

Prospectus/Sales Literature

(Burglary Insurance)

Scope of Cover

This policy is specially designed to cover business premises only like godown, factory and other business premises where stocks and/ or other movable items are stored.

It covers

- i) Loss or damage to the property insured by burglary or house breaking following upon an actual forcible and violent entry of and / or exit from the premises into the premises.
- ii) Damage to the premises itself by burglary into the premises.

Note:

Condition of Average for the Purpose of First Loss basis:

If in respect of property insured at the commencement of any Damage by an insured peril, it is found that actual value of the selected percentage of the total property at risk exceeds the value (Sum Insured) declared to the Company, then the Company's liability is restricted to the same proportion of the Damage as the value (Sum Insured) declared to the Company bears to the actual value of the selected percentage of the total value at risk.

Compulsory Excess:

0.25% of claim amount subject to a minimum of Rs. 1000/-

Voluntary Excess:

Additional 10% discount for opting voluntary excess of at least 4 times the Compulsory Excess.

Exclusions

- a) Gold or Silver articles, watches or jewelry or precious stones or models or coins or curios, sculptures, manuscripts, rare books, plans, medals, moulds, designs, deeds, bonds, bills of exchange, bank, treasury or promissory notes, cheques, **money**, securities, stamps, collection of stamps, business books or papers, unless specifically insured.
- b) Loss or damage where any inmate or member of the Insured's household or of his business staff or any other person lawfully in the premises in the business is concerned in the actual theft or damage to any of the articles or premises or where such loss or damage have been expedited or any way assisted or brought about by any such person or persons. (This exclusion will stand deleted if Fidelity Guarantee Cover is proposed along with the Burglary Cover)

- c) Loss or damage which is recoverable under Fire or Plate Glass Insurance policy, or any other policy.
- d) (i) Loss or damage directly or indirectly, proximately or remotely occasioned by or which arises out of or in connection with Riot and Strike, Civil Commotion, Earthquake, Flood, Storm, Cyclone or other convulsions of nature or atmospheric disturbances.

(ii) Loss or damage whether direct or indirect arising from war, warlike operations and of foreign enemy hostilities (whether war be declared or not), civil war, revolution, insurrection, civil commotion, military or usurped power, seizure, capture, confiscation, arrests, restraints and detainment by order of any governments or any other authority.
- e) (i) Any loss or damage to any property whatsoever or any loss or expense whatsoever resulting or arising there from or any Consequential Loss and any Legal Liability of whatsoever nature directly or indirectly caused by or contributed to or arising from ionizing radiation or contamination by radioactivity from any source whatsoever.

(ii) Any accident, loss, destruction, damage or Legal Liability directly or indirectly caused by or contributed to by or arising from Nuclear weapons material.
- f) Consequential Loss or Legal Liability of any kind.
- g) This policy shall cease to attach

(i) If the premises shall have been left uninhabited by day and night for seven or more consecutive days and nights while the premises are left uninhabited.

(ii) If the Insured shall cause or suffer any material alteration to be made in the premises or anything to be done whereby the risk is increased.

(iii) To any property the interest of the Insured in which shall pass from the Insured otherwise than by will or operation of law. Unless in each case, the consent of the Company to the continuance of the Insurance thereon is obtained and signified on the policy.
- h) Loss or damage due to Terrorism and Sabotage activities.

In any action, suit or other proceedings where the Company alleges that by reason of the above Provisions any loss or damage is not covered by this Insurance, the burden of proving that such loss or damage is covered shall be upon the Insured.

Add on cover:

- i) Theft in the premises at extra premium.
Any loss of or damage to property or any part thereof whilst contained in the premises described in the schedule hereto due to theft.

To be given selectively based on past loss history and security features.

- ii) Purchase Protection Rider at additional premium

Covers any loss of or damage to any new item, belonging to the Business of the Insured within the insured premises specified in the Schedule, purchased during the currency of the policy period by operation of a peril insured under coverage burglary of the Policy for 90 consecutive days from the date of purchase or till the policy expiry date whichever is earlier, due to Burglary and/or House-breaking or theft.

Exclusions under Purchase Protection Extension:

The Company shall not be liable in respect of any loss or damage to/ by:

1. Being the first amount shown in the Schedule as the Excess or Deductible as per either the coverage under Burglary section respectively as the case may be for in respect of each and every claim.
2. Computer software or intangible items
3. Animal and/ or plant life
4. Consumable or perishable items (including but not limited to food, drugs, fuel or oil.
5. Any motorized vehicle and/or their integral parts and installed accessories.
6. Second hand items including antiques.
7. Deleted
8. Normal wear and tear or damage arising from inherent defect in the purchased item
9. Disappearance of the purchased items in circumstances, which cannot be explained by the insured to the Company's reasonable satisfaction.
10. Confiscation by authorities
11. Fraud or abuse or deceit.
12. Consequential loss or damage or punitive damage.
13. Any event that is intentionally caused by insured
14. Goods whilst being transported under a freight agreement or by postal or courier service.
15. Goods being left unattended in a public place or unlocked car or in an unattended car overnight.
16. Terms, conditions and Exclusions as mentioned under Burglary Section.

iii) Fidelity Guarantee

Covers the Insured against any direct pecuniary loss sustained by any reason of any act of fraud/ dishonesty committed by any Employee of the Insured on or after the date of commencement of this policy and during continuous service with the Insured and discovered during the continuance of this Policy or within one calendar months of the expiration thereof and in the case of death, dismissal or retirement of the Employee within the period the afore stated events shall first happen.

Available on named and unnamed basis

Exceptions

1. The Company shall not be liable in respect of losses arising elsewhere than in the Territorial Limits stated in the Schedule.
2. The Company shall not be liable for losses not sustained within a retroactive period not exceeding one year from the date of discovery of any such loss (es). It is understood that in such retroactive period the insurance was continuously in force and the Company will not be liable to pay any claim in respect of loss sustained prior to the inception of the original policy. It is further understood that losses which become payable under this clause shall be subject to the terms, conditions, exceptions of the policy in force as on the date of discovery.

Prior permission from Head Office be taken before underwriting the following risks -

- a) Shops dealing in Mobile phones
- b) Shops dealing in Watches
- c) Jewellery and Valuables shop

In Case of Claim:

- Inform our 24x7 Claim Help Desk about the loss on Toll Free Numbers. Get a Claim Registration Number. Toll Free No - 1800 300 30000, 1800 180 7474
- We will appoint the Surveyor at the time of Claim Registration and will ensure fast settlement of claims after submission of all the relevant documents.

Strengths of Shriram General Insurance Co. Ltd.

Shriram General Insurance Company Limited is a part of Shriram Group - A multi-dimensional, multi-locational organization with interests in the fields of Truck Financing, Life Insurance, Share Trading, Bulk Drugs, Software Consultancy, and Project Engineering & Real Estate. The Group companies have equity participation from Citicorp (subsidiary of Citi Bank), UTI Bank, Chrys Capital – USA, New Bridge Capital–USA.

Shriram General Insurance Company Limited has set up a joint venture with SANLAM, South Africa. SANLAM Limited is a major financial services company in South Africa, listed in the Johannesburg Securities Exchange and Namibian Stock Exchange. SANTAM is a part of SANLAM Limited, which is engaged in General Insurance business and ranked as the best Insurance Company in South Africa as per the recent study conducted by Pricewaterhouse Coopers.

The main features of this Policy have been indicated herewith. For complete details i.e. terms and conditions etc. please refer our Policy Wordings available on request

The above are only indicative in nature. For other details for any context, please contact our nearest office.

For more information please contact:-

Shriram General insurance co. Ltd.

E-8, EPIP, RIICO Industrial Area, Sitapura,

Jaipur (Rajasthan) – 302022

Phone – (0141) 3928400

Monday to Friday: 9.30 A.M. to 5.30 P.M.

Saturdays: 9.30 A.M. to 1.30 P.M.

Complaints / Grievance Redressal System

Shriram General Insurance Company Limited has put in place a mechanism administered by the Complaints / Grievance Co-ordinator who can be reached at the Corporate Office at the address mentioned herein below:

Contact Person:	Hemant Kumar Sharma, Company Secretary
Contact Address:	Shriram General Insurance Co. Ltd. E-8, EPIP, RIICO Industrial Area, Sitapura, Jaipur – 302022
Grievance Cell No.:	1800-180-7474, 1800-300-30000
E-mail ID:	md@shriramgi.com
Fax No.:	91-141-2770693

Customized grievance Settlement Machinery:

In case, the customer is not satisfied with the decision taken by the office in respect of a service, he/she can appeal against the decision in the following manner:

- (a) If not satisfied with the decision taken by the dealing officer, can appeal to the Branch Manager.
- (b) In case not satisfied with the reply given by the Branch Manager, matter may be brought to the notice of Grievance Cell, Head Office headed by a senior executive which will be directly under the control of the MD.

You can also reach us by email or register their complaints on the website of the Company. You may please take note that in case you are not satisfied with the complaint redressal procedure or complaint /resolution from the Company, you can approach the Insurance **Ombudsman** located in your region.

“Insurance is the Subject Matter of Solicitation.”