

### CUSTOMER INFORMATION SHEET

This document provides key information about your policy. You are also advised to go through your policy document

Sl. No.	Title	Description (Please refer to applicable Policy Clause Number in next column)	Policy Clause Number
1	Product Name	<b>CONTRACTORS ALL RISKS</b>	
2	Unique Identification Number (UIN) allotted by IRDAI	<b>IRDAN102RP0018V01100001</b>	Footer in all pages
3	Structure	Indemnity Basis	
4	Interests Insured	Full Description of the contract as mentioned under Nature of project in the Policy Schedule	Please refer to the policy schedule for the project Insured
5	Sum Insured	<p><b><u>Section I - Material Damage</u></b>            Contract works (Permanent and Temporary works and materials to be incorporated therein –</p> <p>1.1. Contract price            1.2. Materials and items supplied by the Principal            Total Contract Price</p> <p><b><u>Section II - Third Party Liability</u></b>            1. Limit of indemnity in respect of any one accident or series of accidents arising out of one event            2. Total limit of Section II during policy period</p>	Sum Insured amount as per Policy Schedule
6	Policy Coverage	<p><b><u>Section I - Material Damage</u></b>            Covers physical loss, damage or destruction of the property insured by cause other than those specifically excluded under the policy.</p> <p><b><u>Section II – Third Party Liability</u></b>            Provides coverage towards:            Legal liability falling on the insured for bodily injury or property damage belonging to a third party.            The Policy also provides for payment of:</p> <ul style="list-style-type: none"> <li>• All cost and or expenses of litigation recovered by any claimant from the Insured.</li> <li>• All cost or expenses incurred by Insured with the written consent of the company</li> </ul>	Section I – Material damage  Section II – Third Party Liability

Customer Information Sheet (CIS) of **CONTRACTORS ALL RISKS UIN - IRDAN102RP0018V01100001**

Refer our website [www.royalsundaram.in](http://www.royalsundaram.in) for Policy Wordings and CIS.

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		<p><b>Policy Period:</b></p> <table border="1"> <tr> <td>Date of Commencement</td> <td>Date mentioned in the policy schedule or only from the time of commencement of work after the unloading of the property specified in the schedule whichever is earlier</td> </tr> <tr> <td>Date of Expiry</td> <td>Date as mentioned in the policy schedule or date of handing over of the construction work to Principal whichever is earlier.</td> </tr> </table> <p>in case of delay in completion of construction on the date of expiry, the period of insurance can be extended by the Company for which insured has to pay additional premium before the policy expiry date.</p> <p>Please refer to the policy schedule for the addon covers opted under the policy and for further details on the addon covers applicable under the product, you may please reach out to the representative from 'Royal Sundaram General Insurance Company Limited'.</p>	Date of Commencement	Date mentioned in the policy schedule or only from the time of commencement of work after the unloading of the property specified in the schedule whichever is earlier	Date of Expiry	Date as mentioned in the policy schedule or date of handing over of the construction work to Principal whichever is earlier.	Period of Cover
Date of Commencement	Date mentioned in the policy schedule or only from the time of commencement of work after the unloading of the property specified in the schedule whichever is earlier						
Date of Expiry	Date as mentioned in the policy schedule or date of handing over of the construction work to Principal whichever is earlier.						
7	<b>Add-on covers</b>	Add-on covers are not applicable for this policy.					
8	<b>Loss Participation</b>	Excess as stated in the Policy Schedule	Policy Schedule				
9	<b>Exclusions</b>	<p>Some of the Key exclusions under the policy are</p> <ul style="list-style-type: none"> <li>▪ War Invasion</li> <li>▪ Nuclear Reaction Nuclear Radiation or Radioactive Contamination</li> <li>▪ Insured's Contribution - Deductible</li> <li>▪ Willful Act or Willful Negligence of the Insured</li> <li>▪ Cessation of Work</li> <li>▪ Defective Material or Bad workmanship</li> <li>▪ Wear, Tear, Corrosion Oxidation Deterioration</li> <li>▪ Disappearance or Shortage (Inventory Losses)</li> <li>▪ Design Defects</li> <li>▪ Loss of files, drawings, cash, cheques etc.</li> <li>▪ Consequential Loss</li> <li>▪ Terrorism</li> </ul>	General exclusions and Exclusions to Section 1				

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10	Special conditions and warranties (if any)	<p>1. The insurer can cancel the policy only on the ground of established Fraud, by giving minimum notice of 7 days of retail policy holder. However, you can cancel the policy at any time during the policy period by informing the Company.</p> <p>In the event of cancellation, the company will</p> <ol style="list-style-type: none"> <li>Refund proportionate premium for the unexpired policy period, if the term of the policy is up to one year and there is no claim(s) made during the policy period.</li> <li>Refund premium for the unexpired policy period, in respect of policy with the term more than one year and the risk coverage for such policy years has not commenced.</li> </ol> <p>2. Multiple policies involving Bank or other lending or financing entity</p> <p>If there is more than one insurance policy covering the same risk, the insurer will not apply contribution clause. Under insurance will be applied on an overall basis taking into consideration the sum insured under all policies and comparing it with the value at risk.</p> <p>3. Please refer to the policy schedule for other special conditions, clauses and warranties applicable.</p>	<p>Conditions</p> <p>Policy Schedule</p>
11	Admissibility of Claim	<p>The claim will be admissible as per the terms and conditions of the policy.</p> <p><b><u>Denial of Claim:</u></b></p> <p>A claim under the policy can be denied due to any of the following circumstances: -</p> <ol style="list-style-type: none"> <li>We will not pay the claim and will cancel the policy if the claim is false or fraudulent or if you support a claim with any false or fraudulent statement or documents.</li> <li>The affected location is not covered under the policy.</li> <li>Losses falls under the policy exclusion.</li> <li>The Company shall not in any case be liable for loss or damage or liability of which no notice has been received by the Company within 14 days of its occurrence</li> </ol> <p>Upon notification being given to the Company under this condition, the Insured may carry out the repair or replacement of any minor damage not exceeding Rs. 2,500/-.</p> <p><b><u>Loss minimization</u></b></p> <ol style="list-style-type: none"> <li>Take all steps within his power to minimize the extent of the loss or damage.</li> </ol>	Conditions

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		b) Preserve the parts affected and make them available for inspection by a representative or Surveyor of the Company.	
12	<b>Policy Servicing – Claim intimation and Processing</b>	<p>For queries related to policy / claim servicing, please contact us at 1860 258 0000 / 1860-425-0000 / or write to us at <a href="mailto:care@royalsundaram.in">care@royalsundaram.in</a>.</p> <p>Claim can be intimated by insured to any of Our offices or call centers at 1860-258-0000 / 1860-425-0000.</p> <p>The company will assign a surveyor to assess the damaged site for the loss evaluation.</p> <p><b>Documents to establish cause, extent, and adjustment of loss as per policy terms will be required to be submitted. In General, the following documents are required</b></p> <ul style="list-style-type: none"> <li>▪ Claim form,</li> <li>▪ Fire Brigade Report / FIR,</li> <li>▪ Proof in support of Cause of Loss Like OEM report (RCA),</li> <li>▪ List of Items Covered / Asset Register,</li> <li>▪ Quotation to establish the cost of replacement,</li> <li>▪ Repair / Reinstatement Invoices with Payment proof,</li> <li>▪ CKYC documents PAN, ROC certificate, Aadhaar, GST Registration Certificate</li> <li>▪ Any other document: There may be specific requirements depending upon the merits of each case.</li> </ul> <p><b>Turn Around Time</b> for claims settlement: 15 working days from the date of receipt of survey report or last document / clarification from the Insured / Surveyor whichever is later.</p>	

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13	Grievance Redressal and Policyholders Protection	<p>1. In case of any grievance You may contact the company through  Website: <a href="https://www.royalsundaram.in/customer-service">https://www.royalsundaram.in/customer-service</a>  Contact Numbers: 1860 258 0000, 1860 425 0000  E-mail: manager.care@royalsundaram.in  Sr. Citizen can email us at: seniorcitizengrievances@royalsundaram.in  Fax: 044-7117 7140  Courier: Grievance Redressal Unit  Royal Sundaram General Insurance Co. Limited  Vishranthi Melaram Towers,  No.2/319, Rajiv Gandhi Salai (OMR) Karapakkam,  Chennai – 600097.</p> <p>You may also approach the grievance cell at any of the company's branches with the details of grievance. If You are not satisfied with the redressal of grievance through one of the above methods, You may contact the grievance officer  Mr. T M Shyamsunder  Grievance Redressal Officer,  Royal Sundaram General Insurance Co. Limited,  Vishranthi Melaram Towers, No.2/319, Rajiv Gandhi Salai (OMR),  Karapakkam, Chennai – 600097.</p> <p>For updated details of grievance officer, kindly refer the link  <a href="http://www.royalsundaram.in">http://www.royalsundaram.in</a>.</p> <p>If You are not satisfied with the redressal of grievance through above methods, the You may also approach the office of Insurance Ombudsman of the respective area/region for redressal of grievance as per Insurance Ombudsman Rules 2017. Grievance may also be lodged at IRDAI Integrated Grievance Management system  <a href="https://bimabharosa.irdai.gov.in">https://bimabharosa.irdai.gov.in</a>.</p> <p><b>2. Consumer Affairs Department of IRDAI</b></p> <p>a. In case if it is not resolved within 15 days or if You are unhappy with the resolution, You can approach the Grievance Redressal Cell of the Consumer Affairs Department of IRDAI by calling Toll Free Number 155255 (or) 1800 4254 732 or sending an e-mail to complaints@irdai.gov.in. You can also make use of IRDAI's online portal – Bima Bharosa Portal by registering Your complaint at <a href="https://bimabharosa.irdai.gov.in/">https://bimabharosa.irdai.gov.in/</a></p> <p>b. You can send a letter to IRDAI with Your complaint on a Complaint Registration Form available by clicking here. You must fill and send the Complaint Registration Form along with any documents by post or courier to General Manager, Insurance Regulatory and Development Authority of</p>	Grievance Redressal Procedure

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		<p>India (IRDAI), Consumer Affairs Department - Grievance Redressal Cell, Sy.No.115/1, Financial District, Nanakramguda, Gachibowli, Hyderabad-500032.</p> <p>c. You can visit the portal <a href="https://bimabharosa.irdai.gov.in/">https://bimabharosa.irdai.gov.in/</a> for more details.</p> <p><b>3. Insurance Ombudsman</b></p> <p>You can approach the Insurance Ombudsman depending on the nature of grievance and financial implication, if any. Information about Insurance Ombudsmen, their jurisdiction and powers is available on the website of the Insurance Regulatory and Development Authority of India (IRDAI) at <a href="http://www.irdai.gov.in">www.irdai.gov.in</a> or of the General Insurance Council at <a href="https://www.cioins.co.in/ombudsman">https://www.cioins.co.in/ombudsman</a> or on company website <a href="http://www.royalsundaram.in">www.royalsundaram.in</a>.</p>	
14	<b>Obligations of the Policy holder</b>	The insured shall at his own expense take all reasonable precautions and comply with all reasonable recommendations of the Company, to prevent loss, damage or liability and comply with the statutory requirements and manufacturers recommendations	

**Declaration by the Policyholder:**

I have read the above and confirm having noted the details.

Place:

Date:

Signature of the Policyholder

Note: In case of any conflict, the terms and conditions mentioned in the policy document shall prevail.