

CUSTOMER INFORMATION SHEET

This document provides only key information about your policy. Please refer to the policy document for detailed terms and conditions.

S. No	Title	Description (Please refer to applicable Policy Clause Number in next column)	Policy Clause Number						
1	Product Name	All Risks Secure							
2	Unique Identification Number (UIN) allotted by IRDAI	IRDAN152RP0001V02201819							
3	Structure	Basis of Sum Insured: <ol style="list-style-type: none"> 1. For art work, sculptures, antiques etc and/or like items, the basis of Sum Insured would be on agreed value basis(based on Valuation Report of a Government approved Valuer) unless otherwise agreed; 2. For all other insured items/articles or subject matter including bullion, jewellery etc., the basis of Sum Insured would be either on Market value or Reinstatement value basis at the option of the insured and as agreed by the Insurer unless otherwise agreed. 	Policy Wordings- SPECIAL CONDITIONS-SUM INSURED						
4	Interests Insured	This policy covers amongst other properties, laptops, cameras, tablets, video & projectors, mobiles, personal belongings, gold & silver articles, Jewellery, watches, paintings, curios & works of arts and the like which are exposed not only to natural perils but also to risk perils							
5	Sum Insured	Basis of Sum Insured: <ul style="list-style-type: none"> • For art work, sculptures, antiques etc and/or like items, the basis of Sum Insured would be on agreed value basis(based on Valuation Report of a Government approved Valuer) unless otherwise agreed; • For all other insured items/articles or subject matter including bullion, jewellery etc., the basis of Sum Insured would be either on Market value or Reinstatement value basis at the option of the insured and as agreed by the Insurer unless otherwise agreed. <table border="1" style="width: 100%; margin-top: 10px; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Sr No.</th> <th style="text-align: center;">Description of Item</th> <th style="text-align: center;">Sum Insured (Rs.)</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">XXXX</td> <td style="text-align: center;">INR XXXX</td> </tr> </tbody> </table>	Sr No.	Description of Item	Sum Insured (Rs.)	1	XXXX	INR XXXX	Policy Wordings- SPECIAL CONDITIONS-SUM INSURED & Policy Schedule
Sr No.	Description of Item	Sum Insured (Rs.)							
1	XXXX	INR XXXX							

6	Policy Coverage	All Risks Insurance cover a wide range of risks. This policy covers your property lost or damage by reason and on account of any of the contingencies mentioned in the schedule subject to the exclusions under the policy													
7	Add-on Cover	<ol style="list-style-type: none"> 1. Electrical/Mechanical Breakdown- Losses or damages arising out of internal mechanical and/or electrical breakdown to equipment may be extended to cover under the policy at an additional premium. 2. Worldwide Cover- The policy may also be extended to provide worldwide coverage at an additional premium. 3. Terrorism Cover- Losses or damage occasioned by terrorism activities may also be extended under the policy at an additional premium. 4. AGREED BANK CLAUSE: All policies in which a Bank/Financial Institution has interest shall be issued in the name of Bank/Financial Institution and owner or mortgagor and shall contain a suitable clause to protect their interest. 5. FIRST LOSS BASIS CLAUSE : The Sum insured is on the First Loss Basis in proportion of ___% of 100% Sum Insured, amounting to a value as stated in the Schedule. It is further declared and agreed that in the event of the total value of items at risk at the time of loss being greater than the total value declared for purpose of this cover and incorporated in the Schedule, insured shall be considered as being their own insurer, for the difference, and shall bear a rateable share of the loss accordingly. 6. DESIGNATION OF PROPERTY CLAUSE: For the purpose of determining, where necessary, the item under which any property is insured, the insurers agree to accept the designation under which the property has been entered in the insured's books. 7. NEW FOR OLD BASIS CLAUSE : In the event of a loss the company shall indemnify the Insured for Replacement Value of the insured items by a new item of the same kind and same capacity without any allowance for wear and tear and/or depreciation provided the age of the damaged insured item does not exceed 5 Years. <table border="1" data-bbox="411 1601 1216 1906"> <thead> <tr> <th data-bbox="411 1601 486 1675">Sr No</th> <th data-bbox="486 1601 790 1675">Add-On</th> <th data-bbox="790 1601 1050 1675">UIN</th> <th data-bbox="1050 1601 1216 1675">Sum Insured</th> </tr> </thead> <tbody> <tr> <td data-bbox="411 1675 486 1794">1.</td> <td data-bbox="486 1675 790 1794">Electrical/ Mechanical Breakdown</td> <td data-bbox="790 1675 1050 1794">IRDAN152RP0001 V02201819/A0005 V01201819</td> <td data-bbox="1050 1675 1216 1794">INR XXXX</td> </tr> <tr> <td data-bbox="411 1794 486 1906">2.</td> <td data-bbox="486 1794 790 1906">Worldwide Cover/ Restricted Cover</td> <td data-bbox="790 1794 1050 1906">IRDAN152RP0001 V02201819/A0003 V01201819</td> <td data-bbox="1050 1794 1216 1906">INR XXXX</td> </tr> </tbody> </table>	Sr No	Add-On	UIN	Sum Insured	1.	Electrical/ Mechanical Breakdown	IRDAN152RP0001 V02201819/A0005 V01201819	INR XXXX	2.	Worldwide Cover/ Restricted Cover	IRDAN152RP0001 V02201819/A0003 V01201819	INR XXXX	Add on wordings
Sr No	Add-On	UIN	Sum Insured												
1.	Electrical/ Mechanical Breakdown	IRDAN152RP0001 V02201819/A0005 V01201819	INR XXXX												
2.	Worldwide Cover/ Restricted Cover	IRDAN152RP0001 V02201819/A0003 V01201819	INR XXXX												

		<table border="1"> <tr> <td>3.</td> <td>Terrorism Damage Inclusion</td> <td>IRDAN152RP0001 V02201819/A0004 V01201819</td> <td>INR XXXX</td> </tr> <tr> <td>4.</td> <td>First Loss Cover</td> <td>IRDAN152RP0001 V02201819/A0002 V01201819</td> <td>INR XXXX</td> </tr> </table>	3.	Terrorism Damage Inclusion	IRDAN152RP0001 V02201819/A0004 V01201819	INR XXXX	4.	First Loss Cover	IRDAN152RP0001 V02201819/A0002 V01201819	INR XXXX	
3.	Terrorism Damage Inclusion	IRDAN152RP0001 V02201819/A0004 V01201819	INR XXXX								
4.	First Loss Cover	IRDAN152RP0001 V02201819/A0002 V01201819	INR XXXX								
8	Loss Participation	Deductible: As per Policy Schedule/Wording									
9	Exclusions	<p>The loss or damage caused by following are not covered</p> <ul style="list-style-type: none"> • War, and war like perils • Acting on behalf of or in connection with any political organization, requisition or destruction or damage by order of any government de-jure or de-facto or any public, municipal or local authority • Nuclear Reaction, Nuclear radiation or radioactive contamination • Willful act or willful negligence of the Insured or his representative • Derangement of the Insured property not accompanied by damage otherwise covered by this policy • Pre-existing faults or defects at the time of commencement of the insurance • Wear and tear, cavitations, erosion, corrosion, incrustation, gradual deterioration due to atmospheric conditions • Normal maintenance of the insured items • Scratches on painted polished or enamelled surfaces • Any unexplained disappearance of the Insured item • Terrorism <p>For complete list of exclusions, refer the Policy Schedule/Wording</p>		Policy Wordings - Exclusions							
10	Special Conditions and Warranties (if any)	<p>Special Conditions</p> <ul style="list-style-type: none"> • As per Policy Schedule/Wording 									

		<p>Explain obligations of the Policyholder</p> <p>REASONABLE CARE: The Insured shall take all reasonable care to safeguard the property insured against accident, loss or damage. The Insured shall at his own expense take all reasonable precautions and comply with all reasonable recommendations of the Company to prevent loss, damage or liability and comply with statutory requirements and manufacturers recommendations. In the event of any accident or any incidence giving rise to a loss, the Insured property shall not be left unattended and without proper precautions being taken to prevent further damage or loss.</p>	Policy Wordings – General Conditions																
11	Admissibility of Claim	<p>Upon the happening of any event giving rise or likely to give rise to a claim under this Policy the Insured shall</p> <ol style="list-style-type: none"> 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 14 days from the date of discovery of an event causing loss or damage to the property insured; tender to the Company all reasonable information, assistance and proof in connection with any claim. <p>• Sample claim calculation process</p> <p>Enterprise ABC has All Risks Secure policy and their Insured Property suffered a damage due to any of the insured peril. The claim amount for this will be calculated as below:</p> <table border="1"> <thead> <tr> <th>Details</th> <th>Amount (INR)</th> </tr> </thead> <tbody> <tr> <td>Repair/replacement cost</td> <td>2,00,000</td> </tr> <tr> <td>Amount assessed by surveyor</td> <td>1,80,000</td> </tr> <tr> <td>Less: Depreciation (if applicable)</td> <td>5000</td> </tr> <tr> <td>Less: Salvage, if applicable</td> <td>500</td> </tr> <tr> <td>Less: Under Insurance, if applicable</td> <td>0</td> </tr> <tr> <td>Deductible/Excess (As per Policy)</td> <td>2500</td> </tr> <tr> <td>Total Claim payable</td> <td>1,72,000</td> </tr> </tbody> </table> <p><i>** The above claim calculation is subject to change as per Add on covers opted and policy terms and conditions.</i></p>	Details	Amount (INR)	Repair/replacement cost	2,00,000	Amount assessed by surveyor	1,80,000	Less: Depreciation (if applicable)	5000	Less: Salvage, if applicable	500	Less: Under Insurance, if applicable	0	Deductible/Excess (As per Policy)	2500	Total Claim payable	1,72,000	Policy Wordings – General Conditions - Claims Procedure
Details	Amount (INR)																		
Repair/replacement cost	2,00,000																		
Amount assessed by surveyor	1,80,000																		
Less: Depreciation (if applicable)	5000																		
Less: Salvage, if applicable	500																		
Less: Under Insurance, if applicable	0																		
Deductible/Excess (As per Policy)	2500																		
Total Claim payable	1,72,000																		
12	Policy Servicing – Claim	<ul style="list-style-type: none"> Toll free / IVRS number of the insurer: 1800 266 4545 (8 AM TO 8 PM) Website / Email: www.zurichkotak.com/ care@zurichkotak.com Details of designated company officials to be contacted in time of claim: care@zurichkotak.com 																	

	Intimation and Processing	<p>Details of procedure to be followed for reimbursement of claim</p> <p>The Insured shall take all reasonable care to safeguard the property insured against accident, loss or damage. The Insured shall at his own expense take all reasonable precautions and comply with all reasonable recommendations of the Company to prevent loss, damage or liability and comply with statutory requirements and manufacturers recommendations. In the event of any accident or any incidence giving rise to a loss, the Insured property shall not be left unattended and without proper precautions being taken to prevent further damage or loss.</p> <ul style="list-style-type: none"> • Turn Around Time (TAT) for claims settlement <table border="1" data-bbox="454 600 1136 943"> <tr> <td>Appointment of surveyor</td> <td>Within 24 hours of reporting of claim</td> </tr> <tr> <td>Submission of final survey report</td> <td>Within 15 days of allocation</td> </tr> <tr> <td>Settlement of claims</td> <td>Within 7 days of receipt of the survey report or after expiry of 15 days from allocation of the claim to the surveyor whichever is earlier*</td> </tr> </table> <p><i>*This timeline will not apply in case of policies issued on the property/building on reinstatement value basis.</i></p> <p>Escalation Matrix when TAT is not satisfied</p> <table border="1" data-bbox="411 1115 1217 1332"> <tr> <td rowspan="3">Level 1</td> <td>East and North: CommercialclaimsNorth&East@zurichkotak.com</td> </tr> <tr> <td>West: CommercialclaimsWest@zurichkotak.com</td> </tr> <tr> <td>South: CommercialclaimsSouth@zurichkotak.com</td> </tr> <tr> <td>Level 2</td> <td>CommercialclaimsHO@zurichkotak.com</td> </tr> </table>	Appointment of surveyor	Within 24 hours of reporting of claim	Submission of final survey report	Within 15 days of allocation	Settlement of claims	Within 7 days of receipt of the survey report or after expiry of 15 days from allocation of the claim to the surveyor whichever is earlier*	Level 1	East and North: CommercialclaimsNorth&East@zurichkotak.com	West: CommercialclaimsWest@zurichkotak.com	South: CommercialclaimsSouth@zurichkotak.com	Level 2	CommercialclaimsHO@zurichkotak.com	Policy Wordings - General Conditions
Appointment of surveyor	Within 24 hours of reporting of claim														
Submission of final survey report	Within 15 days of allocation														
Settlement of claims	Within 7 days of receipt of the survey report or after expiry of 15 days from allocation of the claim to the surveyor whichever is earlier*														
Level 1	East and North: CommercialclaimsNorth&East@zurichkotak.com														
	West: CommercialclaimsWest@zurichkotak.com														
	South: CommercialclaimsSouth@zurichkotak.com														
Level 2	CommercialclaimsHO@zurichkotak.com														
13	Grievance Redressal and Policyholders protection	<p>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.</p> <p>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</p> <p>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.</p>	Policy Wordings – Grievance												

		<p>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.</p> <p>The details of the Insurance Ombudsman/ complete Grievance Redressal Process is also available at Company's website: www.zurichkotak.com</p> <p>The updated details of Insurance Ombudsman offices are also available on the website of Council for Insurance Ombudsmen: www.cioins.co.in/Ombudsman</p>	
14	Obligations of the Policyholder/	<ul style="list-style-type: none"> • To disclose all information correctly sought by the insurer at time of filling the proposal form • In case of any change / modification / addition to the already declared information the same shall be brought to the notice of the insurer immediately • Non-disclosure of material information may affect the claim settlement. • Disclosure of other material information during the policy period. <p>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.</p>	

Declaration by the Policyholder

I have read the above and confirm having noted the details.

Place:

Date:

(Signature of the Policyholder)

Note:

- i. Please visit <https://www.zurichkotak.com/documents/customer-support/downloads> for product related documents including CIS
- ii. In case of any conflict, the terms and conditions mentioned in the policy document shall prevail.