




**YOU DON'T LEAVE YOUR  
HOME "UNLOCKED",  
SO WHY LEAVE IT  
"UNPROTECTED"?**

**PROTECT YOUR HOME  
WITH HDFC ERGO  
HOME SHIELD INSURANCE**



A house is the most expensive asset that is owned by an individual. On an average, most part of your saving is invested in buying and furnishing the house. Not much of attention is paid to protect it against the untoward events. Natural calamities like floods and earthquakes can strike anytime anywhere without notice. In addition, robbery and burglary can also take place when you least expect it.

**HDFC ERGO Home Shield Insurance** is one of the most comprehensive products that covers your assets up to 5 years from virtually all the fortuitous events which could take away your peace of mind.



## Benefits



Option to cover only the building (structure) or contents or both of your home up to 5 yrs on all risk basis



Multiple options to choose such as loss of rent, hotel stay, emergency purchases, expenses for shifting to alternate accommodation, etc.



Covers your home contents such as furniture and fixtures, electronic equipment, ACs, etc. at replacement or indemnity basis



Optional coverage for portable equipment, jewellery and valuables, public liability\*



Building can be valued on the following basis:

- Reconstruction cost (Reinstatement value)
- Higher of registered agreement value or ready reckoner value or valuation report certified by government approved valuer (Agreed value)
- Depreciated cost i.e. reinstatement cost less depreciation (Indemnity basis)

## Eligibility



An owner occupant of flat / apartment / independent building can purchase this policy for his building and/ or contents, jewellery and valuables, curios, paintings and work of art and portable electronics equipments.



A tenant and other non-owners can also purchase this policy for contents, jewellery and valuables, curios, paintings and work of art and portable electronics equipments

Coverage for either building structure or content will be compulsory to qualify for home shield policy.



Scope	Cover details	Sum insured limit
Building structure	<ul style="list-style-type: none"> <li>▪ Option I: Agreed value</li> <li>▪ Option II: Reinstatement value basis</li> <li>▪ Option III: Indemnity basis (with depreciation)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Option I: Value as per ready reckoner or regd. agreement value or valuation report of govt. approved valuer whichever is higher</li> <li>▪ Option II: Cost of construction</li> <li>▪ Option III: Cost of construction less depreciation</li> </ul>
Contents excluding portable equipments, jewellery, paintings, artifacts, pedal cycle	<ul style="list-style-type: none"> <li>▪ Option I: Replacement value basis</li> <li>▪ Option II: Indemnity basis (with depreciation)</li> <li>▪ Cover available upto 10 yrs old items</li> <li>▪ Extension for higher sum insured is available (with condition of avg for entire content Sum Insured)</li> <li>▪ Coverage on loss limit basis upto Rs. 10 lakhs</li> <li>▪ Electrical/mechanical breakdown is covered for electronic items</li> </ul>	<ul style="list-style-type: none"> <li>▪ 10% of agreed value or 50% of reinstatement SI or indemnity sum insured up to max of 10 lakhs (contents only policies) with waiver of condition of avg.</li> <li>▪ There is a provision of auto-reinstatement of sum insured after the claim</li> <li>▪ Auto cover for newly purchased contents (if cover is opted on loss limit basis)</li> </ul>
Jewellery and valuables (Optional cover)	<ul style="list-style-type: none"> <li>▪ Market value basis.</li> <li>▪ Extension for worldwide coverage is available</li> </ul>	The maximum sum insured will be 20% of contents sum insured
Painting, curios and work of art (Optional cover)	Based on the valuation report of government approved valuer	<ul style="list-style-type: none"> <li>▪ Sum insured will be on agreed value</li> <li>▪ The maximum sum insured will be 20% of contents sum insured</li> </ul>
Portable electronic equipments (Optional cover)	<ul style="list-style-type: none"> <li>▪ Cover available upto 10 yrs old equipments</li> <li>▪ Extension option for worldwide coverage available.</li> </ul>	Sum Insured shall be equal to the cost of replacement of the insured property by new property of the same kind and same capacity.
Painting, curios and work of art (Optional cover)	Based on the valuation report of government approved valuer	<ul style="list-style-type: none"> <li>▪ Sum insured will be on agreed value</li> <li>▪ The maximum sum insured will be 20% of contents sum insured</li> </ul>
Escalation option for Building (optional)	It shall allow automatic regular increase in the sum insured throughout the period of the policy.	Escalation up to 25% on base sum insured
Rent for alternative accommodation (Optional)	It pays for alternative accommodation following total loss, maximum upto 24 months.	<ul style="list-style-type: none"> <li>▪ Option I: 0.5% of building sum insured</li> <li>▪ Option II: 0.3% of building sum insured</li> </ul>
Hotel stay (optional)	The period of indemnity is limited to 15 days	Sum insured limited upto 0.05% of building Sum insured, maximum upto ₹15000/- per day
Loss of rent (optional)	This covers up to a maximum period selected by insured subject to a maximum period of 24 months	The company's liability shall not exceed 0.3% of building sum insured subject to maximum of ₹30,000/-

Scope	Cover details	Sum insured limit
Expenses of shifting to alternate accommodation (optional)	This covers actual expenses incurred by the insured for packing, unpacking and transportation of the insured's possessions/ dwelling contents to the alternative accommodation	The company's liability shall not exceed 0.5% of building sum insured subject to maximum of ₹50,000/-
Emergency purchases (optional)	It covers expenses incurred by the insured towards emergency purchases	Up to ₹20,000/- or the actual whichever is less.
Keys and locks replacement cover (optional)	Covers cost of replacing any such lock with one of similar quality	Up to maximum of ₹20,000/- or the actual whichever is less
Public liability cover (optional)	Covers those sums that the insured becomes legally liable to pay, including litigation expenses	Up to the sum insured as specified in the schedule
Brokerage for alternate accommodation (Optional)	The brokerage payment towards alternative accommodation on rent.	Actual expenses incurred by the insured up to maximum of ₹50,000/- or one month rent whichever is less
Pedal cycle (Optional)	<ul style="list-style-type: none"> <li>▪ Section I: Loss or damage</li> <li>▪ Section II: Liability to third Party</li> </ul>	Replacement cost up to the limit of the sum insured set against the item in the policy schedule



## Major Exclusions

1. This policy does not cover the excess of ₹5000/- for each and every claim irrespective of claim amount
2. Loss or damage or collapse of “Building” due to structural defects, latent defects, poor maintenance, defective workmanship, termites, natural ageing or any other gradually operating cause
3. Loss or damage to contents due to defective workmanship, material or design, latent defect, wear and tear, depreciation, moth, vermin, termites, Fungi, insects or mildew, process of cleaning, dyeing or bleaching, restoring, repairing, retouching or renovation, inherent vice, warping or shrinkage, the action of light or atmospheric conditions, natural ageing or any other gradually operating cause
4. Loss or damage due to manufacturing defects in electrical, mechanical and Electronic Items for which the manufacturer is responsible
5. Loss of or damage to the property Insured under this policy falling under the terms of the maintenance agreement
6. Loss, destruction or damage arising from or occasioned by overloading or strain, overrunning excessive pressure, or test requiring imposition of abnormal conditions in case of electrical, mechanical and electronic Items
7. Loss or damage to money, securities, manuscript, deeds, bonds, bills of exchange, promissory notes, stock or share certificate, stamp and travel ticket or traveller cheques, business books or documents, plans, designs, blueprints, credit/ debit/ ATM cards, club membership cards.

For a complete list of exclusions, refer to the Home Shield Policy wordings.



## Premium rates

Cover description	Basis premium rate (Per %)	Extension premium
Building	<ul style="list-style-type: none"> <li>▪ Agreed value: 0.30</li> <li>▪ Reinstatement value: 0.30</li> <li>▪ Indemnity (with depreciation): 0.25</li> </ul>	Escalation: 50% of building rate
Contents	<ul style="list-style-type: none"> <li>▪ Replacement value: 7</li> <li>▪ Indemnity (with depreciation): 5.75</li> </ul>	For higher sum insured - Contents rates will be applicable
Jewellery and valuables	8	Worldwide extension - 25% loading on jewellery rate
Painting, curios and work of art	10	
Portable electronic equipments	15	
Rent for alternative accommodation	<ul style="list-style-type: none"> <li>▪ Option I - 0.03</li> <li>▪ Option II - 0.02</li> </ul>	
Hotel stay	Building rate	
Loss of rent	Building rate	
Expenses of shifting to alternate accommodation	Building rate	

Cover description	Basis premium rate (Per %)
Emergency purchases	Building rate
Keys and locks replacement cover	Content rate
Public liability cover	0.50
Brokerage for alternate accommodation	Building rate
Pedal cycle	20

## Policy excess

Excess of Rs. 5,000 has to be borne by the insured for each and every claim irrespective of claim amount.



## Discounts

This policy can be purchased up to 5 years for building and/or contents which offers peace of mind along with attractive discounts.

Note: In case of building presently under construction, the date of possession will be the policy start date. Buildings under construction are not covered.

Long term discount	
Policy period in years	Discount on premium
2	3%
3	6%
4	9%
5	12%

## Claim settlement process

In case of an event occurring resulting in a claim under this policy, the insured and/or his legal representatives shall,



Send an immediate notice to the company of the said event and the nature of the loss through email/registered post within a period of seven days from the date of its occurrence. The insured may call on the number stated hereunder for this purpose. Toll free helpline 1800 2666 400 within a period of 15 days forward to the company all the relevant documents in evidence of the event and in support to the claim, unless otherwise agreed to by the company; wherever, details pertaining to any incident which results in a claim, are conveyed by the insured to the company after a reasonable period, the insured shall provide the reasons of such delay to the company and the company may on analysis of reasons provided by insured, condone the delay in intimation of claim or delay in providing the required information/documents to the company



Extend all assistance and co-operation to the surveyor appointed by the Company for the purpose of survey and assessment of the loss;



In case the event or circumstance to be notified, involves any form of legal process, the Insured must in addition to the above

- Immediately send to the company every written notice or information of any verbal notice of a claim and
- Immediately send to the company any writ, summons, or other legal process issued or commenced against the Insured, and
- Permit the company to take over the control and conduct of the defense, pursuit and settlement of any claim and provide the company or its representatives with such co-operation and assistance as may be required for that purpose, and
- Provide the company with the names and addresses of any known persons injured and any available witnesses.
- Provide the company at his cost, with any legal documents and other documents which will help the company defend any insured persons and
- Assist and co-operate with the company in the conduct of the defense by helping the company
- To make settlement
- To enforce any right of contribution or indemnity against any person or organization who may be liable to an Insured person
- To attend hearing and trials
- To secure and give evidence and obtain the attendance of witnesses



Extend all assistance and co-operation to the surveyor appointed by the Company for the purpose of survey and assessment of the loss;



Not commit for payment of any expenses or liability or otherwise assume any contractual obligation to third parties without first obtaining the written consent of the company.



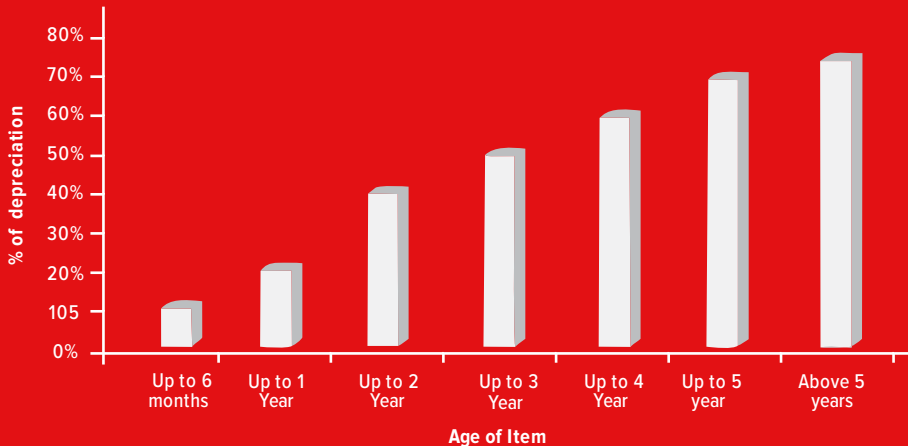
In case of total loss to the building the insured shall within 6 months of the occurrence of the loss to the building or such other time that the company may allow in writing, intimate to the company his intention to either reconstruct, reinstate or abandon the damaged building. In case of total loss and where the insured chooses to abandon the damaged building in favor of the company and where such a building is owned by a co-operative society or a building association, the Insured shall execute in favor of the company a deed of relinquishment whereby the insured would relinquish in favor of the company all its rights with respect to the insured property in consideration of the company paying to the insured the claim and for this purpose provide to the company the following documents:

- a. An no encumbrance certificate of the insured property which is up to date;
- b. No objection certificate stating that the such a society or association does not object to the subrogation and vesting with the company, the rights transferred by the insured in the favour of the company ;
- c. An up to date no- dues certificate issued by such Society or Association;
- d. A power of attorney executed by the insured in favor of the company stating that on the happening of an event which would give rise to a claim under the Policy and on the insured choosing to abandon the insured property in favour of the company and upon the company paying to the insured the claim under the said policy, the company would be subrogates to all rights that the insured has with respect to the insured property;

Provided that the company shall be entitled to deduct from the claim amount all the expenses such as registration fee, stamp duty or other incidental expenses incurred by the company for the purpose of the executing the afore stated deed of relinquishment and the registration thereof.



## Depreciation for contents where sum insured is on indemnity basis



## Claim documents

- a. Claim form of the company duly completed and signed by the insured and/or insured's legal representative
- b. In cases where the insured is the owner occupant of a flat/apartment, the insured shall produce to the company one or more of the following documents as may be demanded by the company for coverage of building on agreed value basis
- c.
  - a. Approved plan of construction/extension & license for construction which is sanctioned by statutory authority
  - b. The building completion certificate and the occupancy certificate; or letter of possession from the builder sales deed, title deeds; or any other like document that establishes the title of the insured with respect to the insured property
  - c. The receipts of the payments made to the builder of the property
  - d. In cases where the building proposed to be insured is a redeveloped building, the development agreement;
  - e. The latest property tax / electricity bill, if issued in the name of the insured by the appropriate municipal authorities;
- d. Independent evidence of the event occurring, nature and extent of the loss and all the documents to substantiate the amount sought from the company, such as

- i. First information report
- ii. Investigation report by the police
- iii. Fire brigade report
- iv. Bills and invoices, valuation reports etc required to support and substantiate the claim amount
- v. Estimate of the repairers
- vi. Invoice of the suppliers for replacement
- vii. Final bill of repairers
- viii. Court summons / legal notices, if any
- ix. Proof of rent in dwelling and dwelling taken up as alternative accommodation
- x. Rent agreement
- xi. KYC documents where settlement amount is over ₹1 lakh
- xii. Bank account details of the claimant for electronic settlement and cancelled cheque
- xiii. In case of total loss a certificate from the appropriate municipal authority/ or an architect that declares and certifies the insured building as uninhabitable

Any other document as may be necessary and appropriately applicable for the claims preferred under the different sections of the policy

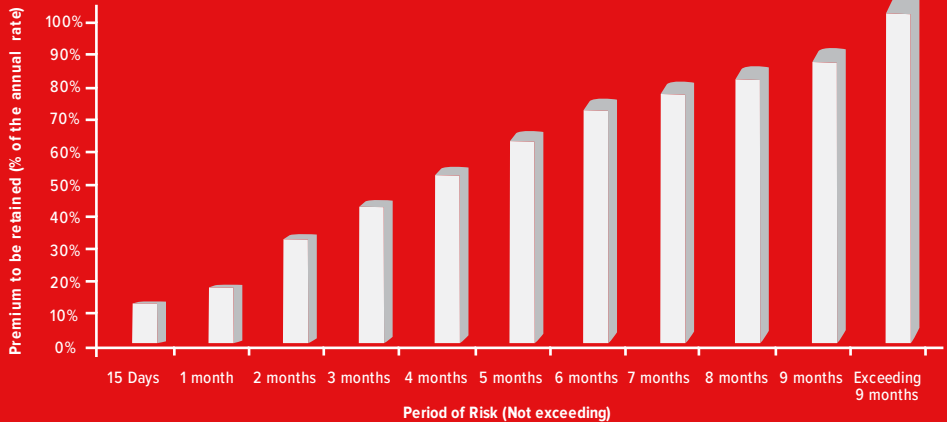
## Cancellation

The company may cancel this policy on grounds of misrepresentation, fraud, non disclosure of material facts, non cooperation by the insured or anyone acting on his behalf. Such cancellation of the policy will be from inception date or the renewal date (as the case may be) upon 15 days notice and by sending an endorsement in this regard at insured's address shown in the schedule without refund of any premium

The policy may also be cancelled by the insured at any time by giving at least 15 days written notice to the company. The company will refund premium on a short period basis by reference to the time cover is provided, subject to a minimum retention of premium of ₹250/-

## Rules for cancellation:

Annual policies - on short period scale as under:



## Long term policies

1. No refund shall be allowed if there has been a claim under the policy.
2. If the policy is cancelled within 2 years of inception, the premium to be retained, shall be worked out as per normal rates applicable - that is without allowing any discount.
3. If the policy is cancelled after 2 years of inception, the discount slab shall be reworked for the number of years the policy was actually in force. For this purpose fraction of a year shall be rounded to the next higher year. For example if the policy has run for 3 years and 3 months, premium shall be retained for 4 years.

## Renewal

The company shall be under no obligation to renew the policy on expiry of the period for which premium has been paid. The company reserves the right to offer revised rates, terms and conditions at renewal based on claim experience and a fresh assessment of the risk. This policy may be renewed only by mutual consent and subject to payment in advance of the total premium at the rate in force at the time of renewal. The company, however, shall not be bound to give notice that the policy is due for renewal or to accept any renewal premium. Unless renewed as herein provided, this policy shall automatically terminate at the expiry of the period for which premium has already been paid.

## Mid term increase in sum insured

The premium shall be calculated on pro-rata basis on the amount by which the SI is increased.

## Anti - rebating warning

- i. No person shall allow or offer to allow, either directly or indirectly as an inducement to any person to take out or renew or continue an insurance In respect of any kind of risk relating to lives or property in India, any rebate of the whole or part of the commission payable or any rebate of the premium shown on the policy, nor shall any person taking out or renewing or continuing a policy accept rebate except such rebate as may be allowed In accordance with the published prospectus or tables of the insurer.
- ii. Any person making default in complying with the provisions of this section shall be punishable with fine which may extend to ₹10 Lakhs.



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**For more details, log on to [www.hdfcergo.com](http://www.hdfcergo.com) or call us on 022 6242 6242**

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