

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 | MARINE CARGO INSURANCE | |
| 2 | Unique Identification Number (UIN) allotted by IRDAI | IRDAN123RP0063V02200203 | |
| 3 | Structure | Indemnity basis - Agreed value to the extent of 110% of invoice value | |
| 4 | Interests Insured | Marine Cargo insurance / Transit Insurance covers the loss or damage of cargo / goods in ordinary course of transit between the points of origin and the final destination. Marine insurance covers Movement of goods from one place to another: Within the country(Inland) From India to Country outside India(Export) From Country outside India to India(Import) | |
| 5 | Sum Insured | Sum insured is the total value of the goods in transit including freight, taxes and any other port handling charges. This is the maximum amount which is payable in the event of a total loss of the insured cargo. The sum insured will comprise of the following:Cost of the goods either on (CIF)/FOB/C & F (Depending on the INCO term) Clearing charges and internal freight Customs Duty | |
| 6 | Policy Coverage | Coverage provided under this type will be as per institute clauses which are uniformly used in international markets. Three types of coverage are offered for such transit: Institute Cargo Clause (C): Named Peril basis (Minimum cover) - Covers loss or damage reasonably attributable to Fire or explosion, Vessel or craft being stranded grounded sunk or capsized, Overturning or derailment of land conveyance, Collision or contact of vessel craft or conveyance with any external object other than water, Discharge of cargo at a port of distress General Average Sacrifice Jettison Institute Cargo Clause (B): Named Peril basis. (Basic cover) All perils as per ICC (C) plus Earthquake, volcanic eruption or lightning, Washing Overboard Entry of sea, lake or river water into the vessel or place of storage Total loss of package lost overboard or dropped Institute Cargo Clause (A) (All Risks cover) Any damage by accidental circumstances is covered Risks are not specified All risks are covered subject to exclusions | |
| 7 | Add-on cover | Nil | |
| 8 | Loss Participation | Deductible as specified in the Policy Schedule | |
| 9 | Exclusions | This Policy does not cover the following: Loss, damage, expense attributable to wilful misconduct of insured Ordinary (inevitable) Losses Loss, damage, expense caused by inherent vice Loss, damage, expense caused by insufficient, unsuitable or defective packing or preparation of goods. 'Packing' includes stowage in container or lift van but only when such stowage is done prior to attachment of insurance or by the insured or their servants | |

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| | | <p>Loss, damage, expense proximately caused by delay, even if delay be caused by a risk insured against</p> <p>Loss, damage, expense arising from insolvency or financial default of owners, managers, charterers or operators of the vessel</p> <p>Nuclear Weapons Risk</p> <p>War Risk Exclusion</p> <p>Loss, damage, expense caused by or resulting from strikes, lockouts, labour disturbances, riots, civil commotions or caused by any person</p> <p>Loss, Damage, Expense arising from – Un Seaworthiness of vessel or craft, Unfitness of vessel, Craft, Conveyance, Container, and Lift, Van for Safe Carriage of interest insured</p> <p>Where the assured or their servants are privy at the time of loading</p> | |
| 10 | Special conditions and warranties (if any) | <p>Law and Practice -This insurance is subject to Indian law and practice.</p> <p>Benefit of Insurance -This insurance shall not insure to the benefit of the carrier or other bailee.</p> <p>Avoidance of Delay - It is a condition of this insurance that the Assured shall act with reasonable dispatch in all circumstances within their control</p> | |
| 11 | Admissibility of Claim | <p>Notify the Insurance Company - Once you know all about the damage and loss, and what caused it, the next step is to notify the insurance company about the incident. To have a smooth claim process, it is mandatory to inform the insurance company within the decided duration listed on your policy. If, by chance, you cannot inform the insurance provider, then someone on your behalf can also do it.</p> <p>Take all reasonable steps to minimise further loss or damage and Act to safeguard the insured cargo and DO NOT dispose of any damaged cargo without first giving the Insurer and/or their agents the opportunity to inspect it.</p> <p>In order to recover under this insurance the Assured must have an insurable interest in the subject-matter insured at the time of the loss Where, as a result of the operation of a risk covered by this insurance, the insured transit is terminated at a port or place other than that to which the subject-matter is covered under this insurance, the Underwriters will reimburse the Assured for any extra charges properly and reasonably incurred in unloading storing and forwarding the subject matter to the destination to which it is insured hereunder</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>Goods / Lorry Receipt from transporter - original</p> <p>Monetary Claim letter sent to Transporter - along with postal receipt / ack from transporter</p> <p>Damage Certificate duly signed by consignee consignor, Transporter</p> <p>Packing List / Invoice / away bill.</p> <p>What are the preventive measures initiated to avoid recurrence, Weigh Bridge Slip / documentary proof to establish compliance of Warranty</p> <p>Letter of Subrogation</p> <p>KYC documents PAN, ROC certificate, Aadhar, GST Registration Cert Etc.</p> <p>Any other Documents like FIR / FR/BL, BOE etc., based on nature of claim.</p> <p>Turn Around Time for claims settlement is 21 Days from receipt of Award / Last Document</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>Before inception of the policy, the Insured is obliged to disclose all material facts and circumstances, and to answer completely and truthfully all questions posed by the Insurer. It is the duty of the Assured and their servants and agents in respect of loss recoverable hereunder.</p> <p>i. to take such measures as may be reasonable for the purpose of averting or minimising such loss, and</p> <p>ii. to ensure that all right against carriers, bailees or other third parties are properly preserved and exercised by lodging a monetary claim against railway/ road carriers/ bailees within six months from the date of railway/ lorry receipt or as prescribed by the relevant statute and the Underwriters will, in addition to any loss recoverable hereunder, reimburse the Assured for any charges properly and reasonably incurred in pursuance of these duties.</p> <p>Measures taken by the Assured or the underwriters with the object of saving, protecting or recovering the subject matter insured shall not be considered as a waiver or acceptance of abandonment or otherwise prejudice the right of either party.</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.