

Customer Information Sheet

Consequential Loss (Fire) Insurance

This document provides only key information about your policy. Please refer to the policy document for detailed terms and conditions.

Sr. No.	Title	Description (Please refer to applicable Policy Clause Number in next column)	Policy / Clause Number
1	Product Name	Consequential Loss (Fire) Insurance	NA
2	Unique Identification Number (UIN) allotted by IRDAI	IRDAN125RP0013V01200203	NA
3	Structure	As per policy schedule	“clauses and extensions” in the policy schedule
4	Interests Insured	Loss of gross profit following Material Damage - As per policy schedule	“Coverage Details & Sum Insured & Premium “ in the policy schedule
5	Sum Insured	<<as stated in the policy schedule>>	“Coverage Details & Sum Insured & Premium” in the policy schedule
6	Policy Coverage	Covers any building or other property used by the Insured at the premises for the purpose of the Business, be destroyed or damaged by the perils covered under the Fire policy, and the Business carried on by the Insured at the premises be in consequences thereof interrupted or Interfered with, then the Company will pay to the Insured in respect of each item in the Schedule the amount of loss resulting from such interruption or interference in accordance with the Provisions mentioned in the policy schedule.	“policy wordings”
7	Add-on Cover	As per policy schedule	“Details of Add On Cover” in the policy schedule
8	Loss Participation	<<as per policy schedule>>	“Excess/ deductibles” in the policy schedule

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9	Exclusions	<p>This insurance does not cover any loss resulting from damage occasioned by/or through or in consequence directly or indirectly of any of the following occurrences namely:</p> <ol style="list-style-type: none"> 1. War, invasion, act of foreign enemy, hostilities or Warlike Operations (whether war be declared or not). Civil war. 2. Mutiny Civil Commotion assuming the proportion of or amounting to a popular rising, military rising, insurrection, rebellion, revolution, military or usurped power. 3. In any action suit or other proceeding where the co-alleges that be reason of the provision of this condition any loss or damage is not covered by this Insurance, the burden of proving that such loss or damage is covered shall be upon the Insured. 4. This Policy excludes loss, damage, cost or expense of whatsoever nature directly or indirectly caused by, resulting from or in connection with any act of terrorism regardless of any other cause or event contributing concurrently or in any other sequence to the loss. 	Conditions (6) (7) in the policy schedule
10.	Special Conditions and Warranties (if any)	<ul style="list-style-type: none"> • Sanction and Embargo Clause • NMA 2915-End B • Communicable Disease Exclusion Clause <p>For more details refer policy schedule</p>	“Special Conditions, Warranties and Exclusions” in the policy schedule
11.	Admissibility of Claim	<ul style="list-style-type: none"> • Following are the key parameters leading to admissibility or denial of claims: <ol style="list-style-type: none"> 1. The policy shall cover losses as long as in force a FIRE POLICY covering the interest of the Insured in the property at the Premises against such Damage and that payment shall have been made or liability admitted thereunder. 2. The policy shall exclude losses as specified in the exclusion/exception/excluded causes/conditions of section of the policy wording. 3. The coverage is subject to compliance of policy clause/conditions/warranties. <ul style="list-style-type: none"> • Duty of care & loss minimization post-accident <ul style="list-style-type: none"> o If You suffer a loss because of an insured event/peril/causes, You must make a claim for Your financial loss at Your cost. o The procedure for making a claim is given below. 1. Immediate notice to Us <ol style="list-style-type: none"> a. As soon as any sudden, unforeseen and physical loss or damage occurs to insured property due to insured event/peril/causes and/or does not fall under exclusion, You must immediately give notice to Us of the loss or damage. This is necessary for Us to survey/ investigate the loss or damage, as may be required. 	NA

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		<ul style="list-style-type: none"> b. You can give notice to any of Our offices or call centres. c. You must state in this notice <ul style="list-style-type: none"> i. the Policy Number, ii. Your name, iii. details of report to the police that You made, iv. details of report to any Authority that You made, v. details of the Insured Event, vi. a brief statement of the loss, vii. particulars of any other insurance of insured property, viii. details of loss or damage under any Optional Cover or Add-ons, ix. submit photographs of loss or physical damage, wherever possible. 2. Steps to prevent loss and damage <ul style="list-style-type: none"> a. You must take all reasonable steps to prevent further loss or damage to insured property. b. Until We have inspected insured property and have given Our consent, <ul style="list-style-type: none"> i. You must not sell, give away or dispose of any damaged items of any property for which You are making a claim; ii. You must not wash or clean, or remove any damaged item or debris, except for any urgent necessity; iii. You must not carry out repairs, unless such repairs are urgent and You cannot contact Us. o Act as if not insured and try all possible measures to minimize the loss. o Inform fire brigade / police or any other govt statutory body, if applicable o Seek the assistance of the insurance surveyor or any other agencies appointed for loss minimization efforts and also in claim procedure o Take photos or videos of damaged property and preserve all damaged property for detailed inspection by the surveyors o Preserve documentary evidence for assessment of quantum of loss. <p>The loss will be assessed by the surveyors as per the claim bill, supporting documents provided and in accordance with policy terms and conditions.</p> <p>The loss will be assessed by the surveyors as per the claim bill, supporting documents provided and in accordance with policy terms and conditions. The assessment will be subject to deduction, if any,</p> <ul style="list-style-type: none"> a) savings in standing charges, maintenance, depreciation etc, b) deductions due to unreasonable delays in reinstatement, c) trends adjustment, d) under insurance/average clause, e) policy excess / deductible /franchise etc, f) reinstatement premium. 	

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12.	Policy Servicing - Claim Intimation and Processing	<ul style="list-style-type: none"> • Toll free / IVRS number of the Insurer 120 6234 6234 / 022-6234 6234 • Website: www.hdfcergo.com Email : care@hdfcergo.com • Turn Around Time (TAT) in working hours / days for claims settlement <ul style="list-style-type: none"> o Surveyor appointment- 24 hours from claim intimation o Survey report- 15 days from allotment of survey o Decision of claim to insured - 7 days from survey report • Customer Escalation Matrix <ul style="list-style-type: none"> o Level 1 In case the Complainant has not received a response or is not satisfied with the response / resolution given / offered, then the Customer can write to: The Complaints & Grievance Cell HDFC ERGO General Insurance Company Limited D-301, 3rd Floor, Eastern Business District (Magnet Mall), LBS Marg, Bhandup (West), Mumbai – 400078, Maharashtra e-mail: grievance@hdfcergo.com o Level 2 In case the Complainant has not received a response or is not satisfied with the response / resolution given / offered by the C&G cell, then the Customer can write to the Chief Grievance Officer of the Company at the following address: The Chief Grievance Officer HDFC ERGO General Insurance Company Limited D-301, 3rd Floor, Eastern Business District (Magnet Mall), LBS Marg, Bhandup (West), Mumbai – 400078, Maharashtra e-mail: cgo@hdfcergo.com 	NA
13.	Grievance Redressal and Policyholders Protection	<p>If You have a grievance about any matter relating to the Policy, or Our decision on any matter, or the claim, You can address Your grievance as follows:</p> <p>1. Our Grievance Redressal Officer</p> <p>If you have a grievance that you wish us to redress, you may contact us with the details of your grievance through:</p> <ul style="list-style-type: none"> • Call Centre - 120 6234 6234 / 022-6234 6234 • Emails – grievance@hdfcergo.com • Contact Details for Senior Citizens: 022 6242 6226 Email ID: seniorcitizen@hdfcergo.com Designated Grievance Officer in each branch. • Company Website – www.hdfcergo.com • Courier - Any of our Branch office or corporate office <p>You may also approach the Complaint & Grievance (C&G) Redressal Cell at any of our branches with the details of your grievance during our working hours from Monday to Friday.</p> <p>If you are not satisfied with our redressal of your grievance through one of the above methods, you may contact our Head of Customer Service at</p>	Grievance Redressal Procedure of Policy

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		<p>The Complaint & Grievance Redressal Cell, HDFC ERGO General Insurance Company Limited D-301, 3rd Floor, Eastern Business District (Magnet Mall), LBS Marg, Bhandup (West), Mumbai – 400078, Maharashtra</p> <p>In case you are not satisfied with the response / resolution given / offered by the C&G cell, then you can write to the Chief Grievance Officer of the Company at the following address</p> <p>To the Chief Grievance Officer HDFC ERGO General Insurance Company Limited D-301, 3rd Floor, Eastern Business District (Magnet Mall), LBS Marg, Bhandup (West), Mumbai - 400078, Maharashtra e-mail: cgo @hdfcergo.com</p> <p>Grievance may also be lodged at IRDAI Integrated Grievance Management System- https://bimabharosa.irdai.gov.in</p> <p>You may also approach the nearest Insurance Ombudsman for resolution, if your grievance is not redressed by the Company. The contact details of Ombudsman offices are below if your grievance pertains to:</p> <ul style="list-style-type: none"> • Insurance claim that has been rejected or dispute of a claim on legal construction of the policy • Delay in settlement of claim • Dispute with regard to premium • Non-receipt of your insurance document <p>You may also refer Our website www.hdfcergo.com https://www.hdfcergo.com/customer-voice/grievances for detailed grievance redressal procedure.</p>	
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. <p>Disclosure of other material information during the policy period.</p>	NA

Declaration by the Policy Holder:

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.