

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	Fire Secure																			
2	Unique Identification Number (UIN) allotted by IRDAI	IRDAN152RP0009V02201617																			
3	Structure	State basis of Sum/Limit Insured <ul style="list-style-type: none"> Indemnity 	Policy wordings - Preamble																		
4	Interests Insured	Fire Insurance is used to cover damage to a property caused by fire. Fire insurance is a specialized form of insurance beyond property insurance, and is designed to cover the cost of replacement, reconstruction or repair beyond what is covered by the property insurance policy. This Fire Insurance Policy will provide financial protection for the property against Loss or Damage by fire and other allied perils																			
5	Sum Insured	<table border="1" style="width: 100%; border-collapse: collapse; margin-left: 20px;"> <thead> <tr style="background-color: #e0e0e0;"> <th style="text-align: left;">Standard Cover</th> <th style="text-align: left;">Sum Insured</th> </tr> </thead> <tbody> <tr> <td>Building</td> <td>INR XXXX</td> </tr> <tr> <td>Plinth & Foundation</td> <td>INR XXXX</td> </tr> <tr> <td>Plant & Machinery</td> <td>INR XXXX</td> </tr> <tr> <td>Furniture, Fixtures & Fittings</td> <td>INR XXXX</td> </tr> <tr> <td>Stock</td> <td>INR XXXX</td> </tr> <tr> <td>Stock in process</td> <td>INR XXXX</td> </tr> <tr> <td>Others</td> <td>INR XXXX</td> </tr> <tr> <td>Total</td> <td>INR XXXX</td> </tr> </tbody> </table>	Standard Cover	Sum Insured	Building	INR XXXX	Plinth & Foundation	INR XXXX	Plant & Machinery	INR XXXX	Furniture, Fixtures & Fittings	INR XXXX	Stock	INR XXXX	Stock in process	INR XXXX	Others	INR XXXX	Total	INR XXXX	
Standard Cover	Sum Insured																				
Building	INR XXXX																				
Plinth & Foundation	INR XXXX																				
Plant & Machinery	INR XXXX																				
Furniture, Fixtures & Fittings	INR XXXX																				
Stock	INR XXXX																				
Stock in process	INR XXXX																				
Others	INR XXXX																				
Total	INR XXXX																				
6	Policy Coverage	Coverage to the Property insured described in the said Schedule or any part of such Property be destroyed or damaged by any of the perils specified hereunder during the period of insurance named in the said schedule or of any subsequent period in respect of which the Insured shall have paid and the Company shall have accepted the premium required for the renewal of the policy, the Company shall pay to the Insured the value of the Property at the time of the happening of its destruction or the amount of such damage or at its option reinstate or replace such property or any part thereof.	Policy Wordings – Preamble																		
7	Add ons	1. Architects, Surveyors and Consulting Engineers Fees (in excess of 3% of the claim amount)	Add on wordings																		

		<p>Expenses incurred towards Architects, Surveyors and Consulting Engineers fees for plans, specification tenders, quantities and services in connection with the superintendence of the reinstatement for the Building, Machinery, Accessories and equipment insured under this policy</p> <p>2. Removal of Debris (in excess of 1% of the claim amount) Cover 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.</p> <p>3. Deterioration of Stocks in Cold Storage premises due to accidental power failure consequent to damage at the premises of Power Station due to an insured peril. Covers destruction of or damage to the property hereby insured caused by change of temperature in consequence of failure of electric supply at the terminal ends of electric service feeders from which the Insured obtains electric supply directly due to damage caused by any peril insured against under this policy to property at insured premises or any Electric Station or Sub-Station of Public Electric Supply undertaking from which the Insured obtains electric supply.</p> <p>4. Deterioration of stocks in cold storage premises due to change in temperature arising out of loss or damage to the cold storage machinery (ies) in the Insured's premises due to operation of insured peril Covers destruction of or damage to the property hereby insured caused by change of temperature in consequence of failure of electric supply following damage to Insured's property due to insured peril(s).</p> <p>5. Forest Fire Extend to include loss of or damage to the property insured directly caused by burning, whether accidental or otherwise, of forest, bush and jungles and the clearing of lands by Fire</p> <p>6. Impact Damage due to Insured's own Rail/Road Vehicles, Fork lifts, Cranes, Stackers and the like and articles dropped therefrom. Policy is extended to cover loss and/or damage caused due to impact by direct contact to Insured's property caused by Insured's own Rail/Road Vehicles, Fork lifts, cranes, stackers and the like and articles dropped therefrom</p> <p>7. Spontaneous Combustion Policy shall extend to include loss or damage by fire only of or to the property insured caused by its own fermentation, natural heating or spontaneous combustion.</p> <p>8. Omission to Insure additions, alterations or extensions The Insurance by this Policy extends to cover Buildings and/or Machinery, Plant and other Contents up to 5% of sum insured</p>	
--	--	---	--

		<p>of each item, which the insured may erect or acquire or for which they may become responsible:</p> <ol style="list-style-type: none"> a. At the within described premises b. For use as factories <p>9. Earthquake (Fire and Shock) Cover loss or damage (including loss or damage by fire) to any of the property Insured by this policy occasioned by earthquake including Landslide / Rockslide resulting therefrom but excluding flood or overflow of the sea, lakes, reservoirs and rivers caused by Earthquake.</p> <p>10. Spoilage Material Damage Cover Cover loss or damage by Spoilage resulting from the retardation or interruption or cessation of any process or operation caused by any of the perils covered under this Policy, provided that liability for destruction of or damage to the property insured described in the schedule to this policy, or any part of such property, is first admitted by the Company.</p> <p>11. Leakage and Contamination Cover Policy may be extended to include the risks of (a) accidental leakage and contamination or (b) accidental leakage. The extension will apply to oils and chemicals only. It will not apply to any other commodity Endorsements</p> <p>12. Temporary Removal of Stocks Clause Stock insured hereby not exceeding 10% of the total sum insured of such stock is covered while temporarily removed to any other premises for purposes of fabrication or processing or finishing or other similar purposes.</p> <p>13. Loss of Rent Clause Policy may be extended to cover the above subject to following: "The insurance on rent applies only if (any of) the said building(s) or any part thereof is unfit for occupation in consequence of its destruction or damage by the perils insured against and then the amount payable shall not exceed such portion of the sum insured on Rent as the period necessary for reinstatement bears to the term of the Rent Insured.</p> <p>14. Insurance of Additional Expenses of Rent for an Alternative Accommodation Policy may be extended to cover the Additional expenses of rent for an alternative accommodation in respect of non-manufacturing risks.</p> <p>15. Start up Expenses Cover start-up costs necessarily and reasonably incurred by the insured consequent upon a loss or damage covered by this policy."</p>	
--	--	---	--

		<p>16. Terrorism Damage Cover Endorsement (Material Damage Only) Terrorism cover can be provided by way of this endorsement</p> <p>17. Agreed Bank Clause 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.</p> <p>18. Contract Price Insurance Clause In the case of insurance of imported goods only (and not for goods of local manufacture) which are sold under a contract which is cancelled either wholly or to the extent of loss or damage, it is permissible to issue a policy on the basis of Contract Price.</p> <p>19. 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</p> <p>20. Reinstatement Value Policies Property insured within the policy being destroyed or damaged, the basis upon which the amount payable under (each of the said items of) the policy is to be calculated shall be cost of replacing or reinstating on the same site or any other site with property of the same kind or type but not superior to or more extensive than the insured property when new as on date of the loss.</p> <p>21. Escalation Clause Under noted items(s) the Sum(s) Insured thereby shall, during the period of insurance, be increased each day by an amount representing 1/365th of the specified percentage increase per annum</p> <p>22. Local Authorities Clause Reinstatement Value Policy may be extended to cover additional cost of reinstatement solely by reason of the necessity to comply with the regulations of local authority by incorporating the following clause in the policy.</p> <p>23. Floater Clause S.I. in aggregate under the policy is available for any one, more, or all locations as specified in respect of movable property.</p> <p>24. Declaration Clause This policy being provisional in that it is subject to adjustment on expiry of each period of insurance.</p>	
--	--	---	--

S. No	Add-on Name	Sum Insured
1	Architects, Surveyors and Consulting Engineers Fees (in excess of 3% of the claim amount)	INR XXXX
2	Removal of Debris (in excess of 1% of the claim amount)	INR XXXX
3	Deterioration of Stocks in Cold Storage premises due to accidental power failure consequent to damage at the premises of Power Station due to an insured peril	INR XXXX
4	Deterioration of stocks in cold storage premises due to change in temperature arising out of loss or damage to the cold storage machinery (ies) in the Insured's premises due to operation of insured peril.	INR XXXX
5	Forest Fire	INR XXXX
6	Impact Damage due to Insured's own Rail/Road Vehicles, Fork lifts, Cranes, Stackers and the like and articles dropped therefrom	INR XXXX
7	Spontaneous Combustion	INR XXXX
8	Omission to Insure additions, alterations or extensions	INR XXXX
9	Earthquake (Fire and Shock)	INR XXXX
10	Spoilage Material Damage cover	INR XXXX
11	Leakage and Contamination cover	INR XXXX
12	Temporary removal of Stocks clause	INR XXXX
13	Loss of Rent Clause	INR XXXX
14	Insurance of additional expenses of Rent for an alternative accommodation	INR XXXX
15	Startup Expenses	INR XXXX
16	Terrorism Damage Cover	INR XXXX
17	Agreed Bank Clause	INR XXXX
18	Contract Price Insurance Clause	INR XXXX
19	Designation of Property Clause	INR XXXX
20	Reinstatement Value Policies	INR XXXX
21	Escalation Clause	INR XXXX
22	Local Authorities Clause	INR XXXX
23	Floater Clause	INR XXXX
24	Declaration Clause	INR XXXX

8	Loss Participation	Deductible: As per Policy Schedule/Wording	
9	Exclusions	<ol style="list-style-type: none"> 1. This Policy does not cover Excess as mentioned on the policy Schedule (not applicable to policies covering dwellings with individual owners) The Excess shall apply per event per insured 2. 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. 3. Loss, destruction or damage directly or indirectly caused to the property insured by <ol style="list-style-type: none"> 3.1 Ionizing radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel 3.2 The radioactive toxic, explosives or other hazardous properties of any explosive nuclear assembly or nuclear component thereof 4. Loss, destruction or damage caused to the insured property by pollution or contamination excluding <ol style="list-style-type: none"> a) Pollution or contamination which itself results from a peril hereby insured against. b) Any peril hereby insured against which itself results from pollution or contamination 5. Loss, destruction or damage to bullion or unset precious stones, any curios or works of art for an amount exceeding INR10,000/-, goods held in trust or on commission, manuscripts, plans, drawings, securities, obligations or documents of any kind stamps, coins or paper money, cheques, books of accounts or other business books, computer systems records, explosives unless otherwise expressly stated in the policy. 6. Loss, destruction or damage to the stocks in Cold Storage premises caused by change of temperature. 7. Loss, destruction or damage to any electrical machine, apparatus, fixture, or fitting arising from or occasioned by over-running, excessive pressure, short circuiting, arcing, self-heating or leakage of electricity from whatever cause (lightning included) provided that this exclusion shall apply only to the particular electrical machine, apparatus, fixture or fitting so affected and not to other machines, apparatus, fixtures or fittings which may be destroyed or damaged by fire so set up. 8. Expenses necessarily incurred on (i) Architects, Surveyors and Consulting Engineer's Fees and (ii) Debris Removal by the Insured following a loss, destruction or damage to the Property insured by an insured peril in excess of 3% and 1% of the claim amount respectively. 9. Loss of earnings, loss by delay, loss of market or other consequential or indirect loss or damage of any kind or description whatsoever. 	Policy Wordings – A. General Exclusions

		<p>10. Loss, or damage by spoilage resulting from the retardation or interruption or cessation of any process or operation caused by operation of any of the perils covered.</p> <p>11. Loss by theft during or after the occurrence of any insured peril except as provided under Riot, Strike and Malicious Damage cover.</p> <p>12. Any Loss or damage occasioned by or through or in consequence directly or indirectly due to earthquake, volcanic eruption or other convulsions of nature</p> <p>13. Loss or damage to property insured if removed to any building or place other than in which it is herein stated to be insured, except machinery and equipment temporarily removed for repairs, cleaning, renovation or other similar purposes for a period not exceeding 60 days.</p> <p>For complete list of exclusions, refer the Schedule/Wording</p>							
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>The Insured shall also at all times at his own expense produce, procure and give to the Company all such further particulars, plans, specification books, vouchers, invoices, duplicates or copies thereof, documents, investigation reports (internal/external), proofs and information with respect to the claim and the origin and cause of the loss and the circumstances under which the loss or damage occurred, and any matter touching the liability or the amount of the liability of the Company as may be reasonably required by or on behalf of the Company together with a declaration on oath or in other legal form of the truth of the claim and of any matters connected therewith.</p> <p>No claim under this policy shall be payable unless the terms of this condition have been complied with</p>	Policy Wordings – B. General Conditions						
11	Admissibility of Claim	<p>On the happening of loss or damage to any of the property insured by this policy, the Company may</p> <ul style="list-style-type: none"> Enter and take and keep possession of the building or premises where the loss or damage has happened. Take possession of or require to be delivered to it any property of the Insured in the building or on the premises at the time of the loss or damage. Keep possession of any such property and examine, sort, arrange, remove or otherwise deal with the same. Sell any such property or dispose of the same for account of whom it may Concern. <p>• Sample claim calculation process</p> <p>Enterprise ABC has Fire 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>5,00,000</td> </tr> <tr> <td>Amount assessed by surveyor</td> <td>4,00,000</td> </tr> </tbody> </table>	Details	Amount (INR)	Repair/replacement cost	5,00,000	Amount assessed by surveyor	4,00,000	Policy Wordings – B. General Conditions
Details	Amount (INR)								
Repair/replacement cost	5,00,000								
Amount assessed by surveyor	4,00,000								

		<table border="1"> <tr> <td>Less: Depreciation (if reinstatement is not completed)</td> <td>50,000</td> </tr> <tr> <td>Less: Salvage, if applicable</td> <td>5000</td> </tr> <tr> <td>Less: Underinsurance, if applicable</td> <td>0</td> </tr> <tr> <td rowspan="2">Deductible/Excess (as per policy, Min: as example)</td> <td>BLUS – Min of 10,000</td> </tr> <tr> <td>BSUS–Flat 5000</td> </tr> <tr> <td>Total Claim payable</td> <td>3,35,000</td> </tr> </table>	Less: Depreciation (if reinstatement is not completed)	50,000	Less: Salvage, if applicable	5000	Less: Underinsurance, if applicable	0	Deductible/Excess (as per policy, Min: as example)	BLUS – Min of 10,000	BSUS–Flat 5000	Total Claim payable	3,35,000		
Less: Depreciation (if reinstatement is not completed)	50,000														
Less: Salvage, if applicable	5000														
Less: Underinsurance, if applicable	0														
Deductible/Excess (as per policy, Min: as example)	BLUS – Min of 10,000														
	BSUS–Flat 5000														
Total Claim payable	3,35,000														
		<p><i>** The above claim calculation is subject to change as per Add on covers opted and policy terms and conditions.</i></p>													
12	Policy Servicing – Claim Intimation and Processing	<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 <p>Details of procedure to be followed for reimbursement of claim If the insured or any person on his behalf shall not comply with the requirements of the Company or shall hinder or obstruct the Company, in the exercise of its powers hereunder, all benefits under this policy shall be forfeited. The Insured shall not in any case be entitled to abandon any property to the Company whether taken possession of by the Company or not. If the claim be in any respect fraudulent, or if any false declaration be made or used in support thereof or if any fraudulent means or devices are used by the Insured or any one acting on his behalf to obtain any benefit under the policy or if the loss or damage be occasioned by the willful act, or with the connivance of the Insured, all benefits under this policy shall be forfeited.</p> <ul style="list-style-type: none"> Turn Around Time (TAT) for claims settlement <table border="1"> <tr> <td>Appointment of surveyor</td> <td>of</td> <td>Within 24 hours of reporting of claim</td> </tr> <tr> <td>Submission of final survey report</td> <td></td> <td>Within 15 days of allocation</td> </tr> <tr> <td>Settlement of claims</td> <td>of</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>	Appointment of surveyor	of	Within 24 hours of reporting of claim	Submission of final survey report		Within 15 days of allocation	Settlement of claims	of	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*		Policy Wordings – B. General Conditions		
Appointment of surveyor	of	Within 24 hours of reporting of claim													
Submission of final survey report		Within 15 days of allocation													
Settlement of claims	of	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*													

		<p align="center">Escalation Matrix when TAT is not satisfied</p> <table border="1"> <tr> <td>Level 1</td> <td> East and North: CommercialclaimsNorth&East@zurichkotak.com </td> </tr> <tr> <td></td> <td> West: CommercialclaimsWest@zurichkotak.com </td> </tr> <tr> <td></td> <td> South: CommercialclaimsSouth@zurichkotak.com </td> </tr> <tr> <td>Level 2</td> <td> CommercialclaimsHO@zurichkotak.com </td> </tr> </table>	Level 1	East and North: CommercialclaimsNorth&East@zurichkotak.com		West: CommercialclaimsWest@zurichkotak.com		South: CommercialclaimsSouth@zurichkotak.com	Level 2	CommercialclaimsHO@zurichkotak.com	
Level 1	East and North: CommercialclaimsNorth&East@zurichkotak.com										
	West: CommercialclaimsWest@zurichkotak.com										
	South: CommercialclaimsSouth@zurichkotak.com										
Level 2	CommercialclaimsHO@zurichkotak.com										
13	<p>Grievance Redressal and Policyholders protection</p>	<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> <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 Ombudsman: www.cioins.co.in/Ombudsman</p>	<p>Policy Wordings – Grievances</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.