

CUSTOMER INFORMATION SHEET

This document provide only key information about your policy. Please refer to the policy document for detailed terms and conditions.

SR. No.	Title	Description(Please refer to applicable Policy clause number in next column)	Policy clause Number
1	Product Name	New India Bharat Flexi Griha Raksha –Base Policy	
2	Unique Identification Number (UIN) allotted by IRDAI	UIN:IRDAN190RPPR0032V02202223	
3	Structure	<p style="text-align: center;"><u>Basis of Sum Insured-</u></p> <p>1. The Sum Insured for the Home Building cover is the prevailing cost of construction of Home Building at the commencement date as declared by the insured and accepted by us.</p> <p>2. In case of long term policy, sum insured will be increased @ 10% for each claim free year up to 10 years.</p> <p>3. The policy has a built-in cover for the General Contents of home equal to 20% of the Sum Insured for Home Building Cover subject to a maximum of ₹ 10 Lakh (Rupees Ten Lakh) provided both Home Building and Home Contents cover are opted. If Insured has chosen higher sum insured for home Contents, it has to be declared in proposal form with payment of additional premium.</p> <p style="text-align: center;"><u>Indemnity/ Modified indemnity-</u></p> <p>A claim for damage to home Building due to any of the insured perils (i.e. amount spent towards the cost to repair it to a condition substantially the same as its condition at the time of damage under the policy) will be reimbursed maximum to the extent of sum insured subject to it is actually spent.</p> <p style="text-align: center;"><u>Home content cover-</u></p> <p>If the General Contents of Home are physically damaged by any Insured Event, We will at Our option,</p> <ul style="list-style-type: none">• reimburse to You the cost of repairs to a condition substantially the same as its condition at the time of damage, or• pay You the cost of replacing that item with a same or similar item,• or repair the damaged item to a condition substantially the same as its condition at the time of damage. <p>The maximum claim will be paid for Home Contents is the Sum Insured shown in the Policy Schedule for Home Contents Cover.</p>	

Fixed benefits-

Along with above covers, insured may opt for additional covers and reimbursement/claim will be paid for the additional covers opted maximum to the extent mentioned as follows:-

Acts of terrorism: Coverage as per Terrorism Clause

Cover for Valuable Contents on Agreed Value Basis (under Home Contents cover):-

- For Valuable Contents, a value may be agreed upon by you and us based on a valuation certificate submitted by You and accepted by Us. However, We shall waive the requirement of valuation certificate if the Sum Insured opted for is up to ₹ 5 Lakh (Rupees Five Lakh) and Individual item value does not exceed ₹ 1 Lakh (Rupees One Lakh).
- If the Valuable Contents of Your Home are physically damaged by any Insured Event, We will pay the cost of repairing the item/s.
- If the Valuable Contents of Your Home are a Total Loss We will pay the Sum Insured shown in the Policy Schedule for the Valuable item/s. If the Policy Schedule shows any limit for any item, or category or groups of items, such limit is the maximum we will pay for that item. Loss to only one item of a pair or set does not constitute loss or damage to the entire pair or set.

Burglary cover:-

Burglary from the residential property as mentioned in policy schedule within 7 (seven) days from the occurrence of and proximately caused by any of the Insured Events is covered on first loss basis maximum up to Rs.10 lac.

Break down cover for home appliances:-

We will indemnify You against the repair or replacement costs arising from the unexpected mechanical or electrical breakdown of Domestic Appliances whilst contained in or fixed at the Insured Premises, provided that the liability of the Company in respect of any one Domestic Appliance item in any one Policy Period will not individually or in the aggregate exceed the sub-limit of the Sum Assured set against such item in the Schedule.

		<p>Personal Accident Cover:-</p> <ul style="list-style-type: none"> In the event an insured peril that caused damages to Your Home Building and/or Home Contents also results in the unfortunate death of either You or Your spouse, We will pay compensation of ₹ 5,00,000 (Rupees Five Lakh) per person. In the event of the unfortunate death of the insured, the Personal Accident cover shall continue for the spouse until expiry of the policy. 		
4.	Insured interest	Home Building and Home Contents		
5.	Sum Insured	<p>For Home Building:- As declared by the insured (ref column No 3 above)</p> <p>For Home Contents:-</p> <ul style="list-style-type: none"> The policy has inbuilt cover for General Contents of Your Home equal to 20% of the Sum Insured for Home Building subject to a maximum of ₹ 10 Lakhs (Rupees Ten lakh) if You have opted for both Home Building and Home Contents cover. You may choose a higher Sum Insured by declaring it in the Proposal Form and paying additional premium. If you have purchased only Home Contents cover, you have to declare Sum Insured for General Contents. The Sum Insured you have chosen for General Contents must be enough to cover the cost of replacement of that item/s. When we pay you the full Sum Insured for any cover or any item covered, the Policy ends to that extent. Except this, the insurance cover will be maintained up to the full Sum Insured throughout the Policy Period, you need to pay only the proportionate additional premium. This will ensure that Your Home Building and its contents remain insured throughout. If you have purchased only Home Contents cover, you have to declare Sum Insured for General Contents. <p>PA cover- Rs. 5 lakhs per person. Add on covers – Terrorism.</p>		
6.	Policy Coverage	Fire	caused by- -burning of Insured Property by order of any Public Authority.	
		Explosion or Implosion	-	
		Lightning	-	

		Subsidence of the land on which Your Home Building stands, Landslide, Rockslide (option to opt out)	caused by- -normal cracking, settlement or bedding down of new structures, -the settlement or movement of made up ground, -coastal or river erosion, -defective design or workmanship or use of defective materials, or demolition, construction, structural alterations or repair of any property, or ground works or excavations.		
		Bush fire, Forest fire, Jungle fire	-		
		Impact damage of any kind, i.e., damage caused by impact of, or collision caused by any external physical object (e.g. vehicle, falling trees, aircraft, wall etc.)	Caused by pressure waves caused by aircraft or other aerial or space devices travelling at sonic or supersonic speeds.		
		Missile testing operations	-		
		Riot, Strikes, Malicious Damages	caused by- -temporary or permanent dispossession, confiscation, commandeering, requisition or destruction by order of the government or any lawful authority, or -Temporary or permanent dispossession of Your Home by unlawful occupation by any person.		
		Bursting or overflowing of water tanks, apparatus and pipes	-		
		Leakage from automatic sprinkler installations.	Caused by- -repairs or alterations in Your Home or the building in which Your Home is located, -repairs, removal or extension of any sprinkler installation, or defects in the construction known to you.		

		<p>Theft within 7 (seven) days from the occurrence of and proximately caused by any of the above Insured Events</p>	<p>if it is- -of any article or thing outside Your Home, or of any article or thing attached from the outside of the outer walls or the roof of Your Home, unless securely mounted.</p>		
		<p>Earthquake, volcanic eruption, or other convulsions of nature (option to opt out)</p>	-		
		<p>Storm, Cyclone, Typhoon, Tempest, Hurricane, Tornado, Tsunami, Flood and Inundation- (Option to opt out)</p>	-		
7.	Add on covers	<ul style="list-style-type: none"> • Acts of terrorism • Garden & Landscaping and Tree Removal cost • Removal of Debris [In excess of 2% and maximum upto 5% of claim amount] • Architects, Surveyors and consulting Engineers Fees (in excess of 5% & maximum upto 10% of the Claim amount) • Reimbursement of Food Expenses • Loss Minimization Expenses • Immediate Repairs • Claims Preparation cost • Omission to Insure additions, alterations or extensions • Brokerage for Alternate accommodation 			(Coverage as per Terrorism Clause attached)
8.	Deductibles:	<i>NO deductibles are applicable for the policy</i>			
9.	Exclusions:	<p>We do not cover losses and expenses for any loss or damage or destruction of the Insured Property that is directly or indirectly as a result of or is caused by or arising from events, stated below:-</p> <ul style="list-style-type: none"> • Your deliberate, wilful or intentional act or omission, or of anyone on Your behalf, or with Your connivance. • War, invasion, act of foreign enemy hostilities or war-like operations (whether war is declared or not), civil war, mutiny, civil commotion amounting to a popular rising, military rising, rebellion, revolution, insurrection or military or usurped power. • Ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from combustion of nuclear fuel, or the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component that is part of it. 			

		<ul style="list-style-type: none"> • Pollution or contamination, unless the pollution or contamination itself has resulted from an Insured Event or an Insured Event itself results from pollution or contamination. • Loss, damage or destruction to any electrical/electronic machine, apparatus, fixture, or fitting by over-running, excessive pressure, short circuiting, arcing, self- heating or leakage of electricity from whatever cause (lightning included). This exclusion applies only to the particular machine so lost, damaged or destroyed. • Loss or damage to bullion or unset precious stones, manuscripts, plans, drawings, securities, obligations or documents of any kind, coins or paper money, cheques, vehicles, and explosive substances unless otherwise expressly stated in the policy. • Loss of any Insured Property which is missing or has been mislaid, or its disappearance cannot be linked to any single identifiable event. • Loss or damage to any Insured Property removed from Your Home to any other place. • Loss of earnings, loss by delay, loss of market or other consequential or indirect loss or damage of any kind or description whatsoever. • Any reduction in market value of any Insured Property after its repair or reinstatement. • Any addition, extension, or alteration to any structure of Your Home Building that increases its Carpet Area by more than 10% of the Carpet Area existing at the Commencement Date or on the date of renewal of this Policy, unless You have paid additional premium and such addition, extension or alteration is added by Endorsement. • Costs, fees or expenses for preparing any claim- (if not opted as add on) 	
10.	Special conditions and warranties (if any)	<i>NIL</i>	
11.	How to make a claim	<ul style="list-style-type: none"> • As soon as any physical loss or damage occurs to Your Home Building or Home Contents due to an Insured Event, insured must immediately give notice to US of the loss or damage. This is necessary for Us to survey/ investigate the loss or damage, as may be required. • You can give notice to any of our offices or call-centres. • You must state in this notice <ul style="list-style-type: none"> i. the Policy Number, ii. Your name, 	

		<ul style="list-style-type: none"> iii. details of report to the police that You made, iv. details of report to any Authority that You made, v. details of the Insured Event, vi. a brief statement of the loss, vii. particulars of any other insurance of Your Home Building or any of Your Home Contents, viii. details of loss or damage under any Optional Cover or Add-ons, ix. Submit photographs of loss or physical damage, wherever possible. <ul style="list-style-type: none"> • report to police, fire authorities and appropriate legal Authorities, • take all reasonable steps to prevent further damage to Home Building and Home Contents • preserve and collect evidence, take and preserve photographs, • assist Us and Our representatives in collecting evidence and details, give Us all information, books of accounts, and other documents, • submit claim form at the earliest opportunity but within 30 days from date You first notice the loss or damage • Prove that the Insured Event has happened, and prove the extent of your loss. • This is important because we must investigate whether the loss or damage is covered by the terms and conditions of the policy. 	
12.	Policy Servicing /claim intimation & processing	<p>Call centre number of the insurer-1800-209-1415 Details of the Company Officials- https://www.newindia.co.in/</p> <ul style="list-style-type: none"> • Details of the Policy Issuing Office- 	
13..	Grievances/ Complaints	<p>Details of Grievance redressal officer of the company: https://www.newindia.co.in/portal/readMore/Grievances Insurance company grievance portal/department: Not applicable Ombudsman's: Policy clause K(3) of the policy clause</p>	

14.	Obligation of the policy holder	<ul style="list-style-type: none"> • To disclose all the information sought at the time of filling proposal form • Obligation to take care of the insured property and ensure that unauthorised persons do not occupy the same • In case of change/modification/ addition to the already declared information the same shall be brought to the notice of the insurer immediately • Make true statements and full disclosure in the claim and related documents • Non-disclosure of the material fact may affect the claim settlement 	
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Declaration by the policyholder:

I have read the above and confirm having noted the details.

Place:

Date:

Signature of the policyholder:

Note:

- i. Insurer shall provide web-link where product related documents including Customer Information Sheet are available on the website of the insurer.
- ii. In case of any conflict, the terms and conditions mentioned in the policy document shall prevail.
- iii. **Insurer to take the confirmation of the policyholder regarding the receiving of the Customer Information sheet**



