

**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	Product Name	<b>STANDARD FIRE AND SPECIAL PERILS POLICY</b>	
2	Unique Identification Number (UIN) allotted by IRDAI	IRDAN123RP0015V02202021	
3	Structure	Indemnity Basis	
4	Interests Insured	1. Building (including plinth and foundations, if required): Whether completed or in course of construction (excluding the value of land). Interiors, Partitions and Electricals. 2. Plant & Machinery, Equipments & Accessories (including foundations, if required) 3. Stocks: Raw Material Finished Goods In process 4. Other Contents such as Furniture, Fixtures and Fittings, Cables, Pipings, Spares, Tools and Stores etc.	
5	Sum Insured	<b>Building (Completed) - Market Value basis -</b> Estimated cost of Reinstatement (material + Labour) of a similar property as on the date of proposal with suitable escalation for the policy period less depreciation for age. <b>Building (Completed) - Reinstatement Value basis -</b> Same as above but without depreciation. In other words, the policy will pay, in the event of loss/ damage, without any deduction for depreciation. <b>Plant and Machinery - Market Value basis -</b> Estimated landed cost of replacement of a similar machine of the same kind and capacity as on the date of proposal with suitable escalation over the policy period less depreciation for age and usage <b>Plant and Machinery - Reinstatement Value basis -</b> Estimated landed cost of a similar machine of the same kind and capacity as on the date of proposal with suitable escalation for the policy period. (Generally, the landed cost of an imported or indigenous machinery will include its prime cost, Customs Duty/Excise Duty, CV Duty, , loading and unloading charges, freight, insurance, incidental expenses and cost of erection at site.) <b>Obsolete Machinery - Agreed Value basis</b> Value has to be ascertained by an expert valuer. The value so ascertained will be the agreed value between insurer and proposer and loss/ damage will be assessed on this basis. <b>Stocks - Raw material - Market Value -</b> Landed cost at the time of proposal with suitable increase for inflation, if any. <b>Stocks - Finished Goods - Market Value -</b> Landed cost at the time of proposal plus direct and indirect charges incurred for processing with suitable increase for inflation, if any. <b>Stocks - In process - Market Value basis</b> Landed cost of Raw materials at the time of proposal plus direct and indirect charges incurred upto the stage of processing with suitable increase for inflation, if any. <b>Furniture, Fixtures and Fittings - Market value basis -</b> Estimated cost of replacement of property of the same kind as on the date of proposal with suitable escalation for the policy period less depreciation for usage. <b>Furniture, Fixtures and Fittings - Reinstatement value basis -</b> Estimated cost of Reinstatement) of a similar property as on the date of proposal with suitable escalation over the policy period.	

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		<b>Items to be covered specifically on declaration</b> - Agreed Value Basis Value as certified by an expert valuer.	
6	<b>Policy Coverage</b>	<b>Perils Covered:</b> Fire Lightning Explosion / Implosion Aircraft damage Riot, Strike, Malicious damage (hereinafter called RSMD Perils) Storm, Tempest, Flood, Inundation, Hurricane, Cyclone, Typhoon and Tornado. Impact by any Rail/ Road vehicle or animal Subsidence / Landslide including rockslide. Bursting and / or overflowing of water tanks, apparatus. Leakage form Automatic Sprinkler Installation. Missile Testing Operation. Pollution or contamination resulting from any of the above perils Any insured peril resulting from pollution and contamination. Bush Fire	
7	<b>Add-on cover</b>	Architects, Surveyors and Consulting Engineers Fees ( in excess of 3% claim amount) Removal of Debris (in excess of 1% claim amount) (A) Deterioration of Stocks in Cold Storage premises due to accidental power failure consequent to damage at the premises of Power Station due to an insured peril (B) Deterioration of stocks in cold storage premises due to change in temperature arising out of loss or damage to the cold storage machinery(ies) in the Insured's premises due to operation of insured peri Forest Fire Impact Damage due to Insured's own Rail/Road Vehicles, Fork lifts, Cranes, Stackers and the like and articles dropped therefrom Spontaneous Combustion Omission to Insure additions, alterations or extensions Earthquake (Fire and Shock Spoilage Material Damage Cover Leakage And Contamination Cover Temporary Removal of Stocks Clause Loss Of Rent clause Insurance Of Additional Expenses of Rent For An Alternative Accommodation Start up Expenses	
8	<b>Loss Participation</b>	Policies having Sum Insured up to INR 10 cr per location– 5% of claim amount subject to a minimum of Rs 10,000/-  Policies having Sum Insured above INR 10 cr per location up to INR 100 cr per location 5% of claim amount subject to a minimum of INR 25,000  Policies having Sum Insured above INR 100 cr and up to INR 1500 cr per location- 5% of claim amount subject to a minimum of INR 5 lakhs	
9	<b>Exclusions</b>	<b>Key exclusions</b> 1. Losses/ Expenses not covered: 1. Applicable Deductibles as per policy 2. Expenses incurred on Architects, Surveyors' Consultant Engineers fees and Debris Removal in excess of 3% and 1% of claim amount respectively. 3. Loss of earnings, loss by delay, loss of market or other consequential or indirect loss or damage of any kind.	

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		<p>2. Perils not covered:</p> <ol style="list-style-type: none"> <li>1. War and allied perils</li> <li>2. Ionising radiations and contamination by radioactivity</li> <li>3. Pollution or Contamination</li> </ol> <p>3. Properties not covered:</p> <ol style="list-style-type: none"> <li>1. Items like manuscripts etc. unless specifically declared.</li> <li>2. Cold storage stocks due to change of temperature.</li> <li>3. Loss / damage/ destruction of any electrical and/or electronic machine, apparatus, fixture or fitting arising from over running, excessive pressure, short circuiting, arcing, self heating or leakage of electricity, from whatever cause including lightning.</li> <li>4. Loss / damage / destruction of Boilers, Economisers or other Vessels in which steam is generated machinery or apparatus subject to Centrifugal force, by its own explosion/ implosion.</li> </ol>	
10	<b>Special conditions and warranties (if any)</b>	<p>This Policy shall be void in the event of</p> <ul style="list-style-type: none"> <li>Misrepresentation</li> <li>Fall or displacement of Building not caused by an insured peril</li> <li>Alteration in the trade or manufacture or occupation or unoccupied for more than 30 days</li> </ul> <p>On the happening of loss or damage to any of the property insured by this policy, the Company may</p> <ol style="list-style-type: none"> <li>a) enter and take and keep possession of the building or premises where the loss or damage has happened.</li> <li>b) take possession of or require to be delivered to it any property of the Insured in the building or on the premises at the time of the loss or damage.</li> <li>c) keep possession of any such property and examine, sort, arrange, remove, or otherwise deal with the same.</li> <li>d) sell any such property or dispose of the same for account of whom it may Concern.</li> </ol>	
11	<b>Admissibility of Claim</b>	<p>On the happening of any loss or damage the Insured shall forthwith give notice thereof to the Company and shall within 15 days after the loss or damage, or such further time as the Company may in writing allow in that behalf, deliver to the Company</p> <ol style="list-style-type: none"> <li>a) A claim in writing for the loss or damage containing as particular an account as may be reasonably practicable of all the several articles or items or property damaged or destroyed, and of the amount of the loss or damage thereto respectively, having regard to their value at the time of the loss or damage not including profit of any kind.</li> <li>b) Particulars of all other insurances, if any</li> </ol> <p>On the happening of loss or damage to any of the property insured by this policy, the Company may</p> <ol style="list-style-type: none"> <li>a) Enter and take and keep possession of the building or premises where the loss or damage has happened.</li> <li>b) Take possession of or require to be delivered to it any property of the Insured in the building or on the premises at the time of the loss or damage.</li> <li>c) Keep possession of any such property and examine, sort, arrange, remove or otherwise deal with the same.</li> <li>d) Sell any such property or dispose of the same for account of whom it may Concern.</li> </ol> <p>The powers conferred by this condition shall be exercisable by the Company at any time until notice in writing is given by the insured that he makes no claim under the policy, or if any claim is made, until such claim is finally determined or withdrawn, and the Company shall not by any act done in the exercise or purported exercise of its powers hereunder, incur any liability to the Insured or diminish its rights to rely upon any of the conditions of this policy in answer to any claim.</p> <p>If the insured or any person on his behalf shall not comply with the requirements of the Company or shall hinder or obstruct the Company, in the exercise of its powers hereunder, all benefits under this policy shall be forfeited.</p>	

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		<p>The Insured shall not in any case be entitled to abandon any property to the Company whether taken possession of by the Company or not.</p> <p>If the claim be in any respect fraudulent, or if any false declaration be made or used in support thereof or if any fraudulent means or devices are used by the Insured or any one acting on his behalf to obtain any benefit under the policy or if the loss or damage be occasioned by the willful act, or with the connivance of the Insured, all benefits under this policy shall be forfeited.</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, Meterological Report in case of AOG perils, Books of Accounts, Stock Register, Copy of Asset Register, Repair / Replacement estimate, Repair / Reinstatement Bills, Proof of Reinstatement, 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 (Excluding Claims falls under RIV basis).</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> <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: <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> <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 <a href="mailto:GRO@cholams.murugappa.com">GRO@cholams.murugappa.com</a></p> <p>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.</p> <p>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</p>	

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		<p>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 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>	<p>To disclose all material information</p> <p>a) If the trade or manufacture carried on be altered, or if the nature of the occupation of or other circumstances affecting the building insured</p> <p>b) If the building insured or containing the insured property becomes unoccupied and so remains for a period of more than 30 days</p> <p>c) If there is change in ownership of the Building</p>	
<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.