

1. How can I apply for the insurance?

You can apply through Kshema app from your registered mobile number.

2. How do I download the Kshema app?

If you are using an Android mobile phone, go to the Play Store, type "Kshema app", select and download to install. Register on the app.

3. What are the perils covered under this Policy?

- a) Named Cyclone
- b) Earthquake including Tsunami
- c) Fire due to lightning
- d) Flood
- e) Inundation (This coverage shall not be applicable to Hydrophilic crops)
- f) Landslide
- g) Storm
- h) Animal Attack only by
 1. Elephant
 2. Wild Boar

4. How is Sum Insured determined/ fixed under this Policy?

Sum Insured is equal to the cost of cultivation as determined by the SLTC of respective district or based on our internal estimation. The Sum Insured under animal attack coverage is restricted for a maximum Sum Insured of 25% of the policy Sum Insured.

5. How is premium charged under this Policy?

The premium payable on the policy would be dependent on the crop, duration and location. The minimum premium under this policy is Rs. 1499/- (One Thousand Four Hundred Ninety-Nine) (Including GST).

6. When does the risk/ coverage start?

Policy incepts from the next day of sowing or receipt of premium whichever is later.

7. What are the minimum documents required to purchase Kshema Prakriti Policy?

Enrollment into Kshema Application, submission of proposal form, capturing Farm Polygon, submitting land record, Tenancy certificate if tenant Farmer, KYC and any other document as required based on the proposal.

8. How to apply for a claim?

If an accident occurs, you must promptly inform us by calling our 24-hour Customer Care on 1800 572 3013 or you can email us on customer.support@kshema.co, supply all required information and documentation, and adhere to the claims process detailed in your policy documents.

9. Is there any Loyalty Bonus or No Claim Discount in this Policy?

Yes, there is Loyalty Bonus and No Claim Discount applicable under this Policy

10. Where can I get a sowing certificate?

The government officials from the agriculture department in your area will issue the sowing certificate.

11. How is loss assessment done?

Loss is assessed through remote sensing technology and satellite imagery.

12. When will the policy be considered as terminated under Kshema Prakriti Policy?

The policy will terminate in the following scenarios:

- Harvest of the Crop
- Destruction of crop due to an uninsured event
- Payment of full sum insured
- Loss or damage considered for entire insured area

13. Can I cancel my Policy?

Yes, you can cancel this Policy at any time by intimating to us in writing or through Kshema Application. The Policy will terminate when we receive Your notice.