

## Fidelity Guarantee Insurance Policy - Prospectus

### INTRODUCTION

The Fidelity Guarantee Insurance policy covers the employer in respect of any direct financial loss which he may suffer as a result of employees' dishonesty.

### WHAT IS COVERED

Indemnification of the insured against any direct pecuniary loss sustained by reason of any act of fraud/ dishonesty committed by any employee of the Insured (hereinafter called "the Employee") on or after the date of commencement of this policy, during the uninterrupted service of such Employee with the Insured and discovered during the continuance of this policy or within twelve calendar months of the expiration thereof and in the case of death, dismissal or retirement of the Employee within twelve calendar months of such death, dismissal or retirement whichever of these events shall first happen.

### SUM INSURED

- The liability of the Company shall not exceed
  - In respect of any employee the amount of guarantee stated against his/her name or against the relevant category of Employee in the Schedule.
  - In respect of all claims under this policy the total amount of guarantee.
- If this policy shall be continued to be kept in force for more than one period of indemnity or if any liability shall exist on the part of the Company under this Policy and also under any other policy issued by the Company in respect of fraud or dishonesty of the employee, the liability of the Company hereunder shall not be accumulated or increased thereby but the aggregate liability of the Company during any number of periods of indemnity and for any number of acts of fraud or dishonesty committed by the employee shall not exceed the amount of guarantee hereunder or the amount of guarantee under any other such policy as aforesaid, whichever is greater.
- The Company shall not be liable to pay more than one claim in respect of the acts of any one of the employees.
- The loss shall have occurred in connection with occupation and duties of the employee with the Insured.

### WHAT IS NOT COVERED

- The Company shall not be liable in respect of losses arising elsewhere than in the Territorial Limits stated in the Schedule.
- The Company shall not be liable for losses not sustained within a retroactive period not exceeding two years from the date of discovery of any such loss(es). It is understood that in such retroactive period the insurance was continuously in force with the company and the Company will not be liable to pay any claim in respect of loss sustained prior to the inception of the original policy. It is further understood that losses which become payable under this clause shall be subject to the terms, conditions, exclusions of the policy in force as on the date of discovery.
- The company shall not be liable for consequential or indirect loss or damage which is not the direct result of insured perils, nor does the policy cover apprehended loss or damage or contractual liability or legal liability of any kind.
- The company shall not be liable for loss or damage attributable to wilful acts or gross negligence on the part of the insured, Employee or any other person acting on their behalf.

### 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

On the discovery of any act of default or circumstances which may give rise to a claim, the insured shall:

- Forthwith or in any event within a period not exceeding 14 days, give written notice to the policy Issuing Office of the Company.
- Immediately take all steps to prevent further loss;
- Supply at the request of and free of expense to the Company all such proof, information and other evidence (verified by statutory declarations if so required) relating to the claim as the Company may require.

### CLAIM DOCUMENTS

The insured shall be required to furnish the following for or in support of a claim under the policy-

- Duly completed claim form as applicable

### 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 Fidelity Guarantee Insurance Policy document. You must read the policy document to know the insurance cover fully. You can get a copy of the Fidelity Guarantee Insurance Policy from Our branch or from Our website: [www.hdfcergo.com](http://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](mailto:grievance@hdfcergo.com)
- Contact Details for Senior Citizens:** 022 6242 6226
- Email ID:** [seniorcitizen@hdfcergo.com](mailto:seniorcitizen@hdfcergo.com) Designated Grievance Officer in each branch.
- Company Website** – [www.hdfcergo.com](http://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](mailto:cgo@hdfcergo.com)**

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

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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](http://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](http://www.hdfcergo.com)

**Contact number** – 022 - 62346234

**Email** – [care@hdfcergo.com](mailto: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.**