



### CUSTOMER INFORMATION SHEET

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Sl. No.	Title	Description (Please refer to applicable Policy Clause Number in next column)	Policy Clause Number
1	Product Name	Royal Sundaram Bharat Sookshma Udyam Suraksha – Alternate Product	Header in all pages
2	Unique Identification Number (UIN) allotted by IRDAI	IRDAN102RP0007V02202223	Footer in all pages
3	Structure	<p>i. For Building, Plant and Machinery, Furniture, Fixture and Fittings and any other contents: Reinstatement Value</p> <p>ii. For Stocks</p> <p>a. For raw material: landed cost at Your Premises.</p> <p>b. For stock in process: input cost of the stock at the time of loss.</p> <p>c. For finished stock: the manufacturing cost of the finished stock or the Contract Price of goods sold but not delivered and more precisely defined below.</p> <p>Contract Price is in respect only of goods sold but not delivered, for which You are responsible and with regard to which under the conditions of the sale, the sale contract is cancelled by reason of any Damage insured under this Policy either wholly or to the extent of the Damage. The Company's liability shall be based on the Contract Price.</p> <p>iii. Bullion or unset precious stones, any curios or works of art or obsolete machinery and the like: Agreed Value basis subject to a valuation certificate being submitted and found acceptable by Us.</p>	Clause C, 2. Basis of Sum Insured
4	Interests Insured	<p>1. Building – Any building or structure in Your Premises, where You carry on Business</p> <p>It includes:</p> <p>a. Basement (if any), all fixtures and fittings permanently attached to the floor, walls or roof like electrical wiring, antennas etc.</p> <p>b. The following 'additional structures' located on Your Premises and used for Your Business, that are shown in the Policy Schedule:</p> <p>i. garage, out-houses, security sheds, towers, verandah or porch, tanks, compound walls, retaining walls, fences, gates and internal roads,</p> <p>ii. lifts, hoists,</p> <p>iii. solar panels, wind turbines and air conditioning systems, central heating systems, security systems and cameras, electrical installations, fire alarm, fire sprinkler systems, power lines, power installations,</p> <p>iv. water, gas and sewage pipeline within Your premises or</p> <p>v. any other structure shown in the Policy Schedule.</p>	<p>Clause A</p> <p>4. Special meaning of words</p> <p>Please refer to the policy schedule for the interest insured</p>

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Refer our website [www.royalsundaram.in](http://www.royalsundaram.in) for Policy Wordings and CIS.

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		2. Contents – Those articles or things in Your Premises that are not permanently attached or fixed to the structure of You Premises. 3. Plant and Machinery: All equipment, machinery, pipes and cables, spares, computers, servers and preloaded licensed system software located within any structure or in the open area of Your Premises. It includes i. machines under repair, ii. machines taken on hire or lease, or through any system of purchase of goods, iii. foundation, bedding or setting of the machines, or iv. accessories of machines. 4. Any stock of goods or merchandise. It may be: i. Finished goods, semi-finished goods, stock in-process, stock invoiced and ready for dispatch, ii. Raw materials, packing materials, or iii. Stock held in trust for which You are responsible. iv. Stock in Open in the Insured Premises	
5	Sum Insured	This Policy is issued covering your insured property relating to your Business as mentioned in the Policy Schedule, where the total value at risk across all insurable asset classes at one location is not exceeding Rs.5 Crores at the policy Commencement date.	Sum Insured amount as per Policy Schedule
6	Policy Coverage	We cover loss of or damage or destruction to insured property caused by insured events that are listed below: 1. Fire 2. Explosion / Implosion 3. Lightning 4. Storm, Tempest, Typhoon, Tempest, Hurricane, Tornado, Tsunami, Flood, Inundation 5. Subsidence of the land on which Your Premises stand, Landslide, Rockslide. 6. Bush Fire, Forest Fire, Jungle Fire 7. Impact damage of any kind i.e., damage caused by impact of, or collision caused by any external physical object (eg., Vehicle, animal, falling trees, aircraft, wall etc.) 8. Missile Testing Operation. 9. Riot, Strike, Malicious damages 10. Bursting and / or overflowing of water tanks, apparatus. 11. Leakage form Automatic Sprinkler Installations.	Clause B i) insured events

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		<p>12. Theft within 7 (seven) days from the occurrence of and proximately caused by any of the above insured events.</p> <p><b>Optional Covers on payment of additional premium:</b></p> <ol style="list-style-type: none"> <li>1. Earthquake, Volcanic eruption, or other convulsions of nature</li> <li>2. Acts of terrorism</li> <li>3. Other additional covers as applicable under the product</li> </ol> <p><b>In-built Covers:</b></p> <ol style="list-style-type: none"> <li>1. Additions, Alterations, Extensions - Maximum limit under this cover is 15% (excluding stocks)</li> <li>2. Stocks at many locations on floater basis – Stocks located in more than one named location</li> <li>3. Temporary Removal of Stocks – upto 10% of Stock Sum Insured</li> <li>4. Cover for Specific Contents – <ol style="list-style-type: none"> <li>a. Money – Up to Rs. 50,000</li> <li>b. Deeds, manuscripts and business books, plans, drawings, securities, obligations or documents of any kind - Up to Rs. 50,000</li> <li>c. Computer programs, information and data but only for the cost of the materials and clerical labour – Upto Rs.5 lacs</li> <li>d. Personal effects of employees', directors', visitors' of every description – Not exceeding Rs. 15,000 per person, for maximum 20 persons.</li> </ol> </li> <li>5. Start-up Expenses – Up to Rs.1 lac</li> <li>6. Professional Fees – upto 5% of the claim amount</li> <li>7. Cost for Removal of debris - Reasonable expenses for removal of debris upto 2 % of the claim amount.</li> <li>8. Cost compelled by Municipal Regulations – Upto Sum Insured</li> </ol>	<p>Clause B ii) Optional covers</p> <p>Clause C 4. In-built Covers</p>
7	Add-on covers	Please refer to the policy schedule for the Add-on covers opted under the policy and for further details on the Add-on covers applicable under the product, you may please reach out to the representative from Royal Sundaram.	As per Policy Schedule
8	Loss Participation	<ol style="list-style-type: none"> <li>i. Excess of Rs.5000 for each claim. This means that we will deduct Rs.5000 (Rupees five thousand) for each and every loss suffered by the insured</li> <li>ii. Terrorism (where Terrorism cover is opted): The Excess will be as per the Clause attached to this policy.</li> <li>iii. Underinsurance: if Sum Insured of the insured property is less than 85% of the value of insurable Assets, You should bear a proportionate share of loss.</li> </ol>	<p>Clause D, Exclusions, that is what We do not cover</p> <p>Clause F Underinsurance</p>



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9	Exclusions	<p>We do not cover losses or expenses, or any loss, damage to, or destruction of the Insured Property, directly or indirectly as a result of or if caused by or arising from events, stated below:</p> <ol style="list-style-type: none"> <li>1. Your deliberate, willful or intentional act or omission, or of anyone on Your behalf, or with Your connivance.</li> <li>2. Loss, damage or destruction to any electrical/electronic machine, apparatus, fixture, or fitting by overrunning, excessive pressure, short circuiting, arcing, self-heating or leakage of electricity from whatever cause (lightning included). This exclusion applies only to the particular machine so lost, damaged or destroyed. However, any ensuing loss or damage to other insured property due to operation of an insured peril is covered.</li> <li>3. Loss, destruction or damage to the stocks in cold storage premises caused by change of temperature.</li> <li>4. 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 Insured Events.</li> <li>5. Your Premises or any Insured Building remaining continuously unoccupied for a period of more than 30 days, unless You have obtained prior written approval from Us and such approval is recorded as an endorsement on the Policy.</li> <li>6. War, invasion, act of foreign enemy hostilities or war-like operations (whether war is declared or not), civil war, mutiny, civil commotion amounting to a popular rising, military rising, rebellion, revolution, insurrection or military or usurped power.</li> <li>7. Ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from combustion of nuclear fuel, or the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component that is part of it.</li> <li>8. Pollution or contamination, unless <ol style="list-style-type: none"> <li>i. the pollution or contamination itself has resulted from an Insured Event, in which case only physical damage to the Insured Property is covered, or</li> <li>ii. an Insured Event itself results from pollution or contamination.</li> </ol> </li> <li>9. Loss, destruction or damage to bullion or unset precious stones, any curios or works of art unless such amount is declared separately and recorded in the Policy Schedule.</li> <li>10. Loss of any Insured Property which is missing or has been mislaid, or its disappearance cannot be linked to any single identifiable Insured Event.</li> </ol>	Clause D. Exclusions, that is what We do not cover



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		<p>11. Loss or damage to any Insured Property removed from Your Premises to any other place, except</p> <p>i. Machinery and equipment temporarily removed for repairs, cleaning, renovation or other similar purposes for a period not exceeding 60 days,</p> <p>ii. Stock covered under Clause (C) (4.3) of this Policy-.</p> <p>12. Any reduction in market value of any Insured Property after its repair or reinstatement.</p> <p>13. Loss or damage to any Insured Property or any claim which is covered by a marine policy in force at the time of loss or damage, except in excess of the limits of that policy.</p> <p>14. Any consequential or indirect loss or damage of any description, i.e. losses or extra costs (financial or non-financial) that follow or are a consequence of an Insured Event, like, loss by delay, loss of income or wages or earnings, or of market, or of time, medical expenses, or any costs not covered by this Policy.</p> <p>15. Costs, fees or expenses for preparing any claim.</p>	
10	Special conditions and warranties (if any)	<p>1. The insurer can cancel the policy only on the ground of established Fraud, by giving minimum notice of 7 days of retail policy holder. However, you can cancel the policy at any time during the policy period by informing the Company.</p> <p>In the event of cancellation, the company will</p> <p>a. Refund proportionate premium for the unexpired policy period, if the term of the policy is up to one year and there is no claim(s) made during the policy period.</p> <p>b. Refund premium for the unexpired policy period, in respect of policy with the term more than one year and the risk coverage for such policy years has not commenced.</p> <p>2. There will be automatic termination of policy in the event of</p> <p>a. Destruction of insured building</p> <p>b. Change of ownership of insured property</p> <p>c. Sale of insured property</p> <p>d. Exhaustion of Sum Insured</p> <p>e. Unfortunate death of the insured</p> <p>f. Policy not invalidated</p> <p>3. The insured should allow insurer to inspect and investigate a claim following a loss/damage to the insured property.</p> <p>4. Multiple policies involving Bank or other lending or financing entity</p> <p>If there is more than one insurance policy covering the same risk, the insurer will not apply contribution clause. Under insurance will be</p>	<p>Clause G Conditions</p> <p>Please refer to the policy schedule for other special conditions and warranties applicable</p>



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		<p>applied on an overall basis taking into consideration the sum insured under all policies and comparing it with the value at risk.</p> <p>5. Renewal of this policy is not automatic. If you wish to renew the Policy, you must apply for renewal before the end of the policy period and pay the required premium amount.</p>	
11	Admissibility of Claim	<p><b>Admissibility of Claim:</b></p> <p>When You suffer loss of or damage/destruction to any insured property caused by listed insured events:</p> <ol style="list-style-type: none"> <li>Give notice to any of our offices or call centers immediately along with details of the event and Your loss/damage.</li> <li>You must submit the claim in our Claim form within 30 days from the date You first notice the claim.</li> <li>Establish Loss: You must prove that the Insured Event has occurred, and the extent of loss or physical damage You have suffered with full details. <ol style="list-style-type: none"> <li>You must support Your claim for Insured Property with Plans, specification books, vouchers, invoices pertaining to costs incurred by You for reconstruction/ replacement/repairs.</li> <li>You must allow Us, our officers, surveyors or representatives to inspect the Insured Property, and to take measurements, samples, damaged items or parts, and photographs that are relevant.</li> <li>You must give Us authority to see the relevant records and get information about the Event and Your loss from the police or any other authority.</li> <li>You must give Us, when We request, any additional information that We require for verifying Your Claim.</li> </ol> </li> <li>You must not sell, give away or dispose of any damaged items of any property,</li> <li>You must not carry out repairs unless such repairs are urgent and You are not able to contact Us.</li> </ol> <p><b>Denial of Claim:</b></p> <p>A claim under the policy can be denied due to any of the following circumstances: -</p> <ol style="list-style-type: none"> <li>We will not pay the claim and will cancel the policy if the claim is false or fraudulent or if you support a claim with any false or fraudulent statement or documents.</li> <li>For any loss or damage after the expiry of 12 months from the happening of the loss or damage unless the claim is the subject of pending action.</li> </ol>	Clause G Conditions (IV) Claims procedure



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		<p>3. The claim is not occurring within the policy period.</p> <p>4. The affected location is not covered under the policy.</p> <p>5. Losses not attributable to the listed insured events under the policy.</p> <p><b>Steps to prevent loss and damage</b></p> <p>a. You must take all reasonable steps to prevent further loss or damage to the insured property</p> <p>b. Until We have inspected the Insured Property and Your Premises, and have given Our consent,</p> <p>i. You must not sell, give away or dispose of any damaged items of any property,</p> <p>ii. You must not wash or clean, or remove any damaged item or debris, except for any urgent necessity, and</p> <p>c. Immediate notice to Authorities (For Example, you must report to the concerned Authorities - Fire brigade / Police / district Administration in the event of loss or damage to your property)</p>	
12	<b>Policy Servicing – Claim intimation and Processing</b>	<p>For queries related to policy / claim servicing, please contact us at 1860-258-0000 / 1860-425-0000 / or write to us at <a href="mailto:care@royalsundaram.in">care@royalsundaram.in</a>.</p> <p>Claim can be intimated by insured to any of Our offices or call centers at 1860-258-0000 / 1860-425-0000.</p> <p>The company will assign a surveyor to assess the damaged site for the loss evaluation.</p> <p><b>Documents to establish cause, extent, and adjustment of loss as per policy terms will be required to be submitted. In General, the following documents are required:</b></p> <ul style="list-style-type: none"> <li>▪ Claim form</li> <li>▪ Fire Brigade Report / FIR</li> <li>▪ Meteorological Report in case of Act of God Perils, Books of Accounts</li> <li>▪ Stock Register</li> <li>▪ Copy of Asset Register</li> <li>▪ Repair / Replacement Estimate, Repair / Reinstatement Bills, Proof of Reinstatement</li> <li>▪ CKYC documents PAN, ROC certificate, Aadhaar, GST Registration Certificate</li> <li>▪ Any other Document - There may be specific requirements depending upon the merits of each case.</li> </ul>	G. conditions (IV) Claims procedure



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		<p><b>Turn Around Time</b> for claims settlement:</p> <p>15 working days from the date of receipt of survey report or last document / clarification from the Insured / Surveyor whichever is later.</p>	
13	Grievance Redressal and Policyholders Protection	<p>1. In case of any grievance You may contact the company through  Website: <a href="https://www.royalsundaram.in/customer-service">https://www.royalsundaram.in/customer-service</a>  Contact Numbers: 1860 258 0000, 1860 425 0000  E-mail: manager.care@royalsundaram.in  Sr. Citizen can email us at seniorcitizengrievances@royalsundaram.in  Fax: 044-7117 7140  Courier: Grievance Redressal Unit  Royal Sundaram General Insurance Co. Limited  Vishranthi Melaram Towers,  No.2/319, Rajiv Gandhi Salai (OMR) Karapakkam,  Chennai – 600097.</p> <p>You may also approach the grievance cell at any of the company's branches with the details of grievance. If You are not satisfied with the redressal of grievance through one of the above methods, You may contact the grievance officer  Mr. T M Shyamsunder  Grievance Redressal Officer,  Royal Sundaram General Insurance Co. Limited,  Vishranthi Melaram Towers, No.2/319, Rajiv Gandhi Salai (OMR),  Karapakkam, Chennai – 600097.</p> <p>For updated details of grievance officer, kindly refer the link <a href="http://www.royalsundaram.in">http://www.royalsundaram.in</a>.</p> <p>If You are not satisfied with the redressal of grievance through above methods, the You may also approach the office of Insurance Ombudsman of the respective area/region for redressal of grievance as per Insurance Ombudsman Rules 2017. Grievance may also be lodged at IRDAI Integrated Grievance Management system <a href="https://bimabharosa.irdai.gov.in">https://bimabharosa.irdai.gov.in</a>.</p> <p>2. <b>Consumer Affairs Department of IRDAI</b></p> <p>a. In case if it is not resolved within 15 days or if You are unhappy with the resolution, You can approach the Grievance Redressal Cell of the Consumer Affairs Department of IRDAI by calling Toll Free Number 155255 (or) 1800 4254 732 or sending an e-mail to complaints@irdai.gov.in. You can also make use of IRDAI's online portal – Bima Bharosa Portal by registering Your complaint at <a href="https://bimabharosa.irdai.gov.in/">https://bimabharosa.irdai.gov.in/</a></p> <p>b. You can send a letter to IRDAI with Your complaint on a Complaint Registration Form available by clicking here. You must fill and send the</p>	Clause J. Grievances



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		<p>Complaint Registration Form along with any documents by post or courier to General Manager, Insurance Regulatory and Development Authority of India (IRDAI), Consumer Affairs Department - Grievance Redressal Cell, Sy.No.115/1, Financial District, Nanakramguda, Gachibowli, Hyderabad- 500032.</p> <p>c. You can visit the portal <a href="https://bimabharosa.irdai.gov.in/">https://bimabharosa.irdai.gov.in/</a> for more details.</p> <p><b>3. Insurance Ombudsman</b></p> <p>You can approach the Insurance Ombudsman depending on the nature of grievance and financial implication, if any. Information about Insurance Ombudsmen, their jurisdiction and powers is available on the website of the Insurance Regulatory and Development Authority of India (IRDAI) at <a href="http://www.irdai.gov.in">www.irdai.gov.in</a> or of the General Insurance Council at <a href="https://www.cioins.co.in/ombudsman">https://www.cioins.co.in/ombudsman</a> or on company website <a href="http://www.royalsundaram.in">www.royalsundaram.in</a>.</p>	
14	Obligations of the Policy holder	<p>1. Make true statements and full disclosure in the proposal and claim documents. Non-disclosure or withhold of any material information may affect the claim settlement.</p> <p>2. Kindly ensure that</p> <ol style="list-style-type: none"> <li>Unauthorized persons do not occupy your premises</li> <li>Whenever you premise or any building in you premises is unoccupied, all security procedures on Your premises are in force</li> </ol> <p>3. Inform us immediately if there is any:</p> <ol style="list-style-type: none"> <li>Change in nature of your Business or any processes</li> <li>If you let your premises or any part, or Your premises will no longer be solely occupied by you</li> <li>Change in the use of your premises</li> <li>If the Premises or any building remains unoccupied for more than 30 days</li> </ol> <p>4. Allow inspection and investigation of claim by insurer</p>	Clause G Conditions I) Your Obligations

#### Declaration by the Policyholder:

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

Place:

Date:

Signature of the Policyholder

Note: In case of any conflict, the terms and conditions mentioned in the policy document shall prevail.

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