



THE NEW INDIA ASSURANCE COMPANY LIMITED

87, M.G. Road, Fort, Mumbai – 400 001

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	Policy clause Number
1	Product Name	New India Bharat Flexi Griha Raksha Base Policy	Policy schedule
2	Unique Identification Number (UIN) allotted by IRDAI	UIN:IRDAN190RPPR0032V02202223	Policy schedule
3	Structure	<ul style="list-style-type: none"> Indemnity Based 	Policy schedule
4.	Interest Insured	Insured Home Buildings/Contents as stated in policy schedule. Including PA cover and Cover for Valuable Contents if any.	Policy schedule
5.	Sum Insured	As stated in policy schedule	
6.	Policy coverage	<ol style="list-style-type: none"> 1. Fire 2. Explosion or Implosion 3. Lightning 4. Subsidence of the land on which Your Home Building stands, Landslide, Rockslide (option to opt out) 5. Bush fire, Forest fire, Jungle fire 6. 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.) 7. Missile testing operations 8. Riot, Strikes, Malicious Damages 9. Bursting or overflowing of water tanks, apparatus and pipes. 10. Leakage from automatic sprinkler installations. 11. Theft within 7 (seven)days from the occurrence of and proximately caused by any of the above Insured Events. 12. Earthquake, volcanic eruption, or other convulsions of nature (option to opt out) 13. Storm, Cyclone, Typhoon, Tempest, Hurricane, Tornado, Tsunami, Flood and Inundation- (Option to 	Clause B

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		opt out)	
7.	Add on covers	<ol style="list-style-type: none"> 1. Acts of terrorism 2. Garden & Landscaping and Tree Removal cost 3. Removal of Debris [In excess of 2% and maximum upto 5% of claim amount] 4. Architects, Surveyors and consulting Engineers Fees (in excess of 5% & maximum upto 10% of the Claim amount) 5. Reimbursement of Food Expenses 6. Loss Minimization Expenses 7. Immediate Repairs 8. Claims Preparation cost 9. Omission to Insure additions, alterations or extensions 10. Brokerage for Alternate accommodation 	
8.	Deductibles:	<p>No deductibles are applicable for the policy</p> <p>For terrorism risk the coverage and the Excess shall be as per Terrorism clause</p>	
9.	Exclusions	<ol style="list-style-type: none"> 1. Your deliberate, wilful or intentional act or omission, or of anyone on Your behalf, or with Your connivance. 2. 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. 3. 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. 4. Pollution or contamination, unless <ol style="list-style-type: none"> i. the pollution or contamination itself has resulted from an Insured Event, or ii. an Insured Event itself results from pollution or contamination. 5. 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. 6. Loss or damage to bullion or unset precious stones, 	

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		<p>manuscripts, plans, drawings, securities, obligations on documents of any kind, coins or paper money, cheques, vehicles, and explosive substances, unless otherwise expressly stated in the policy.</p> <ol style="list-style-type: none"> 7. Loss of any Insured Property which is missing or has been mislaid, or its disappearance cannot be linked to any single identifiable event. 8. Loss or damage to any Insured Property removed from Your Home to any other place. 9. Loss of earnings, loss by delay, loss of market or other consequential or indirect loss or damage of any kind or description whatsoever. 10. Any reduction in market value of any Insured Property after its repair or reinstatement. 11. 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 later renewal of this Policy, unless You have paid additional premium and such addition, extension or alteration is added by Endorsement. 12. Costs, fees or expenses for preparing any claim. <p>Additional Exclusions as per the respective policy</p>	
10.	Special conditions and warranties (if any)	<p><u>No Underinsurance</u></p> <p>Changes during Policy Period. You can choose to make changes to the covers of this Policy, It will be effective only after we have accepted Your proposal, and You have paid the additional premium where applicable.</p> <p>Cancellation : [a]The retail policyholder can cancel the policy at any time during the term, by informing the insurer. In case the Policyholder cancels the policy, he/ she is not required to give reasons for cancellation. b) The insurer shall – (i) refund proportionate premium for unexpired policy period, if the term of the policy is upto one year and there is no claim[s] made during the policy period. (ii)refund premium for the unexpired policy period, in respect of policy with the term More than one year and the risk coverage for such policy years has not commenced.</p> <p>Cancellation by Us We will not cancel the Policy during the policy period except only on the grounds of established fraud, by</p>	

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		<p>giving minimum notice of 7 days to the retail policyholder.</p> <p>Automatic termination of the Policy</p> <p>This Policy will automatically end in the following cases:</p> <p>a. Destruction of Your Home Building: This Policy will automatically end 7 (seven) days after Your Home Building collapses or is destroyed by reason other than any Insured Event. If a separable part of Your Home Building, or any additional structure falls down or is destroyed by reason other than any Insured Event, the covers will end for such part or additional structure.</p> <p>You can apply within 7 (seven) days of such fall or destruction for continuing insurance cover. We may agree, but will not be bound, to continue the cover on the same rates, terms and conditions.</p> <p>b. Exhaustion of Sum Insured: If Your Home Building, or any additional structure, or any item of Home Contents, is lost, destroyed or stolen, or is a Total Loss, and We pay You the full Sum Insured for such item, the insurance cover for that item will automatically end unless the subject matter of insurance is reconstructed and the Sum Insured is reinstated by paying additional premium. If We pay the total Sum Insured for any claim, this Policy will end.</p> <p>c. Change of use of Your Home Building or Home Contents: The Policy will end</p> <ol style="list-style-type: none"> if You change the use of Your Home Building from personal residence to any other purpose, or if You use any item of Home Contents for use that is not personal. 	
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		<p>d. Sale of Your Home Building or Home Contents: This Policy will end when You sell, surrender or release Your interest in Your Home Building and/or Home Contents, or Your interest in the Home Building and/or Home Contents comes to an end. The Policy will end to the extent any additional structure of Your Home Building or item of Home Contents if You sell, surrender or release Your interest in such additional structure or item of Home Content, or Your interest in these ends.</p> <p>e. Effect of death In the event of the unfortunate death of the Insured during the Policy Period, the Home Building Cover and the Home Contents Cover that You have purchased will continue for the benefit of Your legal representative/s during the Policy Period subject to all the terms and conditions of this Policy.</p> <p>Additional Special Conditions and Warranties [if any].As mentioned in policy schedule</p>	
11.	How to make a claim	<p>give notice to Us immediately, You must state in this notice</p> <ol style="list-style-type: none"> the Policy Number, Your name, details of report to the police that You made, details of report to any Authority that You made, details of the Insured Event, a brief statement of the loss, particulars of any other insurance of Your Home Building or any of Your Home Contents, 	

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		<p>viii. details of loss or damage under any Optional Cover or Add-ons,</p> <p>ix. submit photographs of loss or physical damage, wherever possible.</p> <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 the date You first notice the loss or damage 	
12.	Policy Servicing /claim intimation & processing	<ul style="list-style-type: none"> • Helpline / Toll free : 1800-209-1415 • Website-https://www.newindia.co.in • The insured needs to contact Policy issuing office or • the concerned claims hub and provide documents as and when required. 	
13..	Grievances/ Complaints	<ul style="list-style-type: none"> • Visit the Servicing Branch mentioned in the policy Document • Website: https://www.newindia.co.in/portal/readMore/Grievances • Toll free: 1800-209-1415 or on company • website www.newindia.co.in • Bima Bharosa https://bimabharosa.irdai.gov.in/ • Ombudsman - Website Link : https://www.cioins.co.in/ • You can send Your grievance in writing by post or email to Our • <i>Grievance Redressal Officer</i> Address : • The New India Assurance Co. Ltd., Head Office, 87 M.G.Road, Fort, Mumbai - 400 001, e-mail : customercare.ho@newindia.co.in / 	

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		gro@newindia.co.in			
14.	Obligations of the Policyholder	1	While filling up the Proposal Form	<ul style="list-style-type: none"> Read the instructions in the proposal form carefully before filling up the details. Understand the basis for arriving at the Sum Insured for both Home Building and Home Contents before filling up the details. This is given below in this Prospectus under the heading 'Sum Insured'. It is also explained in the Proposal Form. Fill up the proposal form completely and answer all the questions truthfully. 	
		2	during the Policy Period	<ul style="list-style-type: none"> Take care to prevent theft, loss or damage to Your Home Building and Home Contents. Inform Us of any change in circumstances such as change of address, details of additions or alterations to Home Building etc. Do not allow unauthorized persons to occupy Your Home Building. 	
		3	when You have a Claim	<ul style="list-style-type: none"> Give notice of loss to Us, as required. Inform the respective authorities, as required. Make true and full disclosures in Your claim form. Give all documents supporting the claim. Give full cooperation for inspection and investigation of claim. 	

NOTE:

- The information must be read in conjunction with the Prospectus and Policy Document/Schedule.
- In case of any conflict between the CIS and the Policy Document the terms and conditions mentioned in the Policy Document shall prevail.

Declaration by the Policyholder

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

Place:

Date:

(Signature of the Policyholder)

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