

## Customer Information Sheet (CIS)

S. No.	Title	Description
1	Product	<b>Navi Bharat Laghu Udyam Suraksha</b>
2	What am I covered for	<p>This Policy gives three types of covers:</p> <p><b>Standard Cover</b> for the building and structures, plant and machinery, stock and other assets relating to Your business.</p> <p><b>1. In-built Covers:</b> under the Standard Cover if We agree to pay Your claim for loss or damage to Insured Property, We will also pay for the following loss or damage and expenses.</p> <ul style="list-style-type: none"> <li>i. <b>Additions, alterations or extensions:</b> Property that You erect, acquire or add during the Policy Period is covered upto 15% of the sum insured for that item. (Excluding Stocks)</li> <li>ii. <b>Temporary removal of stocks:</b> Loss to stocks temporarily removed to other premises for fabrication, processing or finishing upto 10% of value</li> <li>iii. <b>Cover for Specific Contents:</b> Cover for money upto ₹50,000 (Rupees Fifty Thousand) during the policy period, cover for documents such as deeds, manuscripts, business books, plans, drawings, securities etc. upto ₹50,000 (Rupees Fifty Thousand) during the policy period, cover for computer programmes, information and data upto ₹5 Lakh (Rupees Five Lakh) during the policy period and cover for personal effects of employees, Directors and visitors upto ₹15,000 ( Rupees Fifteen Thousand) per person for a maximum of 20 (twenty) persons during the policy period.</li> <li>iv. <b>Start-Up Expenses:</b> Start-up cost incurred by You, consequent upon a loss or damage due to insured events upto ₹ 5 Lakh (Rupees Five Lakh) during the policy period.</li> <li>v. <b>Professional fees:</b> Reasonable fees of architects, surveyors and consulting engineers upto 5 % of the claim amount.</li> <li>vi. <b>Costs for removal of debris:</b> Reasonable expenses for removal of debris upto 2% of the claim amount.</li> <li>vii. <b>Costs compelled by Municipal Regulations:</b> Additional cost of reconstruction of property incurred solely for complying with municipal regulations.</li> </ul> <p>Policy covers for physical loss or damage, or destruction caused to Insured Property by the following unforeseen events occurring during the Policy Period.</p>

Navi Bharat Laghu Udyam Suraksha Policy – CIS | UIN : IRDAN155RP0070V01202021

Registered Office: Navi General Insurance Limited  
 402, 403 & 404, A & B Wing, 4<sup>th</sup> Floor, Fulcrum, Sahar Road, Next to Hyatt Regency, Andheri (E), Mumbai – 400099  
 Corporate Office: Salarpuria Business Centre, 4th B Cross Road, 5th Block, Koramangala Industrial Layout, Bengaluru, Karnataka – 560095  
 Toll-free number: 1800 123 0004 | Website: [www.naviinsurance.com](http://www.naviinsurance.com) | Email: [insurance.help@navi.com](mailto:insurance.help@navi.com)  
 CIN: U66000MH2016PLC283275 | IRDAI Registration Number: 155

		<ul style="list-style-type: none"> <li>• <b>Fire</b> – Excluding destruction or damage to the property insured caused by burning of Insured Property by order of any Public Authority.</li> <li>• <b>Lightning</b></li> <li>• <b>Explosion/Implosion</b></li> <li>• <b>Earthquake, volcanic eruption, or other convulsions of nature</b></li> <li>• <b>Storm, Cyclone, Typhoon, Tempest, Hurricane, Tornado, Tsunami, Flood and Inundation</b></li> <li>• <b>Subsidence of the land on which Your Home Building stands,</b></li> </ul> <p><b>Landslide, Rockslide</b> - Excluding destruction or damage to the property insured caused by</p> <ul style="list-style-type: none"> <li>• normal cracking, settlement or bedding down of new structures,</li> <li>• the settlement or movement of made-up ground,</li> <li>• coastal or river erosion,</li> <li>• defective design or workmanship or use of defective materials, or demolition, construction, structural alterations or repair of any property, or groundworks or excavations.</li> </ul> <ul style="list-style-type: none"> <li>• <b>Bush fire, Forest Fire, Jungle Fire</b></li> <li>• <b>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.)</b> – Excluding destruction or damage to the property insured caused by pressure waves caused by aircraft or other aerial or space devices travelling at sonic or supersonic speeds.</li> <li>• <b>Missile testing operations</b></li> <li>• <b>Riot, Strike, Malicious Damage</b> - Excluding destruction or damage to the property insured caused by <ul style="list-style-type: none"> <li>• temporary or permanent dispossession, confiscation, commandeering, requisition or destruction by order of the government or any lawful authority, or</li> <li>• temporary or permanent dispossession of Your Home by unlawful occupation by any person</li> </ul> </li> <li>• <b>Acts of terrorism</b> - Exclusions and Excess as per Terrorism Clause attached.</li> <li>• <b>Bursting or overflowing of water tanks, apparatus and pipes,</b></li> <li>• <b>Leakage from automatic sprinkler installations</b> - Excluding destruction or damage to the property insured caused due to <ol style="list-style-type: none"> <li>a. repairs or alterations in Your Home or the building in which Your Home is located,</li> <li>b. repairs, removal or extension of any sprinkler installation, or</li> </ol> </li> </ul>
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		<p>c. defects in the construction known to You.</p> <ul style="list-style-type: none"> <li>• <b>Theft within 7 days from the occurrence of and proximately caused by any of the above Insured Events</b> - Excluding destruction or damage to the property insured caused if it is: <ul style="list-style-type: none"> <li>a. any article or thing outside Your Home, or</li> <li>b. any article or thing attached from the outside of the outer walls or the roof of Your Home, unless securely mounted</li> </ul> </li> </ul>
3	<p><b>What is not Covered</b></p>	<p>We do not cover losses or expenses, or any loss, damage to, or destruction of the Insured Property, directly or indirectly as a result of or if caused by or arising from events, stated below:</p> <ol style="list-style-type: none"> <li>1. i. Excess of 5 % of each claim, subject to a minimum of ₹ 10,000 (Rupees Ten Thousand). This means that We will deduct 5 % of each claim, subject to a minimum of ₹ 10,000 (Rupees Ten Thousand) for each and every loss suffered by You under the terms of this policy. <ul style="list-style-type: none"> <li>ii. For terrorism risk the Excess shall be as per the Clause attached with this policy.</li> </ul> </li> <li>2. Your deliberate, wilful or intentional act or omission, or of anyone on Your behalf, or with Your connivance.</li> <li>3. 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. However, any ensuing loss or damage to other insured property due to operation of an insured peril is covered.</li> <li>4. Loss, destruction or damage to the stocks in cold storage premises caused by change of temperature.</li> <li>5. Loss, or damage by spoilage resulting from the retardation or interruption or cessation of any process or operation caused by operation of any of the Insured Event.</li> <li>6. Your Premises or any Insured Building remaining continuously unoccupied for a period of more than 30 days unless You have obtained prior written approval from Us and such approval is recorded as an endorsement on the Policy.</li> <li>7. 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.</li> <li>8. Ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from combustion of nuclear fuel, or the</li> </ol>

		<p>radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component that is part of it.</p> <p>9. Pollution or contamination, unless</p> <ol style="list-style-type: none"> <li>i. the pollution or contamination itself has resulted from an Insured Event, in which case only physical damage to the Insured Property is covered, or</li> <li>ii. an Insured Event itself results from pollution or contamination.</li> </ol> <p>10. Loss, destruction or damage to bullion or unset precious stones, any curios or works of art unless such amount is declared separately and recorded in the Policy Schedule.</p> <p>11. Loss of any Insured Property which is missing or has been mislaid, or its disappearance cannot be linked to any single identifiable Insured Event.</p> <p>12. Loss or damage to any Insured Property removed from Your Premises to any other place, except</p> <ol style="list-style-type: none"> <li>i. Machinery and equipment temporarily removed for repairs, cleaning, renovation or other similar purposes for a period not exceeding 60 days,</li> <li>ii. Stock covered under in-built Cover 'Temporary removal of stocks'.</li> </ol> <p>13. Any reduction in market value of any Insured Property after its repair or reinstatement.</p> <p>14. Loss or damage to any Insured Property or any claim which is covered by a marine policy in force at the time of loss or damage, except in excess of the limits of that policy.</p> <p>15. Any consequential or indirect loss or damage of any description, i.e. losses or extra costs (financial or non-financial) that follow or are a consequence of an Insured Event, like, loss by delay, loss of income or wages or earnings, or of market, or of time, medical expenses, or any costs not covered by this Policy.</p> <p>16. Costs, fees or expenses for preparing any claim.</p>
4	<p><b>General Conditions</b></p>	<p>1. <b>Your Obligations</b> - You have some obligations to fulfil. You must:</p> <ul style="list-style-type: none"> <li>○ state all and true information about Yourself and Your home and articles or things inside Your home when You submit a proposal,</li> <li>○ take care to prevent theft, loss or damage to Your Home Building and Home Contents, and</li> <li>○ ensure that unauthorised persons do not occupy Your Home Building,</li> <li>○ make true and full disclosure in Your claim and documents supporting the claim,</li> </ul>

		<ul style="list-style-type: none"> <li>○ give Us full cooperation for inspection and investigating the claim that You will make,</li> <li>○ make a claim when You suffer loss, and follow the claim procedure,</li> <li>○ Inform to Us change in circumstances such as if You change Your address, You make any addition, alteration, extension to structure of Your Home Building, You change use of Your Home Building, You let out Your Home Building, Your Home Building no longer be solely occupied by You.</li> </ul> <p><b>2. Renewal of Policy</b></p> <ul style="list-style-type: none"> <li>○ End of Policy: This Policy will expire at the end of the Policy Period.</li> <li>○ Application for renewal: If You wish to renew the Policy, You must apply for renewal before the end of the Policy Period and pay the required premium amount.</li> <li>○ Renewal is not automatic, We may seek relevant information from You for the purpose of renewal. We can reject Your renewal only on grounds of misrepresentation, non-disclosure of material facts, fraud or non-co-operation on Your part.</li> </ul> <p><b>Note: These are partial listing of General Conditions. For full wordings and full list of General conditions please refer policy wordings.</b></p>																				
5	Cancellation	<p>You can cancel the Policy.</p> <p><b>1. Cancellation at any time:</b></p> <p>You can cancel the policy at any time during the policy period. If You cancel the policy, We will refund premium as follows</p> <table border="1" data-bbox="533 1205 1426 1912"> <thead> <tr> <th>Time for which Policy in force</th> <th>Refund of premium</th> </tr> </thead> <tbody> <tr> <td>For a period not exceeding 15 days</td> <td>90% of the Premium</td> </tr> <tr> <td>For a period not exceeding 1 month</td> <td>85% of the Premium</td> </tr> <tr> <td>For a period not exceeding 2 months</td> <td>70% of the Premium</td> </tr> <tr> <td>For a period not exceeding 3 months</td> <td>60% of the Premium</td> </tr> <tr> <td>For a period not exceeding 4 months</td> <td>50% of the Premium</td> </tr> <tr> <td>For a period not exceeding 5 months</td> <td>40% of the Premium</td> </tr> <tr> <td>For a period not exceeding 6 months</td> <td>30% of the Premium</td> </tr> <tr> <td>For a period not exceeding 7 months</td> <td>25% of the Premium</td> </tr> <tr> <td>For a period not exceeding 8 months</td> <td>20% of the Premium</td> </tr> </tbody> </table>	Time for which Policy in force	Refund of premium	For a period not exceeding 15 days	90% of the Premium	For a period not exceeding 1 month	85% of the Premium	For a period not exceeding 2 months	70% of the Premium	For a period not exceeding 3 months	60% of the Premium	For a period not exceeding 4 months	50% of the Premium	For a period not exceeding 5 months	40% of the Premium	For a period not exceeding 6 months	30% of the Premium	For a period not exceeding 7 months	25% of the Premium	For a period not exceeding 8 months	20% of the Premium
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For a period not exceeding 9 months	15% of the Premium
For a period exceeding 9 months	Nil Refund

No refund shall be allowed if there has been a claim under the policy

**2. We can cancel the policy.**

We will not cancel the Policy during the policy period except on the grounds of mis-representation, non-disclosure of material facts, fraud or non-cooperation of the insured.

**3. Automatic termination of the Policy**

This Policy will automatically end in the following cases:

- a. **Destruction of any Insured Building:** This Policy will automatically end 7 (seven) days after any Insured Building collapses or is displaced or destroyed by reason other than any Insured Event. If a separable part of any Insured Building falls down or is destroyed by reason other than any Insured Event, the cover will end for such part or additional structure.
- b. 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 revised rates, terms and conditions.
- c. **Change of use or ownership of Insured Property:** The Policy will end in regard to the Insured Property affected, unless You have obtained Our prior consent in writing as an Endorsement on the Policy,
  - i. if You change the trade or manufacture, or the nature of Your occupation, or You change other circumstances relating to the Building or a building containing any Insured Property in such a way as to increase the risk of loss or damage by Insured Events;
  - ii. if Your interest in any Insured Property passes to another except by will or operation of law.
- d. **Sale of Insured Property:** This Policy will end when You sell, surrender or release Your interest in any Insured Property or its part.
- e. **Exhaustion of Sum Insured:** If any Insured Property 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. If We pay the total Sum Insured for any claim, this Policy will end.
- f. **Effect of death:** If You are an individual, in the event of Your unfortunate death the Insurance Covers 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><b>g. Policy not invalidated:</b> The Policy is not invalidated:</p> <ul style="list-style-type: none"> <li>i. by transfer of Your interest in the Policy by operation of law, if that occurs during the Policy Period. We can continue this policy on same or modified terms in favour of Your legal representatives if they apply for this purpose within 30 days of such transfer;</li> <li>ii. by any act, omission, or alteration unknown to You, or beyond Your control, that increases the risk of loss or damage, if You give notice to Us immediately when You become aware of the act, omission or alteration, and pay additional premium if required; or</li> <li>iii. if Your employees or workmen carry out repairs, maintenance work or minor alterations in the Insured Property.</li> </ul>
<b>6</b>	<b>Claims</b>	<ol style="list-style-type: none"> <li>1. If You suffer a loss <b>because</b> of an Insured Event, You must make a claim for Your financial loss at Your cost.</li> <li>2. When You suffer loss or damage to any Insured Property, You must <ul style="list-style-type: none"> <li>i. give notice to Us immediately along with details of the event and Your loss,</li> <li>ii. report to police, fire authorities or other appropriate legal Authorities or as guided by Us,</li> <li>iii. take all reasonable steps to prevent further damage to Insured Property,</li> <li>iv. You must not sell, give away or dispose of any damaged items of any property,</li> <li>v. You must not carry out repairs unless such repairs are urgent and You cannot contact Us,</li> <li>vi. preserve and collect evidence, take and preserve photographs,</li> <li>vii. assist Us and Our representatives in collecting evidence and details about Your loss, give Us all information, books of accounts, and other documents,</li> <li>viii. submit claim form at the earliest opportunity but within 30 days from date You first notice the loss or damage,</li> <li>ix. prove that the Insured Event has happened, and the extent of Your loss.</li> </ul> </li> </ol>
<b>7</b>	<b>Policy Servicing</b>	<p><b>a. Call Us:</b> Toll Free 1800 123 0004</p> <p><b>b. Email:</b> <a href="mailto:insurance.help@navi.com">insurance.help@navi.com</a></p> <p><b>Email for Senior Citizens-</b> <a href="mailto:seniorcare@navi.com">seniorcare@navi.com</a></p> <p><b>c. Visit our website:</b> <a href="https://www.naviinsurance.com/service/">https://www.naviinsurance.com/service/</a></p> <p><b>d. Walk in for assistance</b></p>

Navi Bharat Laghu Udyam Suraksha Policy – CIS | UIN : IRDAN155RP0070V01202021

Registered Office: Navi General Insurance Limited  
402, 403 & 404, A & B Wing, 4<sup>th</sup> Floor, Fulcrum, Sahar Road, Next to Hyatt Regency, Andheri (E), Mumbai – 400099  
Corporate Office: Salarpuria Business Centre, 4th B Cross Road, 5th Block, Koramangala Industrial Layout, Bengaluru, Karnataka – 560095  
Toll-free number: 1800 123 0004 | Website: [www.naviinsurance.com](http://www.naviinsurance.com) | Email: [insurance.help@navi.com](mailto:insurance.help@navi.com)  
CIN: U66000MH2016PLC283275 | IRDAI Registration Number: 155

		<p><b>e. Dispatch your letters to us at –</b></p> <p><b>Corporate Office:</b> Navi General Insurance Limited</p> <p>Salarpuria Business Centre, 4th B Cross Road, 5th Block, Koramangala Industrial Layout, Bengaluru, Karnataka – 560095</p> <p><b>f. Escalation –</b></p> <ul style="list-style-type: none"> <li>• <b>First Escalation</b> – Contact Customer Experience Team at - <a href="mailto:Manager.CustomerExperience@navi.com">Manager.CustomerExperience@navi.com</a></li> <li>• <b>Second Escalation</b> - Email to Head Customer Experience and Grievance Redressal Officer at – <a href="mailto:Head.CustomerExperience@navi.com">Head.CustomerExperience@navi.com</a></li> </ul>
	<p><b>Grievances / Complaints</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><b>1. Our Grievance Redressal Officer</b></p> <p>You can send Your grievance in writing by post or email to Our Grievance Redressal Officer at the following address:</p> <p><b>Navi General Insurance Limited</b> (formerly known as DHFL General Insurance Limited)</p> <p><b>Corporate Office:</b> Salarpuria Business Centre, 4th B Cross Road, 5th Block, Koramangala Industrial Layout, Bengaluru, Karnataka – 560095</p> <p><b>E-mail:</b> <a href="mailto:gro@navi.com">gro@navi.com</a></p> <p><b>Toll free:</b> 1800 123 0004</p> <p><b>2. Consumer Affairs Department of IRDAI</b></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 <b>155255 (or) 1800 4254 732</b> 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 online portal - Integrated Grievance Management System (IGMS) by registering Your complaint at <a href="http://igms.irda.gov.in">igms.irda.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</p>



		<p>courier to General Manager, Insurance Regulatory and Development Authority of India</p> <p>(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="http://www.policyholder.gov.in">http://www.policyholder.gov.in</a> for more details.</p> <p><b>3. Insurance Ombudsman</b></p> <p>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="http://www.generalinsurancecouncil.org.in">www.generalinsurancecouncil.org.in</a>, the Consumer Education Website of the IRDAI at <a href="http://www.policyholder.gov.in">http://www.policyholder.gov.in</a>, or from any of Our Offices.</p> <p>Ombudsman and Addresses: Refer the below link: <a href="http://ecoi.co.in/ombudsman.html">http://ecoi.co.in/ombudsman.html</a></p>
8	<b>Insured's Rights</b>	<p>If You wish to renew the Policy, You must apply for renewal before the end of the Policy Period and pay the required premium amount.</p> <p>We can reject Your renewal only on grounds of misrepresentation, non-disclosure of material facts, fraud or non-co-operation on Your part.</p>
9	<b>Insured's Obligations</b>	<p>You have some obligations to fulfil. You must:</p> <ul style="list-style-type: none"> <li>o state all and true information about Yourself, Your property and Your business when You submit a proposal,</li> <li>o make true and full disclosure in Your claim and documents supporting the claim,</li> <li>o give Us full cooperation for investigating the claim that You will make,</li> <li>o make a claim when You suffer loss, and follow the claim procedure,</li> <li>o ensure that unauthorised persons do not occupy Your premises and whenever Your premises is unoccupied ensure that all security procedures are in force,</li> <li>o inform to Us change in circumstances such change in nature of business or process, premises or any part of it no longer be solely occupied by You, premises remain unoccupied for 30 days or more, You change the use of premises or building.</li> </ul>
<p><b>Legal Disclaimer Note:</b> The information must be read in conjunction with the product brochure and policy document. In case of any conflict between the CIS and the policy document, the terms and conditions mentioned in the policy document shall prevail.</p>		