

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	DETERIORATION OF STOCKS (POTATOES) INSURANCE	
2	Unique Identification Number (UIN) allotted by IRDAI	IRDAN123RP0037V01200203	
3	Structure	Indemnity basis	
4	Interests Insured	Cover against damage to goods (stocks of potatoes) in cold storage due to a breakdown of the refrigerating machinery.	
5	Sum Insured	The sum insured under this policy specified in Schedule shall be The value of the stocks obtained by multiplying the full storage capacity of the Cold storage by the average price of the Potatoes at the time of loading as determined by the insured with the concurrence of the Company at the time this Insurance has come into effect. This price shall include storage charges for the whole season	
6	Policy Coverage	DOS provide cover for loss or damage caused by deterioration or putrefaction or contamination of stock described in policy caused by accident causing a rise in temperature in the Refrigeration Chambers subject to other terms and conditions of Policy. Provided, There should be Machinery Breakdown Insurance for the Machinery of concerned cold storage unit The said goods are contained at the time of the accident in the said refrigeration chambers. The Insured refrigeration machinery specified in Schedule is under constant supervision, and that the persons commissioned to undertake such supervision are capable of immediately taking appropriate measures to prevent any impending accidents or to minimise any damage that may occur. The lists, stock books and all other records of the insured relating to the goods, stored shall at all reasonable times be open to inspection by duly authorised representatives of the Company.	
7	Add-on cover	1. To cover losses arising out of accidental failure of Public electric supply on payment of additional premium	
8	Loss Participation	The compulsory deductible franchise in each and every stock deterioration policy for both new and old cold storages shall be as under : (a) in respect of those cold storages which have opted for FOES extension - 20% of the claim amount subject to a minimum of Rs. 20,000/-. (b) in respect of those cold storages which have not opted for FOES extension 10% of the claim amount subject to a minimum of Rs. 20,000/-. Above deductible franchises are in addition to franchise for lack of spare parts as follows : Compressors Rs. 1000 Diffusers Rs. 750 Diffuser-motors Rs. 750 Expansion Valves Rs. 500	
9	Exclusions	The policy does not cover any losses or damage due to Rise or fall in temperature caused by stoppage of any section or sections of the Refrigeration Plant for less than 24 hours following an accident to the Refrigeration Plant & Machinery specified in Policy and covered by concurrent Machinery Insurance policy. Rise or fall in temperature caused by failure of electric supply. Rise or fall in temperature due to stoppage of any section or sections of the Refrigeration Plant for repairs, maintenance, overhauling or for replacement of parts due to wear and tear of the plant and equipments or failure of any part/s requiring periodical renewal and operation of fuses and safety devices. However, this exception will not apply for repairs or replacement necessitated by operation of	

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		<p>an Insured peril. Overloading of the Refrigeration Plant and Equipments beyond its maximum rated capacity. Improper storage, insufficient circulation of air/non-uniformity of temperature for whatsoever reasons. Packing materials Collapse of rack structure/storage platforms due to uneven loading or any other reasons. War, invasion, act of foreign enemy Nuclear reaction, nuclear radiation or radioactive contamination Willful act of willful negligence Fire, Lightning, Extinguishment of a fire or subsequent demolition, collapse of building, Flood, Inundation, Earthquake, Subsidence, Landslide, Rockslide, Storm, Tempest, Hurricane, Typhoon, Cyclone or other natural catastrophe. Consequential loss or damage or liability of any nature whatsoever.</p>	
10	Special conditions and warranties (if any)	<p>1. The insured shall not accept for storage any stocks, which have been declared unfit for storage by appropriate authorities. 2. The insured shall not accept for storage any crop of potatoes after 15th April, without written permission of the Company. 3. The insured shall pre-cool the stocks meant for storage for 24 hours before loading into the chambers. 4. The insured shall store the stocks in the manner specified below so as to ensure an efficient distribution and circulation of air and for facility of loading and unloading operations. a) Leave a clearance of atleast 90 cms surrounding the diffuser. This clearance shall be maintained on all floors so that no goods are stored on the racks above the diffuser. b) Leave a space of not less than 30 inches/76cms. width between 2 adjacent rows of racks. c) The racks should be atleast 20 cms. away from the floor and 76 cms from the wall. d) A gap of atleast 60 cms. shall be maintained between the ceiling and top level of the stack in topmost shelf of each rack. e) The stacking on each shelf of the rack should be done in such a manner that the topmost bags leave a gap atleast 7.5 cms. between the bottom of the upper shelf and top level of the bags in the bottom shelf. f) The bags shall be turned at least once in the season after loading but not later than 15th July of the year. 5. Each Chamber shall be provided with thermometer reading dry bulb and wet bulb temperatures on all floors</p>	
11	Admissibility of Claim	<p>All CLAIMS shall be settled on the basis of the insured value or the market value whichever is less and appropriate deductions shall be made therefrom in the following order : a) Shrinkage and Rottage as stated hereunder. b) The value of the damaged stocks as ascertained at the option of the Company by sale or survey. c) Under insurance, if any d) The excess stated in Exception No.1 e) Recovery of Rent if any :</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 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>	

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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> <p>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.</p>	
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14	Obligations of Policyholder	<p>The insured shall forthwith notify the Company in writing about any abnormal operating conditions of the Refrigeration Plant and Machinery or stoppage of the function of the Cold storage causing rise or fall in temperatures or any circumstances which may give rise to a claim under this Policy and shall at his own expense diligently comply with all the directions that may be given by the Engineer of the Company or any other technical personnel appointed by the Company for bringing back the operation of the Cold storage to its normal working conditions</p> <p>This policy shall be voidable in the event of any misrepresentation, misdescription or non-disclosure in any material particular</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.