

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	MACHINERY BREAKDOWN INSURANCE	
2	Unique Identification Number (UIN) allotted by IRDAI	IRDAN123RP0038V02200203	
3	Structure	Indemnity basis	
		Reinstatement: In the event of claim the sum insured gets reduced by the claim amount It needs to be reinstated by paying additional premium Otherwise reduced sum insured will be applicable for the balance period application of underinsurance condition for further claims if any	
4	Interests Insured	This policy provides breakdown cover to a diverse spectrum of machinery and equipment in commercial/ manufacturing facilities. It includes all kinds of machinery, plant, mechanical equipment and apparatus including Stationary equipment, Electrical equipment: Including alternators and generators, motors, rectifiers, switchgear and transformers, Mechanical plant: Including engines, turbines (steam, water & gas), blowers, compressors, pumps, machine tools, presses and refrigerators and the like.	
5	Sum Insured	The sum insured of each item of machinery must represent Present day replacement value of similar new machinery Incidental expenses : duties, taxes, excise, freight, insurance, handling charges, erection	
6	Policy Coverage	Machinery against all kinds of unforeseen sudden accidental external physical loss or damage caused by Internal causes: faulty material, defects in casting faulty construction, short circuit, faulty erection, disruption , failure of operation of safety devices External causes: lack of skill, carelessness, falling bodies, electrical overpressure, failure of other connected machinery, entry of foreign object Covering machines at work at rest whilst being dismantled whilst being shifted within the premises for subsequent re-erection	
7	Add-on cover	Third party liability Damage to Foundation of Machinery Express freight, holiday wages, overtime charges in the event of a claim Air Freight Damage to the surrounding property	
8	Loss Participation	Each and every claim insured is required to share the loss upto the amount fixed Which is 1% of the sum insured subject to a minimum of Rs.250/-	

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9	Exclusions	<p>The excess as stated in the schedule.</p> <p>Loss of or damage caused due to Fire, Lightning, Explosion, Theft, Subsidence, Landslide, Flood, Inundation, Storm, Tempest, Earthquake and Volcanic Eruption or any other Act of God perils.</p> <p>Loss, damage resulting from overload experiments or tests requiring the imposition of abnormal conditions.</p> <p>Gradually developing flaws, defects, cracks or partial fractures in any part not necessitating immediate stoppage and repair although at some future time repair or renewal of the parts affected may be necessary.</p> <p>Wear and tear losses arising out of ordinary usage or working. Faults or defects which were in existence when the insurance was arranged and known to the insured.</p> <p>Damage due to faults or defects for which the manufacturer or the supplier is responsible either by law or under contract.</p> <p>Loss of use of the insured's plant or property of any other consequential loss incurred by the insured.</p> <p>War, Nuclear Perils</p>	
10	Special conditions and warranties (if any)	This policy can not be issued on parts of machinery instead of insuring the whole machinery	
11	Admissibility of Claim	<p>A loss of Profit claim is admissible only if loss or damage to Machinery or Boiler covered under corresponding policy is admissible.</p> <p>Attention to be drawn in respect of the indemnity period available against the affected item.</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>Fire Brigade Report / FIR,</p> <p>Proof in support of Cause of Loss Like OEM report (RCA),</p> <p>List of Items Covered / Asset Register,</p> <p>Quotation to establish the cost of replacement,</p> <p>Repair / Reinstatement Invoices with Payment proof,</p> <p>KYC documents PAN, ROC certificate, Aadhar, GST Registration Cert Etc.,</p> <p>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</p> <p>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</p>	

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		<p>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/ 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/ 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. c. You can visit the portal https://bimabharosa.irdai.gov.in/ for more details. 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>	
14	Obligations of Policyholder	<p>a) The Insured shall take all reasonable steps to maintain the insured property in efficient working order and to ensure that no item is habitually or intentionally over loaded. The Insured shall fully observe the manufacturer's instructions for operating, inspection and overhaul, as well as government, statutory municipal and all other binding regulations in force concerning the operation and maintenance of the insured plant and machinery. b) The Company's Officials shall at all reasonable times have the right to inspect and examine any property insured hereunder and the Insured shall provide the Officials of the Company with all details and information necessary for the assessment of the risk. c) In the event of any i) Material change in the original risk ii) Alteration, modification or addition to insured item iii) Departure from prescribed operating conditions, whereby the risk or loss or damage increases iv) Changes in the Insured's Interest (such as discontinuation or liquidation of the business or being placed in receivership) taking place. The Policy shall be void unless its continuance is agreed by endorsement signed by the Company</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.