

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 | DOUBLE SAFE –LOCKER INSURANCE | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | Unique Identification Number (UIN) allotted by IRDAI | IRDAN123RP0006V01202021 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | Structure | Agreed Value basis | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4 | Interests Insured | This policy is available for individual customers of bank who have taken the Bank Safe deposit locker on rental basis for storage of Jewellery and Valuable This policy can be taken by the customers directly from the Insurer as a individual policy or through the banks which have rented out the locker, under a group master policy. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 | Sum Insured | <table><tr><th>Plans</th><th>Sum Insured-Safe Deposit Locker Cover</th><th>Sum Insured Documents</th><th>Sum Insured-Lock and Key Replacement cover</th><th>Add- On Wear Cover</th></tr><tr><td>A</td><td>1,00,000</td><td>10,000</td><td>5,000</td><td>1,00,000</td></tr><tr><td>B</td><td>2,00,000</td><td>10,000</td><td>5,000</td><td>2,00,000</td></tr><tr><td>C</td><td>3,00,000</td><td>10,000</td><td>5,000</td><td>3,00,000</td></tr><tr><td>D</td><td>5,00,000</td><td>10,000</td><td>10,000</td><td>5,00,000</td></tr><tr><td>E</td><td>10,00,000</td><td>25,000</td><td>10,000</td><td>5,00,000</td></tr><tr><td>F</td><td>20,00,000</td><td>25,000</td><td>10,000</td><td>10,00,000</td></tr><tr><td>G</td><td>40,00,000</td><td>25,000</td><td>12,500</td><td>20,00,000</td></tr><tr><td>H</td><td>>=50,00,000 as opted by the insured</td><td>25,000</td><td>12,500</td><td>25,00,000</td></tr></table> | Plans | Sum Insured-Safe Deposit Locker Cover | Sum Insured Documents | Sum Insured-Lock and Key Replacement cover | Add- On Wear Cover | A | 1,00,000 | 10,000 | 5,000 | 1,00,000 | B | 2,00,000 | 10,000 | 5,000 | 2,00,000 | C | 3,00,000 | 10,000 | 5,000 | 3,00,000 | D | 5,00,000 | 10,000 | 10,000 | 5,00,000 | E | 10,00,000 | 25,000 | 10,000 | 5,00,000 | F | 20,00,000 | 25,000 | 10,000 | 10,00,000 | G | 40,00,000 | 25,000 | 12,500 | 20,00,000 | H | >=50,00,000 as opted by the insured | 25,000 | 12,500 | 25,00,000 | |
| Plans | Sum Insured-Safe Deposit Locker Cover | Sum Insured Documents | Sum Insured-Lock and Key Replacement cover | Add- On Wear Cover | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| A | 1,00,000 | 10,000 | 5,000 | 1,00,000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| B | 2,00,000 | 10,000 | 5,000 | 2,00,000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| C | 3,00,000 | 10,000 | 5,000 | 3,00,000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| D | 5,00,000 | 10,000 | 10,000 | 5,00,000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| E | 10,00,000 | 25,000 | 10,000 | 5,00,000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| F | 20,00,000 | 25,000 | 10,000 | 10,00,000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| G | 40,00,000 | 25,000 | 12,500 | 20,00,000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| H | >=50,00,000 as opted by the insured | 25,000 | 12,500 | 25,00,000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 6 | Policy Coverage | Cover A: Provides cover for Jewellery, Valuables and documents belonging to Insured (bank customer who has rented the locker) or his/her family members against loss or damage due to fortuitous causes, except the exclusions mentioned in the policy document, whilst stored and/or lying in the safe deposit locker leased/rented out to Insured. The cover also extends to cover “documents” on benefit sum Insured basis, where, in case of total loss of documents, the entire sum insured is payable as a lumpsum. No partial losses are payable. Cover B: Provides cover for Safe Deposit Locker Key if the same is lost or stolen during the cover period, subject to special exclusions mentioned in the policy document. If the lock and key of the safe deposit locker is to be replaced because of theft, fire, etc., then policy pays the sum insured amount. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 7 | Add-on cover | The policy can be extended to cover the jewellery taken out of the safe deposit locker and worn/carried/kept in locked safe at the premises by Insured. This cover is available for a maximum period of 20 days or 40 days as chosen during the time of issuing policy. This cover period can be either continuous or over multiple withdrawals from the locker. In the case of multiple withdrawals from the locker, the cover is for the total number of days opted for in the policy period. The insured beneficiary needs to inform the company in writing 24 hours prior to commencement of the wear period. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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|----|---|--|--|
| 8 | Loss Participation | Nil deductible | |
| 9 | Exclusions | Money whilst stored or lying in the Safe Deposit Locker | |
| | | Loss or Damage to Documents except whilst stored or lying inside the safe Deposit Locker mentioned in the Schedule | |
| | | Partial Loss of or Damage to Documents | |
| | | Theft, fraud or dishonesty committed by the Insured and/or his family members, Representatives and/or Employees. However, it is clarified that any loss caused by the dishonesty of employee of the bank which has leased out the locker, is not excluded from the cover | |
| | | Mysterious Disappearance and Unexplained Loss, where the Insured property disappears under unknown and unexplainable circumstances | |
| | | Natural ageing, gradual deterioration, inherent vice ,latent defect ,rust ,oxidation ,warping ,shrinkage ,mould insects corrosion or depreciation | |
| | | Mechanical and electrical breakdown, damage or failure including over winding of watches/clocks | |
| | | The corruption, loss or failure of computer data, hardware or software | |
| | | Aridity, humidity, exposure to light or extreme of temperature unless such loss is caused by storm, frost or fire or other sudden unforeseen event | |
| 10 | Special conditions and warranties (if any) | SPECIFIC CONDITION FOR SECTION B a. The Safe Deposit Locker key shall at all times be kept in a safe and secure place b. The Safe Deposit Locker key shall be held by, or attached to, or within sight and not more than arm's length reach of the Insured at all times whilst in transit | |
| | | Alteration of Risk: The cover afforded under this Policy shall be suspended and no payment shall be made hereunder if: a. There is any material change in the facts and matters stated in the proposal, and/or b. The ownership/interest of the bank Locker and the Property Insured passes from the Insured to any other person or entity otherwise than by the operation of the law of succession as applicable | |
| 11 | Admissibility of Claim | Upon the happening of any event giving rise to a claim, the insured shall within 24 hours contact the Company and intimate the claim. | |
| | | We shall not be liable for a. Fees and expenses incurred by you in the preparation of a claim b. Fines or penalties, punitive or exemplary damages of whatsoever nature | |
| | | (i) Section A Jewellery and Valuables: (a) In respect of claims where the Insured submits the Valuation report or Bill or Invoice: I. Total loss and Beyond Economic Repair (BER) claims: a. We shall pay you the Value mentioned in the Valuation report or the Sum Insured whichever is lesser b. If there is no valuation report and only Bill/Invoice is available , we shall pay you the cost as per bill/Invoice cost or the Sum Insured whichever is lesser | |
| | | II. Partial Loss claims: In case of Partial loss claims of the Jewellery including Antique and Vintage Jewellery, we shall pay you the Expenses necessarily incurred by you to restore the damaged item to its former state of usage and serviceability, subject to the maximum of the Sum Insured stated in the schedule | |
| | | The Claims are subject to Pair and Set clause | |

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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:</p> <p>Claim form, FIR/FR, Proof in support of Cause of Loss/Operation of Insured peril, Books of Accounts, Stock Register, 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.</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 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.</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. 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 www.cioins.co.in/ombudsman, or on company website www.cholainsurance.com.</p> | |

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|----|--|---|--------------------------------|
| 14 | Obligations of Policyholder | Reasonable Care: The Insured shall take all reasonable precautions for the safety of the Property as, regards safe keeping of the Locker key ,selection and supervision of Employees, securing all doors and windows and other means of entrance or exit otherwise and shall not withdraw or vary the protection and/or safeguards as are referred to in the proposal form to the detriment of the interest of the Company without its consent Due Diligence: The Insured shall use due diligence and do and concur in doing everything reasonably practicable to avoid or diminish any loss under this Policy | |
| | | | |
| | 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.