

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	Neon Sign Insurance Policy	
2	Unique Identification Number (UIN) allotted by IRDAI	IRDAN102RP0007V01100001	Footer in all pages
3	Structure	Indemnity basis	
4	Interests Insured	Neon Sign /Glow Sign and Hoardings as specified in the Schedule	Details as per policy schedule
5	Sum Insured	➤ Sum Insured should be equal to new replacement value of the Insured Items.	Sum Insured Amount as per Policy schedule
6	Policy Coverage	The policy covers loss or damage to the Installation or any part by accidental external means, fire, lightning, external explosion or theft of the whole sign. The loss/damage should happen during the policy period.	Page 1 of the policy wording
7	Add-on covers	Not applicable for this policy.	
8	Loss Participation	Deductible as stated in the Policy Schedule If at the time of loss, the value of the insured item is greater than the Sum Insured under the policy, the insured should bear a rateable proportion of loss.	As per Policy Schedule
9	Exclusions	The company shall not be liable for 1. The fusing, burning out of any Bulbs and/ or Tubes arising from short circuiting or arcing or any other mechanical or electrical defect or breakdown. 2. Repair, Cleaning, Removal or Erection, wear and tear, depreciation or deterioration 3. Damage to tubes unless the tube glass is fractured. 4. Over running, over heating or strain 5. Atmospheric Condition 6. Consequential loss however caused 7. War Invasion act of Foreign Enemy, Hostilities (whether war be declared or not). Civil War Mutiny Rebellion, Revolution, Insurrection Military of Usurped Power, Strike Riot or Civil Commotion. 8. Any legal liability of whatsoever nature directly or indirectly caused by or contributed to by or arising from ionizing, radiation or contamination	General Exceptions

		by radio activity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel.	
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> <ol style="list-style-type: none"> 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. 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>2. 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 applied on an overall basis taking into consideration the sum insured under all policies and comparing it with the value at risk.</p> <p>3. Insured should ensure that the Neon Sign described in the Schedule hereto must be examined and inspected at regular intervals at least once in every six months by Qualified professional and submit a details report to the company.</p> <ul style="list-style-type: none"> The Report should certify that the said Neon Sign is in sound running order and is properly and adequately fastened and attached to its frame work and that the foundation of the entire structure is also of adequate strength and properly attached to and fixed to the ground or floor as the case may be, must be submitted to the Company forthwith. 	Conditions
11	Admissibility of Claim	<p><u>Admissibility of Claim:</u></p> <ul style="list-style-type: none"> The claim will be admissible as per the terms and conditions of the policy. <p><u>Denial of Claim:</u></p> <p>A claim under the policy can be denied due to any of the following circumstances: -</p> <ul style="list-style-type: none"> 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. Losses fall under the policy exclusion. <p>The insured shall take all reasonable steps to safeguard the Neon Sign from loss or damage and to maintain them in efficient condition and the Company shall have at all times free and full access to examine the Neon Sign or any part thereof. In the event of any accident proper precautions should be taken to prevent further damage or loss.</p>	Conditions
12	Policy Servicing – Claim intimation and	<p>For queries related to policy / claim servicing, please contact us at 1860 258 0000 / 1860 425 0000 / or write to us at care@royalsundaram.in.</p> <ul style="list-style-type: none"> Claim can be intimated by insured to any of Our offices or call centers 	Conditions-Claims procedure

	Processing	<p>at 1860-258-0000 / 1860-425-0000.</p> <ul style="list-style-type: none"> The company will assign a surveyor to assess the damaged site for the loss evaluation. The Company may at its own option reinstate, replace or repair the property damaged or pay the amount of Loss/damage. <p>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</p> <ul style="list-style-type: none"> Claim form FIR/Final Report Proof in support of Cause of Loss/Operation of Insured peril Books of Accounts Stock Register Repair / Reinstatement Bills Proof of Reinstatement KYC documents PAN, ROC certificate, Aadhaar, GST Registration Certificate Any other document: There may be specific requirements depending upon the merits of each case. <p>Turn Around Time for claims settlement: 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: https://www.royalsundaram.in/customer-service 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 http://www.royalsundaram.in.</p>	Conditions – Grievance Redressal Procedure

		<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. Consumer Affairs Department of IRDAI</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 - 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. Insurance Ombudsman</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 General Insurance Council at https://www.cioins.co.in/ombudsman or on company website www.royalsundaram.in.</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. Upon the happening of any event giving rise or likely to give rise to a claim under this Policy:</p> <p>The Insured shall give immediate notice thereof in writing to the nearest office of the Company with a copy to the Policy-issuing office of the Company as well as lodge forthwith a complaint with the Police in case of loss by theft or other criminal act</p>	Conditions

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.