

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	Machinery Breakdown	
2	Unique Identification Number (UIN) allotted by IRDAI	IRDAN102RP0014V01100001	Footer in all pages
3	Structure	Indemnity basis	
4	Interests Insured	Please refer to the policy schedule for the Interest Insured.	Details as per policy schedule
5	Sum Insured	Sum Insured is equal to the cost of replacement of the insured property by new property of the same kind and same capacity, which shall mean its replacement cost including freight, dues and customs duties if any and erection costs.	Sum Insured Amount as per Policy Schedule
6	Policy Coverage	<ul style="list-style-type: none"> The Machinery Breakdown policy covers insured items against unforeseen and sudden physical damage by any-cause unless specifically excluded to any insured property specified in the attached schedule whilst in the premises Cover operates whether the machines are at work or at rest. The cover operates even at the time of machinery being dismantled for purpose of cleaning, overhauling or whilst being shifted within the premises or during subsequent re-erection. Please refer to the policy schedule for the additional covers opted under the policy and for further details on the addon covers applicable under the product, you may please reach out to the representative of Royal Sundaram General Insurance Company Limited. 	Page 1 of the policy wording As per policy schedule
7	Add-on covers	Not applicable for this policy.	
8	Loss Participation	Excess as stated in the Policy Schedule	As per Policy Schedule
9	Exclusions	<u>Major exclusions under this policy include:</u> The Policy does not cover any loss of or damage to machinery caused by <ul style="list-style-type: none"> Fire and allied perils External sources of damage like war or disruptions due to nuclear perils 	General exceptions and specific exclusions as per policy wording

Customer Information Sheet (CIS) of Machinery Breakdown UIN - IRDAN102RP0014V01100001

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

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		<ul style="list-style-type: none"> Deterioration of machinery from regular wear and tear or exposure Willful act / negligence of the insured Consequential losses or any kind Gradually developing flaws, defects, cracks or partial fractures in any part not leading to immediate stoppage. Overload experiments / tests / abnormal operating condition Contractual liabilities Pre-existing defects 	
10	Special conditions and warranties (if any)	<p>Conditions:</p> <ol style="list-style-type: none"> The insurer can cancel the policy only on the ground of established Fraud, by giving minimum notice of 7 days of retail policy holder. However, you can cancel the policy at any time during the policy period by informing the Company. In the event of cancellation, the company will <ol style="list-style-type: none"> Refund proportionate premium for the unexpired policy period, if the term of the policy is up to one year and there is no claim(s) made during the policy period. 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. Multiple policies involving Bank or other lending or financing entity If there is more than one insurance policy covering the same risk, the insurer will not apply contribution clause. Under insurance will be applied on an overall basis taking into consideration the sum insured under all policies and comparing it with the value at risk. <p>INSPECTION OF TURBINES AND TURBO – GENERATORS</p> <ul style="list-style-type: none"> All Mechanical and electrical parts of any steam turbine, gas turbine, or generator upto 30,000 KW shall be inspected and overhauled thoroughly under the supervision of Maker's representatives in the field in a Completely opened up state at least every two years. For turbines or generators exceeding 30,000 KW such inspection and overhaul shall take place after 32,000 hours of operation or every four years. The cost of inspection and overhauling shall be borne by the Insured and a copy of the Report issued by the Maker's representative or competent agency on such inspection and 	<p>3. Conditions</p> <p>4. Inspection of Turbines and Turbo – Generators</p>

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		overhauling shall be furnished to the Company immediately after the work has been carried out.	
11	Admissibility of Claim	<p><u>Admissibility of claim:</u></p> <ul style="list-style-type: none"> • The claim would be admissible as per the coverages and the exclusions mentioned in the policy wordings. • The cost of any provisional repairs will be borne by the Company if such repairs constitute part of the final repairs, and do not increase the total repair expenses. <p><u>Denial of Claim:</u></p> <p>A claim under the policy can be denied due to any of the following circumstances: -</p> <ul style="list-style-type: none"> • We will not pay the claim and will cancel the policy if the claim is false or fraudulent or if you support a claim with any false or fraudulent statement or documents. • The affected location is not covered under the policy. • Losses fall under the policy exclusion. • The Company shall not in any case be liable for loss, damage or liability of which no notice has been received by the Company within 14 days of its occurrence • If the Insured fails to comply with the requirements of inspection conditions of turbines and Turbo -Generators, the Company shall be free from all liability for loss or damage caused by any circumstances, whatsoever. • The cost of any alteration, improvements or overhauls shall not be recoverable under this Policy. • In the event of the Makers' drawing, patterns and core boxes necessary for the execution of a repair, not being available, the Company shall not be liable for the cost of making any such drawing, patterns and core boxes <p><u>Duties following loss:</u></p> <p>Take all steps within his power to minimize the extent of the loss or damage.</p> <p>Preserve the parts affected and make them available for inspection by a representative or Surveyor of the Company.</p>	6. Duties following an accident.

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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>	
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>	Grievance Redressal Procedure

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		<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 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. <u>Insurance Ombudsman</u></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>	

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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>The Insured shall fully observe manufacturer's instructions for operating, inspection and overhaul, as well as government statutory, municipal and all other binding regulations in force concerning the operation and maintenance of the insured plant and machinery</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>To inform the company in the event of any</p> <ul 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. 	5.Obligations of the insured

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.