

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	HOME SECURE																			
2	Unique Identification Number (UIN) allotted by IRDAI	IRDAN152RP0010V03201617																			
3	Structure	State basis of Sum/Limit Insured <ul style="list-style-type: none"> Indemnity Agreed Value For Section wise details refer policy schedule/wordings																			
4	Interests Insured	<p>This Policy provides insurance cover to the Insured's Home Building, and/or Home Contents.</p> <p>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.</p> <table border="1" style="width: 100%; margin-top: 10px;"> <thead> <tr style="background-color: #e0e0e0;"> <th colspan="3" style="text-align: center;">Covers Opted</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td>Zurich Kotak Bharat Griha Raksha Perils – Structure</td> <td style="text-align: center;">Yes/No</td> </tr> <tr> <td></td> <td>Zurich Kotak Bharat Griha Raksha Perils – Contents</td> <td style="text-align: center;">Yes/No</td> </tr> <tr> <td colspan="3" style="text-align: center;">OR</td> </tr> <tr> <td style="text-align: center;">2</td> <td>All Risk Cover – Structure and Contents</td> <td style="text-align: center;">Yes/No</td> </tr> <tr> <td style="text-align: center;">3</td> <td>Burglary and Theft (Cover restricted within premises)</td> <td style="text-align: center;">Yes/No</td> </tr> </tbody> </table>	Covers Opted			1	Zurich Kotak Bharat Griha Raksha Perils – Structure	Yes/No		Zurich Kotak Bharat Griha Raksha Perils – Contents	Yes/No	OR			2	All Risk Cover – Structure and Contents	Yes/No	3	Burglary and Theft (Cover restricted within premises)	Yes/No	
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5	Sum Insured	S. No	Covers	Sum Insured	
		1	Zurich Kotak Bharat Griha Raksha– Structure	INR XXXX	
			Zurich Kotak Bharat Griha Raksha – Contents	INR XXXX	
			OR		
		2	All Risk Cover – Structure	INR XXXX	
			All Risk Cover –Contents	INR XXXX	
3	Burglary and Theft (Cover restricted within premises)	INR XXXX			
6	Policy Coverage	<p>The coverages available under this policy are listed below and will be applicable as mentioned in the Policy Schedule.</p> <p><u>Based on plan selection (Excel, Premium, Prime & Prime Plus) coverages will be applicable.</u></p> <p>Covers</p> <p>Section A:</p> <p>1. Zurich Kotak Bharat Griha Raksha -</p> <ul style="list-style-type: none"> Home Building Cover: 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. Home Contents Cover: We cover the physical loss or damage to or destruction of the General Contents of Your Home caused by an Insured Event. Valuable Contents of Your Home are not covered under this Policy unless You have purchased the optional cover for the Valuable Contents. <p>Optional Covers to Zurich Kotak Bharat Griha Raksha</p> <ul style="list-style-type: none"> Personal Accident Cover: If the insured peril causing damage to Your Home Building and/or Contents also results in the death of either You or Your spouse, We will pay compensation of INR 5 Lakh per person. Cover for Valuable Contents on Agreed Value Basis (under Home Contents Cover): Valuable contents of Your Home such as jewellery, silverware, paintings, works of art etc. can be covered under this optional cover. A value of these contents may be agreed between You and Us on the basis of valuation 			Policy Wordings –Section A. COVERS

	<p>certificate submitted by You and accepted by Us. However, We will waive requirement of valuation certificate if the Sum Insured opted is up to ₹ 5 Lakh (Rupees Five Lakh) and individual item value does not exceed ₹ 1 Lakh (Rupees One Lakh).</p> <p>2. All Risk Cover – Structure and Contents: The Company agrees that Structure and Contents (whilst stored or lying in Your Structure) belonging to You herein after described in the Policy Schedule or any part thereof be lost, destroyed or damaged by any fortuitous cause other than those specifically excluded, the Company will indemnify the Insured as per the Sum Insured opted and agreed.</p> <p>3. Burglary & Theft: The Company will indemnify the Insured in respect of loss or damage to the Premises and Contents (whilst stored or lying in Your Structure) by Burglary or Theft at any time during the Policy Period.</p>	
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7	Add on Cover	<p>Endorsement to Zurich Kotak Bharat Griha Raksha</p> <p>Agreed Bank Clause</p> <p>If You have mortgaged, hypothecated or created any security over Your Home or any of its Contents in favour of a Bank, and the Bank has an interest in the Policy, the name of such Bank will also be shown in the Policy Schedule under the title ‘Agreed Bank Clause’. If You choose to add the name of such Bank at any time during the Policy Period, this will be shown as an Endorsement.</p> <table border="1" data-bbox="435 562 1238 633"> <thead> <tr> <th>Endorsement</th> <th>Sum Insured</th> </tr> </thead> <tbody> <tr> <td>Agreed Bank Clause</td> <td>INR XXXX</td> </tr> </tbody> </table> <p>Extension/Endorsements to Section A (All Risk Cover- Structure and Contents and Burglary & Theft):</p> <ol style="list-style-type: none"> Sabotage and Terrorism Damage Cover Endorsement (Material damage only): Terrorism cover can be provided by way of this endorsement Architects, Surveyors and Consulting Engineers Fees (in excess of 3% of the claim amount): It is hereby declared and understood that the 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 Structure and Content insured under this Policy upto 7.5% of the adjusted loss is covered, but it is understood that this does not include any cost in connection with the preparation of the Insured's claim or estimate of loss in the event of damage by insured perils Removal of Debris (in excess of 1% of the claim amount): It is permissible to 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 Premises following destruction or damage by Insured peril. Burglary or Theft of Content of Unoccupied Structure: In consideration of the payment of additional premium, We hereby agree to cover the Contents of the Insured Premises for an additional period of 60 days, if it becomes unoccupied by Insured or Insured Family. Loss of Rent: In consideration of the payment of additional premium We will reimburse You, up to the Sum Insured and maximum indemnity period of 36 months for this extension as specifically mentioned in Schedule, for the loss of rent arising because of loss or damage to the Structure on account of an Accident rendering it unfit for occupation. However, the cover under this extension, shall be provided only for the period required to reinstate such Structure. This benefit is applicable to 	Endorsement	Sum Insured	Agreed Bank Clause	INR XXXX	Policy Wordings –EXTENSION TO SECTION – A & Section B: Optional Covers & Endorsement Wordings
Endorsement	Sum Insured						
Agreed Bank Clause	INR XXXX						

		<p>You only if You are the owner of the Structure and are receiving rent from its occupant.</p> <p>6. Additional Rent for Alternate Accommodation: In consideration of the payment of additional premium We will reimburse You, up to the Sum Insured and maximum indemnity period of 36 months for this extension as specifically mentioned in Schedule, It is hereby declared that in the event of the Premises described in the policy and occupied by the You, being destroyed or damaged by any Insured peril as to become unfit for occupation and You in consequence taking up alternative accommodation, We shall, subject to special conditions set out herein, indemnify the Insured against the Additional rent which the Insured is called upon to bear for the period beginning from the date of operation of any of the Insured perils until the Premises is rendered fit for occupation.</p> <p>7. Trees and Plants / Garden Cover / Landscaping Damage: In consideration of the payment of additional premium We will pay You up to the Sum Insured for this extension as mentioned in the Schedule, for the loss or damage to the Lawn Belongings, trees, shrubs or plants, while in open and within the boundaries of the Structure, arising during the Policy Period due to operation of perils insured.</p> <p>8. Additional Living Expenses: In consideration of the payment of additional premium We will pay You up to the Sum Insured for this extension as mentioned in the Schedule and maximum indemnity period of 36 months, the additional living expenses as under in the event of the Structure getting damaged or destroyed on account of an Accident during the Policy Period and becoming unfit for occupation.</p> <p>9. Temporary Resettlement Expenses: In consideration of the payment of additional premium We will reimburse the expenses reasonably incurred by You towards packing, unpacking and transportation of Your possessions/ Contents, from the Structure, to the Structure to be occupied by You as an alternative accommodation within the city of the Structure.</p> <p>10. Contents temporarily removed: In consideration of the payment of additional premium We will pay You up to the Sum Insured for this extension as mentioned in the Schedule for loss of content whilst temporarily removed & relocated anywhere in India to other premises used for temporary residence by the insured or any member of the insured's Family permanently residing with him.</p> <p>11. Enhanced cover during Wedding / Other Occasion: In consideration of the payment of additional premium We will pay You up to the Sum Insured for this extension as mentioned in the Schedule</p>	
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	<ul style="list-style-type: none"> • for loss of or damage to bride and groom wedding dress & jewellery / wedding gifts / other occasion gifts while being stored by Insured Family in Insured house / wedding Venue / occasion venue. Cover will apply 48 hours prior and subsequent to the wedding / occasion date. • For replacement of Bridal / groom wedding dress including jewellery which are lost, damaged due to Accident, fire or Theft by violent, visible and forcible entry whilst being stored by Insured or Insured's parents within one month prior to the wedding and up to 48 hrs after wedding / Other Occasion date. <p>12. Search & found : In consideration of the payment of additional premium We will pay You up to the Sum Insured for this extension as mentioned in the Schedule for exploratory and repair costs reasonably incurred in locating the cause and source of water damage and consequent repairing/ fixing the Structure damaged.</p> <p>13. 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>14. 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>15. 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>16. 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>17. 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>										
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2	Architects, Surveyors and Consulting Engineers Fees (in excess of 3% of the claim amount)	INR XXXX									

3	Removal of Debris (in excess of 1% of the claim amount)	INR XXXX
4	Burglary or Theft of Content of Unoccupied Structure	INR XXXX
5	Loss of Rent	INR XXXX
6	Additional Rent for Alternate Accommodation	INR XXXX
7	Trees and Plants / Garden Cover / Landscaping Damage	INR XXXX
8	Additional Living Expenses	INR XXXX
9	Temporary Resettlement Expenses	INR XXXX
10	Contents temporarily removed	INR XXXX
11	Enhanced cover during Wedding / Other Occasion	INR XXXX
12	Search & found	INR XXXX
13	Agreed Bank Clause	INR XXXX
14	Designation of Property Clause:	INR XXXX
15	Reinstatement Value Policies	INR XXXX
16	Local Authorities Clause	INR XXXX
17	Escalation Clause	INR XXXX

Optional cover:

- Jewellery and Valuables** – The Company will indemnify the Insured in respect of the Accidental loss of or damage to “Jewellery and Valuables” anywhere in India. However, on payment of additional premium the coverage for “Jewellery and Valuables” may be extended to worldwide
- Curios, Works of Art & Paintings** - In consideration of the payment of additional premium We will Indemnify You as per the plan opted and agreed for Curios, Works of Art & Paintings loss of, or damage by any fortuitous cause other than those specifically excluded. For “Curios, Works of Art & Paintings” the Sum Insured shall be on Agreed Value Basis, based on Valuation Report of a Government approved Valuer.
- Portable Equipments:** In consideration of the payment of additional premium We will indemnify the You against the repair or replacement costs incurred by the Insured in respect of Accidental loss of or damage to the Content described in the Schedule and belonging to You caused by any unforeseen and sudden physical loss (except a cause which is excluded), provided that it is in the personal care and custody of the Insured whilst anywhere in the India
- Protection to Electronic Equipments:** (Applicable to Section A.1 Standard Fire and Special Perils Structure and Contents). In consideration of the payment of additional premium We will indemnify You the Sum Insured for this Optional Cover as mentioned in the Schedule in respect of the accidental loss of or damage to Electronic equipments (whilst stored or lying in Your Structure) specifically declared and accepted for insurance. By

		<p>way of this extension, We hereby delete the exclusion 2 under section C.I</p> <p>5. Breakdown of Domestic Appliances and Electronic Equipment: (Applicable to Section A.1 Standard Fire and Special Perils Structure and Contents). In consideration of the payment of additional premium We will pay You up to the Sum Insured specifically declared item wise with their individual values and incorporated for this Optional Cover as mentioned in the Schedule for Electronic Equipment and Domestic Appliances which are part of the Contents in the Building. By way of this extension, We hereby delete the exclusion 2 under section C.I</p> <p>6. Loss of Contents during Transit - In consideration of the payment of additional premium We will pay You up to the Sum Insured less Deductible for this Optional Cover as mentioned in the Schedule, for loss of, or damage to the Contents of the Premises whilst in transit from the Premises to any new accommodation within India during transit by air, rail or road on account of an Accident. This cover shall be valid up to such time as the Insured Contents reaches the alternative accommodation, including customary transshipment, if any.</p> <p>7. Loss of Cash during Transit : In consideration of the payment of additional premium We will pay subject to the limit per transit for this Optional Cover as mentioned in the Schedule subject to the limit per transit and the overall limit for all transits during the Policy Period and Deductible for this coverage as specified in the Schedule, for loss of money in coins and/or notes by reason of, Hold up, robbery or theft while such money is in Your possession and is being conveyed by You to Your Premises from Your bank(s) or ATM, as the case may be.</p> <p>8. Keys & Locks Replacement Cover:</p> <ul style="list-style-type: none"> ● Key Replacement: You shall be indemnified the cost of replacing the residence and/or Your vehicle keys which are lost or stolen. ● Break in Protection: You shall be indemnified the cost of replacing your locks and keys if Your residence or Your vehicle is broken into. ● Lock out Reimbursement: You shall be indemnified the cost of obtaining a locksmith if You are locked out of Your residence or Your vehicle due to the loss or theft of your keys, subject to maximum of Sum Insured provided in the Policy Schedule. ● Rental Car reimbursement: You shall be indemnified the reasonable cost of a rental car, if Your vehicle keys are lost or stolen and it will take more than 24 hours to replace them, subject to maximum of Sum Insured provided in the Schedule. <p>9. Purchase Protection: In consideration of the payment of additional premium We will pay You up to the Sum Insured for this Optional Cover as mentioned in the Schedule for new items that you purchase if the same are lost, damaged or destroyed</p>	
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		<p>within 30 days of the date of purchase by an insured event under Section A.</p> <p>10. Pedal Cycle: In consideration of the payment of additional premium We will pay You up to the Sum Insured for this Optional Cover as mentioned in the Schedule:</p> <ul style="list-style-type: none"> • Theft or damage to pedal cycle and/or tricycle including accessories due to Accident or misfortune • All sums that You may become legally liable to pay as compensation including reasonable legal expenses as mandated by decree with the Company's consent for Accidental death or bodily Injury to any third party and /or Accidental damage to third party Contents in consequence of use of pedal cycle and / or tricycle but not exceeding Sum Insured as mentioned in policy Schedule, arising out of any one incident or series of incident during the Policy period. <p>11. Plate Glass - In consideration of the payment of additional premium We will pay You up to the Sum Insured for this Optional Cover as mentioned in the Schedule for Accidental physical loss, destruction or damage to fixed plate glass as specified in the Schedule, occurring in the Premises during the Policy Period by any cause not excluded under this Policy.</p> <p>12. Baggage - In consideration of the payment of additional premium We will indemnify You the Sum Insured for this Optional Cover as mentioned in the Schedule to cover accompanied baggage as per the limits specified in the schedule on Your travel anywhere within India by accident or misfortune covered under the Policy.</p> <p>13. Tenant Liability - In consideration of the payment of additional premium We pay for compensation and litigation expenses as mentioned in the Schedule which Insured may become legally liable to pay by virtue of Insured's occupation of home on account of damage to Structure (Insured's home) under the tenancy agreement / law prevailing in that area.</p> <p>14. Public/Personal Liability In consideration of the payment of additional premium We will pay for the compensation and litigation expenses if You become legally liable to pay, including litigation expenses (if incurred with Our prior written consent), on account of/ due to the following event as specified below, occurring in the Dwelling: 14.1 Death or bodily injury to any person other than You or Your Family or Your resident employees/domestic staff due to the Accident and 14.2 Damage to Structure of any person other than You or Your Family or Your resident employees/domestic staff due to the Accident.</p> <p>15. Liability to Domestic Staff : In consideration of the payment of additional premium We will pay for the compensation and litigation expenses which You and</p>	
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		<p>/ or Your Family shall become legally liable to pay for Accidental death or Bodily Injury to Your domestic staff arising out of and in the course of employment in the Your premises under the Employees' Compensation Act 1923 or any amendment there to. Provided further that We shall not be liable for any interest and / or penalty imposed on the Insured on account of failure to comply with the requirements laid down under Employees' Compensation Act 1923 or any amendment thereto.</p> <p>16. Safety for Documents: In consideration of the payment of additional premium We will pay You up to the Sum Insured for this Optional Cover as mentioned in the Schedule for replacement of damaged documents or loss of documents due to Accident or misfortune. Documents can be any one of the following belonging to You and Your Family</p> <ol style="list-style-type: none"> a) Share and stock certificates b) Insurance policies c) Title deeds of Immovable Content d) Registration certificate of motor vehicles e) Driving License f) Payment card g) Other personal cards like Voter identification card, Unique identification (UID), Ration card, Birth certificate, Marriage certificate and Educational certificates. <p>17. Golf Cover: In consideration of the payment of additional premium We will pay the following for this Optional Cover as mentioned in the Schedule</p> <p>17.1 Golf equipment cover: We will indemnify the Insured for the Loss or damage to golfing equipment due to Accident or misfortune after allowing for wear and tear and depreciation. The Company, however, reserves its right to replace golfing equipment using a supplier of its choice.</p> <p>17.2 Hole-In-One cover: We will pay the Insured the Sum Insured as mentioned in the Policy Schedule as a result of, and immediately subsequent to, achieving a hole-in-one during a competition round</p> <p>17.3. Golf Tournament Entry Fee Cover: We will Indemnify the Insured for Golf tournament entry fee when cancellation is due to an unexpected, unforeseen sickness or Accidental Injury occurring up to 14 days prior to the tournament start date, that renders You unable to play golf in the tournament. Provided that, i. A doctor's written advice be obtained confirming that Insured is unable to play and ii. Insured must submit evidence of entry fees being paid.</p> <p>17.4. Club Membership Cover: We will Indemnify the Insured for Annual club membership fees paid or contracted to be paid in the event that You are totally disabled from playing golf as a result of Accident (not necessarily occurring at a golfing venue) or illness. Provided That, i. Provide documentary evidence of disablement - a certificate from a registered medical practitioner; ii. Submit a letter of confirmation from</p>	
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Your golf club secretary stating that "Insured has not played golf at golf club for the period claimed".

17.5. Legal Liability Cover: Your legal liability for bodily injury to third parties (including caddies whilst using a golf buggy) or Accidental Damage to third party Content while playing or practicing golf at a Golfing Venue

18. Loss of Job: In consideration of the payment of additional premium We will pay You up to the Sum Insured for this Optional Cover as mentioned in the Schedule and declared

If You are terminated, dismissed, temporarily suspended or retrenched from employment by Your employer during the Policy Period in accordance with the employer's rules/regulations or in accordance with applicable Indian law or the directives of any Public Authority, We will pay You three EMI Amount(s) falling due in respect of the home loan (home loan account number as stated in the Policy Schedule) after the commencement of the event giving rise to a Claim the Policy till the reinstatement of employment with the same employer or new employer. The scope of loss of job is applicable on worldwide basis.

Optional Covers	Sum Insured
1. Jewellery and Valuables	INR XXXX
2. Curios, Works of Art & Paintings	INR XXXX
3. Portable Equipments	INR XXXX
4. Protection to Electronic Equipment's	INR XXXX
5. Breakdown of Domestic and Electronic Appliances	INR XXXX
6. Loss of contents during Transit	INR XXXX
7. Loss of Cash Whilst in Transit	INR XXXX
8. Keys & Locks Replacement Cover	INR XXXX
9. Purchase Protection	INR XXXX
10. Pedal Cycle	INR XXXX
11. Plate Glass	INR XXXX
12. Baggage	INR XXXX
13. Tenant Liability	INR XXXX
14. Public/Personal Liability	INR XXXX
15. Liability to Domestic Staff	INR XXXX
16. Safety for Documents	INR XXXX
17. Golf Cover	INR XXXX
18. Loss of Job	INR XXXX

8	Loss Participation	Deductible: As per Policy Schedule/Wording	
9	Exclusions	<p><u>Exclusion Applicable to all the sections (Except to Zurich Kotak Bharat Griha Raksha):</u> The Company shall not be liable under this Policy in respect of</p> <ol style="list-style-type: none"> 1. Mis-representation, Mis-description or Non-Disclosure of any material particulars/information/facts. 2. 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. 3. 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 4. 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. 5. Loss, destruction or damage directly or indirectly caused to the property insured by <ol style="list-style-type: none"> a) ionizing radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel b) the radioactive toxic, explosives or other hazardous properties of any explosive nuclear assembly or nuclear component thereof 6. Expenses incurred on <ol style="list-style-type: none"> a) Architects, surveyors and consulting engineers fees in excess of 3% of the claim amount. b) Debris removal by the Insured following a loss, destruction or damage to Insured Premises by an insured peril in excess of 1% of the claim amount. 7. Loss, destruction or damage to the Contents or items in Refrigerator/Fridge or similar type of Cold Storage caused by change of temperature. 8. Terrorism Damage Exclusion Warranty This Policy excludes loss, damage, cost or expense of whatsoever nature directly or indirectly caused by, resulting from or in 	Policy Wordings - Exclusions Applicable to all the sections

		<p>connection with any act of terrorism regardless of any other cause or event contributing concurrently or in any other sequence to the loss.</p> <p>For the purpose of this exclusion, an 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.</p> <p>This exclusion also includes loss, damage, cost or expense of whatsoever nature directly or indirectly caused by, resulting from or in connection with any action taken in controlling, preventing, suppressing or in any way relating to the above.</p> <p>For complete list of exclusions including Section-wise exclusions, refer the policy wordings</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> <ol style="list-style-type: none"> 1. Make true and full disclosure in the proposal and related documents 2. Obligation to take care: You must: <ol style="list-style-type: none"> 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. 3. Inform change in circumstances: You must inform Us immediately if <ol style="list-style-type: none"> 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. 	Policy wordings

		<p>4. Allow inspection and investigation of claim</p> <p>5. Make true statements and full disclosure in the claim and related documents</p>																	
11	Admissibility of Claim	<p>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.</p> <p>2. You must take all reasonable steps to prevent further loss or damage to Your Home Building and Home Contents.</p> <p>3. As soon as any loss or damage occurs to the Insured Property, You must give immediate report to appropriate legal authorities.</p> <p>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.</p> <p>5. You must prove that the Insured Event has occurred, and the extent of physical loss or damage You have suffered with full details.</p> <p>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:</p> <ul style="list-style-type: none"> 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. <p>• Sample claim calculation process</p> <p>Mr. ABC has HOME SECURE policy and suffered a damage due to any of the insured peril. The claim amount for this will be calculated as below:</p> <table border="1" data-bbox="459 1205 1206 1563"> <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> <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: Under Insurance, (If applicable)</td> <td>0</td> </tr> <tr> <td>Compulsory deductible, if any</td> <td>NA</td> </tr> <tr> <td>Total Claim payable</td> <td>3,45,000</td> </tr> </tbody> </table> <p>** The above claim calculation is subject to change as per Add on covers opted and policy terms and conditions.</p>	Details	Amount (INR)	Repair/replacement cost	5,00,000	Amount assessed by surveyor	4,00,000	Less: Depreciation (if reinstatement is not completed)	50,000	Less: Salvage, if applicable	5000	Less: Under Insurance, (If applicable)	0	Compulsory deductible, if any	NA	Total Claim payable	3,45,000	Policy Wording – Clause G. Conditions: IV: Claims Procedure
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Total Claim payable	3,45,000																		
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</p> <ul style="list-style-type: none"> i. You must make a claim for the amount of cover. We will verify the claim and accept it if it is according to the terms 																	

		<p>and conditions of this Policy.</p> <p>ii. When You suffer loss or damage to Your Home Building or articles or things in it, You must give notice to Us immediately, You must state in this notice your name, policy number, brief statement of loss etc.</p> <p>iii. take all reasonable steps to prevent further damage to Home Building and Home Contents</p> <p>iv. preserve and collect evidence, take and preserve photographs</p> <p>v. assist Us and Our representatives in collecting evidence and details, give Us all information, books of accounts, and other documents,</p> <p>vi. submit claim form at the earliest opportunity but within 30 days from date You first notice the loss or damage</p> <p>vii. prove that the Insured Event has happened, and prove the extent of Your loss.</p> <p>• Turn Around Time (TAT) for claims settlement</p> <table border="1" data-bbox="475 801 1161 1142"> <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="435 1328 1241 1601"> <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	
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	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 (8 AM to 8 PM) 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,</p>	<p>Policy Wording – Grievance Redressal</p>												

		<p>Insured can write to seniorgrievanceofficer@zurichkotak.com or 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 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.