



CUSTOMER INFORMATION SHEET

This document provides key information about your policy. You are also advised to go through your policy document

Sl. No.	Title	Description (Please refer to applicable Policy Clause Number in next column)	Policy Clause Number
1	Product Name	Parametric Insurance Policy – Group Variant 1	Header
2	Unique Identification Number (UIN) allotted by IRDAI	IRDAN102RPMS0007V01202526	Footer
3	Structure	Parametric basis (on deviation of the observed index from Trigger/strike, the stated limit of liability shall be settled in the manner specified in the Master Policy Schedule/Certificate of Insurance without evaluation or measurement of the actual extent or amount of loss or damage incurred).	Basis of settlement
4	Interests Insured	Provides coverage for economic activities (including Dwelling, Plant, and machinery) impacted by extreme climatic conditions and natural calamities.	Details as per the Master Policy / Certificate of Insurance
5	Sum Insured	Sum Insured will be decided individually for each policyholder at the time of issuing the policy based on the economic values of the risk covered, which will be arrived at using factors such as input cost, production cost, and probable maximum loss.	Sum Insured Amount as specified in the Master Policy Schedule or Certificate of Insurance



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6	Policy Coverage	<p>↗ The policy compensates the insured for losses resulting from deviation of the observed index from the Trigger/strike happening within a specified geographical area mentioned in the Master Policy / Certificate of Insurance.</p> <p>↗ The insured can pick and choose any of the factor/parameter based on the risk factors the covered economic activity is exposed/subject to:</p> <ol style="list-style-type: none"> Weather Parameters Remote Sensing indices Occurrence of natural calamities IoT device-based cover Any additional IoT device-based parameter 	<p>Coverage</p> <p>The details of factor/parameter selected is specified in the Master Policy / Certificate of Insurance</p>
7	Add-on covers	Not applicable	
8	Loss Participation	Deductibles as stated in the Policy Schedule	Policy Schedule
9	Exclusions	<ol style="list-style-type: none"> War and allied perils. Consequential loss of any kind or description. Any weather/satellite parameter and/or natural calamity or any other parameter not specifically covered under the Policy. Direct or consequential loss due to nuclear weapons material, ionizing radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel. Losses arising due to any other reasons which are not specifically included in the Master Policy / Certificate of Insurance. 	Standard Exclusions



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		6. Any act of Terrorism. For the purpose of this exclusion, terrorism means an act or threat of violence or an act harmful to human life, tangible or intangible property or infrastructure with the intention or effect of influencing any government or of putting the public or any section of the public in fear. In any action, suit or other proceedings where the Insurer alleges that by reason of this definition a loss, damage, cost or expense is not covered by this Agreement, the burden of proving that such loss, damage, cost or expense is covered shall be upon the Insured.	
10	Special conditions and warranties (if any)	<u>Disclaimer Clause:</u> Claims under this policy will be processed based on data collected from independent sources such as weather stations/Remote Sensing Indices/ natural calamities. However, the Company may request additional information from the insured as needed to process the claim.	General Conditions No.16
11	Admissibility of Claim	<u>Admissibility of Claim:</u> The claim will be admissible as per the terms and conditions of the policy. <u>Denial of Claim:</u> The benefit under this Policy is forfeited if a claim is in any respect fraudulent or if any fraudulent means or devices are used by the Master Policyholder.	As per the Policy wording
12	Policy Servicing – Claim	For queries related to policy/claim intimation or servicing, please contact us at 18602580000 /18604250000 or write to us at care@royalsundaram.in .	Policy wording



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	Intimation and Processing	<p>a. <u>intimation</u>: Claim can be intimated by You to any of Our offices or call centers at 1860-258-0000 / 1860-425-0000 or write to us at care@royalsundaram.in</p> <p>The Master policyholder is not required to submit claim form as the process of payment of claims is automated upon intimation and based on the data received from the sources maintained by the specified Government / Private / International agencies.</p> <p>Claim Documentation, if required</p> <p>At the time of settlement of claims, the Master policyholder may be required to furnish one or more of the following documents to the Company:</p> <ul style="list-style-type: none"> · Declaration of loss (if applicable) · Document proving insurable interest · Photocopy of current year policy or Certificate of Insurance · Copy of Identity Proof · Proof of premium paid (Acknowledgement slip) · Original cancelled Cheque with payee name printed on the Cheque is required. If name of payee is not printed on the Cheque, please attach copy of the first page of bank passbook · Any other relevant document directly related to the claim <p>Only the term sheet / Master Policy Schedule / Certificate of Insurance containing the trigger parameters and sums payable on breach of such trigger parameters shall form the basis of computation of claims payable to the Master policyholder / insured member (and not based on actual</p>	Conditions when a claim arises



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		<p>loss suffered and shall be deemed to be an integral part of the policy).</p> <p>Claim payment shall be by online fund transfer.</p> <p>Claim Payment –TAT – Offer or rejection will be made within 22 days from intimation.</p> <p>Claims processing and settlement will be as per the Master Circular on Protection of Policyholders' Interest, 2024. In the event the claim is not settled within 22 days as stipulated above, the insurer shall be liable to pay interest at a rate which is 2% above the bank rate from the date of intimation by the insured till the date of actual payment.</p>	
13	Grievance Redressal and Policyholders Protection	<p>1. In case of any grievance You may contact the company through</p> <p>Website: https://www.royalsundaram.in/customer-service</p> <p>Contact Numbers: 1860 258 0000, 1860 425 0000</p> <p>E-mail: manager.care@royalsundaram.in Sr.</p> <p>Citizen can email us at:</p> <p>seniorcitizengrievances@royalsundaram.in</p> <p>Senior Citizen Grievance Number - 9500413019</p> <p>Fax: 044-7117 7140</p> <p>Courier: Grievance Redressal Unit</p> <p>Royal Sundaram General Insurance Co. Limited</p> <p>Vishranthi Melaram Towers, No.2/319,</p> <p>Rajiv Gandhi Salai (OMR) Karapakkam,</p> <p>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.</p>	Conditions for Grievance Redressal



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		<p>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. GRO Contact Number – 9500413094</p> <p>For updated details of the grievance officer, kindly refer to the link http://www.royalsundaram.in.</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 https://bimabharosa.irdai.gov.in.</p> <p>2. <u>Consumer Affairs Department of IRDAI</u></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 https://bimabharosa.irdai.gov.in/</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 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</p>	



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		<p>- Grievance Redressal Cell, Sy.No.115/1, Financial District, Nanakramguda, Gachibowli, Hyderabad-500032.</p> <p>c. You can visit the portal https://bimabharosa.irdai.gov.in/ for more details.</p> <p>3. <u>Insurance Ombudsman</u></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 www.irdai.gov.in or of the Council for Insurance Ombudsmen at https://www.cioins.co.in/ombudsman or on company's website www.royalsundaram.in.</p>	
14	Obligations of the Policyholder	<p>a) Every notice and communication to the Company required by this Policy shall be in writing or in electronic form to the Company and unless otherwise required by the Company under the policy, must be duly delivered at the address/email ID mentioned in the Master Policy Schedule / Certificate of Insurance to the Policy.</p> <p>b) Transfer of Interest - Prior approval from the Company shall be sought in writing for the transfer of interest. The policy may be transferred to the new owner after approval from the Company, subject to payment of the Transfer fee of Rs. 100 by insured/insured member to the Company</p> <p>c) Right to inspect: If required by the Company, an agent/representative of the Company including a loss assessor or a surveyor appointed in that behalf shall in case of any loss or any circumstances that have</p>	<p>Condition No.8</p> <p>Condition No.6</p> <p>Condition No.15</p>



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		given rise to the claim to the Insured be permitted at all reasonable times to examine into the circumstances of such loss. The Insured shall on being required so to do by the Company produce all books of accounts, receipts, documents relating to or containing entries relating to the loss or such circumstance in his possession and furnish copies of or extracts from such of them as may be required by the Company so far as they relate to such claims or will in any way assist the Company to ascertain in the correctness thereof or the liability of the Company under the Policy.	

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.