

CHOLAMANDALAM MS GENERAL INSURANCE COMPANY LIMITEDRegistered Office: 2nd Floor, "DARE House", 2, N.S.C. Bose Road, Chennai – 600 001.

Toll free: 1800 208 9100, T: +91 (0) 44 4044 5400, F: +91 (0) 44 4044 5550

Email: customercare@cholams.murugappa.com; website: www.cholainsurance.com

IRDA Regn. No.123; PAN AABCC6633K CIN U66030TN2001PLC047977

**CUSTOMER INFORMATION SHEET**

This document provides key information about your policy. You are also advised to go through your policy document

Sl. No.	Title	Description (Please refer to applicable Policy Clause Number in next column)	Policy Clause Number
1	Product Name	BANKERS INDEMNITY INSURANCE POLICY	
2	Unique Identification Number (UIN) allotted by IRDAI	IRDAN123RP0051V01200203	
3	Structure	Indemnity basis - Territory and Jurisdiction - Within India	
4	Interests Insured	All Scheduled Co-operative and banking company as defined under various Banking Acts like Banking Regulation Act 1945, State Bank of India Act 1955 etc. for their Money, Securities, Traveller Cheques, Gift cheques, Foreign Currencies, Sale Deeds, Bills of Exchange, Share Debentures, etc	
5	Sum Insured	The sum as mentioned in the Schedule against the respective benefit(s) which represents Our maximum liability for any or all claims under this Policy during the Policy Period. This sum insured should represent the maximum amount of loss which could be suffered by the bank due to any single incident covered under Sections A to E. The sum insured under Section F,G&H is fixed at a percentage of the basic sum insured.	
6	Policy Coverage	<p>The policy comprises of following sections :</p> <p>(A) On Premises : Covers money and/or securities belonging to, or in the custody of bank, whilst on their own premises or on the premises of their bankers, against loss or destruction by Fire, Riot & Strike, Malicious damage, terrorist act, burglary ,theft ,robbery or hold-up.</p> <p>(B) In Transit : Covers money and/or securities if they are lost ,stolen, mislaid, misappropriated or made away with, whilst in transit in the hands of its employees whether by negligence or fraud of the employees.</p> <p>(C) Forgery or Alteration : Covers losses suffered as a result of payment of bogus, fictitious, forged cheques or drafts as also forged endorsements on genuine cheques or drafts or FDRs.</p> <p>(D) Dishonesty : Covers loss of money and/or securities suffered due to dishonest or criminal act of its employees.</p> <p>(E) Hypothecated Goods : Covers losses suffered due to fraudulent or dishonest act of employees in respect of goods or commodities pledged or hypothecated to the insured bank and under its control.</p> <p>(F) Registered Postal Service : Covers loss of registered postal sending by robbery,theft or any other cause not specifically excluded, provided that each post parcel shall be insured with the post office.</p> <p>(G) Appraisers : Covers loss due to infidelity or criminal act on the part of appraisers, provided that such appraisers are on the bank's approved list.</p> <p>(H) Janata Agents : Covers loss due to infidelity of criminal acts on the part of Janata Agents, Chhoti Bachat Yojana Agents/Pygmie Collectors.</p>	
7	Add-on cover	Nil	
8	Loss Participation	EXCESS: Insured shall bear the first 25% of each loss under items 'A' to 'B' or 2% of the Sum Insured whichever is higher, but not exceeding the amount specified in the Schedule. Each loss in respect of each dishonest or criminal act shall be treated as a separate loss. This excess will however not apply to loss or damage arising out of Fire, Riot & strike. In respect of item F, G,H, of the policy (i.e. Registered Postal Sending, Appraisers & Janata Agent etc) the excess applicable will be 25% of the claim amount.	

CHOLAMANDALAM MS GENERAL INSURANCE COMPANY LIMITEDRegistered Office: 2nd Floor, "DARE House", 2, N.S.C. Bose Road, Chennai – 600 001.

Toll free: 1800 208 9100, T: +91 (0) 44 4044 5400, F: +91 (0) 44 4044 5550

Email: customercare@cholams.murugappa.com; website: www.cholainsurance.com

IRDA Regn. No.123; PAN AABCC6633K CIN U66030TN2001PLC047977



9	Exclusions	<p>The Company shall not be liable in respect of:</p> <ul style="list-style-type: none"> a) Any loss or damage occasioned by or through <ul style="list-style-type: none"> i. Earthquake, Volcanic eruption, subterranean fire, or any other convulsions of nature; ii. Flood, inundation, Hurricane, Typhoon, Strom, Tempest, Tornado, Cyclone or Atmospheric disturbances (not applicable to mobile offices) iii. War, invasion, act of foreign enemy, hostilities or war- like operation (whether war be declared or not), civil war; iv. Mutiny, military or popular rising, insurrection, rebellion, revolution, Military or usurped power, martial law or state of siege or any of the events b) Losses resulting wholly or partially from any negligent act or omission of the insured employee. (However this does not apply to Transit cover section c) wrongful act or default of any directors or partners of the insured other than salaried. d) Losses of any money and/or securities and/or personal property confided to the care of the insured, normal value and description of which have not been ascertained by the insured before loss. e) Losses attributable directly or indirectly to any manipulation or faulty computer or other EDP system and/or any fraudulent use of the computer or other EDP system by the employee or outsiders, 	
10	Special conditions and warranties (if any)	<p>It is a condition precedent to any liability under this policy that the Insured shall comply in all material respect with the following:-</p> <ul style="list-style-type: none"> a) Premises: The insured shall install alarm system at all vulnerable branches of the Banks. In respect of branches holding Rs.50 lacs not exceeding Rs.1 Crore, apart from installing alarm system, the insured Bank should have additional security arrangements to safeguard the property insured against. In respect of branches holding amount exceeding Rs.1 crore and also in respect of currency chests branches apart from alarm systems the insured shall make arrangements for every additional security to safeguard the property insured against. b) For cash-in-transit exceeding Rs.5 lacs and upto rs.10 lacs one escort with fire arm shall be provided. For cash-in transit exceeding Rs.10 lacs, two guards with fire arms shall escort, out of which one shall sit along-with the driver and other at the rear irrespective of whether the insured's own vehicle is used or whether a private vehicle is engaged. A manual of instructions covering the procedure for money and/or securities shall be kept on the premises. Joint custody shall be established and maintained for the safeguarding of– <ul style="list-style-type: none"> i. Money and/or securities while in safes or vaults ii. All keys to safes and vaults, and iii. Codes, ciphers and test keys Dual control shall be established and maintained for the handling of <ul style="list-style-type: none"> i. All types of securities, negotiable and non-negotiable instruments and unissued and blank forms of said items. ii. The reserve supply of official cheques, drafts and unissued traveler's cheques. iii. Dormant accounts of depositors iv. Codes, ciphers and test keys (Dual control means the work of one person in processing transactions being verified by a second person and both sharing the accountability.) There should be joint rotation for employees handling money and/or securities. In addition to the normal audit of books of accounts of the business by the Insured's statutory auditor there shall be a review of internal controls at least once in two financial years at all premises. Premises including insured's computer centers and facilities at which the business is carried on and shall retain the cards relating to such review 	

CHOLAMANDALAM MS GENERAL INSURANCE COMPANY LIMITEDRegistered Office: 2nd Floor, "DARE House", 2, N.S.C. Bose Road, Chennai – 600 001.

Toll free: 1800 208 9100, T: +91 (0) 44 4044 5400, F: +91 (0) 44 4044 5550

Email: customercare@cholams.murugappa.com; website: www.cholainsurance.com

IRDA Regn. No.123; PAN AABCC6633K CIN U66030TN2001PLC047977



11	Admissibility of Claim	<p>The Insured shall upon the occurrence of any event giving rise or likely to give rise to a claim under this policy:</p> <p>a) lodge forthwith a complaint with the police and take all practicable steps to recover the property lost & to apprehend the guilty person and take appropriate Departmental action against him.</p> <p>b) Give immediate notice thereof to the company and shall as soon as possible thereafter furnish to the company at the Insured's own expense detailed particulars of the amount of the loss or damage together with such explanations and evidence to substantiate the claim as the company may reasonably require.</p> <p>VALUATION OF SECURITIES: In estimating the amount of any loss, the value, of securities shall be taken at the average market price or value in Rupees on the date of discovery of such loss (omitting Sundays and Holidays) and if there be no market price/ or value for some or any of them on such day, then the value thereof shall be the value as agreed between the respective parties or in the event of difference as ascertained by arbitration.</p> <p>VALUATION OF JEWELLERY/ORNAMENTS: Value for the purpose of settlement of any claim in respect of Jewellery/Ornaments under this policy shall be as per the 100% value as recorded in the register of the bank at the time of pledging of Jewellery or ornaments or value recorded in the bank's register after latest valuation</p>	
12	Policy Servicing - Claim Intimation and Processing	<p>For queries related to policy / claim servicing, please contact us at our Toll free number 1800-208-9100 or write to us at customercare@cholams.murugappa.com. Claim intimations be sent to notifyclaim@cholams.murugappa.com</p> <p>Documents required for Claim processing:</p> <p>Claim form,</p> <p>Detailed note on the event leading to the loss,</p> <p>Any Legal notice / summon received from the aggrieved party,</p> <p>Defence initiated from your end, if so what are the grounds,</p> <p>KYC documents PAN, ROC certificate, Aadhar, GST Registration Cert Etc.,</p> <p>What are the preventive measures initiated to avoid recurrence,</p> <p>Any other Document</p> <p>Turn Around Time for claims settlement is 7 Days from receipt of Award / Last Document</p>	
13	Grievance Redressal and Policyholders Protection	<p>GRIEVANCES</p> <p>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:</p> <p>1. Our Grievance Redressal Officer</p> <p>You can send Your grievance in writing by post or email to Our Grievance Redressal Officer at the following address:</p> <p>In case of any grievance the insured person may contact the company through Website: www.cholainsurance.com</p> <p>Toll free: 1800 208 9100</p> <p>E-Mail: customercare@cholams.murugappa.com</p> <p>Courier: Manager, Customer Care</p> <p>Chola MS General Insurance Company Limited.</p> <p>Hari Nivas Towers First Floor,</p> <p>#163, Thambu Chetty Street,</p> <p>Parry's Corner, Chennai - 600 001.</p> <p>Insured person may also approach the grievance cell at any of the company's branches with the details of grievance.</p> <p>If insured person is not satisfied with the redressal of grievance through one of the above methods, insured person may contact the grievance officer at GRO@cholams.murugappa.com</p> <p>For details of grievance officer, kindly refer the link www.cholainsurance.com</p> <p>If Insured Person is not satisfied with the redressal of grievance through above methods, the insured person may also approach the office of Insurance Ombudsman of the respective area/region for redressal of grievance as per Insurance Ombudsman Rules 2017 .</p> <p>Grievance may also be lodged at IRDAI Integrated Grievance Management system https://bimabharosa.irdai.gov.in/</p>	

CHOLAMANDALAM MS GENERAL INSURANCE COMPANY LIMITEDRegistered Office: 2nd Floor, "DARE House", 2, N.S.C. Bose Road, Chennai – 600 001.

Toll free: 1800 208 9100, T: +91 (0) 44 4044 5400, F: +91 (0) 44 4044 5550

Email: customercare@cholams.murugappa.com; website: www.cholainsurance.com

IRDA Regn. No.123; PAN AABCC6633K CIN U66030TN2001PLC047977



		<p>2. Consumer Affairs Department of IRDAI</p> <p>a. In case it is not resolved within 15 days or if You are unhappy with the resolution You can approach the Grievance Redressal Cell of the Consumer Affairs Department of IRDAI by calling Toll Free Number 155255 (or) 1800 4254 732 or sending an e-mail to complaints@irdai.gov.in. You can also make use of IRDAI's online portal – Bima Bharosa Portal by registering Your complaint at https://bimabharosa.irdai.gov.in/</p> <p>b. You can send a letter to IRDAI with Your complaint on a Complaint Registration Form available by clicking here. You must fill and send the Complaint Registration Form along with any documents by post or courier to General Manager, Insurance Regulatory and Development Authority of India (IRDAI), Consumer Affairs Department - Grievance Redressal Cell, Sy.No.115/1, Financial District, Nanakramguda, Gachibowli, Hyderabad- 500032.</p> <p>c. You can visit the portal https://bimabharosa.irdai.gov.in/ for more details.</p> <p>3. Insurance Ombudsman</p> <p>You can approach the Insurance Ombudsman depending on the nature of grievance and financial implication, if any. Information about Insurance Ombudsmen, their jurisdiction and powers is available on the website of the Insurance Regulatory and Development Authority of India (IRDAI) at www.irdai.gov.in, or of the General Insurance Council at https://www.cioins.co.in/ombudsman, or on company website www.cholainsurance.com.</p>	
14	Obligations of Policyholder	<p>Insured shall comply in all material respect with the following:-</p> <p>a) Premises: The insured shall install alarm system at all vulnerable branches of the Banks. In respect of branches holding Rs.50 lacs not exceeding Rs.1 Crore, apart from installing alarm system, the insured Bank should have additional Security arrangements to safeguard the property insured against.</p> <p>In respect of branches holding amount exceeding Rs.1 crore and also in respect of currency chests branches apart from alarm systems the insured shall make arrangements for every additional security to safeguard the property insured against.</p> <p>b) For cash-in-transit exceeding Rs.5 lacs and upto Rs.10 lacs one escort with fire arm shall be provided.</p> <p>For cash-in transit exceeding Rs.10 lacs, two guards with fire arms shall escort, out of which one shall sit along-with the driver and other at the rear irrespective of whether the insured's own vehicle is used or whether a private vehicle is engaged.</p> <p>Joint custody shall be established and maintained for the safeguarding of–</p> <ol style="list-style-type: none"> Money and/or securities while in safes or vaults All keys to safes and vaults, and Codes, ciphers and test keys <p>There should be joint rotation for employees handling money and/or securities.</p>	
Declaration by the Policyholder:			
I have read the above and confirm having noted the details			
Place:			
Date:			Signature of the Policyholder:

Note:

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