

## COCO BUSINESS PACKAGE (COMMERCIAL) INSURANCE

### CUSTOMER INFORMATION SHEET

S. No	TITLE	DESCRIPTION
1	<b>Product Name</b>	<b>COCO Business Package (Commercial) Insurance</b>
2	<b>What am I covered for?</b>	<p>This is a package policy providing coverage through following sections:</p> <p><b><u>SECTION I - STANDARD FIRE AND SPECIAL PERILS</u></b></p> <p>Covers the Insured against Loss or damage to the building, contents and stocks as specified in the Schedule due to fire, lighting, Explosion/Implosion, Aircraft Damage, Riot, Strike, Malicious and Terrorism Damage, Storm cyclone, Typhoon, tempest, hurricane, Tornado, flood and Inundation, Impact damage, Subsidence and Landslide including rock slide, Bursting and/or overflowing of water tanks, apparatus and pipes, Missile testing operations, Leakage from Automatic Sprinkler Installations and Bush Fire.</p> <p><b><u>Important Exclusions*:-</u></b></p> <ul style="list-style-type: none"> <li>▪ Loss of earnings, loss by delay, loss of market or other consequential or indirect loss or damage of any kind or description whatsoever.</li> <li>▪ This Policy does not cover (not applicable to policies covering dwellings)- <ul style="list-style-type: none"> <li>(a) The first 5% of each and every claim subject to a minimum of Rs. 10,000 in respect of each and every loss arising out of "Act of God perils" such as Lightnings, Subsidence, Landslide Rock slide and STFI perils covered under the policy.</li> <li>b) The first Rs. 10,000 for each and every loss arising out of other perils in respect of which the Insured is indemnified by this policy.</li> </ul> </li> <li>▪ Loss, destruction or damage to bullion or unset precious stones, any curios or works of art for an amount exceeding Rs. 10000/-, goods held in trust or on commission, manuscripts, plans, drawings, securities, obligations or documents of any kind, stamps, coins, or paper money, Cheque, books of accounts or other business books, computer systems records, explosives unless otherwise expressly stated in the Policy.</li> </ul> <p>The Excess shall apply per event per insured.</p> <p><b><u>Add on Covers:</u></b></p> <ul style="list-style-type: none"> <li>• Architects, Surveyors and Consulting Engineers Fees (in excess of 3% claim amount).</li> <li>• Removal of Debris (in excess of 1% claim amount).</li> <li>• Deterioration of Stocks in Cold Storage premises.</li> <li>• Deterioration of stocks in cold storage premises.</li> <li>• Forest Fire.</li> </ul>

COCO Business Package (Commercial) - Navi General Insurance | UIN: IRDAN155CP0001V01201920

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>• Impact Damage due to Insured's own Rail/Road Vehicles, Fork lifts, Cranes, Stackers and the like and articles dropped therefrom.</li> <li>• Spontaneous Combustion.</li> <li>• Omission to Insure additions, alteration or extensions.</li> <li>• Earthquake.</li> <li>• Spoilage Material Damage Cover.</li> <li>• Leakage and Contamination Cover.</li> <li>• Temporary Removal of Stocks Clause.</li> <li>• Loss of Rent.</li> <li>• Insurance of Additional Expenses of Rent for An Alternative Accommodation.</li> <li>• Startup Expenses.</li> <li>• Terrorism.</li> <li>• Demolition and Increased Cost of Construction.</li> <li>• Temporary removal of property beyond 60 days</li> </ul> <p><b><u>SECTION II - CONSEQUENTIAL LOSS (FIRE AND ALLIED PERILS)</u></b></p> <p>Covers the Insured against business interruption at the premises specified and covered under Section 1 of this Policy and subject to admissibility of claim under Section 1 within the policy period.</p> <p><b><u>Important Exclusions*:-</u></b></p> <ul style="list-style-type: none"> <li>• The business be wound up or carried on by a Liquidator or Receiver or permanently discontinued.</li> <li>• the insured's interest ceases otherwise than by death.</li> <li>• any alteration be made either in the business or in the premises or property. whereby the risk of Damage is increased, at any time after the commencement of this insurance.</li> </ul> <p><b><u>Add on Covers:</u></b></p> <ul style="list-style-type: none"> <li>• Spoilage Risk Extension</li> <li>• Extension to cover supplier's premises</li> <li>• Extension to cover customer's premises</li> <li>• Failure of Public Electricity/Gas/Water Supply</li> <li>• Insured's Property Stored at other situations</li> <li>• Terrorism</li> </ul> <p><b><u>SECTION III - BURGLARY &amp; HOUSEBREAKING</u></b></p> <p>The company will indemnity against any loss or damage to</p> <ul style="list-style-type: none"> <li>- Goods/contents or any part thereof whilst contained in the Insured Premises caused by actual or attempted act of Burglary, Housebreaking or hold-up.</li> <li>- Insured's premises (including reasonable costs for repair/replacement of damaged locks at the entry and/or exit points) caused by actual or attempted act of Burglary, Housebreaking or hold-up during the period of insurance up to 5%</li> </ul>
--	--	---

		<p>of the Sum Insured.</p> <p><b><u>Important Exclusions:-</u></b></p> <ul style="list-style-type: none"> <li>• Excess as stated in the Schedule.</li> <li>• Theft or attempted theft from yards, gardens, open spaces or out-buildings unless the contents thereof are specifically declared and insured in the Policy.</li> <li>• Any shortage due to error or omission.</li> <li>• loss or damage, if the premises is left uninhabited for seven or more consecutive days and nights.</li> <li>• Loss or damage due to Act of God Perils.</li> <li>• Loss or damage due to theft and Riot, Strike unless specified in the schedule.</li> <li>• Loss or damage due to Act of God Perils.</li> </ul> <p><b><u>Endorsements:</u></b></p> <ul style="list-style-type: none"> <li>• Riot and Strike</li> <li>• Theft</li> </ul> <p><b><u>SECTION IV - MONEY</u></b></p> <p>Indemnify the Insured against</p> <ul style="list-style-type: none"> <li>- loss of money caused by robbery, theft or any other fortuitous cause. whilst being carried between locations specified in the schedule</li> <li>- or cash in safe or counter and</li> <li>- cost of replacement or repair of the safe or strong room or cash box if the same is damaged due to insured event. It also includes expenses relating to replacement of keys and locks and modification or recoding of locking devices.</li> </ul> <p><b><u>Important Exclusions:-</u></b></p> <ul style="list-style-type: none"> <li>• Excess as stated in Schedule.</li> <li>• Shortage due to error or omission.</li> <li>• Loss due to dishonesty or conspiracy by Insured's employee or agent or person authorised.</li> <li>• Theft of money from unattended vehicle.</li> <li>• Loss or damage due to use of counterfeit money.</li> <li>• Loss or damage of Money in transit by post.</li> <li>• Money carried under contract of affreightment.</li> <li>• Loss or damage of money from safe or strong room following use of the key to the safe or strong room or any duplicate thereof belonging to the company, unless this has been obtained by threat or by violence unless specified in the Schedule.</li> <li>• Loss or damage due to Riot, Strike and Terrorism unless specified in the schedule.</li> </ul>
--	--	---

		<p><b><u>Endorsement:</u></b></p> <ul style="list-style-type: none"> <li>• Riot and Strike.</li> <li>• Terrorism.</li> <li>• Theft By use of duplicate keys.</li> <li>• Automatic Reinstatement.</li> </ul> <p><b><u>SECTION V - PLATE GLASS AND NEON SIGN</u></b></p> <p>Covers an accidental loss or damage to plate glass, neon sign, glow sign boards and sanitary fittings installed at insured premises.</p> <p><b><u>Important Exclusions:-</u></b></p> <ul style="list-style-type: none"> <li>• Excess as stated in Schedule.</li> <li>• Breakage or damage during removal, alteration and repairs to the plate glass or any other repair carried out at premises specified in Schedule.</li> <li>• Damage or breakage to Plate Glass or Neon Signs, Glow Signs which are not securely fixed.</li> <li>• Any loss or damage for which the manufactures or supplier is responsible.</li> <li>• Damage due to rusting or loose fittings.</li> <li>• Loss or damage due to any order of a publicly constituted authority.</li> <li>• Loss or damage to Window frames or other fittings exceeding 5% of claim amount.</li> <li>• Loss or damage caused by Terrorism.</li> <li>• Any loss due to the interruption of business or for other damage or injury consequent on or arising from or out of the breakage of glass insured hereunder or for loss alleged to be due to delay in replacing glass.</li> </ul> <p><b><u>SECTION VI - MACHINERY BREAKDOWN</u></b></p> <p>This section indemnify the Insured against unforeseen and sudden physical damage by any cause unless excluded to any Insured property specified in the schedule.</p> <p><b><u>Important Exclusions:-</u></b></p> <ul style="list-style-type: none"> <li>• Excess as stated in Schedule.</li> <li>• Gradually developing flaws, defects, cracks or partial fractures in any part not necessitating immediate stoppage, although at some future time repair or renewal of the parts affected may be necessary.</li> <li>• Deterioration of or wearing away or wearing out any part of any machine caused by or naturally resulting from normal use or exposure.</li> <li>• Loss, damage and/or liability caused by or arising out of the wilful act, wilful neglect or gross negligence.</li> <li>• Loss, damage and/or liability due to explosions in Chemical Recovery Boilers, other than pressure explosions for e.g. smelt,</li> </ul>
--	--	---

COCO Business Package (Commercial) - Navi General Insurance | UIN: IRDAN155CP0001V01201920

		<p>chemical, ignition, explosions etc.</p> <p><b><u>Add on Covers:</u></b></p> <ul style="list-style-type: none"> <li>• Additional Sum Insured for Express Freight (air freight excluded), holiday and overtime rates of wages.</li> <li>• Escalation Clause.</li> <li>• Air Freight.</li> <li>• Owners Surrounding Property.</li> <li>• Third Party Liability.</li> <li>• Custom Duty</li> </ul> <p><b><u>SECTION VII- ELECTRONIC EQUIPMENT</u></b></p> <p>Covers the Insured against unforeseen and sudden loss or damage to electrical and electronic appliances fixed at premises as specified in the schedule</p> <p><b><u>Important Exclusions*:-</u></b></p> <ul style="list-style-type: none"> <li>• Excess as stated in Schedule.</li> <li>• Wilful act or wilful negligence of your representative.</li> <li>• Cessation of work whether total or partial.</li> <li>• Loss of or damage to the property covered under this policy falling under the terms of the Maintenance Agreement.</li> <li>• Loss destruction or damage directly occasioned by pressure wave caused by aircraft and other aerial devices traveling at Sonic or Supersonic speeds.</li> </ul> <p><b><u>Add on Covers:</u></b></p> <ul style="list-style-type: none"> <li>• Additional Sum Insured for Express Freight (air freight excluded), holiday and overtime rates of wages.</li> <li>• Escalation Clause</li> <li>• Air Freight</li> <li>• Owners Surrounding Property.</li> <li>• Third Party Liability.</li> <li>• Custom Duty.</li> <li>• Terrorism</li> </ul> <p><b><u>SECTION VIII - ALL RISK</u></b></p> <p>This section provide coverage against loss or damage to property insured which is portable in nature by any fortuitous cause, unless specifically excluded.</p> <p><b><u>Important Exclusions:-</u></b></p> <ul style="list-style-type: none"> <li>• Excess as stated in Schedule.</li> <li>• Over winding, denting or internal damage including of watches and clocks.</li> <li>• Theft from any vehicle except vehicle of fully enclosed type having</li> </ul>
--	--	---

		<p>all the doors, windows securely locked.</p> <ul style="list-style-type: none"> <li>Any Unexplained Loss/Damage/Disappearance of the covered Property.</li> <li>Loss or damage caused by mechanical or electrical derangement/breakdown of any article unless caused by accidental external means unless specified in the Schedule.</li> <li>Loss or damage covered under Manufacturer warranty.</li> <li>Loss or damage due to Riot, Strike or Malicious Act.</li> <li>Loss or damage due to Terrorism unless specified in Schedule.</li> </ul> <p><b><u>Endorsement:</u></b></p> <ul style="list-style-type: none"> <li>Mechanical and Electrical Breakdown</li> <li>Terrorism.</li> </ul> <p><b><u>SECTION IX – PERSONAL ACCIDENT</u></b></p> <p>Covers Insured and his/her employee against various benefits as per the table specified in the schedule.</p> <ul style="list-style-type: none"> <li><u>Table A:</u> Accidental Death.</li> <li><u>Table B:</u> Accidental death + Permanent Total Disability (PTD).</li> <li><u>Table C:</u> Accidental death + Permanent Total Disability (PTD) + Permanent Partial Disability (PPD).</li> <li><u>Table D:</u> Accidental death + Permanent Total Disability (PTD) + Permanent Partial Disability (PPD) +Temporary Total Disability (TTD).</li> </ul> <p><b><u>Important Exclusions*:-</u></b></p> <ul style="list-style-type: none"> <li>suicide or attempted suicide, intentionally self-inflicted Injury or Illness, acts of self-destruction whether the Insured Person is medically sane or insane.</li> <li>any psychiatric or mental disorders.</li> <li>being under the influence of drugs, alcohol, or other intoxicants or hallucinogens.</li> <li>participation in adventure sports.</li> </ul> <p><b><u>Extensions:</u></b></p> <ul style="list-style-type: none"> <li>Accidental Medical Extension</li> <li>Ambulance charges</li> <li>Terrorism.</li> </ul> <p><b><u>SECTION X – LIABILITY</u></b></p> <p>- <b><u>Employee Compensation Cover</u></b></p> <p>Covers Insured’s legal liability towards employees in respect of accident and diseases of occupation under the Employees Compensation Act, 1923 (the said “Act”) and subsequent amendments of the said Act prior to the date of the issue of the Policy including Employees Compensation (Amendment) bill 2009 and under Common Law only.</p>
--	--	---

COCO Business Package (Commercial) - Navi General Insurance | UIN: IRDAN155CP0001V01201920

		<p><b><u>Important Exclusions*:-</u></b></p> <ul style="list-style-type: none"> <li>• Natural Death.</li> <li>• Self-inflicted injuries or attempted suicide.</li> <li>• For persons employed in the Business under a Contractor or Sub-Contractor unless specifically covered in the Schedule.</li> <li>• For Occupational Diseases contracted by an Employee.</li> <li>• Under any Law for medical expenses in connection with treatment of any Injury sustained by an Employee.</li> <li>• For any accident occurring whilst the Employee is under the influence of intoxicating liquor or drugs.</li> <li>• For any incapacity or death of an Employee resulting from his/her deliberate self-injury.</li> <li>• Whilst engaged in any adventurous sports and/or hazardous activities.</li> </ul> <p><b><u>Endorsements:</u></b></p> <ul style="list-style-type: none"> <li>• Medical Expenses.</li> <li>• Occupational Diseases.</li> <li>• Contractors Employees</li> </ul> <p><b><u>Public Liability</u></b></p> <p>Indemnifies Insured's legal liability to pay compensation arising out of accidents occurring in premises to the third-party including claimant's costs, fees and expenses anywhere in India, in accordance with Indian Law.</p> <p><b><u>Important Exclusions*:-</u></b></p> <ul style="list-style-type: none"> <li>• 0.25% of the limit of Indemnity for any one Accident subject to a minimum of Rs.25,000/-.</li> <li>• Arising out of all personal injuries such as libel, slander, false arrest, wrongful eviction, wrongful detention, defamation etc., and mental injury, anguish, or shock resulting therefrom.</li> <li>• Claims caused by the use of any tool or plant forming part of or attached to or used in connection with any motor vehicle or trailer.</li> <li>• Claims arising out of any motor vehicle or trailer temporarily in the Insured's custody or control for the purpose of parking.</li> </ul> <p><b><u>Extensions:</u></b></p> <ul style="list-style-type: none"> <li>• Act of God Peril.</li> <li>• Food and Beverages.</li> <li>• Amenities facilities like summing pool, Health Club.</li> <li>• lifts, Elevators and Escalators Liability Extension.</li> <li>• Valet Parking Facility Liability Extension Clause.</li> </ul> <p><b><u>Tenant Liability</u></b></p> <p><u>Covers insured's liability as a tenant for</u></p>
--	--	---

	<ul style="list-style-type: none"> <li>- Loss of or damage to the insured premises by Fire and Explosion/Implosion</li> <li>- Accidental damage to furniture, fixed plate glass and its fixtures and fittings which forms part of the building.</li> <li>- Accidental damage to cables or underground pipes providing services to or from the buildings, or septic tanks and drain inspection covers.</li> </ul> <p><b><u>Important Exclusions:</u></b></p> <ul style="list-style-type: none"> <li>• Caused by normal wear and tear.</li> <li>• Loss or damage to property caused by settlement or shrinkage.</li> <li>• Loss or damage to property caused by vermin, insects, fungus, the weather, or anything which happens gradually.</li> <li>• Loss or damage to property caused by faulty materials, design or workmanship.</li> </ul> <p><b><u>SECTION XI – FIDELITY GUARANTEE</u></b></p> <p>Covers the Insured against a direct pecuniary loss sustained by reason of any act of fraud/dishonesty committed by an employee.</p> <p><b><u>Important Exclusions:-</u></b></p> <ul style="list-style-type: none"> <li>• Excess as stated in the Policy Schedule.</li> <li>• Any act of employee dishonesty committed by a person whom Insured knew to be dishonest.</li> <li>• Committed by an employee in respect of whose conduct a claim has been paid already under the policy.</li> <li>• Arising by usage of ATM, charge and credit cards and internet initiated or operated fraud or the wire transfer of monies to or from any natural person or entity.</li> <li>• Any additional expense incurred by Insured towards preparation of documents for substantiating the claim.</li> </ul> <p><b><u>Extension:</u></b></p> <ul style="list-style-type: none"> <li>• Contractual/Off Roll Employee Cover</li> </ul> <p><b><u>SECTION XII – BAGGAGE</u></b></p> <p>Covers loss or damage to accompanied baggage due to accident or theft whilst on journey anywhere in Territorial limits as specified in schedule within the policy period.</p> <p><b><u>Important Exclusions:-</u></b></p> <ul style="list-style-type: none"> <li>• Excess as stated in the Policy Schedule.</li> <li>• Loss or damage caused by wear and tear or gradual deterioration.</li> <li>• Loss or damage caused by moth, mildew or vermin or any process of cleaning, dyeing repairing or restoring to which the baggage is subjected.</li> <li>• Theft from any vehicle except vehicle of fully enclosed type having all the doors, windows and any other openings securely locked and</li> </ul>
--	--

COCO Business Package (Commercial) - Navi General Insurance | UIN: IRDAN155CP0001V01201920



		<p>properly fastened.</p> <ul style="list-style-type: none"> <li>• Loss of or damage to cash, valuable items, jewellery, Securities, Manuscripts, Deeds, Bonds, Bills of Exchange or business records and similar items.</li> <li>• Loss or damage by the Airline/any other carrier.</li> <li>• Loss or damage to Camera, Binoculars, Mobiles, Tablets, fitness bands and similar items unless specifically declared and accepted by the Company.</li> <li>• Loss or Damage to Terrorism.</li> </ul> <p><b><u>SECTION XIII - HOSPITAL CASH BENEFIT</u></b></p> <p>Provide daily benefit amount to insured/insured's employee for hospitalisation due to an illness or accidental injury for a period maximum up to 15 days provided such hospitalisation is medically necessary &amp; recommended by the Medical Practitioner and duration of hospitalisation exceeds 3 days.</p> <p><b><u>Important Exclusions:-</u></b></p> <ul style="list-style-type: none"> <li>• Alcohol and drug abuse</li> <li>• Birth control expenses and Reproductive treatment</li> <li>• Cosmetic surgery</li> <li>• Dental Treatment or Surgery</li> <li>• Dangerous Acts (Adventure/Professional Sports/Defense Operation)</li> <li>• Experimental treatment</li> <li>• External Congenital Conditions</li> <li>• Gender Identity/Sexual Dysfunction</li> <li>• Non – Allopathy Treatment</li> <li>• Self-inflicted injuries or attempted suicide</li> </ul> <p><b>(* The above is an abridged wording of the policy exclusions. Please refer to the policy document for the full listing)</b></p>
3	General Exclusions	<ol style="list-style-type: none"> <li>1. Loss or damage directly or indirectly, proximately or remotely occasioned by or which arises out of or in connection with war, invasion, act of foreign enemy, hostilities or civil war, rebellion, revolution, insurrection, warlike operation (whether war be declared or not), usurped power or civil commotion or confiscation or detention by the order of any Government or public authority.</li> <li>2. Loss of earnings, loss by delay, loss due to improper packaging, loss of market or other consequential or indirect loss or damage of any kind or description whatsoever.</li> <li>3. Any loss or damage to any property whatsoever or any loss or expense whatsoever resulting or arising therefrom or any consequential loss and any legal liability of whatsoever nature directly or indirectly, caused by or contributed to by, or arising from ionizing radiation or contamination by radioactivity from any source whatsoever.</li> <li>4. Any accident, loss, destruction, damage or legal liability directly or indirectly caused by or contributed to or arising from nuclear</li> </ol>

		<p>weapons material.</p> <ol style="list-style-type: none"> <li>5. The Company shall not be liable in respect of losses arising elsewhere than in the territory mentioned in the schedule.</li> <li>6. Loss or damage due to or contributed to by the Insured having caused or suffered anything to be done whereby the risk hereby insured against is unnecessarily increased.</li> <li>7. Loss, destruction, or damage caused to the insured property or interest by pollution or contamination.</li> <li>8. Any legal liability of whatsoever nature.</li> <li>9. Loss or damage arising out of wear and tear, depreciation, gradual deterioration/ development of flaws, atmospheric or climatic condition.</li> </ol> <p><b>(Note: The above is an abridged wording of the policy exclusions. Please refer to the policy document for the full listing)</b></p>
4	General Condition	<ol style="list-style-type: none"> <li>1. The Proposal, Policy wording, Policy Schedule and any Endorsement constitute policy and are to be read as one document and any word or expression used with a specific meaning in any of them has the same meaning wherever it appears.</li> <li>2. The Insured shall take all reasonable steps to safeguard the property insured against any loss or damage. The Insured shall exercise reasonable care and shall take all reasonable steps to prevent all accidents and shall comply with all statutory or other regulations.</li> <li>3. The Company shall have free access to inspect any Property insured and the books of accounts of the Insured. If at any time any event shall occur materially affecting the risks insured hereunder the Insured shall give notice in writing to the Company immediately.</li> <li>4. (a) On the happening of any loss or damage the Insured shall forthwith give notice thereof to the Company and shall within 15 days of the loss or damage, or such further time as the Company may in writing allow deliver to the Company.             <ol style="list-style-type: none"> <li>i. particulars of all the items of property damaged or destroyed, and the amount of loss or damage at the time of the loss, destruction or damage, not including profit of any kind, (other than indemnifiable under Section Three of this policy).</li> <li>ii. particulars of all other insurance's which are or could be applicable to loss, if any.</li> </ol> </li> <li>(b) The Insured shall at their own expense produce, procure and give to the Insurer all such further particulars, plans, specifications, books, vouchers, invoices, duplicates or copies thereof, documents, proofs and information with respect to the claim and the origin, cause and circumstances under which the destruction or damage occurred, and any matter affecting the liability or the amount of the liability of the Insurer as may be reasonably required.</li> <li>(c) In no case whatsoever shall the Company be liable for any loss or damage after the expiry of 12 months from the happening of the loss or damage unless the claim is the subject of pending action or arbitration. It is being expressly agreed and declared that if the Company shall disclaim liability for any claim hereunder and such claim shall not within 12 calendar months from the date of the</li> </ol>

COCO Business Package (Commercial) - Navi General Insurance | UIN: IRDAN155CP0001V01201920

		<p>disclaimer has been made the subject matter of a suit in a court of law then the claim shall for all purposes be deemed to have been abandoned and shall not thereafter be recoverable hereunder.</p> <ol style="list-style-type: none"> <li>5. The Insured shall not admit any liability or make payment or negotiate any sum without the consent in writing of the Company. The Company shall be entitled if it so desires to take over and conduct in the name of the Insured the defence or settlement of any claim or to prosecute in the name of the Insured at its own expense any claim in the name of the Insured in pursuance of any remedies to which the Company shall be or would become entitled or subrogated upon its indemnifying the Insured and shall have full discretion in the conduct of any proceedings and in the settlement of any claim and the Insured shall give all such information and assistance as the Company may require.</li> <li>6. The Company may after admission of liability pay to the Insured/third party the maximum indemnity amount on receiving the documentary evidence and thereafter the Company shall not be under further liability in respect of such occurrence except for the payment of costs and expenses of litigation incurred prior to the date of payment.</li> <li>7. In the event of a claim, if there exists any other policy in favour of the Insured for the same subject matter of insurance, the Company shall not pay more than its rateable proportion of such claim.</li> <li>8. The Company may cancel the policy by sending fifteen days' notice by recorded delivery to the insured at insured's last known address on the grounds of misrepresentation, fraud, non-disclosure of material facts and non-cooperation, and there will be no refund of premium.</li> </ol> <p>Policy may be cancelled at the option of the insured with fifteen days' notice of cancellation and the insurer will be entitled to retain premium on short period scale of rates for the period for which the cover has been in existence prior to the cancellation of the policy. The balance premium, if any, will be refundable to the insured. Refund of premium will be subject to there being no claim under the policy</p> <p>In the Event of Non- receipt of Premium the policy automatically stands cancelled ab-initio.</p> <ol style="list-style-type: none"> <li>9. If any dispute or difference shall arise as to the quantum to be paid under the Policy (liability being otherwise admitted) such difference shall independently of all other questions be referred to the decision of an arbitrator to be appointed in writing by the parties to or if they cannot agree upon a single arbitrator within 30 days of any party invoking arbitration the same shall be referred to the panel of three arbitrators, comprising of two arbitrators, one to be appointed by each of the parties to the dispute/difference and the third arbitrator to be appointed by such two arbitrators and arbitration shall be conducted under in accordance with the provisions of the Arbitration and Conciliation Act,1996 (with amendments, modifications and statutory re-enactments, if any, being applicable). It is clearly agreed and understood that no difference or dispute shall be referable to arbitration as herein before provided, if the Company has disputed or not accepted liability under or in respect</li> </ol>
--	--	---

		<p>of this policy.</p> <p>It is hereby expressly stipulated and declared that it shall be a condition precedent to any right of action or suit upon this Policy that award by such arbitrator/arbitrators of the amount of the loss or damage shall be first obtained.</p> <p>10. The Company shall not be liable to make any payment under this Policy in respect of any claim if such claim shall be in any manner fraudulent or supported by any statement or device whether by the Insured or by any person on behalf of the Insured if the insurance have been continued in consequence of any material mis-statement or non-disclosure of any material information by or on behalf of the Insured.</p> <p>11. No claim shall be payable under this Policy unless the cause of action arises in India and the liability to pay claim established against the Insured in any Indian court. It is further agreed and understood that only Indian Law shall be applicable to any such action however, in case the liability is otherwise clear on the basis of evidence produced by the Insured, the Company may entertain the claim without reference to a court of law.</p> <p>12. The Company shall be entitled in the name of the Insured to have absolute conduct and control of all or any proceedings that it considers necessary for the purpose of tracing and recovering any lost insured property or of securing reimbursement in respect of lost insured property and the Insured shall at the Company's expense furnish all such assistance as may reasonably be required by the Company in connection with such proceedings and in the event of any or all of the insured property being recovered, it shall be imperative upon the Insured to refund to the Company such a proportion of the sum allowed by way of compensation as the amount recovered bears to the total amount of lost insured property.</p> <p>13. If a claim is in any respect fraudulent, or if any fraudulent or false plan, specification, estimate, deed, book, account entry, voucher, invoice or other document, proof or explanation is produced, or any fraudulent means or devices are used by the insured, policyholder, beneficiary, claimant or by anyone acting on their behalf to obtain any benefit under this policy, or if any false statutory declaration is made or used in support thereof, or if loss is occasioned by or through the procurement or with the knowledge or connivance of the insured, policyholder, beneficiary, claimant or other person, then all benefits under this policy are forfeited.</p> <p>14. Cover under this policy shall cease to attach:</p> <ol style="list-style-type: none"> <li>a) if the Insured shall cause or suffer any material alteration to be made in the premises or anything to be done whereby the risk is increased;</li> <li>b) to any property the interest of the Insured in which shall pass from the Insured otherwise than by will or operation of law; unless, in every case, the consent of the Company to the continuance of the insurance thereon is obtained and endorsed on the policy.</li> </ol> <p>15. The Company shall be under no obligation to renew the policy on expiry of the period for which premium has been paid. The</p>
--	--	---

		<p>Company reserves the right to offer revised rates, terms and conditions at renewal based on claim experience and a fresh assessment of the risk. This policy may be renewed only by mutual consent and subject to payment in advance of the total premium at the time of renewal. The Company, however, shall not be bound to give notice that the policy is due for renewal or to accept any renewal premium. Unless renewed as herein provided, this policy shall automatically terminate at the expiry of the period for which premium has already been paid.</p> <p>16. MID – TERM INCREASE IN SUM INSURED shall be allowed as follows:</p> <p>a) INCREASE IN SUM INSURED – on Pro Rata Basis.</p> <p>b) DECREASE IN SUM INSURED – on Short Period Scale.</p>
5	<b>Cancellation</b>	<p><b>Cancellation by Insured</b></p> <p>Policy may be terminated at any time at the request of the Insured, in which case the Company will retain the premium at short period rate for the time the Policy has been in force. provided no claim has occurred up to the date of cancellation</p> <p>During the currency, if a policy is replaced with a new annual one covering the identical property, refund of premium may be allowed on pro-rata basis at the original rates for the sum insured replaced.</p> <p>For the sum insured not replaced, refund will be calculated after charging premium at short period scale on such sum for the time the insurance has been in force subject to retention of the minimum premium.</p> <p><b>Cancellation by Company</b></p> <p>The Company may cancel the policy by sending fifteen days’ notice by recorded delivery to the insured at insured's last known address on the grounds of misrepresentation, fraud, non-disclosure of material facts or non-cooperation. In the event of cancellation of this Policy on grounds of misrepresentation, fraud, non-disclosure of material facts, the policy shall stand cancelled ab-initio and there will be no refund of premium. In the event the policy is cancelled on the grounds of non-cooperation of the insured then the premium shall be computed in accordance with company’s short period rate for the period the Policy has been in force.</p>
6	<b>Claims</b>	<p>In the event of any unfortunate event be rest assured of complete assistance from us.</p> <p>Insured can notify or submit a claim by following way;</p> <ol style="list-style-type: none"> <li>1. Making a call on Toll Free # 1800 123 0004 OR</li> <li>2. By sending an E Mail to <a href="mailto:mycare@navi.com">mycare@navi.com</a> OR</li> <li>3. Through Customer Portal on website <a href="http://www.naviinsurance.com">www.naviinsurance.com</a> OR</li> <li>4. Directly walk-in to office or through an intermediary.</li> </ol> <p>During Notification of Claim, information pertaining to Insured, Policy, Occurrence &amp; Loss will be collected.</p> <p>Intimation of claim to us, immediately on occurrence, will ensure prompt and effective assistance.</p>

		<p>Immediate action to be taken in the event of a loss:</p> <ol style="list-style-type: none"> <li>1. Please take all possible steps for loss minimization</li> <li>2. Report to the Police in event of malicious damage and/or in event of any crime causing damage / loss of insured property.</li> <li>3. Intimate us for arranging inspection of loss</li> <li>4. Provide necessary assistance to the Surveyor for inspection of the damaged items, submit claim documents at earliest and take suggested loss minimization steps.</li> <li>5. Alter or commence repairs post Surveyor's/ Insurance company's advice only.</li> </ol> <p><b>General Documents:</b> Generally, below mentioned documents are required to process a claim</p> <ul style="list-style-type: none"> <li>- Claim Form duly filled in &amp; signed</li> <li>- Police Panchnama / F.I.R, if filed</li> <li>- Fire Brigade Report, if reported.</li> <li>- Detailed inventory of Loss with amount.</li> <li>- Original Repair /Replacement Bills with receipt.</li> <li>- Photographs, if taken.</li> <li>- KYC documents, if applicable</li> </ul> <p><b>Additional documents :</b></p> <p><b>Machinery Breakdown / Electronic Equipment / All Risk Cover;</b></p> <ul style="list-style-type: none"> <li>- Purchase Invoice including custom duties / transportation / installation charges (if any)</li> <li>- Maintenance records / AMC records as applicable</li> </ul> <p><b>Personal Accident/Hospital Cash/Legal Liability ;</b></p> <ul style="list-style-type: none"> <li>- Certificate of from government hospital doctor confirming the nature and degree of disability</li> <li>- Diagnostic reports and Discharge summary of the treating hospital clearly indicating the Hospital Registration No.</li> <li>- Death Certificate*</li> <li>- Post Mortem report*</li> <li>- Legal Heir certificate /nominee certificate*</li> <li>- Leave certificate in case of temporary total disablement (TTD) claim</li> </ul> <p><b>(Marked with * are required only in death claims)</b></p> <p>(The list of documents furnished above is illustrative but not exhaustive. We may request for additional documents depending on the nature and circumstances of loss.)</p>
7	Policy Servicing	a. Call Us: Toll Free 1800 123 0004

		<p>b. Email: <a href="mailto:insurance.help@navi.com">insurance.help@navi.com</a></p> <p>Email for Senior Citizens- <a href="mailto:seniorcare@navi.com">seniorcare@navi.com</a></p> <p>c. Visit our website: <a href="https://www.naviinsurance.com/service/">https://www.naviinsurance.com/service/</a></p> <p>d. Walk in for assistance</p> <p>e. Dispatch your letters to us at –</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>f. Escalation –</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</p>



		<p>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 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="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 Obligations</b>	<p>The Insured Person must disclose all material facts about the risk. Non-disclosure of material fact may prejudice liability under the policy.</p> <p>Material Fact means a fact deemed so important that it would change the decision made by an insurer if it were kept hidden.</p>
<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>		