

Home Insurance - Multi year - Prospectus

To ensure that you have complete peace of mind and comprehensive protection for your Home, HDFC ERGO brings to you Home Insurance for multi years.

This prospectus gives basic information about Home Insurance (Revision) – Multi Year Policy that you can purchase from HDFC ERGO General Insurance. Policy lets you have the list of covers viable for your prized possession – “Your Home/Dwelling”. You can buy this policy to cover Building & Contents against Fire & Allied Perils and Burglary including Theft. In addition to this, to avoid the hassle of yearly renewals and keep your mind at peace, you can buy this policy for up to 5 years.

RISK COVERED FOR YOU

➤ Risks covered under this policy are:

- **Section 1 – Fire and Special Perils:** Coverage against physical loss or damage, or destruction caused to the Insured Property i.e. Home Building and Home Contents by:
 - o Fire
 - o Explosion or Implosion
 - o Lightning
 - o Earthquake, volcanic eruption, or other convulsions of nature
 - o Storm, Cyclone, Typhoon, Tempest, Hurricane, Tornado, Tsunami, Flood and Inundation
 - o Subsidence of the land on which Your Home Building stands, Landslide, Rockslide
 - o Bush fire, Forest fire, Jungle fire
 - o Impact damage of any kind, i.e., damage caused by impact of, or collision caused by any external physical object (e.g. vehicle, falling trees, aircraft, wall etc.)
 - o Missile testing operations
 - o Riot, Strikes, Malicious Damages
 - o Acts of terrorism
 - o Bursting or overflowing of water tanks, apparatus and pipes.
 - o Leakage from automatic sprinkler installations.
 - o Theft within 7 (seven) days from the occurrence of and proximately caused by any of the above Insured Events.

In-built covers

- o Loss of Rent – up to 3 years
- o Rent for Alternative Accommodation – up to 3 years
- o Architect, surveyor, consulting engineer fees – up to 5% of the claim amount
- o Removal of debris from the site – up to 2% of the claim amount
- o Escalation – 10% per year only for Building

Optional covers

- o Personal Accident cover for Insured & Spouse - If the insured peril causing damage to Your Home Building and/or Contents also results in the death of either You or Your spouse, a compensation of ¹ 5 Lakh (Rupees Five Lakh) per person would be payable.
- o Cover for Valuables – Items like Jewellery, Silverware, Paintings, Works of arts are covered

- **Section 2 – Burglary, Housebreaking and Theft** – Coverage for contents against loss or damage due to Burglary or Housebreaking or Hold up or Theft.

General Exclusions (applicable to both the sections)

The Company shall not be liable in respect of:

1. Loss or damage, whether direct or indirect occasioned by happening through or arising from any consequences of war,

invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection military or usurped power or civil commotion or loot or pillage in connection therewith.

2. Loss or damage caused by depreciation or wear and tear.
3. Consequential loss of any kind or description.
4. Loss or damage, directly or indirectly, caused by or arising from or in consequence of or contributed to by a) Nuclear weapons material. b) Ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel. For this purpose only combustion shall include any self-sustaining process of nuclear fission.

Who can buy this Policy?

Owner or Tenant of the Home Building can buy this policy.

DEDUCTIBLE

Nil except for Terrorism. Excess for Terrorism will be as per pool.

POLICY DURATION

You can purchase this policy for a period maximum up to 5 years.

CANCELLATION

Cancellation of Policy :

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.

In case of No claim: The Company shall refund proportionate premium for the unexpired policy period.

In case of claim: No refund shall be made for the year in which claim is made. The Company shall refund proportionate premium for the unexpired policy years.

CLAIMS:

- A. Claims Procedure - If You suffer a loss because of an Insured Event, You must make a claim for Your financial loss at Your cost. The procedure for making a claim is given below. These include things that You must do, and that You must not do. It is important to comply with these to ensure that it does not prejudice Your claim in any manner.
- B. Immediate notice to Us - As soon as any physical loss or damage occurs to Your Home Building or Home Contents due to an Insured Event, 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.
 - i. You can give notice to any of Our offices or call-centres.
 - ii. You must state in this notice
 - the Policy Number,
 - Your name,
 - details of report to the police that You made,
 - details of report to any Authority that You made,
 - details of the Insured Event,
 - a brief statement of the loss,
 - particulars of any other insurance of Your Home Building or any of Your Home Contents,
 - details of loss or damage under any Optional Cover or Add-ons,
 - submit photographs of loss or physical damage, wherever possible.
- C. Steps to prevent loss and damage
 - i. You must take all reasonable steps to prevent further loss or damage to Your Home Building and Home Contents.

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- ii. Until We have inspected Your Home Building and Home Contents, and have given Our consent,
 - You must not sell, give away or dispose of any damaged items of any property for which You are making a claim;
 - You must not wash or clean, or remove any damaged item or debris, except for any urgent necessity;
 - You must not carry out repairs, unless such repairs are urgent and You cannot contact Us.
- D. Immediate notice to Authorities
- i. As soon as any loss or damage occurs to the Insured Property, You must give immediate report to appropriate legal authorities. For example, You must report to the fire brigade of the local authority and the police if there is damage by fire/ explosion / implosion or lightning. In case of subsidence /landslide/ rockslide, You must inform the District Administration. In the event of impact damage of any kind or Riot Strikes, Malicious damages and acts of terrorism, You must inform the police. If there is a theft within 7 (seven) days following an Insured Event You must inform the police.
 - ii. We may, but not necessarily, waive this condition if We are satisfied that by reason of extreme hardship it was not possible for You or any other person on Your behalf to give such report.

RENEWAL

1. Renewal of Policy

- a. **End of Policy:** This Policy will expire at the end of the Policy Period.
- b. **Renewal is not automatic,** We may seek relevant information from You for the purpose of renewal. We can reject Your renewal only on grounds of mis- representation, non-disclosure of material facts, fraud or non-co-operation on Your part.
- c. **Application for renewal:** If You wish to renew the Policy, You must apply for renewal before the end of the Policy Period and pay the required premium amount.

2. Automatic termination of the Policy

This Policy will automatically end in the following cases:

- a. **Destruction of Your Home Building:** This Policy will automatically end 7 (seven) days after Your Home Building collapses or is destroyed by reason other than any Insured Event. If a separable part of Your Home Building or any additional structure falls down or is destroyed by reason other than any Insured Event, the covers will end for such part or additional structure.
You can apply within 7 (seven) days of such fall or destruction for continuing insurance cover. We may agree, but will not be bound, to continue the cover on the same rates, terms and conditions.
- b. **Exhaustion of Sum Insured:** If Your Home Building, or any additional structure, or any item of Home Contents, is lost, destroyed or stolen, or is a Total Loss, and We pay You the full Sum Insured for such item, the insurance cover for that item will automatically end unless the subject matter of insurance is reconstructed and the Sum Insured is reinstated by paying additional premium. If We pay the total Sum Insured for any claim, this Policy will end.
- c. **Change of use of Your Home Building or Home Contents:** The Policy will end
 - if You change the use of Your Home Building from personal residence to any other purpose, or
 - if You use any item of Home Contents for use that is not personal.

- d. **Sale of Your Home Building or Home Contents:** This Policy will end when You sell, surrender or release Your interest in Your Home Building and/or Home Contents, or Your interest in the Home Building and/or Home Contents comes to an end. The Policy will end to the extent any additional structure of Your Home Building or item of Home Contents if You sell, surrender or release Your interest in such additional structure or item of Home Content, or Your interest in these ends.
- e. **Effect of death:** In the event of the unfortunate death of the Insured during the Policy Period, the Home Building Cover and the Home Contents Cover that You have purchased will continue for the benefit of Your legal representative/s during the Policy Period subject to all the terms and conditions of this Policy.

GRIEVANCE

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:

- 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**

- **Bima Bharosa Portal**

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

- **Ombudsman**

(Please provide contact details, Toll free number and email)

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

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- 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](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.