

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 ASSET SHIELD POLICY	
2	Unique Identification Number (UIN) allotted by IRDAI	IRDAN123RP0002V01202223	
3	Structure	Indemnity basis	
4	Interests Insured	<p>This policy will cover insured opted events for damage / loss to the Insured Asset. Insured Asset(s) - Any electronic, electrical, mechanical or physical asset(s) meant for personal use and as described in the Policy Schedule.</p> <p>The Insured Asset is classified as – "Moveable, Immovable and Portable"</p> <ul style="list-style-type: none"> • Moveable Property – Any property that is moveable on its own by its own power. Example- electric vehicle, bicycle and e-bikes • Immovable Property – Property which is static in nature and confined to a particular location. Example – Fridge, Air conditioner, TV etc. • Portable Property – Portable Property means property you can carry. Example – Mobile phones, ipad, laptops etc. 	
5	Sum Insured	<p>For New Asset - Invoice Price of an item will be the Sum Insured</p> <p>For Older Asset –Market value</p>	
6	Policy Coverage	<p>Coverage :</p> <p>Any electronic, electrical, mechanical or physical asset meant for personal use as specifically mentioned in the Schedule. The Insured Asset is classified as – "Moveable, Immovable and Portable"</p> <p>•Scope of Cover:</p> <p>Section I – Theft –</p> <p>Intending to take dishonestly any movable property out of the possession of any person without that person's consent</p> <p>Section II - Accidental Damage -</p> <p>An accident that causes physical damage to the Household / Insured Asset(s) , which is caused suddenly by an outside force and is not expected and not deliberate</p> <p>Section III - Liquid Damage –</p> <p>Any loss or damage resulting from ingress of any type of liquid or water</p> <p>Section IV - Mechanical & Electrical Break Down –</p> <p>Means direct loss to a Household / Insured Asset(s) caused by, resulting from, or consisting of: a. Failure of pressure or vacuum equipment; b. Mechanical or electrical failure including arcing; or c. Rupture, bursting, bulging, implosion or steam explosion d. Mechanical operational or structural failure of frames, springs, joints, welds, mechanisms (including inclining, reclining, heating, and vibrating), motors, levers or hand wands, or power or remote cords used for sleeper, reclining, and inclining applications (Applicable for Furniture)</p> <p>Section V – Accidental Loss Cover –</p> <p>Accidentally leaving Your Household / Insured Asset(s) in a location whereby You are permanently not able to use or locate it.</p>	

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7	Add-on cover	<p>ADD ON COVERS OFFERED UNDER THIS POLICY</p> <ol style="list-style-type: none"> 1. RETURN TO INVOICE COVER 2. PUBLIC LIABILITY COVER - maximum of up to Rs.5,00,000/- in respect of personal injury and upto Rs.20,000/- for property damage. 3. PERSONAL ACCIDENT COVER - subject to a maximum of Rs.5 lacs in aggregate 	
8	Loss Participation	<p>Deductible –</p> <ol style="list-style-type: none"> a. Moveable property – Flat excess of Rs.100/- for each and every claim. b. Immovable property – 1% of sum insured subject to a maximum of Rs.2500/- for each and every claim. c. Portable property – 1% of SI sub to min of Rs.1000/- for each and every claim 	
9	Exclusions	<p>Exclusions Section wise :-</p> <ol style="list-style-type: none"> 1. Section 1 :- Theft Any loss falling under "Accidental Loss" Cover unless separately covered and Premium Paid. 2. Section 2 :- Accidental Damage Any loss falling under "Mechanical or Electrical Breakdown" / "Liquid Damage" / "Theft" Cover unless separately covered and Premium Paid 3. Section 3:- Liquid Damage Any loss falling under "Accidental Damage" / "Mechanical or Electrical Breakdown" Cover unless separately covered and Premium Paid are excluded. 4. Section 4 :- Mechanical & Electrical Break Down (Specific Exclusions Applicable for this Cover (Can't be waived): <ol style="list-style-type: none"> i. Household/ Insured Asset malfunctioning or deterioration in the Household/Insured Asset's performance by unauthorized software/ virus, software updates, minor adjustments, checking and maintenance will not be covered ii. Loss or damage that is covered under Manufacturers, Supplier or Dealer's Warranty or Recall Campaign in the event of mass failure of the Household / Insured Asset are excluded. iii. Improper storage or transportation of the Household/ Insured Asset are excluded. iv. Improper handling, dismantling, fitting adjustment, repair alteration or modification not approved by the makers/manufacturers and/or the agents of makers/manufacturers or use of such handset/laptop contrary to the directives of the makers/manufacturers and/or these agents, will not be covered <p>Section 4 (Optional Exclusion) You can opt out of the exclusion, by payment of adequate premium.</p> <ol style="list-style-type: none"> v. Any loss falling under "Accidental Damage" / "Liquid Damage" Cover unless separately covered and Premium Paid are excluded. 	
10	Special conditions and warranties (if any)	<ol style="list-style-type: none"> 1. Reasonable Care: The Insured Beneficiary shall: a. Take all reasonable steps to safeguard the Insured Asset against any Covered Insured Event. b. Take all reasonable steps to prevent a claim from arising under this Policy. 2. Jurisdiction: The construction, interpretation and meaning of the provisions of this Policy shall be determined in accordance with the law of India. In case of any claim arising in respect of the Household/ Insured Asset hereby insured, the same shall be settled and paid in India and further that all legal proceedings in respect of any such claim shall be instituted in a competent court of India only and claim would be paid in INR only. 3. Free look Period: You are provided for Free Look period as shown in policy schedule which is applicable from the date of receipt of policy document (either electronic copy or physical copy). This is the time you can take to review the terms and conditions of the Policy and if You have any objections to any of the terms and conditions, You have the option of canceling the Policy stating the reasons for cancellation. If you have not made any claim during the Free look period, you shall be entitled to refund of full premium. You can't avail the Free look period cancellation in case you have made a claim. 	

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11	Admissibility of Claim	<p>Upon the happening of any event giving rise to a claim, the insured shall contact us within 48 hours and notify the claim.</p> <p>Any claim which is notified after 48 hours of the happening of the loss or damage, provided, we may, condone the delay in notification of claim on merits based on the reason for delay furnished by You to Us in writing. You shall not abandon the Household / Insured Asset, nor take any steps to rectify/remedy the damage before the same has been approved by the Company or any of its representatives and appointees</p> <p>You shall allow the Company and its representatives and appointees to inspect the Household / Insured Asset or any other material items.</p> <p>1. In case of theft/ Accidental Loss, You need to file an FIR with police and send Us the scanned copy of FIR & Police Final Investigation Report</p> <p>2. In case of loss of the insured Household / Insured Asset due to Accidental Damage/Liquid Damage/Mechanical or Electrical breakdown, You will get the repair estimate from the nearest Authorized Repair Shop recommended by Us. Post repair approval from Us, You need to send Us the scanned copy of Bills and invoices, valuation reports etc required to support and substantiate the claim amount referring the claim number.</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>	

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		<p>Grievance may also be lodged at IRDAI Integrated Grievance Management system https://bimabharosa.irdai.gov.in/</p> <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>Upon the happening of any event giving rise to a claim, the insured shall contact us within 48 hours and notify the claim.</p> <p>Any claim which is notified after 48 hours of the happening of the loss or damage, provided, we may, condone the delay in notification of claim on merits based on the reason for delay furnished by You to Us in writing.</p> <p>You shall not abandon the Household / Insured Asset, nor take any steps to rectify/remedy the damage before the same has been approved by the Company or any of its representatives and appointees</p> <p>You shall allow the Company and its representatives and appointees to inspect the Household / Insured Asset or any other material items.</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.