

Crime Insurance Policy - Prospectus

Every company is a potential breeding ground for white collar crime. Often, the offences may seem very minimal. Over time, however, these can amount to significant losses for an organisation. The best protection against this threat is a strong system of internal controls allied with the robust, comprehensive coverage provided by HDFC ERGO's Crime Insurance.

TYPICAL LOSSES

- Theft by employees or management, including direct theft of cash or business assets, making false claims expenses or payroll fraud.
- Collusion between employee and a third party receiving bribes or commissions from a supplier for awarding of a contract, failure of an employee to disclose financial interest in a transaction.
- Computer fraud such as diverting funds from bank accounts, stealing intellectual property, posing as a legitimate business on the Internet and obtaining payment for goods or services.

POLICY FEATURES

- Employee Theft Coverage: Loss of money, securities or other property by theft or forgery by an identifiable employee of the Insured.
- Premises Coverage: Losses from destruction, disappearance or wrongful abstraction or computer theft of money or securities from the Insured premises by third parties.
- Transit Coverage: Losses sustained due to the destruction, disappearance or abstraction of money and securities outside the Insured's premises by a third party, while being conveyed by the Insured, an armored motor vehicle company or any person authorized by the Insured.
- Depositors Forgery Coverage: Losses from instruments such as cheques fraudulently drawn on Insured's accounts by a third party.
- Computer Fraud Coverage: An extension to cover losses sustained by the Insured due to computer fraud by a third party including cover for expenses incurred by the Insured due to a computer violation.

WHO IS COVERED?

The policy covers the organisation identified as the Insured and its subsidiaries.

KEY EXCLUSIONS

- Losses due to war, civil war, insurrection, rebellion, revolution, military action or governmental intervention or expropriation.
- Losses caused or contributed to by the theft or fraud of the Insured's partner.
- Loss involving the cost of reproducing any information contained in lost or damaged manuscripts, records, accounts, etc.
- Expenses incurred by the Insured in establishing existence or amount of any covered loss.
- Loss of Income
- Loss of trade secrets
- Fees or expenses in prosecuting or defending any legal proceedings.
- Loss, unless reported, in accordance with the provision of the policy regarding notification of loss or within one (1) year of voluntary liquidation/dissolution of the Insured.

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.

GRIEVANCE REDRESSAL PROCEDURE

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

OUR GRIEVANCE REDRESSAL OFFICER

You can send Your grievance in writing by post or email to Our Grievance Redressal Officer at the following address:

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

- Contact us - 022 6158 2020/ 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 - 6th Floor, Leela Business Park, Andheri-Kurla Road, Andheri (East), Mumbai – 400 059.

Website – www.hdfcergo.com

Contact number - 022 6158 2020/ 022 6234 6234

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.