

ALL RISKS INSURANCE POLICY - RETAIL PROSPECTUS

All Risk Policy offers very comprehensive protection to the Insured Interest against any perils including any accident or misfortune not expressly excluded.

INSURED PERILS:

The policy offers a coverage defined by the exclusions.

ADD-ONS

1. Waiver Of Improvement, Betterment Or Technological Upgrade Charges
2. Escalation Clause
3. Parts Undamaged/ Destruction Of Sound Property
4. Depreciation Waiver
5. Professional Fees
6. Claim Investigation & Preparation Clause
7. Auditors' Fees & Expenses
8. Claims Preparation Costs
9. Loss Minimisation Expenses
10. Coverage For Electrical & Mechanical Breakdown
11. Obsolete Parts
12. Terrorism Cover
13. Transit Risk
14. Third Party Liability
15. Dismantling Cover
16. Expediting Costs Including Air-Freight And Express Freight
17. Valuable Documents Cover
18. Valuable Papers & Records Clause
19. Waiver Of Subrogation Clause
20. Own Damage Cover For Self Propelled Vehicles
21. Omission To Insure
22. Damages To Money, Valuable Documents/Precious Items/ Computer Systems Records
23. Bank Lockers Clause

24. CLAUSES WORDINGS

1. Multiple Insured Clause
2. Designation Of Interest Clause
3. Leased Equipment
4. Automatic Reinstatement Of Sum Insured
5. Agreed Bank Clause
6. Condonation Of Delay
7. Innocent Non-Disclosure Clause
8. Hire Purchase Or Lease Agreements/Interest Of Other Parties

9. Waiver Of Contribution Clause
10. Pair & Set Clause
11. Agreed Panel Of Surveyor Clause

EXCLUSIONS

- i) Damage due to moths, vermin, mildew or inherent defect, wear and tear, gradually operating cause.
- ii) Damage during any process like bleaching, dyeing, heating, drying etc
- iii) Over winding denting or internal damage of watches or clocks.
- iv) Mechanical or Electrical derangement/ breakdown of any article unless caused by accidental external means.
- v) Fire arms by rusting, bursting.
- vi) Damage due to cracking or scratching of interests such as but not limited to household goods, foodstuff, domestic appliances, crockery, glass etc..
- vii) Loss due to theft from any unattended vehicle.
- viii) Loss due to theft in connivance with you or your family
- ix) Damage to interests with difference in intrinsic and commercial value, viz. money, securities, manuscripts, deeds, bonds, bills of exchange, promissory notes, stocks or share certificates, stamps and travellers cheques and the like unless specifically declared and agreed to be insured.
- x) Any living creature.
- xi) Loss directly or indirectly occasioned by or happening through or in consequence of war, Invasion act of foreign enemy, hostilities (whether war be declared or not), Civil war, rebellion, revolution, insurrection, Military or usurped power, Confiscation, nationalisation, or any such action
- xii) Loss or damage due to any action from Public Authority.
- xiii) Nuclear and nuclear group of perils.
- xiv) Consequential loss of any nature

CLAIMS PROCEDURE

In case of any Occurrence that may give rise to a claim under your policy, you must:

- a) inform us of this as soon as you can and in any event within 30 days of becoming aware of any such loss or damage. We may, at our sole discretion, condone the delay in notification of claim on merits based on the reason for delay furnished by You to Us in writing.
- b) provide such written documents and information as we may require and, if asked, include verification of particulars on oath; and
- c) take all steps within your power to minimise the extent of loss, damage or liability.
- d) preserve any property affected and make it available for us or our representatives; and
- e) inform the Police if the loss or damage has been caused by any act purporting to be an offence under the applicable laws; and forward to us every letter, writ, summons and process in relation to your claim

as soon as you receive it; and

- f) advise us in writing as soon as you receive notice of any prosecution or inquest that involves you and is relevant to your claim and provide any assistance that we may reasonably require.

B) Documentation

The documents normally required to be submitted in the event of a claim are :

1. Duly completed Claim form
2. Estimate of loss
3. Invoice/ Bills/Receipts

Any other details/documents called for a specific loss

Grievance

If You have any grievance about any matter relating to the policy, or Our decision on any matter, or Our decision about Your claim, You can pursue Your grievance with

1. Our Grievance Redressal Officer

You can send Your grievance in writing by post or email to Our Grievance Redressal Officer at the following address:

Grievance cell,

Universal Sampo General Insurance Co.Ltd, Unit No. 601 & 602, 6th Floor, Reliable Tech Park, Cloud City Campus; Gut no 31, Mouje Elthan, Thane Belapur Road, Airoli, Navi Mumbai – 400708

If you have a grievance that you wish us to redress, you may contact us with the details of your grievance through:

- Emails – grievance@universalsompo.com
 - Designated Grievance Officer in each branch.
 - Company Website – www.universalsompo.com
2. The Consumer Affairs Department of IRDAI—You can register Your grievance on IRDAI's Integrated Grievance Management System (IGMS),
 3. The Insurance Ombudsman, depending on the nature of grievance and the financial implication, if any, or
 4. The Consumer Protection Forum or the Court.
 5. You can find more details about Insurance Ombudsmen at www.irdai.gov.in.

Contact Details

- Website: www.universalsompo.com

- **Toll Free Numbers:** 1800-22-4030, 1800-200-4030
- **Landline Numbers:** (022)-39635200 (Chargeable)
- **E-mail :** contactus@universalsompo.com
- **Courier:** Universal Sampo General Insurance Co. Ltd, Unit No- 601 & 602 A Wing, 6th Floor, Reliable Tech Park, Cloud City Campus; Thane- Belapur Road, Airoli- 400708

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

ANY PERSON MAKING DEFAULT IN COMPLYING WITH THE PROVISIONS OF THIS SECTION SHALL BE PUNISHABLE WITH FINE WHICH MAY EXTEND TO TEN LAKHS RUPEES.

Disclaimer: In the event of any question relating to interpretation of the insurance coverage, the policy document will prevail.