbitration

The parties to the contract may mutually agree and enter into a separate Arbitration Agreement to settle any and all disputes in relation to this policy. Arbitration shall be conducted under and in accordance with the provisions of the Arbitration and Conciliation Act, 1996.

Note: The above Arbitration Clause is not applicable to retail/ individual policyholders.

21. Communications & Notices

Any communication, notice, direction or instruction given under this Policy shall be in writing and delivered by hand, post, or facsimile to: In the Insured's case, at the last known address per Company records in respect of this Policy.

In Company's case, at the address specified in the Policy Schedule.

No insurance agent, broker or any other person is authorised to receive any notice on Company's behalf.

22. Customer Service

If at any time the Insured requires any clarification or assistance, Insured may contact Company's offices at the address specified in the Policy Schedule, during normal business hours or contact the Company's call centre.

23. Electronic Transactions

The Insured agrees to adhere to and comply with all such terms and conditions as the Company may prescribe from time to time, and hereby agrees and confirms that all transactions effected by or through facilities for conducting remote transactions including the Internet, World Wide Web, electronic data interchange, call centres, teleservice operations (whether voice, video, data or combination thereof) or by means of electronic, computer, automated machines network or through other means of telecommunication, established by or on behalf of the Company, for and in respect of the Policy or its terms, shall constitute legally binding and valid transactions when done in adherence to and in

compliance with the Company's terms and conditions for such facilities, as may be prescribed from time to time.

Sales through such electronic transactions shall ensure that all conditions of Section 41 of the Insurance Act, 1938 prescribed for the proposal form and all necessary disclosures on terms and conditions and exclusions are made known to the Insured. A voice recording in case of tele-sales or other evidence for sales through the World Wide Web shall be maintained and such consent will be subsequently validated/confirmed by the Insured.

24. Grievances

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.

In case the Insured is not satisfied with the response, Insured may contact the Grievance Officer of the Company at 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/ 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.

The details of the Insurance Ombudsman/ complete Grievance Redressal Process is also available at Company's website: 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

25. Sanction and Embargo Clause (Sanctions Limitation & Exclusion Clause - LMA 3100 amended):

No (re)insurer shall be deemed to provide cover and no (re)insurer shall be liable to pay any claim or provide any benefit hereunder to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose that (re)insurer to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, United Kingdom, Switzerland or United States of America.

ANNEXURE I Details of Insurance Ombudsman

Office Details	Jurisdiction of Office Union Territory, District
Ahmedabad: Office of the Insurance Ombudsman, Jeevan Prakash Building, 6th floor, Tilak Marg, Relief Road, Ahmedabad - 380 001. Tel.: 079 - 25501201/02/05/06; Email: bimalokpal.ahmedabad@cioins.co.in	Gujarat, Dadra & Nagar Haveli, Daman and Diu.
Bengaluru: Office of the Insurance Ombudsman, Jeevan Soudha Building, PID No. 57-27-N-19, Ground Floor, 19/19, 24th Main Road, JP Nagar, Ist Phase, Bengaluru – 560 078. Tel.: 080 - 26652048 / 26652049; Email: bimalokpal.bengaluru@cioins.co.in	Karnataka.
Bhopal: Office of the Insurance Ombudsman, Janak Vihar Complex, 2nd Floor, 6, Malviya Nagar, Opp. Airtel Office, Near New Market, Bhopal – 462 003. Tel.: 0755 - 2769201 / 2769202; Email: bimalokpal.bhopal@cioins.co.in	Madhya Pradesh and Chattisgarh.
Bhubneshwar: Office of the Insurance Ombudsman, 62, Forest park, Bhubaneswar – 751 009. Tel.: 0674 - 2596461 /2596455; Email: bimalokpal.bhubaneswar@cioins.co.in	Orissa.
Chandigarh: Office of the Insurance Ombudsman, S.C.O. No. 101, 102 & 103, 2nd Floor, Batra Building, Sector 17 – D, Chandigarh – 160 017. Tel.: 0172 - 2706196 / 2706468; Email: bimalokpal.chandigarh@cioins.co.in	Punjab, Haryana (excluding Gurugram, Faridabad, Sonapat and Bahadurgarh), Himachal Pradesh, Union Territories of Jammu & Kashmir, Ladakh & Chandigarh.
Chennai: Office of the Insurance Ombudsman, Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, CHENNAI – 600 018. Tel.: 044 - 24333668 / 24335284, Fax: 044 - 24333664, Email: bimalokpal.chennai@cioins.co.in	Tamil Nadu, Puducherry Town and Karaikal (which are part of Puducherry).
Delhi: Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Building, Asaf Ali Road, New Delhi – 110 002. Tel.: 011 - 23232481/23213504; Email: bimalokpal.delhi@cioins.co.in	Delhi & following Districts of Haryana - Gurugram, Faridabad, Sonapat & Bahadurgarh.
Guwahati: Office of the Insurance Ombudsman, Jeevan Nivesh, 5th Floor, Nr. Panbazar over bridge, S.S. Road, Guwahati – 781001(ASSAM). Tel.: 0361 - 2632204 / 2602205; Email: bimalokpal.guwahati@cioins.co.in	Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura.
Hyderabad: Office of the Insurance Ombudsman, 6-2-46, 1st floor, "Moin Court", Lane Opp. Saleem Function Palace, A. C. Guards, Lakdi-Ka-Pool, Hyderabad - 500 004. Tel.: 040 - 23312122; Email: bimalokpal.hyderabad@cioins.co.in	Andhra Pradesh, Telangana, Yanam and part of Union Territory of Puducherry.

Office Details	Jurisdiction of Office Union Territory, District
Jaipur: Office of the Insurance Ombudsman, Jeevan Nidhi – II Bldg., Gr. Floor, Bhawani Singh Marg, Jaipur - 302 005. Tel.: 0141 - 2740363; Email: bimalokpal.jaipur@cioins.co.in	Rajasthan.
Ernakulam: Office of the Insurance Ombudsman, 2nd Floor, Pulinat Bldg., Opp. Cochin Shipyard, M. G. Road, Ernakulam - 682 015. Tel.: 0484 - 2358759 / 2359338; Email: bimalokpal.ernakulam@cioins.co.in	Kerala, Lakshadweep, Mahe-a part of Union Territory of Puducherry.
Kolkata: Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 4th Floor, 4, C.R. Avenue, KOLKATA - 700 072. Tel.: 033 - 22124339 / 22124340; Email: bimalokpal.kolkata@cioins.co.in	West Bengal, Sikkim, Andaman & Nicobar Islands.
Lucknow: Office of the Insurance Ombudsman, 6th Floor, Jeevan Bhawan, Phase-II, Nawal Kishore Road, Hazratganj, Lucknow - 226 001. Tel.: 0522 - 2231330 / 2231331; Email: bimalokpal.lucknow@cioins.co.in	Districts of Uttar Pradesh : Lalitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhadra, Fatehpur, Pratapgarh, Jaunpur, Varanasi, Gaziipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareli, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkarnagar, Sultanpur, Maharajgang, Santkabirnagar, Azamgarh, Kushinagar, Gorkhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharathnagar.
Mumbai: Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: 69038821/23/24/25/26/27/28/28/29/30/31; Email: bimalokpal.mumbai@cioins.co.in	Goa, Mumbai Metropolitan Region (excluding Navi Mumbai & Thane).
Noida: Office of the Insurance Ombudsman, Bhagwan Sahai Palace 4th Floor, Main Road, Naya Bans, Sector 15, Distt: Gautam Buddh Nagar, U.P-201301. Tel.: 0120-2514252 / 2514253; Email: bimalokpal.noida@cioins.co.in	State of Uttarakhand and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshehar, Etah, Kannauj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautam Buddh nagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanshiramnagar, Saharanpur.
Patna: Office of the Insurance Ombudsman, 2nd Floor, Lalit Bhawan, Bailey Road, Patna 800 001. Tel.: 0612-2547068; Email: bimalokpal.patna@cioins.co.in	Bihar and Jharkhand.
Pune: Office of the Insurance Ombudsman, Jeevan Darshan Bldg., 3rd Floor, C.T.S. No.s. 195 to 198, N.C. Kelkar Road, Narayan Peth, Pune – 411 030. Tel.: 020-41312555; Email: bimalokpal.pune@cioins.co.in	Maharashtra, Areas of Navi Mumbai and Thane (excluding Mumbai Metropolitan Region).