

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 MS BHARAT LAGHU UDYAM SURAKSHA POLICY	
2	Unique Identification Number (UIN) allotted by IRDAI	IRDAN123RP0015V02202021	
3	Structure	i) For Building, Plant and Machinery, Furniture, Fixture and Fittings and any other contents: Reinstatement Value ii) For Stocks: a) For raw material: Landed Cost at Your Premises. b) For stock in process: Input Cost of the stock at the time of damage, c) For finished stock: the Manufacturing Cost of the Finished Stock or the Contract Price of goods sold but not delivered. iii) Bullion or unset precious stones, any curios or works of art or obsolete machinery and the like are to be covered on Agreed Value basis subject to a valuation certificate being submitted and found acceptable by Us	CLAUSE C. THE STANDARD COVER 2. BASIS OF SUM INSURED:
4	Interests Insured	This policy covers the following properties in Your premises, that is, the place You carry on Your business. The properties must be located in Your premises, except some properties that You declare, and the Policy covers in special situations. The Bharat Sookshma Udyam Suraksha Policy covers the following properties. 1. Any building or structure in Your premises where You carry on Your business. It may be a shed, flat, house, unit of a building. It may be made of any material. It includes: i. Basement (if any), all fixtures and fittings permanently attached to the floor, walls or roof like electrical wiring, antennas etc. ii. The following 'additional structures' located on Your Premises and used for Your Business, that are shown in the Policy Schedule: a. garage, out-houses, security sheds, towers, verandah or porch, tanks, compound walls, retaining walls, fences and gates, internal roads, b. lifts, hoists, c. solar panels, wind turbines and air conditioning systems, central heating systems, security systems and cameras, electrical installations, fire alarm, fire sprinkler systems, power lines, power installations, or d. water, gas and sewage pipeline within the premises iii. any other structure shown in the Policy Schedule. 2. Plant and Machinery, that is, all equipment, machinery, pipes and cables, spares, computers, servers and preloaded licensed system software, located within any structure or in the open area of Your premises. It includes i. machines under repair, ii. machines taken on hire or lease, or any system of purchase of goods, iii. foundation, bedding or setting of the machines, or iv. accessories of machines. 3. Stock of goods or merchandise. It may be: i. finished goods, semi-finished goods, stock in process, stock invoiced and ready for dispatch, ii. raw materials, packing materials, iii. stock accepted for job work for which You are responsible, iv. stock held in trust for which You are responsible, v. stock in Open in the Insured Premises.	CLAUSE A. THIS POLICY AND THE INSURANCE CONTRACT - 4. SPECIAL MEANINGS OF WORDS

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		4. All other assets, that is, all other tangible property located in Your premises and used for Your business. It includes i. furniture and fixtures, office equipment, telephone equipment, electronic equipment, computers etc, ii. canteen and kitchen equipment, gym and permanent sports equipment etc.	
5	Sum Insured (Basis) (Along with Amount)	This policy is meant for enterprises where the total value at risk across all insurable asset classes at one location exceeds ₹ 5 Crore (Rupees Five Crore) but does not exceed ₹ 50 Crores (Rupees Fifty Crores) at the policy commencement date.	Clause A. This Policy and the Insurance Contract - Point 2 (TO WHOM THIS POLICY IS ISSUED AND WHAT IT COVERS)
6	Policy Coverage	The Chola MS Bharat Sookshma Udyam Suraksha Policy is applicable for Offices, Hotels, Shops, Industrial/Manufacturing risks, Utilities located outside the compound of Industrial/ Manufacturing risks, Storage risks outside the compound of Industrial/ Manufacturing risks and Tank farms/Gas holders outside the compounds of Industrial/ Manufacturing risks.	
		Standard Cover 1. Fire, 2. Explosion or Implosion 3. Lightning 4. Earthquake, volcanic eruption, or other convulsions of nature 5. Storm, Cyclone, Typhoon, Tempest, Hurricane, Tornado, Tsunami, Flood and Inundation 6. Subsidence of the land on which Your Premises stand, Landslide, Rockslide 7. Bush fire, Forest fire, Jungle fire, 8. Impact damage of any kind, i.e., damage caused by impact of, or collision caused by, any external physical object (e.g. vehicle, falling trees, aircraft, wall etc.) 9. Missile testing operations 10. Riot, Strikes, Malicious Damages 11. Acts of terrorism 12. Bursting or overflowing of water tanks, apparatus and pipes, 13. Leakage from automatic sprinkler installations. 14. Theft within 7 days from the occurrence of, and proximately caused by, any of the above	CLAUSE B. INSURED EVENTS
		Inbuilt cover Additions, Alterations, Extensions - Maximum limit under this cover is 15% (excluding stocks)	CLAUSE C. THE STANDARD COVER 4. IN-BUILT COVERS:
		Stocks on floater basis – Stocks located in more than one named location	
		Professional Fees - towards architect, surveyor, consulting engineer fees – Up to 5% of Claim amount	
		Cost for Removal of debris - Reasonable expenses for removal of debris upto 2 % of the claim amount.	
		Waiver of underinsurance up to 15%	
		Temporary Removal of Stocks –upto10% of Stock SI	
		Start-up Expenses –Up to Rs.1 lac	
		Cost compelled by Municipal Regulation – Upto SI	
		Cover for Specific Contents – a. Money – Upto Rs.50,000 b. Deeds, manuscripts and business books, plans, drawings, securities etc- Upto Rs.50,000 c. Computer programs, information limited to cost of material and clerical labor – Upto Rs.5 lacs	

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		d. Personal effects of employees', directors', visitors' every description – Not exceeding Rs 15,000 per person, for maximum 20 persons	
7	Add-on cover	Standard Add on covers Declaration Policy for Stocks - Cover for frequent fluctuations in stock/stock values on declaration basis. Additional Add on Covers Accidental Damage Cover Escalation Clause Insurance of Additional Expenses of Rent for Alternate Accommodation Fire Fighting Expenses Expediting Expenses Instalment protection upto Rs.25,000 per EMI Dewatering Expenses Involuntary Betterment / Modification costs and exp for incompatibility of eqpt. / Obsolete Parts Impact damage due to Insured's own vehicles Additional Removal of Debris (in excess of 2% of claim amount)	
8	Loss Participation		
9	Exclusions	Key exclusions (Please refer to policy document for entire list of exclusions) Deliberate, wilful or intentional act or omission War, invasion, war-like operations, civil commotion Ionising radiation, Pollution or contamination, Loss, damage or destruction to any electrical/electronic machine, apparatus, fixture, or fitting by over-running, excessive pressure, short circuiting, arcing, self-heating or leakage of electricity from whatever cause (lightning included). This exclusion applies only to the particular machine so lost, damaged or destroyed Property is missing or has been mislaid. Consequential or indirect loss or damage, Costs, fees or expenses for preparing any claims Premises unoccupied for more than 30 days. Excess of ₹ 5,000 (rupees five thousand) for each claim Loss, destruction, or damage to stocks in cold storage due to change in temperature Bullion or unset precious stones, any curious or works of art unless specifically declared, Loss, or damage by spoilage resulting from the retardation or interruption or cessation of any process or operation caused by operation of any of the Insured Events. Any reduction in market value of any Insured Property after its repair or reinstatement. Loss or damage to any Insured Property or any claim which is covered by a marine policy in force at the time of loss or damage, except in excess of the limits of that policy	CLAUSE D. EXCLUSIONS
10	Special conditions and warranties (if any)	1. Make true and full disclosure in the proposal and related documents 2. Make true statements and full disclosure in the claim and related documents 3. Obligation to take care: You must: i. ensure that unauthorised persons do not occupy Your Premises. ii. whenever Your Premises or any Building in Your Premises is unoccupied, You must ensure that all security procedures on Your Premises are in force. 4. Inform change in circumstances due to change in nature of your business, if the Building is let out and due to change of use of your building, if your Premises or any Building remains unoccupied for more than 30 days.	CLAUSE G. CONDITIONS

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11	Admissibility of Claim	<p>When You suffer loss to any Insured Property because of an Insured Event, You must</p> <ol style="list-style-type: none"> give notice to Us immediately along with details of the event and Your loss, report to police, fire authorities or other appropriate legal Authorities or as guided by Us, take all reasonable steps to prevent further damage to Insured Property, You must not sell, give away or dispose of any damaged items of any property, You must not carry out repairs unless such repairs are urgent and You cannot contact Us, preserve and collect evidence, take and preserve photographs, assist Us and Our representatives in collecting evidence and details about Your loss, give Us all information, books of accounts, and other documents, submit claim form at the earliest opportunity but within 30 days from date You first notice the loss or damage prove that the Insured Event has happened, and prove the extent of Your loss. 	CLAUSE G. CONDITIONS IV) CLAIMS PROCEDURE
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, Fire Brigade Report / FIR, Meterological Report in case of AOG perils, Books of Accounts, Stock Register, Copy of Asset Register, Repair / Replacement estimate, Repair / Reinstatement Bills, Proof of Reinstatement, KYC documents PAN, ROC certificate, Aadhar, GST Registration Cert Etc., Any other Document,</p> <p>Turn Around Time for claims settlement is 21 working Days (Excluding Claims falls under RIV basis).</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> <ol style="list-style-type: none"> Our Grievance Redressal Officer <p>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</p>	CLAUSE J. GRIEVANCES

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		<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. 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>You have some obligations to fulfil. You must:</p> <p>state all and true information about Yourself, Your property and Your business when You submit a proposal.</p> <ul style="list-style-type: none"> - make true and full disclosure in Your claim and documents supporting the claim. - give Us full cooperation for investigating the claim that You will make. - make a claim when You suffer loss, and follow the claim procedure. - ensure that unauthorised persons do not occupy Your premises and whenever Your premises is unoccupied, ensure that all security procedures are in force. - Inform to Us change in circumstances such as change in nature of business or process, premises or if any part of it no longer is solely occupied by You, premises remain unoccupied for more than 30 days or You change the use of the premises or building. 	
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.