

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: IRDAN150RP0009V02201617

**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	SME Package Insurance Policy	
2	Unique Identification Number (UIN) allotted by IRDAI	IRDAN150RP0009V02201617	
3	Structure	Indemnity Based Policy	
4	Interests Insured	Multiple sections that covers the Business Property of an enterprise including items of Property for which they are accountable, and the legal liability incurred in the course of operation at the Premises	
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	

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9.	Exclusion	<p>We do not cover losses or expenses, or any loss, damage to, or destruction of the Insured Property, directly or indirectly as a result of or if caused by or arising from events, stated below:</p> <p>i. Excess of ₹ 5,000 (Rupees Five Thousand) for each claim. This means that We will deduct ₹ 5000 (Rupees Five Thousand) for each and every loss suffered by You under the terms of this policy.</p> <p>ii. For terrorism risk the Excess shall be as per the clause attached to this section.</p> <p>Your deliberate, wilful or intentional act or omission, or of anyone on Your behalf, or with Your connivance.</p> <p>Loss, damage or destruction to any electrical/electronic machine, apparatus, fixture, or fitting by over-running, excessive pressure, short circuiting, arcing, self-heating or leakage of electricity from whatever cause (lightning included). This exclusion applies only to the particular machine so lost, damaged or destroyed. However, any ensuing loss or damage to other insured property due to operation of an insured peril is covered.</p> <p>Loss, destruction or damage to the stocks in cold storage premises caused by change of temperature.</p> <p>Loss, or damage by spoilage resulting from the retardation or interruption or cessation of any process or operation caused by operation of any of the Insured Events.</p> <p>Your Premises or any Insured Building remaining continuously unoccupied for a period of more than 30 days, unless You have obtained prior written</p>	Policy Wordings
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		<p>approval from Us and such approval is recorded as an endorsement on the Policy.</p> <p>War, invasion, act of foreign enemy hostilities or war-like operations (whether war is declared or not), civil war, mutiny, civil commotion amounting to a popular rising, military rising, rebellion, revolution, insurrection or military or usurped power.</p> <p>Ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from combustion of nuclear fuel, or the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component that is part of it.</p> <p>Pollution or contamination, unless the pollution or contamination itself has resulted from an Insured Event, in which case only physical damage to the Insured Property is covered, or an Insured Event itself results from pollution or contamination.</p> <p>Loss, destruction or damage to bullion or unset precious stones, any curios or works of art unless such amount is declared separately and recorded in the Policy Schedule.</p> <p>Loss of any Insured Property which is missing or has been mislaid, or its disappearance cannot be linked to any single identifiable Insured Event.</p> <p>Loss or damage to any Insured Property removed from Your Premises to any other place, except machinery and equipment temporarily removed for repairs, cleaning, renovation or other similar purposes for a period not exceeding 60 days,</p> <p>Stock covered under Clause (C) (4.3) of this Section -.</p>	
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		<p>Any reduction in market value of any Insured Property after its repair or reinstatement.</p> <p>Loss or damage to any Insured Property or any claim which is covered by a marine policy in force at the time of loss or damage, except in excess of the limits of that policy.</p> <p>Any consequential or indirect loss or damage of any description, i.e. losses or extra costs (financial or non-financial) that follow or are a consequence of an Insured Event, like, loss by delay, loss of income or wages or earnings, or of market, or of time, medical expenses, or any costs not covered by this Policy.</p> <p>Costs, fees or expenses for preparing any claim.</p> <p>For complete details, kindly 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> <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>	

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		<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 • Send a written intimation letter to our registered office or the applicable branch office by post or courier. 	

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	<ul style="list-style-type: none">• 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• Location of loss• Contact person on site (name, e-mail, phone no.)	
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- 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.

What are the actions taken following a survey?

- The surveyor will prepare a preliminary loss report and submit it to us.

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	<ul style="list-style-type: none">• 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• First Information Report/Police Investigation Report/Fire Brigade Report, wherever required• Discharge voucher• Letter of Subrogation and Special Power of Attorney	
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	<ul style="list-style-type: none">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. <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	
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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.

Steps to be followed:

Toll-free / IVRS: 1800 266 5844

Operating hours: 8:00 a.m. to 8:00 p.m., 7 days a week

Website: [Commercial Claims](#)

Designated company officials for claim assistance: Toll-free number **1800 266 5844**

Retail claim settlement TAT: 15 days, provided the insured provides all relevant claim documents

Escalation: If the TAT is not met, please find the escalation Matrix

Level 1:

Name: Chandra Shekhar Gaikwad

Emailid:

chandrashekhar.gaikwad@libertyinsurance.in

Contact No: 7415159022

Level 2:

Name: Mahendra Mandloi, VP & National Commercial Claims Manager

Email id: mahendra.mandloi@libertyinsurance.in

Contact No: 7506507725

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13.	Griveance 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: _____

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.

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

