

**CHOLAMANDALAM MS GENERAL INSURANCE COMPANY LIMITED**Registered Office: 2<sup>nd</sup> 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](mailto:customercare@cholams.murugappa.com); website: [www.cholainsurance.com](http://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	<b>Product Name</b>	<b>ERECTION ALL RISKS INSURANCE</b>	
2	<b>Unique Identification Number (UIN) allotted by IRDAI</b>	IRDAN123RP0040V02200203	
3	<b>Structure</b>	Indemnity basis	
4	<b>Interests Insured</b>	EAR Policy provides comprehensive cover for: Setting up a new project/individual machines Expansion of an existing project Dismantling and re-erection of an existing facility	
		Coverage can be extended to include the interest of suppliers/manufacturers, contractors and Subcontractors.	
5	<b>Sum Insured</b>	Cover begins from the time of unloading of the first consignment at the project site and terminates on completion of testing or handing over of the project to the principal, or the period chosen, whichever is earlier. <b>Section I - Material Damage</b> Completely erected value of the property inclusive of • Cost of machinery- indigenous & imported (including invoice cost, insurance, handling, clearing & transporting to project site) • Freight & Customs duty in case it is imported machinery • Cost of foundation, permanent civil, engineering & temporary works • Erection cost including salaries of technicians, labor- skilled & unskilled	
		<b>Section II - Third Party Liability</b> 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.	
6	<b>Policy Coverage</b>	This policy is typical "all risk" insurance for storage, assembly/erection, testing and commissioning of the following types of activities. Unless specifically excluded,	
		There are two Sections in the Policy.	
		<b>Section I - Material Damage</b> Unless specifically excluded, this "all risk" insurance covers Accidental physical loss or damage to erection works during the execution of a 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. <b>Section II – Third Party Liability</b> 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.	

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7	<b>Add-on cover</b>	<p>By paying additional premium policy can be extended to cover additional perils/expenses which are mentioned below:</p> <p>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 Maintenance visits cover and extended maintenance cover</p>	
8	<b>Loss Participation</b>	5% of claim amount subject to minimum ———depends upon nature of work for normal and AOG/Major Perils/ Collapse claims.	
9	<b>Exclusions</b>	<p><b>Willful acts</b> or negligence of the insured or the carelessness of his responsible representative.</p> <p><b>Inventory losses</b> discovered only at the time of taking an inventory.</p> <p><b>Defective design</b>, material, bad workmanship or faulty casting leading to a loss or damage in erection.</p> <p><b>Wear and tear</b> or gradual deterioration as a result of atmospheric conditions including rust, scratching of painted or polished surfaces or breakage of glass etc</p> <p><b>Work cessation</b>, whether total or partial.</p> <p><b>War and war-like events</b> including invasion, hostilities, act of foreign enemy war like operations, civil war, revolution, rebellion, insurrection, civil commotion, mutiny, military or usurped power, martial law, confiscation, conspiracy, persons acting in connection with any political organization, commandeering a group of malicious persons, requisition or destruction by order of any government de jure or de facto or by any public, local or municipal authorities.</p> <p><b>Nuclear events</b> or nuclear reaction, nuclear radiation or radioactive contamination.</p>	
10	<b>Special conditions and warranties (if any)</b>	<p>The Insured property's sum of insurance, as stated in the schedule, must not fall below its fully erected value, inclusive of freight, custom duty and erection cost</p> <p>The Sum Insured for contract work is adjustable upon construction completion, based on actual values declared by the Insured for freight, handling charges, custom duties and construction cost. Any change in prime cost of materials doesn't affect premium adjustment.</p> <p>In case of loss or damage, the insurance remains in force, and the insured commits to paying a pro-rata additional premium on the claimed amount from the loss date to the expiry of the Policy</p> <p>Extra charges for overtime, work on holidays, express freight (excluding air freight) are not covered unless agreed upon at an additional premium</p> <p>Loss of or damage to Construction Plant and Machinery excludes loss or damage directly caused by its own explosion or its own mechanical or electrical breakdown or derangement</p> <p>Loss of or damage to property located on or adjacent to the site and belonging to or held in care custody or control of the Insured is covered only if directly due to the construction of insured items, with a separate sum specified in the Schedule</p> <p>Reinstatement of indemnity limit after a claim is allowed for extensions like express freight, overtime, surrounding property and air freight</p> <p>Third party liability cover is not granted during extended maintenance</p>	

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11	<b>Admissibility of Claim</b>	<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"> <li>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.</li> <li>Take all steps within his power to minimise the extent of the loss or damage.</li> <li>Preserve the parts affected and make them available for inspection by a representative or Surveyor of the Company.</li> <li>Furnish all such information and documentary evidence as the company may require.</li> <li>Inform the police authorities in case of loss or damage due to theft or burglary.</li> </ol> <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> <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.</p> <p>The Company may take over the defence or settlement of any claim, and the insured must provide all necessary information and assistance</p>	
12	<b>Policy Servicing - Claim Intimation and Processing</b>	<p>For queries related to policy / claim servicing, please contact us at our Toll free number 1800-208-9100 or write to us at <a href="mailto:customercare@cholams.murugappa.com">customercare@cholams.murugappa.com</a>. Claim intimations be sent to <a href="mailto:notifyclaim@cholams.murugappa.com">notifyclaim@cholams.murugappa.com</a></p> <p>Documents required for Claim processing:</p> <p>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,</p> <p><b>Turn Around Time</b> for claims settlement is 21 working Days</p>	
13	<b>Grievance Redressal and Policyholders Protection</b>	<p><b>GRIEVANCES</b></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"> <li>Our Grievance Redressal Officer</li> </ol> <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: <a href="http://www.cholainsurance.com">www.cholainsurance.com</a> Toll free: 1800 208 9100 E-Mail: <a href="mailto:customercare@cholams.murugappa.com">customercare@cholams.murugappa.com</a> 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>	

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		<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 <a href="mailto:GRO@cholams.murugappa.com">GRO@cholams.murugappa.com</a>. For details of grievance officer, kindly refer the link <a href="http://www.cholainsurance.com">www.cholainsurance.com</a>.</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 <a href="https://bimabharosa.irdai.gov.in/">https://bimabharosa.irdai.gov.in/</a>.</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 <a href="mailto:complaints@irdai.gov.in">complaints@irdai.gov.in</a>. You can also make use of IRDAI's online portal – Bima Bharosa Portal by registering Your complaint at <a href="https://bimabharosa.irdai.gov.in/">https://bimabharosa.irdai.gov.in/</a>.</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 <a href="https://bimabharosa.irdai.gov.in/">https://bimabharosa.irdai.gov.in/</a> 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 <a href="http://www.irdai.gov.in">www.irdai.gov.in</a>, or of the General Insurance Council at <a href="https://www.cioins.co.in/ombudsman">https://www.cioins.co.in/ombudsman</a>, or on company website <a href="http://www.cholainsurance.com">www.cholainsurance.com</a>.</p>	
14	<b>Obligations of Policyholder</b>	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.	
	<b>Declaration by the Policyholder:</b>		
	I have read the above and confirm having noted the details		
	<b>Place:</b>		
	<b>Date:</b>		Signature of the Policyholder:

**Note:**

- i. In case of any conflict, the terms and conditions mentioned in the policy document shall prevail.