

HDFC ERGO Weather Insurance Policy - Prospectus

INTRODUCTION

Weather insurance is an index- based insurance product designed for covering the losses to agricultural and non- agricultural economic activity incurred by the Insured due to unfavourable weather parameters such as-

- Rainfall
- Temperature
- Humidity
- Fog
- Wind Velocity
- Hailstorm
- Sunshine
- Snow

These may be provided independently or in combination of multiple parameters.

ELIGIBILITY CRITERIA

The product can be offered to:

1. Farmers
2. Banks
3. Financial institution(s)/ Companies/ extending credit facility for Agricultural/ Non- agricultural seasonal operations, whose repayments are affected by weather conditions.
4. Any entity whose output/ product/ operations depend upon the weather parameters mentioned above.

WHAT IS COVERED

1. Cost of input, yield and/ or increased operational costs of agricultural or non- agricultural economic activity as stated in the Policy, resulting from material deviation of the Observed Weather Index from the Strike Index if such deviation is as stated in coverage within a specific geographical location and specified time period, subject to the maximum Sum Insured.
2. This payment provided to the Insured would be called a "Notional Payment" which means the agreed amount as mentioned in the policy, which shall be paid as compensation to the Insured, basis per unit deviation in Weather Index.

WHAT IS NOT COVERED

1. Ionizing radiations or contaminations by radioactivity from any nuclear waste from the combustion of nuclear fuel.
2. The radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component.
3. Any payment under this Policy in connection with or in respect of any expenses whatsoever incurred by any Insured in connection with or in respect of any event leading to diminished agricultural or non- agricultural output/ yield, loss of revenue/ income or increased operational costs, howsoever caused, other than on account of a deviation in weather parameters as stated in Part 1 of the Schedule within a specific geographical location and specified time period.
4. Acts of Terrorism loss or damage, cost or expenses of whatever nature directly or indirectly caused by, resulting from or arising due to or attributable to in connection with or in consequence of any action taken in controlling, preventing, suppressing or in any way relating to such action taken in respect of any act of terrorism.
5. War, war- like operations, act of foreign enemy, invasion of Indian territory or any part thereof, hostilities, 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 detainment by order of any governments or any other authority.
6. Any manmade activities such as but not limited to riot, strike, malicious acts, pollution contamination, outside of and other than natural weather conditions which results in a material deviation in the

Observed Weather Index as mentioned in the Schedule 1 attached to the policy.

For a complete description of the coverage/ extent thereof and exclusions, please refer to the policy form.

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 to a claim under this Policy:

- 5.1 The weather data is to be provided by the authorized reference weather station and compensation is payable only as per the compensation payment formula mentioned in the Schedule attached to this Policy, the compensation amounts shall be calculated by the company and accordingly paid to the Insured / beneficiary as per the policy terms and conditions.
- 5.2 The Insured shall tender to the Company all reasonable information, assistance and necessary proofs in connection with any claim hereunder upon the written request of the Company.
- 5.3 Where there is no deviation in the Observed Weather Index as per the policy terms and conditions, the Company shall not be under any obligation to provide any written communication to the insured/ Beneficiary stating that no compensation is payable.

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 Weather Insurance Product document. You must read the policy document to know the insurance cover fully. You can get a copy of the Weather Insurance Product 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:

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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

1. 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.
2. **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.