

Liberty General Insurance Limited

Corporate Identity Number: U66000MH2010PLC269656.

IRDAI Registration No.150

Unit 1501&1502, 15th Floor, Tower 2, One International Center

Senapati Bapat Marg, Prabhadevi, Mumbai – 400013,

Phone: +91 226700 1313 Fax: +91 226700 1606

Website: www.libertyinsurance.in

UIN: IRDAN150RP0003V01201213

**CUSTOMER INFORMATION SHEET**

This document provides only key information about your policy. Please refer to the policy document for detailed terms and conditions.

Sr. No.	Title	Description (Please refer to applicable Policy Clause Number in next column)	Policy/ Clause Number
1	Product Name	Plate Glass Insurance Policy	
2	Unique Identification Number (UIN) allotted by IRDAI	IRDAN150RP0003V01201213	
3	Structure	Indemnity Based Policy	
4	Interests Insured	Protection against loss or damage to the Plate Glass due to Fire and allied perils, Riot and Strike, Theft, Breakage or Accident or from any fortuitous cause	
5	Sum Insured	As stated in the policy schedule	
6.	Policy Coverage	As stated in the policy schedule	
7.	Add On	As stated in the policy schedule	
8.	Loss Participation	As stated in the policy schedule	
9.	Exclusion	1. The amount of the Excess specified in the Schedule ascertained after the application of all	Policy Wordings

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	<p>other terms and conditions of this Policy including any condition of average (under-insurance).</p> <p>2. Any loss or damage caused wilfully or knowingly by the Insured, or any loss or damage in which the Insured or any person acting on his behalf is involved or implicated.</p> <p>3. Damage arising from the Plate Glass being worked upon in any manner or during its removal or replacement or arising out of or in course of alterations to the Premises.</p> <p>4. Frames or framework of any description or the cost of removal of any fittings, fixtures or other obstructions.</p> <p>5. Interruption or delay or loss of business or consequential loss or damage or expense of any kind.</p> <p>6. Scratched, cracked or imperfect Plate Glass.</p> <p>7. Disfiguration or scratching or damage to glass other than fracture extending through the entire thickness of glass;</p> <p>8. Breakage of glass not completely and securely fixed;</p> <p>Damage as a result of faulty workmanship and/or defective design of frames or framework or fittings or fixtures of any description.</p> <p>10. Costs of recreating any glazing and/or lettering and /or ornamentation and /or any surface treatment or surfacing on the damaged Plate Glass unless such is specifically declared for insurance hereon.</p> <p>11. Loss or damage which either in origin or extent or directly or indirectly proximately or remotely, occasioned by or contributed to by, arising out of</p>	
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	<p>or in connection with war, invasion, act of foreign enemy, hostilities or warlike operations (whether war be declared or not), mutiny, civil commotion, insurrection, rebellion, revolution, conspiracy, military naval or usurped power, martial law or state of siege or any of the events or causes which determine the proclamation or maintenance of martial law or state of siege.</p> <p>Any loss or damage happening during the existence of abnormal conditions (whether physical or otherwise), directly or indirectly, proximately or remotely, occasioned by or contributed to by or arising out of or in connection with any of the said occurrences shall be deemed to be loss or damage which is not covered by this insurance, except to the extent that the Insured shall prove that such loss or damage happened independently of the existence of such abnormal conditions. In any action, suit or other proceedings, where the Company alleges that by reason of the provisions of this condition any loss or damage is not covered by this insurance, the burden of proving the contrary shall be upon the Insured.</p> <p>12. a) Any loss, destruction or damage, to any property whatsoever or any loss or expense whatsoever, resulting or arising therefrom or any consequential loss, and, any legal liability of whatsoever nature, directly or indirectly caused by or contributed to, by or arising from ionising radiation or</p>	
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		<p>contamination by radioactivity, from any source whatsoever.</p> <p>b) Any loss, destruction, damage or legal liability directly or indirectly caused by or contributed to by or arising from nuclear weapons material.</p> <p>13. a) Loss or destruction of or damage to any property whatsoever (including a computer) or any loss or expense whatsoever resulting or arising therefrom;</p> <p>b) Any legal liability of whatsoever nature;</p> <p>c) Any consequential loss;</p> <p>directly or indirectly caused by or contributed to by or consisting of or arising from the incapacity or failure of any computer:</p> <p>i. to treat any date before, during or after the year 2000 as the correct date or true calendar date, or correctly or appropriately to recognize manipulate interpret process store receive or to respond to any data or information, or to carry out any command or instruction, in regard to or in connection with any such date; or</p> <p>ii. to capture save retain or correctly to process any data as a result of the operation of any command which has been programmed into any computer, being a command which causes the loss of data or the inability to capture save retain or correctly to process such data in regard to or in connection with any such date.</p> <p>iii. A computer includes any computer, data processing equipment, microchip, integrated circuit or similar device or any computer software tools operating system or any computer hardware</p>	
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		<p>or peripherals and the information or data stored in or on any of the above, whether the property of the Insured or not.</p> <p>d) Loss damage or consequential loss directly or indirectly caused by, consisting of, or arising from:</p> <p>a. any functioning or malfunctioning of the internet or similar facility, or of any intranet or private network or similar facility,</p> <p>b. any corruption, destruction, distortion, erasure or other loss or damage to data, software, or any kind of programming or instruction set,</p> <p>c. loss of use or functionality whether partial or entire of data, coding, program, software, any computer or computer system or other device dependent upon any microchip or embedded logic, and any ensuing liability or failure of the Insured to conduct business.</p> <p>This shall not exclude subsequent damage not otherwise excluded which itself results from an insured peril.</p> <p>e) Terrorism Damage Exclusion Warranty:</p> <p>For complete details please refer the policy wordings</p>	
10.	Special Condition and Warranties (If any)	As stated in the policy schedule	
11.	Admissibility of claim	<p>a. As soon as any loss or physical damage occurs to any Insured Property due to an Insured Event.</p> <p>b. You must immediately give notice to us along with claim form and supporting documents to substantiate the loss or damage.</p>	

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		<p>c. You shall act as if Insured and should take steps for loss minimization</p> <p>Admissibility of claims would be basis the policy terms and conditions;.</p> <p>In addition, it will be the obligation of insured for duty of care and loss minimization and timely intimation of claim to us.</p> <p>The admissibility of claim will also be subject to any general law, Act, or regulation in force.</p>	
12.	Policy Servicing-Claims Intimation Process	<p>An unforeseen crisis can occur anytime and such situations demand efficient and timely assistance. The claims procedure is an important aspect of the insurance process.</p> <p>We will inform and give instruct you on how to handle claims arising out of Commercial Insurance Policy.</p> <p>How do I go about claiming my loss?</p> <p>Here are some of the immediate steps you must take in the event of a claim:</p> <ul style="list-style-type: none"> • Lodge a claim with LGI without delay: • Call us at our Toll Free Number 1800 266 5844 (between 8:00am to 8:00pm, 7 days of the week) • Visit our nearest branch office • Mail us on care@libertyinsurance.in 	

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	<ul style="list-style-type: none">• Send a written intimation letter to our registered office or the applicable branch office by post or courier.• Take all reasonable precautions to prevent/reduce further loss, damage or liability and follow the instructions of LGI• Preserve unchanged any damaged or defective property or parts for inspection by the surveyor appointed by LGI unless:• Immediate action is required for safety or the continuation of work,• The insurer dispenses with inspection• Take photos of the damage/loss, prior to repair.• Kindly hold liable in writing any third parties believed to have caused the loss/damage• Notify the local police authority in case of theft and fire <p>What information should I provide while registering a claim?</p> <p>The notification must include the following:</p> <ul style="list-style-type: none">• Policy number• Date and time of loss	
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- Location of loss
- Contact person on site (name, e-mail, phone no.)
- Occurrence of damage
- Details of damaged items
- Probable cause
- Any damage to third party property
- Details/reports of the loss to any other authorities, if any (police/fire brigade, etc)
- Estimated loss amount

When registered, a claim number will be allotted by us and it must be mentioned in all future correspondence. Also we will appoint a surveyor who will contact the loss site office.

What does a surveyor do?

The surveyor will visit the loss site for survey and collects the documents/information pertaining to the loss. The site officer shall make a report for losses/damages and about the scheduled repairs and estimate of costs. Photos taken following damage must be handed over to the surveyor along with the documents as requested by the surveyor.

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	<p>What are the actions taken following a survey?</p> <ul style="list-style-type: none">• The surveyor will prepare a preliminary loss report and submit it to us.• The surveyor will issue a letter to insured requesting for the claim documents, such as• Claim Form duly filled in and signed or insured's report on occurrence of loss• Inventory of Loss• Books of Accounts• Supplier's invoices, bills, receipts, etc. to support values and indicate terms of sale• Daily log of work carried out showing individual/labour hours worked, equipment used and purpose• Individual worksheets for labour and equipment to substantiate the claim• Copy of original agreement along with supplementary agreements• Photographs if arranged• Manufacturer's report detailing extent of loss, cause and suggested repair procedure	
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	<ul style="list-style-type: none">• First Information Report/Police Investigation Report/Fire Brigade Report, wherever required• Discharge voucher• Letter of Subrogation and Special Power of Attorney• Any other information and documentation not detailed above relevant to the occurred loss/damage <p>What are the follow up actions?</p> <ul style="list-style-type: none">• The surveyor may visits the site a second time to inspect the repairs undertaken or seek clarification on the supporting documents. He may also discuss the settlement amount and take the insured's consent on the same.• If the documents are not complete, the surveyor or LGI will send reminder letters to the insured.• Despite several reminders, if the insured is unable to comply with the documents/information called for, LGI may issue a closure letter to the insured.• In case of total loss or constructive total loss, the surveyor may facilitate disposal of salvage.	
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	<p>What are the loss settlement actions?</p> <ul style="list-style-type: none">• Processing of claims will be in accordance with the policy terms, exclusions, provisions and conditions or endorsed thereon.• LGI will settle claims, after being satisfied by the submitted survey report, bills and documents, which prove that the claim falls within the ambit of the policy.• If any recovery rights are protected, 'Letter of Subrogation and Power of Attorney' will be obtained from the insured. <p>Steps to be followed:</p> <p>Toll-free / IVRS: 1800 266 5844</p> <p>Operating hours: 8:00 a.m. to 8:00 p.m., 7 days a week</p> <p>Website: Commercial Claims</p> <p>Designated company officials for claim assistance: Toll-free number 1800 266 5844</p> <p>Retail claim settlement TAT: 15 days, provided the insured provides all relevant claim documents</p> <p>Escalation: If the TAT is not met, please find the escalation Matrix</p> <p>Level 1:</p> <p>Name: Chandra Shekhar Gaikwad</p> <p>Emailid: chandrashekhar.gaikwad@libertyinsurance.in</p> <p>Contact No: 7415159022</p>	
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		Level 2: Name: Mahendra Mandloi, VP & National Commercial Claims Manager Email id: mahendra.mandloi@libertyinsurance.in Contact No: 7506507725	
13.	Grievance Redressal and Policy Holders Protection	<ul style="list-style-type: none"> • For Grievance Redressal, please refer: https://www.libertyinsurance.in/customer-support/grievance redressal.html • Bima Bharosa (Grievance Redressal Portal), IRDAI :https://bimabharosa.irdai.gov.in/ • Insurance Ombudsman - For the latest details of Ombudsman offices, please visit the Insurance Ombudsman website at the following link: https://www.cioins.co.in/Ombudsman 	
14.	Obligation of Policy Holder	<p>Ensure you provide accurate information when completing your proposal.</p> <p>Notify us right away of any changes, modifications, or additions the declared information, as failure to disclose material details may impact your claim settlement Non-disclosure of material information may affect the claim settlement</p>	

Declaration by the Policy Holder:

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

Place: _____

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Date: _____

(Signature of the Policyholder)

Note:

- You may visit our website at <https://www.libertyinsurance.in/customer-support/download-forms.html> to refer the product related documents.
- In case of any conflict, the terms and conditions mentioned in the policy document shall prevail

