

Agricultural Pumpset Policy - Prospectus

INTRODUCTION

Agricultural Pumpset policy provides insurance cover to Centrifugal and Submersible pump sets used for agricultural purposes.

Though many insurance companies provide Agricultural Pumpset Insurance but the coverage may differ from one company to other.

ELIGIBILITY CRITERIA

The product can be offered to: owners of pumpset or financing banks and manufacturers of pumpset.

WHAT IS COVERED

The Company will, subject to the terms, conditions and exclusions contained herein or endorsed hereon, at its sole option, by payment, repair or reinstatement, indemnify the Insured against accidental, unforeseen and sudden physical damage caused by or arising solely due to any of the following perils

- (i) Fire and for Lightning
- (ii) Burglary or Theft of submersible Pumpsets and Burglary or Theft of a non-submersible Pumpset following upon forcible and violent entry into a securely locked or fastened permanent enclosure where such a non- submersible Pumpset is lodged
- (iii) Mechanical or Electrical Break own
- (iv) Riot, Strike or Malicious damage; to any Pumpset specialised in the Schedule whilst at the premises therein mentioned provided such Pumpset is used of agricultural purposes (hereinafter referred to as "Insured Perils").

SUM INSURED

Sum Insured for a Pumpset shall be equal to 100% of its market value at the time of issuance of cover.

WHAT IS NOT COVERED

THE COMPANY SHALL NOT BE LIABLE IN RESPECT OF LOSS, DAMAGE AND / OR LIABILITY CAUSED BY OR ARISING FROM OR IN CONSEQUENCE DIRECTLY OR INDIRECTLY OF:

1. (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 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 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, warlike 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 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.

(e) Floods.

1. Normal wear and tear, gradually operating cause such as aging, deterioration due to atmospheric conditions or otherwise, rusting, corrosion or warping.
2. Loss, damage or liability caused by or arising out of the willful act or willful gross negligence of the Insured or his representative.
3. Loss, damage and / or liability due to faults existing at the time of commencement of this insurance which are known to the Insured or his representatives, regardless of whether such faults or defects were known to the Company.
4. Loss or damage for which the manufacturer or supplier of the Pumpset is responsible either by law or under contract.
5. The cost of dismantling, transportation to the repair shop and back to the Insured's premises, and the cost of re erection arising out or any damage to the Pumpset.
6. Faulty workmanship, defective design or material or
7. Process of cleaning, maintenance, repair or dismantling of the Pumpset.
8. Consequential or indirect loss or damage which is not the direct result of insured perils, or apprehended loss or damage or contractual liability or legal liability of any kind.
9. A pumpset with a horsepower rating in excess of 25. In any action, suit or other proceeding where the Company alleges that by reason of any of the above Exclusions, any loss, destruction, damage or liability is not covered by this insurance, the burden of proving that such loss, destruction, damage or liability is covered shall be upon 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.

CLAIM PROCEDURE

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

- a. give immediate notice thereof in writing to the office of the Company which has issued the Policy or the nearest office of the Company
- b. 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 giving rise or likely to give rise to a claim under this Policy shall have, come to his knowledge, a detailed statement in writing, of the loss or damage, with an estimate of the damage sustained to the Pumpset and the completed claim form;
- c. lodge a FIR with the nearest Police Station in case of a Burglary / Theft claim;
- d. preserve the damaged or defective parts and make them available for inspection by any official or surveyor of the Company; and
- e. 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 Pumpset 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.

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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 **Agricultural Pumpset Policy** document. You must read the policy document to know the insurance cover fully. You can get a copy of the **Agricultural Pumpset Policy** 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.