

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	Signage Insurance									
2	Unique Identification Number (UIN) allotted by IRDAI	IRDAN152RP0025V02202122									
3	Structure	The basis of Sum Insured would be on Reinstatement value basis									
4	Interests Insured	Policy covers the sign boards, neon signs, glow signs, hoardings, etc. from direct physical loss, destruction or damage due to accidental external means and also theft of the whole sign board.									
5	Sum Insured	<table border="1"> <thead> <tr> <th>Sr No.</th> <th>Address</th> <th>Description Of Signage Covered</th> <th>Sum Insured (Rs.)</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td>INR XXXX</td> </tr> </tbody> </table>	Sr No.	Address	Description Of Signage Covered	Sum Insured (Rs.)				INR XXXX	
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6	Policy Coverage	<p>Signage Insurance policy covers the sign boards, neon signs, glow signs, hoardings, etc. from direct physical loss, destruction or damage due to accidental external means and also theft of the whole sign board.</p> <p>The policy also pays for reasonable expenses necessarily incurred in connection with boarding up or temporary glazing pending replacement of the Signage, Replacing alarm, foil, lettering, painting, embossing, silvering or other ornamental work on glass following damage to such Signage, installation costs and removal of debris.</p>									

7	Add-on Cover	<p>Terrorism Damage cover endorsement It is hereby declared and agreed that in consideration of payment of additional premium specified in the Schedule, the Terrorism Damage Exclusion Warranty forming part of the within mentioned policy stands deleted. The expression/s "terrorism and/or act of terrorism" shall have the same meaning/s as contained in Terrorism Damage Exclusion Warranty</p> <p>Third Party Liability The Company will indemnify the insured: a) against legal liability for the accidental loss or damage caused to the property of other persons b) against legal liability (liability under contract excepted) for fatal or non-fatal injury to any persons other than the insured or his own employees or employee of the owner of the works/site/premises/ location or employees of the other firms/connected with any other work site/ premises/ location or members of the family of the insured or any of the aforesaid.</p> <table border="1" data-bbox="459 909 1225 1182"> <thead> <tr> <th></th> <th>Add-On</th> <th>UIN</th> <th>Sum Insured</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Third Party Liability</td> <td>IRDAN152RP0025 V02202122/A0030 V01202122</td> <td>INR XXXX</td> </tr> <tr> <td>2</td> <td>Terrorism Damage Inclusion endorsement</td> <td>IRDAN152RP0025 V02202122/A0029 V01202122</td> <td>INR XXXX</td> </tr> </tbody> </table>		Add-On	UIN	Sum Insured	1	Third Party Liability	IRDAN152RP0025 V02202122/A0030 V01202122	INR XXXX	2	Terrorism Damage Inclusion endorsement	IRDAN152RP0025 V02202122/A0029 V01202122	INR XXXX	Add-on Wording
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8	Loss Participation	Deductible as per policy schedule/wording													
9	Exclusions	<p>Some of the exclusions under the Policy as listed below:</p> <ul style="list-style-type: none"> i) The Deductible/ Excess, as stated in the Schedule, to be borne by Insured for each and every claim. ii) Breakage of lettering unless the same is accompanied by the loss, destruction or damage to the signage. iii) Over running, over heating or strain. iv) Disfiguration, scratching, cracking or chipping unless part of a fracture extending through the entire thickness of the signage. v) Breakage of a sign not completely or securely fixed. vi) Damage to tubes unless the tube signage is fractured. vii) Latent defect, gradual deterioration, deformation, distortion, wear and tear, rust, corrosion, moth, vermin or insect; viii) Loss or damage occurring during repair, cleaning, removal or erection. ix) Mechanical or electrical derangement or breakdown in or on the premises. x) Consequential loss or legal liability of any kind. 	Prospectus												

		xi) Loss or damage caused by or arising out of the wilful acts or wilful gross negligence of the Insured and/or the Insured's Employees; xii) Terrorism Damage Exclusion Warranty For complete list of exclusions including Section-wise exclusions, refer the policy wordings																	
10	Special Conditions and Warranties (if any)	As per policy schedule/wording																	
11	Admissibility of Claim	<p>I. In cases where an insured property is repaired, Company will pay expenses necessarily incurred to restore the damaged property to its former state immediately prior to the happening of the insured event.</p> <p>a. No deduction shall be made for depreciation in respect of parts replaced, except those with limited life, but the value of any salvage will be taken into account. If the cost of repairs as detailed herein above equals or exceeds the actual value of the property insured immediately before the occurrence of the damage, the settlement shall be made on the basis provided in point II below.</p> <p>II. In cases where an insured property is destroyed, Company will pay the actual value of the property immediately before the occurrence of the loss, including costs for ordinary freight, erection and customs duties if any, provided such expenses have been included in the sum insured.</p> <p>a. Such actual value to be calculated by deducting proper depreciation from the replacement value of the property</p> <p>b. Cost of any alterations, improvements or overhauls shall not be recoverable under this policy.</p> <p>c. Cost of any provisional repairs will be borne by the Company if such repairs constitute part of the final repairs, and do not increase the total repair expenses</p> <p>• Sample claim calculation process</p> <p>Mr. ABC has Signage Insurance 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"> <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>5.000</td> </tr> <tr> <td>Less: Under Insurance (if applicable)</td> <td>0</td> </tr> <tr> <td>Compulsory deductible (as per Policy)</td> <td>10,000</td> </tr> <tr> <td>Total Claim payable</td> <td>3,35,000</td> </tr> </tbody> </table>	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)	5.000	Less: Under Insurance (if applicable)	0	Compulsory deductible (as per Policy)	10,000	Total Claim payable	3,35,000	Policy Wording – Special Conditions – Basis of Claim Settlement
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		** <i>The above claim calculation is subject to change as per Add on covers opted and policy terms and conditions.</i>												
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> <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 15 days of the date on which the event shall have come to his knowledge, tender to the Company all reasonable information, assistance and proof in connection with any claim. <ul style="list-style-type: none"> Turn Around Time (TAT) for claims settlement <table border="1" data-bbox="499 1339 1184 1680"> <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 and where surveyors are not appointed.</i></p> <p>Escalation Matrix when TAT is not satisfied</p> <table border="1" data-bbox="459 1906 1222 1982"> <tr> <td>Level 1</td> <td>East and North: CommercialclaimsNorth&East@zurichkotak.com</td> </tr> </table>	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*	Level 1	East and North: CommercialclaimsNorth&East@zurichkotak.com	Policy Wording – General Conditions
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		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> <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>	Policy Wording – Grievance
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.