

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	Electronic Equipment Insurance	
2	Unique Identification Number (UIN) allotted by IRDAI	IRDAN102RP0015V01100001	Footer in all pages
3	Structure	Indemnity basis	
4	Interests Insured	Covers all electronic equipment like computer system consisting of CPU, Keyboards, Monitors, Printers, auxiliary equipment like UPS, Voltage Stabilizer, Medical, Biomedical, Equipment e.g. Cath Lab, X-ray Machine, Ultrasound, machines, MRI, CAT scan Machines Audio/Visual equipment including the value of system software Electronic control panels, Telecommunication and navigational equipment	Please refer to the policy schedule for the Interest Insured
5	Sum Insured	<p><u>Section I: Equipments</u></p> <p>The sum insured or value of the policy should be equivalent to the New Replacement cost of the insured property including Freight, Erection cost, Customs Duty, if any and erection costs.</p> <p><u>Section II: External data media (if opted)</u></p> <p>The Sum Insured shall be the amount required for restoring the insured external data media by replacing lost or damaged data media by new material and lost information.</p> <p><u>Section III: Increased cost of working (if opted)</u></p> <p>Sum Insured should represent the hiring charges per hour for substitute equipment for ensuring continued data processing for the period of indemnity specified, including personnel and transportation charges.</p>	Sum Insured amount as per Policy Schedule
6	Policy Coverage	<p><u>Section I: Equipments</u></p> <p>The policy covers any unforeseen and sudden physical loss or damage from any cause, other than those specifically excluded. This Policy covers the insured items only after successful completion of their performance/acceptance test whether they are at work or at rest or being dismantled for the purpose of cleaning or overhauling or when being shifted within the premises or during subsequent re-erection.</p>	<u>Section I: Equipments</u>

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		<p><u>Section II: External Data Media</u></p> <p>If the external data media and the information stored in such media, which can be directly processed in EDP systems suffers any material damage due to the peril covered under Section 1 of this Policy, the Company will indemnify the Insured for such loss or damage. This cover is applicable while the insured data media are kept on the Premises. Coverage against restoration of data under this Section will be granted only if backup system is available.</p> <p><u>Section III: Increased cost of working</u></p> <p>Covers all additional costs incurred to ensure continued data processing on substitute equipment if such costs arise as an unavoidable consequence of an indemnifiable loss or damage to property insured under the Section I of this Policy.</p> <p>Please refer to the policy schedule for the additional covers opted under the policy and for further details on the Add-on covers applicable under the product, you may please reach out to the representative of Royal Sundaram General Insurance Company Limited .</p>	<p><u>Section II: External Data Media</u></p> <p><u>Section III: Increased cost of working</u></p> <p>As per Policy Schedule</p>
7	Add-on covers	Not applicable for this policy.	
8	Loss Participation	<p><u>Excess applicable for Section I: Equipments</u></p> <p><u>a) For equipment with value upto Rs. 1 lakh</u></p> <p>i) Equipment (other than Hard Disk Drive) - 5 % of claim amount subject to a minimum of Rs. 1,000.</p> <p>ii) Hard Disk Drive - 10 % of claim amount subject to a minimum of Rs. 2,500.</p> <p><u>b) For equipment with value more than Rs. 1 lakh</u></p> <p>i) Equipment (other than Hard Disk Drive) - 5 % of claim amount subject to a minimum of Rs. 2,500.</p> <p>ii) Hard Disk Drive - 25 % of claim amount subject to a minimum of Rs. 10,000.</p> <p><u>Under Insurance applicable for Section I:</u></p> <p>If the sum insured is less than the amount required to be insured, the Company will pay only in such proportion as the sum insured bears to the amount required to be insured. Every item if more than one shall be subject to this condition separately.</p>	<p>As per Policy Schedule</p> <p>Basis of Indemnity under Section I</p>

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9	Exclusions	<p><u>Major exclusions applicable to Section I:</u></p> <ul style="list-style-type: none"> • Pre-existing faults or defects, normal wear and tear, erosion, corrosion • Costs towards elimination of functional failures unless such failures were caused by an indemnifiable loss or damage to the insured items • Maintenance cost of the insured items • Loss / damage for which manufacturer/supplier is responsible • Aesthetic defects such as scratches on painted or enameled surfaces • Dish Antenna, portable Electronic Equipments like notebook, lap top computer, sonography. <p><u>Major exclusions applicable to Section II:</u></p> <ul style="list-style-type: none"> • Costs arising from false programming, punching, labeling or inserting, inadvertent cancelling of information or discarding of data media, and from loss of information caused by magnetic fields. <p><u>Major exclusions applicable to Section III:</u></p> <ul style="list-style-type: none"> • Costs for replacement of data media, data and regeneration of data. • Company shall not be liable for additional costs arising out of (a) bodily injuries, (b) orders or measures imposed by any public authority, (c) expansion and improvements of the Equipments, (d) Lack of funds causing delay in repairs or replacement of damaged Equipments. <p><u>General Exclusions:</u></p> <ul style="list-style-type: none"> • War and nuclear risks • Willful act or negligence of the insured/his representative • Partial or total cessation of work • The property falling under the terms of the maintenance agreement. • Pressure wave caused by aircraft and other aerial devices, if the direct cause of the destruction, loss or damage • Loss or damage to objects made of glass, porcelain or ceramics, sieves or any operating media 	Exclusions as per policy wording
10	Special conditions and warranties (if any)	<p><u>Warranty</u></p> <p>It is warranted that the Maintenance Agreement in force at the inception of this policy is maintained during the currency of this policy and no variation in the terms of the Agreement shall be made without the written consent of the Company being obtained.</p>	Conditions

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		<p>liability of which no notice has been received by the Company within 14 days of its occurrence.</p> <ul style="list-style-type: none"> The liability of the Company under this Policy in respect of any item sustaining damage shall cease if said item is kept in operation after a claim without being repaired to the satisfaction of the Company or if temporary repairs are carried out without the Company's consent. <p><u>Loss minimization</u></p> <ul style="list-style-type: none"> ➤ Take all steps within insured's power to minimize the extent of the loss or damage. ➤ Preserve the parts affected and make them available for inspection by a representative or Surveyor of the Company. 	
12	Policy Servicing – Claim intimation and Processing	<p>For queries related to policy / claim servicing, please contact us at 1860 258 0000 / 1860-425-0000 / or write to us at care@royalsundaram.in.</p> <p>Claim can be intimated by insured to any of Our offices or call centers at 1860-258-0000 / 1860-425-0000.</p> <p>The company will assign a surveyor to assess the damaged site for the loss evaluation.</p> <p>Documents to establish cause, extent, and adjustment of loss as per policy terms will be required to be submitted. In General, the following documents are required</p> <ul style="list-style-type: none"> Claim form, Fire Brigade Report / FIR, Proof in support of Cause of Loss Like OEM report (RCA), List of Items Covered / Asset Register, Quotation to establish the cost of replacement, Repair / Reinstatement Invoices with Payment proof, CKYC documents PAN, ROC certificate, Aadhaar, GST Registration Certificate Any other document: There may be specific requirements depending upon the merits of each case. <p>Turn Around Time for claims settlement: 15 working days from the date of receipt of survey report or last document / clarification from the Insured / Surveyor whichever is later.</p>	

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13	Grievance Redressal and Policyholders Protection	<p>1. In case of any grievance You may contact the company through Website: https://www.royalsundaram.in/customer-service Contact Numbers: 1860 258 0000, 1860 425 0000 E-mail: manager.care@royalsundaram.in Sr. Citizen can email us at: seniorcitizengrievances@royalsundaram.in Fax: 044-7117 7140 Courier: Grievance Redressal Unit Royal Sundaram General Insurance Co. Limited Vishranthi Melaram Towers, No.2/319, Rajiv Gandhi Salai (OMR) Karapakkam, Chennai – 600097.</p> <p>You may also approach the grievance cell at any of the company's branches with the details of grievance. If You are not satisfied with the redressal of grievance through one of the above methods, You may contact the grievance officer</p> <p>Mr. T M Shyamsunder Grievance Redressal Officer, Royal Sundaram General Insurance Co. Limited, Vishranthi Melaram Towers, No.2/319, Rajiv Gandhi Salai (OMR), Karapakkam, Chennai – 600097.</p> <p>For updated details of grievance officer, kindly refer the link http://www.royalsundaram.in</p> <p>If You are not satisfied with the redressal of grievance through above methods, the You may also approach the office of Insurance Ombudsman of the respective area/region for redressal of grievance as per Insurance Ombudsman Rules 2017. Grievance may also be lodged at IRDAI Integrated Grievance Management system https://bimabharosa.irdai.gov.in.</p> <p>2. <u>Consumer Affairs Department of IRDAI</u></p> <p>a. In case if 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 complaints@irdai.gov.in. You can also make use of IRDAI's online portal – Bima Bharosa Portal by registering Your complaint at https://bimabharosa.irdai.gov.in/</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</p>	Grievance Redressal Procedure

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		<p>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 https://bimabharosa.irdai.gov.in/ for more details.</p> <p>3. Insurance Ombudsman</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 www.irdai.gov.in or of the General Insurance Council at https://www.cioins.co.in/ombudsman or on company website www.royalsundaram.in.</p>	
14	Obligations of the Policy holder	<p>a) The Insured shall take all reasonable steps to maintain the insured property in efficient working order and to ensure that no item is habitually or intentionally over loaded.</p> <p>b) The Company's Officials shall at all reasonable times have the right to inspect and examine any property insured hereunder and the Insured shall provide the Officials of the Company with all details and information necessary for the assessment of the risk.</p> <p>c) In the event of any</p> <ol style="list-style-type: none"> i. Material change in the original risk ii. Alteration, modification or addition to insured item iii. Departure from prescribed operating conditions, whereby the risk or loss or damage increases iv. Changes in the Insured's Interest (such as discontinuation or liquidation of the business or being placed in receivership) taking place. <p>The Policy shall be void unless its continuance is agreed by endorsement signed by the Company .</p>	

Declaration by the Policyholder:

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

Place:

Date:

Signature of the Policyholder

Note: In case of any conflict, the terms and conditions mentioned in the policy document shall prevail .

Customer Information Sheet (CIS) of **Electronic Equipment Insurance UIN - IRDAN102RP0015V01100001**

Refer our website www.royalsundaram.in for Policy Wordings and CIS.