**HDFC ERGO General Insurance Company Limited**

**Customer Information Sheet**
**Plate Glass Insurance Policy**

**Plate Glass Insurance Policy**
**UIN:** IRDAN125RP0005V01200405

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 |
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| 1. | Product Name | **Plate Glass Insurance Policy** | NA |
| 2. | Unique Identification Number (UIN) allotted by IRDAI | IRDAN125RP0005V01200405 | NA |
| 3. | Structure | As per policy schedule | "Basis of Indemnity" in the policy wording. |
| 4. | Interests Insured | Description of Glass: As per policy schedule | "Description of Glass" in the policy schedule. |
| 5. | Sum Insured | <<as stated in the policy schedule>> | "Details of Plate Glass Insured" in the policy schedule. |
| 6. | Policy Coverage | Accidental breakage (which for the purpose of this policy shall not include damage by scratches) of any of the Glass mentioned in the said Schedule not occasioned by, happening through or contributed to either directly or indirectly by:<br>1. Acts of Terrorism. Loss or damage, cost or expenses of whatsoever nature directly or indirectly caused by, resulting from or in connection with any action taken in controlling, preventing, suppressing or in any way relating to such action taken in respect of any act of terrorism shall also be excluded, unless it is proved by the Insured to the satisfaction of the Company that such loss or damage, cost or expenses of whatsoever nature is not directly or indirectly caused by, resulting from or in connection with any action taken in controlling, preventing, suppressing or in any way relating to such action taken in respect of any act of terrorism. In the event | Policy wording |

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| | | that any portion of this exclusion is found to be invalid or unenforceable, the remainder shall remain in full force and effect. An act of terrorism means an act including, but not limited to, the use of force or violence and/ or the threat thereof, of any person or group(s) of persons whether acting alone or on behalf of or in connection with any organisation(s) or government(s), committed for political, religious, ideological or similar purpose including the intention to influence any government and / or to put the public, or any section of the public, in fear.<br>2. War, war-like operations, act of foreign enemy, invasion of Indian territory or any part thereof, hostilities (whether war be declared or not), 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, unless it is proved by the Insured to the satisfaction of the Company that such loss or damage or contingency or cost or expenses of whatsoever nature are not directly or indirectly caused by, resulting from or in connection with any war, war-like operations, act of foreign enemy, invasion of Indian territory or any part thereof, hostilities (whether war be declared or not), 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. In the event that any portion of this exclusion is found to be invalid or unenforceable, the remainder shall remain in full force and effect.<br>3. Ionising radiation or contamination by radioactivity from any source whatsoever.<br>4. Nuclear weapons material.<br>5. Riot or Strike.<br>The Company shall pay or make good to the Insured the intrinsic value of such Glass up to the Sum Insured as | |

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| | | specified in the Schedule against each item.<br>Provided that the Company will not be liable for any accident of any loss or destruction of or damage to any property whatsoever or any loss or expense whatsoever resulting or arising there from or any consequential loss. | |
| 7. | Add-on Cover | As per policy schedule | "Details of Add on Cover " in the policy schedule |
| 8. | Loss Participation | <<as per policy schedule>> | "Excess/ Deductible" in the policy schedule |
| 9. | Exclusions | **The Policy does not cover:**<br>A. Deductible Excess stated in the Schedule to the policy.<br>B. Breakage or damage during removal, alterations and/or repairs in or about the premises<br>C. Disfiguration or scratching or damage of Glass other than by way of a fractureextending through the entire thickness of Glass.<br>D. Breakage of Glass, which is not completely and securely fixed.<br>E. Cracked or imperfect Glass.<br>F. Expenses incurred for removal or replacement of any fittings or fixtures in order to replace Glass.<br>G. Any loss or damage arising from the interruption of or delay in the Insured's business during the time intervening between occurrence of any breakage and reinstatement of such Glass. | "Exclusions" in policy wording. |
| 10. | Special Conditions and Warranties (if any) | • Sanction and Embargo Clause<br>• Communicable Disease Exclusion Clause<br>For more details refer policy schedule | "Special conditions / / warranties and Exclusions" under policy schedule |
| 11. | Admissibility of Claim | • Following are the key parameters leading to admissibility or denial of claims:<br>- The policy shall cover losses to your insured property due to unforeseen and sudden physical damage by any cause not excluded.<br>- The policy shall exclude losses as specified in the exclusion/exception/excluded causes of section of | NA |

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| | | the policy wording.<br>- The coverage is subject to compliance of policy clause/ conditions/warranties.<br>• Duty of care & loss minimization post-accident<br>- If You suffer a loss because of an insured event / peril / causes, You must make a claim for Your financial loss at Your cost.<br>- The procedure for making a claim is given below.<br>1. Immediate notice to Us<br>a. As soon as any sudden, unforeseen and physical loss or damage occurs to insured property due to insured event/peril/causes and/or does not fall under exclusion, You must immediately give notice to Us of the loss or damage. This is necessary for Us to survey/ investigate the loss or damage, as may be required.<br>b. You can give notice to any of Our offices or call centres.<br>c. You must state in this notice<br>i. the Policy Number,<br>ii. Your name,<br>iii. details of report to the police that You made,<br>iv. details of report to any Authority that You made,<br>v. details of the Insured Event,<br>vi. a brief statement of the loss,<br>vii. particulars of any other insurance of insured property,<br>viii. details of loss or damage under any Optional Cover or Add-ons,<br>ix. submit photographs of loss or physical damage, wherever possible.<br>2. Steps to prevent loss and damage<br>a. You must take all reasonable steps to prevent further loss or damage to insured property.<br>b. Until We have inspected insured property and have given Our consent,<br>i. You must not sell, give away or dispose of any damaged items of any property | |

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| | | for which You are making a claim;<br>ii. You must not wash or clean, or remove any damaged item or debris, except for any urgent necessity;<br>iii. You must not carry out repairs, unless such repairs are urgent and You cannot contact Us.<br>- Act as if not insured and try all possible measures to minimize the loss.<br>- Inform fire brigade / police or any other govt statutory body, if applicable<br>- Seek the assistance of the insurance surveyor or any other agencies appointed for loss minimization efforts and also in claim procedure<br>- Take photos or videos of damaged property and preserve all damaged property for detailed inspection by the surveyors<br>- Preserve documentary evidence for assessment of quantum of loss.<br>The loss will be assessed by the surveyors/us as per the claim bill, supporting documents provided and in accordance with policy terms and conditions.<br>The assessment will be subject to following deduction, if any,<br>a) betterment,<br>b) depreciation,<br>c) applicable salvage value,<br>d) underinsurance/average clause,<br>e) policy excess/deductible /franchise etc,<br>f) reinstatement premium. | |
| 12. | Policy Servicing - Claim Intimation and Processing | • Contact us - 022 6158 2020/ 022 6234 6234<br>• Website: www.hdfcergo.com<br>• Email : care@hdfcergo.com<br>• Turn Around Time (TAT) in working hours / days<br>- Surveyor appointment- 24 hours from claim intimation<br>- Survey report- 15 days from allotment of survey | NA |

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| | | - Decision of claim to insured - 7 days from survey report<br>• Customer Escalation Matrix<br>• **Level 1**<br>In case the Complainant has not received a response or is not satisfied with the response / resolution given / offered, then the Customer can write to:<br>**The Complaints & Grievance Cell HDFC ERGO General Insurance Company Ltd. D-301, 3rd Floor, Eastern Business District (Magnet Mall), LBS Marg, Bhandup (West), Mumbai – 400078, Maharashtra**<br>e-mail: grievance@hdfcergo.com<br>• **Level 2**<br>In case the Complainant has not received a response or is not satisfied with the response / resolution given / offered by the C&G cell, then the Customer can write to the Chief Grievance Officer of the Company at the following address:<br>**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**<br>e-mail: cgo@hdfcergo.com | |
| 13. | Grievance Redressal and Policyholders Protection | If You have a grievance about any matter relating to the Policy, or Our decision on any matter, or the claim, You can address Your grievance as follows:<br>**1. Our Grievance Redressal Officer**<br>If you have a grievance that you wish us to redress, you may contact us with the details of your grievance through:<br>• **Contact us** - 022 6158 2020/ 022 6234 6234<br>• **Emails** – grievance@hdfcergo.com<br>• **Contact Details for Senior Citizens**:<br>022 6242 6226<br>Email ID: seniorcitizen@hdfcergo.com<br>Designated Grievance Officer in each branch.<br>• **Company Website** – www.hdfcergo.com<br>• **Courier** - Any of our Branch office or corporate | Grievance Redressal |

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| | | office<br>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.<br>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<br>**The Complaint & Grievance Redressal Cell,**<br>**HDFC ERGO General Insurance Company Ltd.**<br>**D-301, 3rd Floor, Eastern Business District**<br>**(Magnet Mall), LBS Marg, Bhandup (West),**<br>**Mumbai – 400078, Maharashtra**<br>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:<br>**To the Chief Grievance Officer**<br>**HDFC ERGO General Insurance Company Ltd.**<br>**D-301, 3rd Floor, Eastern Business District**<br>**(Magnet Mall), LBS Marg, Bhandup (West),**<br>**Mumbai - 400078, Maharashtra**<br>**e-mail:** cgo@hdfcergo.com<br>Grievance may also be lodged at IRDAI Integrated Grievance Management System- https://bimabharosa.irdai.gov.in<br>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:<br>● Insurance claim that has been rejected or dispute of a claim on legal construction of the policy<br>● Delay in settlement of claim<br>● Dispute with regard to premium<br>● Non-receipt of your insurance document<br>You may also refer Our website www.hdfcergo.com https://www.hdfcergo.com/customer-voice/grievances for detailed grievance redressal procedure. | |

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| 14. | Obligations of the Policyholder | • To disclose all information correctly sought by the insurer at time of filling the proposal form<br>• In case of any change / modification / addition to the already declared information the same shall be brought to the notice of the Insurer immediately.<br>• Non-disclosure of material information may affect the claim settlement. | NA |

**Declaration by the Policy Holder:**

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.