

Liberty General Insurance Ltd.
Unit 1501&1502, 15th Floor, Tower 2, One International Center,
Senapati Bapat Marg, Prabhadevi, Mumbai – 400013,
Phone: +91 226700 1313 Fax: +91 226700 1606
IRDAI of India Reg. No.150, CIN: U66000MH2010PLC269656
Website Link: www.libertyinsurance.in



SURETY INSURANCE

Prospectus

Surety Insurance – Prospectus
UIN: IRDAN150CPSU0030V01202526

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Introduction

In today's competitive landscape, contractors and project developers face increasing pressure to meet aggressive bidding deadlines, secure multiple projects, and optimize their working capital. Liberty Surety Insurance is a strategic financial instrument that empowers your business to grow without depending solely on traditional bank guarantees.

Liberty General Insurance Limited is pleased to offer our Surety Bonds on behalf of clients (Principals) to our client's contractual counterparty (Obligee), guaranteeing contractual obligations to the Obligee.

Key Questions for Principals

- Are your bank limits exhausted or insufficient for your non-fund requirements?
- Do you wish to bid more competitively and secure larger projects?
- Is your working capital tied up as margin money for bank guarantees?
- Are you exploring an off-balance sheet solution to improve liquidity?

If yes, Liberty Surety Insurance is your answer.

Types of Surety Bonds & General Scopes of Coverage

- **Bid or Proposal Bond** – This surety bond guarantees that the Principal will enter into the contract and provide the securities or bonds as required per the bid documents or pay the required penalty if the Principal fails to honour its bid post award.
- **Advance Payment Bond** – This surety bond guarantees an advance payment made by an Obligee under a contract will be returned if it is not used for the purposes expressly permitted therein or not repaid by Principal according to the contractual obligations.
- **Performance Bond** – This surety bond guarantees that the Principal will perform its obligations under the contract, otherwise pay the Obligee for any losses incurred.
- **Retention Bond** – This surety bond guarantees to the Obligee that the contract amount held back as security will be available to correct any defects pursuant to the contract even if the Obligee releases such security to the Principal earlier than agreed.
- **Warranty Bond** – This surety bond guarantees that a Principal will fulfill its warranty obligations regarding the quality and performance of the works, failing which the Obligee will be indemnified for its losses.

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- **Shipbuilding Refund Guarantee** - This surety bond assures buyer (Obligee) that advance payments will be refunded if the shipbuilder (Principal) fails to deliver the vessel as per contract terms.

The above is subject to the terms and conditions in the respective Surety Bonds.

Distinctive Advantages of Surety Bonds

- Financial Gains
 - Frees up banking lines for working capital needs
 - Improves liquidity for project execution and business expansion
 - Functions as an off-balance sheet tool; helping preserving leverage ratios
 - Enables scalability by supporting participation in multiple tenders simultaneously
- Strategic Benefits
 - Enhances your competitiveness in securing large-scale government or private projects
 - Reinforces credibility with project owners
 - Faster issuance and more flexible terms compared to traditional instruments

Who can Benefit

- EPC companies,
- Real estate developers,
- Road & highway contractors,
- Urban infra companies and
- Other players who are looking to scale confidently and competitively.

Declined Risk:

The following risks are outside the scope of Liberty Surety Insurance cover:

- Financial guarantees, in any form
- Overseas projects or cross-border contracts
- Projects with insufficient transparency or documentation for underwriting

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Note: The above details are some of the important terms and conditions. The proposer/Principal is requested to contact our office for the particular terms, conditions and exclusions, complete details of coverage, and understanding.

Grievance Redressal

We are concerned about you and are committed to extend the best possible services. In case you are not satisfied with our services or resolutions, please follow the below steps for redressal.

Step 1

Call us on Toll free number: 1800-266-5844
(8:00 AM to 8:00 PM, 7 days of the week)

or

Email us at: care@libertyinsurance.in

or

Write to us at:

Customer Service

Liberty General Insurance Limited

Unit 1501&1502, 15th Floor, Tower 2, One International Center,
Senapati Bapat Marg, Prabhadevi, Mumbai – 400013

Step 2

If our response or resolution does not meet your expectations, you can escalate at Manager@libertyinsurance.in

Step 3

If you are still not satisfied with the resolution provided, you can further escalate at ServiceHead@libertyinsurance.in

An acknowledgment will be sent on receipt of your concern, we would then investigate the matter internally and respond with a suitable resolution. Please share your contact details to enable us to get in touch with you.

In case you are not satisfied with the decision or resolution provided by the company you may approach the Insurance Ombudsman for redressal. The details of Insurance Ombudsman Offices are given below:

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Office of the Ombudsman and Contact Details	Areas of Jurisdiction	Office of the Ombudsman and Contact Details	Areas of Jurisdiction
AHMEDABAD Office of the Insurance Ombudsman, Jeevan Prakash Building, 6th floor, Tisk Marg, Relief Road, Ahmedabad - 380 001, Tel: 079 - 25501201/02 Email: oio.ahmedabad@cioins.co.in	Gujarat, Dadra & Nagar Haveli, Daman and Diu.	HYDERABAD Office of the Insurance Ombudsman, 6-2-46, 1st floor, "Moin Court", Lane Opp. Hyundai Showroom, A. C. Guards, Lakdi-Ka-Pool, Hyderabad - 500 004. Tel.: 040 - 23312122 / 23376991 / 23376599 / 23328709 / 23325325 Email: oio.hyderabad@cioins.co.in*	Andhra Pradesh, Telangana, Yanam and part of Territory of Pondicherry.
BENGALURU Office of the Insurance Ombudsman, Jeevan Soudha Building, PID No. 57-27-N-19, Ground Floor, 19/19, 24th Main Road, JP Nagar, 1st Phase, Bengaluru - 560 078, Tel: 080 - 26652048 / 26652049 Email: oio.bengaluru@cioins.co.in	Karnataka	JAIPUR Office of the Insurance Ombudsman, Jeevan Nidhi - II Bldg., Gr. Floor, Bhawani Singh Marg, Jaipur - 302 005. Tel.: 0141 - 2740363 Email: oio.jaipur@cioins.co.in	Rajasthan
BHOPAL Office of the Insurance Ombudsman, 1st floor, "Jeevan Shiksha", 60-B, Hoshangabad Road, Opp. Gayatri Mandir, Area Hills, Bhopal - 462 011. Tel.: 0755 - 2769201 / 2769202 / 2769203 Email: oio.bhopal@cioins.co.in	Madhya Pradesh and Chattisgarh	KOLKATA Office of the Insurance Ombudsman, Hindustan Bldg., Annexe, 7th Floor, 4, C.R. Avenue, KOLKATA - 700 072. Tel.: 033 - 22124339 / 22124341 Email: oio.kolkata@cioins.co.in	West Bengal, Sikkim, Andaman & Nicobar Islands.
BHUBANESHWAR Office of the Insurance Ombudsman, 62, Forest park, Bhubaneswar - 751 009, Tel.: 0674 - 2596461 / 2596455 / 2596429 / 2596003 Email: oio.bhubaneswar@cioins.co.in	Orissa	LUCKNOW Office of the Insurance Ombudsman, 6th Floor, Jeevan Bhawan, Phase-II, Newal Kishore Road, Hazratganj, Lucknow - 226 001. Tel.: 0522 - 4002082 / 3500613 Email: oio.lucknow@cioins.co.in	Districts of Uttar Pradesh : Lalitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhadra, Fatehpur, Pratapgarh, Jaunpur, Varanasi, Gazipur, Jaloun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bhadrach, Barabanki, Raebareilly, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkarnagar, Sultanpur, Maharajganj, Santkabimagar, Azamgarh, Kushinagar, Gorakhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharthnagar.
CHANDIGARH Office of the Insurance Ombudsman, Jeevan Deep Building SCO 20-27, Ground Floor Sector - 17A, Chandigarh - 160 017. Tel.: 0172-2706468 Email: oio.chandigarh@cioins.co.in	Punjab, Haryana, Himachal Pradesh, Jammu & Kashmir, Chandigarh.	MUMBAI Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: 022 - 69038800/27/29/31/32/33 Email: oio.mumbai@cioins.co.in	Goa, Mumbai Metropolitan Region excluding Navi Mumbai & Thane.
CHENNAI Office of the Insurance Ombudsman, Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, CHENNAI - 600 018, Tel.: 044 - 24333668 / 24333678 Email: oio.chennai@cioins.co.in	Tamil Nadu, Pondicherry Town and Karaikal (which are part of Pondicherry).	NOIDA Office of the Insurance Ombudsman, Bhagwan Sahai Palace 4th Floor, Main Road, Naya Bans, Sector 15, Distt: Gautam Buddh Nagar, U.P - 201301. Tel.: 0120-2514252 / 2514253 Email: oio.noida@cioins.co.in	State of Uttaranchal and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaut, Bulandshahr, Etah, Kanoor, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Orayya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautambudhanagar, Ghaziabad, Haridwar, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanishramnagar, Sahasrampur.
DELHI Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Building, Asaf Ali Road, New Delhi - 110 002. Tel.: 011 - 46013992/23213504/23232481 Email: oio.delhi@cioins.co.in	Delhi		
KOCHI Office of the Insurance Ombudsman, 10th Floor, Jeevan Prakash, LIC Building, Opp to Maharaja's College Ground, M.G. Road, Kochi - 682 011. Tel.: 0484 - 2358759 Email: oio.ernakulam@cioins.co.in	Kerala, Lakshadweep, Mahe - part of Pondicherry		
GUWAHATI Office of the Insurance Ombudsman, Jeevan Nivesh, 5th Floor, Nc. Panbazar over bridge, S.S. Road, Guwahati - 781001 (ASSAM), Tel.: 0361 - 2632204 / 2602205 / 2631307 Email: oio.guwahati@cioins.co.in	Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura.		

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Office of the Ombudsman and Contact Details	Areas of Jurisdiction
PATNA Office of the Insurance Ombudsman, 2nd Floor, Lalit Bhawan, Bailey Road, Patna 800 001. Tel.: 0612-2547068 Email: cio.patna@cioins.co.in	Bihar, Jharkhand
PUNE Office of the Insurance Ombudsman, Jeevan Darshan Bldg., 3rd Floor, C.T.S, No.s, 195 to 198, N.C., Kelkar Road, Narayan Peth, Pune - 411 030. Tel.: 020-24471175 Email: cio.pune@cioins.co.in	Maharashtra, Area of Navi Mumbai and Thane excluding Mumbai Metropolitan Region
THANE Office of the Insurance Ombudsman, 2nd Floor, Jeevan Chintamani Building, Vasantrao Naik Mahamarg, Thane (West)- 400604 Tel.: 022-20812868/69 Email: cio.thane@cioins.co.in	Maharashtra

GOVERNING BODY OF INSURANCE COUNCIL,
Shri P.N.Gandhi, Secretary General
Smt Moushumi Mukherji, Secretary
3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054,
Tel: 022 - 26106889 / 871 / 980
Fax: 022 - 26106949
Email: inscoun@cioins.co.in

For the latest details of Ombudsman offices, please visit the Insurance Ombudsman website at the following link: <https://www.cioins.co.in/Ombudsman>

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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 or continuing a policy accept any rebate, except such rebate as may be allowed in accordance with the published prospectuses or tables of the insurer:

Any person making default in complying with the provisions of this section shall be liable for a penalty which may extend to ten lakh rupees.

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