

Burglary & Housebreaking Insurance - Add Ons - Prospectus

INTRODUCTION

Burglary insurance is one of the major classes of business underwritten in the miscellaneous department and accounts for sizeable portion of the department's premium income.

For any business house, Burglary insurance is as essential as Fire Insurance as it enables them to recoup the losses suffered by them consequent on Burglary or house breaking.

Though every insurance company does offer Burglary Insurance the coverage may differ from company to company.

ELIGIBILITY CRITERIA

The product can be offered to:

1. Residential Risk
2. Industrial Risk
3. Non- Industrial Risk

WHAT IS COVERED

The Company hereby agrees, subject to the terms, conditions and exclusions herein contained or endorsed or otherwise expressed hereon, to indemnify, the Insured to the extent of the intrinsic value of –

1. any loss of or damage to property belonging to the Insured or held in trust or on commission for which he is responsible, or any part thereof, whilst contained in the premises described in the Schedule hereto due to burglary (theft following upon an actual forcible and violent entry of and/or exit from the premises), house-breaking or robbery;
2. damage caused to the Insured's business premises resulting from burglary and/or housebreaking or any attempt thereat, any time during the period of insurance upto 5% of the Sum Insured for all contents.

Provided always that the liability of the Company shall in no case exceeds the Sum Insured stated against each item or total sum insured stated in the Schedule.

SUM INSURED

Sum insured must represent Market Value of the property insured. 'Sum Insured' (SI) as mentioned in the Policy Schedule is the maximum sum payable as a whole under the Policy during the Policy Period for all the insured perils. 'Market Value' shall mean current replacement value of the item as new at the time of loss or damage less due allowance for betterment, wear and tear and obsolescence.

WHAT IS NOT COVERED

The Company shall not be liable in respect of –

1. a. Gold or silver articles, watches or jewellery or precious stones or models or coins or curios, sculptures, manuscripts, rare books, plans, medals, moulds, designs, deeds, bonds, bills of exchange, bank, treasury or promissory notes, cheque, money, securities, stamps, collection of stamps, business books or papers, unless specifically insured.
- b. Any goods lying outside an enclosed portion of the premises described in the Schedule, unless specifically insured.
2. Loss or damage where any member of the Insured's household or his business staff or any other person lawfully in the premises of the business is concerned in the actual theft of or damage to any of the articles or premises or where such loss or damage have been expedited or in any way assisted or brought about by any such person or persons.
3. Loss or damage which is recoverable under a Fire or Plate Glass Insurance Policy or any other policy.
4. This policy does not cover loss or damage or contingency attributable directly or indirectly to:
 - a. Acts of Terrorism. Loss or damage, cost or expenses 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 such action taken in respect of any act of terrorism shall also be excluded, unless it is proved by the Insured to the satisfaction of the Company that such loss or damage, cost or expenses of whatsoever nature is not directly or indirectly caused by, resulting from or in connection with any action taken in controlling, preventing, suppressing or in any way relating to such action taken in respect of any act of terrorism. In the event that any portion of this exclusion is found to be invalid or unenforceable, the remainder shall remain in full force and effect.

- b. War, war-like operations, act of foreign enemy, invasion of Indian territory or any part thereof, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, civil commotion, military or usurped power, or loot or pillage in connection with the foregoing, seizure, capture, confiscation, arrests, restraints and detention by order of any governments or any other authority, unless it is proved by the Insured to the satisfaction of the Company that such loss or damage or contingency or cost or expenses of whatsoever nature are not directly or indirectly caused by, resulting from or in connection with any war, war-like operations, act of foreign enemy, invasion of Indian territory or any part thereof, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, civil commotion, military or usurped power, or loot or pillage in connection with the foregoing, seizure, capture, confiscation, arrests, restraints and detention by order of any governments or any other authority. In the event that any portion of this exclusion is found to be invalid or unenforceable, the remainder shall remain in full force and effect.
- c. Ionising radiation or contamination by radioactivity from any source whatsoever.
- d. Nuclear weapons material. An act of terrorism means an act, including but not limited to the use of force or violence and/ or the threat thereof, of any person or group(s) of persons whether acting alone or on behalf of or in connection with any organisation(s) or government(s), committed for political, religious, ideological or similar purpose including the intention to influence any government and/ or to put the public, or any section of the public in fear.
5. Consequential or indirect loss or damage which is not the direct result of insured perils, nor does the policy covers apprehended loss or damage or contractual liability or legal liability of any kind.
6. Loss of money and/or other property extracted from a Safe or Strong Room following the use of the key to the said Safe or Strong Room or any duplicate thereof belonging to the Insured, unless such key has been obtained by assault or violence or any threat thereof.
7. Loss of or damage to any property insured under this policy due to any misfeasance, malfeasance or nonfeasance or breach of trust in relation thereto by the Insured.
8. This policy shall cease to attach:
 - a. If the premises shall have been left uninhabited by day and night for seven or more consecutive days and nights;
 - b. If the Insured shall cause or suffer any material alteration to be made in the premises or anything to be done whereby the risk is increased;
 - c. To any property the interest of the Insured in which shall pass from the Insured otherwise than by will or operation of law;

Unless, in every case, the consent of the Company to the continuance of the insurance thereon is obtained and signified on the policy.
9. Loss or damage attributable to wilful/ gross negligence on the part of the Insured or any other person acting on behalf of the Insured.

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CANCELLATION

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.

CLAIM PROCEDURE

Upon the happening of any event giving rise or likely to give rise to a claim under this policy the Insured shall –

- Give immediate notice thereof in writing to the nearest office with a copy to the corporate office of the Company as mentioned in the schedule and immediately lodge a complaint with the Police;
- Deliver to the Company, within 14 days, unless the Company extends this period at its sole discretion by not more than 12 months from the date on which the event shall have come to his knowledge, a detailed statement in writing, of the loss or damage, with an estimate of the intrinsic value of the property lost and the amount of damage sustained; and
- Submit all reasonable information, assistance and proof in connection with any claim to the Company and permit the Company's representatives, upon prior appointment and during reasonable times, to enter and inspect the Insured's premises at which the loss or damage to the property has occurred for the purpose of investigating the claim. If required by the Company, the Insured will also make a declaration on oath in the legal form desired by the Company affirming the truth of the claim and of any matters connected therewith.

THIS PROSPECTUS

This prospectus gives information only. This is not an insurance contract. Each insurance cover is subject to terms and conditions, which You can read in the **BURGLARY & HOUSEBREAKING INSURANCE - ADD ONS** document. You must read the policy document to know the insurance cover fully. You can get a copy of the **BURGLARY & HOUSEBREAKING INSURANCE - ADD ONS** from Our branch or from Our website: www.hdfcergo.com. For any legal interpretation, policy document will hold.

GRIEVANCES

If You have any grievance about any matter relating to the policy, or Our decision on any matter, or Our decision about Your claim, You can pursue Your grievance with Company's Grievance Redressal Officer.

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

- 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

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 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 Company at the following address:

**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**

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 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.

ABOUT OUR COMPANY

Name of the company – HDFC ERGO General Insurance Company Limited (IRDAI Reg No 146)

Registered & Corporate Office- 1st Floor, HDFC House, 165-166 Backbay Reclamation, H. T. Parekh Marg, Churchgate, Mumbai – 400 020.

Website – www.hdfcergo.com

Contact number – 022 - 62346234

Email – care@hdfcergo.com

INSURANCE ACT 1938 SECTION 41- Prohibition of Rebates

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 a policy accept any rebate, except such rebate as may be allowed in accordance with the published prospectus or tables of the insurer.

ANY PERSON MAKING DEFAULT IN COMPLYING WITH THE PROVISIONS OF THIS SECTION SHALL BE PUNISHABLE WITH FINE WHICH MAY EXTEND TO TEN LAKHS RUPEES.

Disclaimer: In the event of any question relating to interpretation of the insurance coverage, the policy document will prevail.