

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	CHOLA ANNUAL CONTRACTOR'S ALL RISK INSURANCE	
2	Unique Identification Number (UIN) allotted by IRDAI	IRDAN123RP0005V01202223	
3	Structure	Indemnity basis	
4	Interests Insured	The policy is designed to cover Construction of similar nature with lesser project period and higher frequency	
5	Sum Insured	Section I - Material Damage The Sum Insured should represent the estimated Annual Turn over. The Turnover under the policy shall be the aggregate value of the Contract works made during the currency of the policy.	
		Section II - Third Party Liability The sum insured under section II should represent the per accident limit (the maximum legal liability that may fall on the insured as a result of an accident in the insured's site). The limit per policy period should be fixed taking into account the maximum number of such accidents which can reasonably be expected to occur.	
		There are two Sections in the Policy.	
		Section I - Material Damage Unless specifically excluded, this "all risk" insurance covers Accidental physical loss or damage to contract works during the execution of a civil engineering project. Coverage begins from the commencement of work or after unloading of the first consignment at the project site, whichever is earlier, and terminates on handing over of the works to the principal or on expiry of the policy, whichever is earlier. Section II – Third Party Liability Provides coverage towards: legal liability falling on the insured contractor as a result of bodily injury or property damage belonging to a third party. The Policy also provides for payment of : • All cost and or expenses of litigation recovered by any claimant from the Insured. • All cost or expenses incurred by Insured with the written consent of the company.	
7	Add-on cover	By paying additional premium policy can be extended to cover additional perils/expenses which are mentioned below: Earthquake Terrorism Clearance and removal of debris Third party liability cover Surrounding property of the insured Escalation provision Express freight, holiday and overtime rates of the wages Air freight Additional custom duty Construction machinery plants and equipment Maintenance visits cover and extended maintenance cover	
8	Loss Participation	5% of claim amount subject to minimum ———depends upon nature of work for normal and AOG/Major Perils/ Collapse claims.	

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9	Exclusions	<p>Loss or damage due to War or Warlike operations, Civil Commotion etc.</p> <p>Loss or damage due to Wilful act or Negligence of the Insured or of his representative</p> <p>Loss or damage due to Nuclear reaction, Nuclear radiation or Radioactive contamination</p> <p>Loss discovered only at the time of taking an inventory</p> <p>Loss or damage due to normal wear and tear, Gradual deterioration due to atmospheric conditions or lack of use, Rust</p> <p>Loss or damage due to faulty design, Faulty workmanship, material but ensuing losses covered</p> <p>Consequential losses of any kind</p> <p>Cessation of work whether total or partial.</p> <p>Work involving modification of existing Building structure stands excluded under the Policy</p> <p>Risk involving restart of old/discontinued project stands excluded under this policy</p> <p>Dismantling / demolition work of any nature including consequential losses arising there from stands excluded under this Policy</p>	
10	Special conditions and warranties (if any)	<p>The Insured agrees to pay to the Company a deposit premium under the Policy which shall be sufficient to ensure coverage of Projects declared by the former to the later and will be reviewed quarterly based on the declarations made. Maximum Project period not to exceed 6 months (12 months including maintenance period)</p> <p>The Insured agrees to declare to the Company, all the projects taken up for execution by the former during the period specified in the Schedule. On expiry of Policy, refund if any will be subject to minimum retention of 70% of deposit premium, after adjusting declarations received during the Policy period. In case of an admissible claim under the Policy, there will be no refund. The declaration shall contain the brief details of the project like the nature and type of the project, expected duration of the project, location of the project, value of project including its break up into material cost, labour etc., so as to enable the Company to determine the premium applicable for the individual project. Upon receipt of a declaration of a project the Company shall compute the necessary premium for insurance coverage of the project as applicable at the time of declaration of the project. The said premium will be debited to the deposit premium.</p> <p>Cover shall be only for New Projects incepted during the policy period</p>	
11	Admissibility of Claim	<p>In the event of any occurrence, which might give rise to a claim under this Policy, the Insured shall</p> <ol style="list-style-type: none"> Immediately notify the Company by telephone or telegram as well as in writing giving an indication as to the nature and extent of loss or damage. Take all steps within his power to minimise the extent of the loss or damage. Preserve the parts affected and make them available for inspection by a representative or Surveyor of the Company. Furnish all such information and documentary evidence as the company may require. Inform the police authorities in case of loss or damage due to theft or burglary. <p>The Company shall not in any case be liable for loss or damage or liability of which no notice has been received by the Company within 14 days of its occurrence</p>	D. General Conditions
		<p>Upon notification being given to the Company under this condition, the Insured may carry out the repair or replacement of any minor damage not exceeding Rs. 2,500/-.</p>	
		<p>No admission, offer, promise, payment or indemnity shall be made or given by or on behalf of the Insured without the written consent of the Company. The Company may take over the defence or settlement of any claim, and the insured must provide all necessary information and assistance</p>	

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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: Claim form, Fire Brigade Report / FIR, Proof in support of Cause of Loss Like OEM report (RCA), List of Items Covered / Asset Register, Quotation to establish the cost of replacement, Repair / Reinstatement Invoices with Payment proof, KYC documents PAN, ROC certificate, Aadhar, GST Registration Cert Etc., Any other Document, Turn Around Time for claims settlement is 21 working Days</p>	
13	Grievance Redressal and Policyholders Protection	<p>GRIEVANCES 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 You can send Your grievance in writing by post or email to Our Grievance Redressal Officer at the following address: In case of any grievance the insured person may contact the company through Website: www.cholainsurance.com Toll free: 1800 208 9100 E-Mail: customercare@cholams.murugappa.com Courier: Manager, Customer Care Chola MS General Insurance Company Limited. Hari Nivas Towers First Floor, #163, Thambu Chetty Street, 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. 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 For details of grievance officer, kindly refer the link www.cholainsurance.com 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. Grievance may also be lodged at IRDAI Integrated Grievance Management system https://bimabharosa.irdai.gov.in/</p> <p>2. Consumer Affairs Department of IRDAI 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>	

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		3. Insurance Ombudsman 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 .	
14	Obligations of Policyholder	The Insured shall at his own expense take all reasonable precautions and comply with all reasonable recommendations of the Company to prevent loss, damage or liability and comply with statutory requirements and manufacturers' recommendations.	
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.