

Solar Panel Warranty Insurance - Prospectus

SOLAR PANEL WARRANTY INSURANCE by HDFC ERGO is designed to protect the balance sheet of the Solar Modules sellers as well as Investment of the buyers.

The Solar Panel Warranty Insurance -

SECTION 1 insures the PV modules of specific Sales Contracts, which can be chosen by the manufacturer. It covers losses with regards to Performance warranty & Product warranty offered by manufacturer to the buyers. Each year all claims from each Sales Contract are indemnified subject to deductibles and limit.

In this structure the manufacturer has cost control and flexibility in choosing which PV modules are insured or not.

The Solar Panel Warranty Insurance -

SECTION 2 works like the SECTION 1 but allows the Buyers of the PV modules to claim to the Insurer in the event of the manufacturer's insolvency. The buyer is the beneficiary of the policy.

Each Sales Contract, and therefore each Buyer, has a clearly assigned limit and deductible, increasing the bankability of the project.

Should the Buyer of the Photo Voltaic modules require additional coverage, they can buy SECTION 2 as a top up coverage for which the policy will be modified.

RISK COVERED FOR YOU

Solar Panel Warranty Insurance

SECTION 1 covers:

In the event that, during the Indemnity Period, a Breach occurs, we will indemnify the Insured for its Loss directly resulting from such Breach.

SECTION 2 covers:

In the event that during the Indemnity Period, a breach occurs,, we will indemnify the Beneficiary for its Loss resulting from such Breach, but only if the Insured has failed to comply with its contractual obligations under the Product Warranty or Performance Warranty in respect of such Breach due to the Insolvency of the Insured.

“Breach” means:

- a) A claim by a Buyer under the Performance Warranty directly resulting from an unforeseen decrease in power output of the Actual Module Performance below the Insured Module Performance level due to Faulty Manufacturing, Material Defect, or Material Aging; or
- b) A claim by a Buyer under the Product Warranty directly resulting from the Photovoltaic Modules being defective due to the Specified Defects of Photovoltaic Modules asset forth in the policy

The same Breach either

- 1) occurring several times with in a period of more than one year or
- 2) arising out of different Insured Sales Contracts, or 3) not resulting from the same Unique Failure Patterns shall be considered as separate Breaches under this Policy and all deductibles and limits shall apply separately to each Breach.

POLICY DURATION & LIMITS

Policy duration is for 12 months, indemnity period is up to 25 years.

The Insurer's maximum cumulative and aggregate limit of liability under this Policy in respect of all Photovoltaic Modules attaching to this Policy during the Policy Period until expiry of the respective Indemnity Period shall not exceed X% of the Total Sum Insured. The Policy Limit shall apply in excess of the Deductible and the Self- Insured Retention. Any payment of Loss shall erode the Policy Limit.

BENEFITS OFFERED

The Solar Panel Warranty Insurance

SECTION 1:

In the event that during the Indemnity Period, a Breach as defined earlier occurs, we will indemnify the Insured for its Loss directly resulting from such Breach

SECTION 2:

SECTION 2 works like the SECTION 1 but allows the Buyers of the PV modules to claim to the Insurer in the event of the manufacturer's insolvency. The buyer is the beneficiary of the policy.

Each Sales Contract, and therefore each Buyer, has a clearly assigned limit and deductible, increasing the bankability of the project.

EXCLUSIONS

In addition to the exclusions set forth in the Warranty, the Insurer shall not be liable to pay any Loss arising out of, relating to or resulting directly or indirectly from or payable under:

- 1) any Loss occurring during the Waiting Period;
- 2) any ex gratia payment made by the Insured to the Buyer;
- 3) any (i) Breach of which any of the Representatives had actual knowledge or should have been known through reasonable due diligence prior to or at the date of Inception or (ii) material inaccuracy or incompleteness in the Application and the Questionnaire;
- 4) any failure in quality control as specified in the Insured quality handbook and work instructions controlled by means of ISO-9000/9001;
- 5) any fraud or wilful intent to deceive the Insurer committed by the Insured or any Representatives or any gross negligence on the part of any of the Insured or its Representatives;
- 6) any inverters, cables, trackers, module level electronics, fastening systems or objects for mounting or transporting any Photovoltaic Module;
- 7) any installation, dismantling, removal, transportation, reassembly or modification of Photovoltaic Module;
- 8) Any fault, defect, error or omission in design, plan or specifications of the Photovoltaic Modules. For the avoidance of doubt, if the modules are produced accordance to (NAME OF THE CERTIFICATE WHICH CONTAINS SPECIFICATIONS) any defects shall not be considered as design defect.
- 9) any misuse, abuse, neglect or accident, inadmissible alteration, improper installation application, or non-observance of the Insured's installation and maintenance instructions, repairs or modification of the Photovoltaic Module.
- 10) any external influence on the Photovoltaic Modules other than the normal climate and weather related conditions, including but not limited to fire, lightning, explosion, windstorm, hail, flood, earth movement, earthquake, mine subsidence, riot, civil commotion, vandalism and malicious mischief whether or not caused by or attributable directly or indirectly, to the Photovoltaic Modules or contributing to a Breach.
- 11) any war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, mutiny, conspiracy, military or usurped power, confiscation, nationalization, commandeering, requisition or destruction or damage by or under the order of any government de jure or de facto or by any public or local authority;
- 12) any acts of any person or persons acting on behalf of or in connection with any organization with activities directed towards the overthrowing or influencing of any government de jure or de facto by force or violence;
- 13) any act of Terrorism, including loss, damage, cost or expense of whatsoever nature directly or indirectly caused by, resulting from or in connection with any action taken in controlling, preventing, suppressing or in any way relating to any act of Terrorism;
- 14) any ionizing radiation or radioactive contamination from any nuclear fuel or nuclear waste or from the combustion of nuclear fuel;
- 15) any radioactive, toxic, explosive or otherwise hazardous or contaminating proper-ties of any nuclear installation, reactor or other nuclear assembly or nuclear component thereof;

Solar Panel Warranty Insurance - Prospectus

- 16) any weapon or device employing atomic or nuclear fission or fusion or any other similar reaction or radioactive force or matter;
- 17) any pollution or contamination, directly or indirectly, arising from any cause whatsoever and any loss, cost or expense due to any request, demand or order that any Insured or others test for, monitor, clean-up, remove, contain, treat, detoxify or neutralize or in any way respond to, or assess the effects of any solid, liquid, gaseous or thermal irritant or contaminant; or any claim or suit by or on behalf of a governmental authority for damages because of testing for, monitoring, cleaning up, removing, containing, treating, detoxifying or neutralizing or in any way responding to, or assessing the effects of any solid, liquid, gaseous or thermal irritant or contaminant.

BENEFITS OF BUYING THIS POLICY

- Mirrors supplier's warranty including Product and Power Output Warranty
- Low Deductibles on per Warranty Claim basis
- High Limits, which are dedicated to each insured Sales Contract
- Easy to include insurance in selected Sales Contracts
- Cost control by defining the Total Sum Insured and then "filling up" as required by the buyers
- In the event of insolvency: Reliable indemnification for the buyers by clearly assigned Sublimits
- Strong marketing advantage

CANCELLATION/ TERMINATION

The Insured can cancel the policy at any time during the policy term, by informing the Company. The Company can cancel the policy only on the grounds of established fraud, by giving minimum notice of 7 days to the Insured. The Company shall refund proportion premium for unexpired policy period subject to no claim(s) made during the policy period.

RENEWAL CLAUSE

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.

ANTI REBATING WARNING

Section 41 of the Insurance Act 1938

- (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 Ten Lakhs rupees.

YOU CAN REQUEST A QUOTE TODAY

For more information about our new Solar Panel Warranty Insurance and the full range of HDFC ERGO Insurance products contact your HDFC ERGO representative.

CLAIMS:

Person (s) to be notified **for notice of a claim or circumstances which could give rise to a claim** Manager

- (a) Claims Department
HDFC ERGO General Insurance Company Limited
6th Floor, Leela Business Park
Andheri Kurla Road, Andheri East
Mumbai-400059
India

Such notice shall be effective on the date of receipt by the Company at such address

- (b) For all other notices:
Underwriting Manager
HDFC ERGO General Insurance Company Limited
6th Floor, Leela Business Park
Andheri Kurla Road, Andheri East
Mumbai-400059
India

The Insured shall deliver a Claim Notice as per claim form, signed by an authorized representative of the Insured, as soon as reasonably practicable but no later than one year after the Insured becomes aware of any Loss or any Breach or matter that may reasonably be expected to give rise to a Breach or Loss.

Nature of Claims documents would vary for claims but would require you to provide:

- Statement of claim
- Claimant contact information
- Supporting documentation
- KYC documents

FOR MORE COMPLETE DESCRIPTION OF COVERAGE / EXTENT THEREOF AND EXCLUSIONS PLEASE REFER TO THE POLICY WORDING.

GRIEVANCE REDRESSAL PROCEDURE

If you have a grievance that you wish us to redress, you may contact us with the details of your grievance through:

- o **Contact us** - 022 6158 2020/ 022 6234 6234
- o **Emails** – grievance@hdfcergo.com
- o Designated Grievance Officer in each branch.
- o **Company Website** – www.hdfcergo.com
- o **Courier** : Any of our Branch office or corporate office

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.

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

**The Complaint & Grievance Redressal Cell,
HDFC ERGO General Insurance The Company Limited
D-301, 3rd Floor, Eastern Business District (Magnet Mall),
LBS Marg, Bhandup (West),
Mumbai – 400078, Maharashtra**

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 the Company at the following address

**To the Chief Grievance Officer
HDFC ERGO General Insurance The Company Limited
D-301, 3rd Floor, Eastern Business District (Magnet Mall),
LBS Marg, Bhandup (West),
Mumbai - 400078, Maharashtra
e-mail: cgo @hdfcergo.com**

Solar Panel Warranty Insurance - Prospectus

Grievance may also be lodged at IRDAI Integrated Grievance Management System- <https://bimabharosa.irdai.gov.in>

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 mentioned below if your grievance pertains to:

- 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

You may also refer Our website www.hdfcergo.com <https://www.hdfcergo.com/customer-voice/grievances> for detailed grievance redressal procedure.