

Restructured Weather Based crop Insurance
UIN: IRDAN162RP0029V02202324

Annexure C

CUSTOMER INFORMATION SHEET / KNOW YOUR POLICY

This document provides only key information about your policy. Please refer to the policy document for detail terms and conditions.

Sl No	Title	Description	Policy Clause Number
		(Please refer to applicable Policy Clause Number in next column)	
1	Name of Insurance Product	Restructured Weather Based crop Insurance	
2	Unique Identification Number allotted by IRDAI	IRDAN162RP0029V02202324	
3	Type of Insurance Product	Benefit Policy:	
4	Sum Insured	Sum Insured refers to the maximum amount that an insurance company agrees to pay in the event of a covered loss or claim. It represents the total value of the property, asset, or risk being insured and serves as the basis for determining the coverage limits and premiums of an insurance policy. The sum insured should reflect the actual value of the insured property or risk to ensure adequate coverage in the event of a loss.	2.22
		The sum insured is determined based on the cost of cultivation of the crop which are obtained from SLCCCI/SLBC Of the respective states. The states declare the sum insured per ha along with the tender document, which is equivalent to the cost of cultivation.	
5	Segments for Coverage	All crops as decided by SLBC/ SLCCCI	

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6	<p>Policy Coverage (What the policy covers?)</p>	<p>Scope of cover:</p> <p>The Company hereby agrees, subject to the terms, conditions and exclusions herein contained, or otherwise expressed herein, to compensate the Insured within the specific geographical location and time period subject to a maximum of the sum insured as stated in the schedule for financial losses on account of anticipated crop loss resulting from adverse weather perils viz.</p> <ul style="list-style-type: none"> (i) Rainfall (deficit rainfall, excess rainfall, unseasonal rainfall, rainy days, dry spells, dry days), (ii) Temperature [High temperature (heat) or Low temperature], (iii) Wind Speed, (iv) Relative humidity (v) Sunshine hours or combination of these weather perils in (i) to (vi) Hailstorm and/or Cloud-burst can also be covered as add-on covers. The perils listed above are indicative and not exhaustive. <p>For Government sponsored weather insurance schemes the perils to be covered would be as per the respective state Government tender notification and any addition/deletion of perils can be considered</p>	2
7	<p>Available Add on for the said Product</p>	<p>Add-on coverage: The States may consider providing add-on coverage for crop loss due to hailstorm, - cloudburst and pre-defined high wind speed etc wherever the risk is perceived to be substantial and is identifiable. The add-on coverage will be optional for the farmers and applicable notional premium will be borne by the farmer,</p>	
8	<p>Deductible / Excess / Co-Pay and Depreciation, under-insurance</p>	<p>No excess</p>	
9	<p>Exclusions (what the policy does not cover)</p>	<p>General exclusions:</p> <p>We will not pay for</p> <ul style="list-style-type: none"> I. The Company shall not be liable to make any payment under this Policy to the Insured in connection with or in respect of any expenses whatsoever incurred by any insured arising out of deviation in Weather Index resulting from: <ul style="list-style-type: none"> a. Ionizing radiations or contaminations by radioactivity from any nuclear waste from the combustion of nuclear fuel; or b. The radioactive, toxic, explosive or other 	C

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hazardous properties of any explosive nuclear assembly or nuclear component thereof.

- II. The company shall not be liable to make any payment under this policy to the insured in case of loss or damage to crops, property or events arising directly out of the insured AOG perils such as Storm, Cyclone, Tempest, Typhoon, Hurricane, Tornado, Flood, Inundation, Earthquake, Tsunami, Hailstorm. However in the event the insured AOG peril has caused any deviation in the Weather Index as mentioned in the term sheet of this policy, the company shall be liable to provide compensation as per terms stated in the term sheet.
- III. The Company shall not be liable to make any payment under this Policy in connection with or in respect of any expenses whatsoever incurred by any Insured in connection with or in respect of any event leading to diminished agricultural or non-agricultural output/yield, or increased operational costs, howsoever caused, other than on account of a deviation in weather parameters as stated in the Schedule within a specific geographical location and specified time period.
- IV. Riots, Strike, Malicious Damage, Acts of Terrorism, Loss or damage, cost or expenses of whatsoever nature directly or indirectly caused by, resulting from or in connection with any action taken in controlling, preventing, suppressing or in any way relating to such action taken in respect of any act of terrorism shall be excluded, unless it is proved by the Insured to the satisfaction of the Company that such loss or damage, cost or expenses of whatsoever nature is not directly or indirectly caused by, resulting from or in connection with any action taken in controlling, preventing, suppressing or in any way relating to such action taken in respect of any act of Terrorism.
- V. War, war-like operations, act of foreign enemy, invasion of Indian territory or any part thereof, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, civil commotion, military or usurped power, or loot or pillage in connection with the foregoing, seizure,

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		<p>capture, confiscation, arrests, restraints and detainment by order of any governments or any other authority, unless it is proved by the Insured to the satisfaction of the Company that such loss or damage or contingency or cost or expenses of whatsoever nature are not directly or indirectly caused by, resulting from or in connection with any war, war-like operations, act of foreign enemy, invasion of Indian territory or any part thereof, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, civil commotion, military or usurped power, or loot or pillage in connection with the foregoing, seizure, capture, confiscation, arrests, restraints and detainment by order of any governments or any other authority.</p> <p>VI. In case of cover granted for agricultural activities, insurance is not valid, if the land is not cultivated during the policy period.</p> <p>VII. Consequential losses of any kind, by way of loss of profit, business interruption, market loss or otherwise and/or any other legal liability of any kind.</p>	
<p>10</p>	<p>Admissibility of Claim</p>	<p>Claim Assessment</p> <p>Insofar as it relates to loss or damage to the interest insured in regard to which You or the Insured Person shall make a claim under this Policy, the basis upon which We shall assess the loss shall be as follows:</p> <p>This insurance shall respond in the event that in the Geographical Location and during the Policy Period specified in Schedule to this Policy, there is a deviation in the Weather Index to an extent that there is an operation of the Claim Trigger. The benefit payable to You shall be as per the payout defined in the Claim Payout Table specified in the Schedule, subject to a maximum of the Sum Insured specified in the Schedule hereto.</p>	<p>E</p>

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<p>11</p>	<p>Policy Servicing - Claim Intimation and Processing</p>	<p>Toll free / IVRS number of the insurer : <u>Toll free No.1800 572 3013</u></p> <p>Website / Email : <u>Visit www.kshema.co OR customer.support@kshema.co</u></p> <p>Details of designated company officials to be contacted in time of claim :</p> <ul style="list-style-type: none"> • Customer can call our customer services Executive @ <u>1800 572 3013</u> or mail to <u>customer.support@kshema.co</u> or directly walk-in to any of our offices and can get his/her claim registered with us • Surveyor / In house Loss Assessor shall reach the place of survey within 24 hours of intimation of claim in case of Local Surveys and within 48 hours for Outstations. • Settlement Advice together with discharge voucher is sent within 7 days from the date of receipt of all documents 	
<p>12</p>	<p>Grievance Redressal and Policyholders Protection</p>	<p>The protection of policyholders' interests is a fundamental aspect of the insurance industry aimed at safeguarding the rights and ensuring fair treatment of individuals or entities holding insurance policies. Various regulatory frameworks, guidelines, and industry practices are in place to uphold the interests of policyholders in order to ensure Transparency & disclosures, Fair treatment, Compliance with regulations, Privacy and data protection, Prompt claims settlement, Grievance Redressal Mechanisms etc</p> <p>Details of Grievance Redressal Officer of the insurer : Grievance Redressal Officer at <u>gro@kshema.co</u></p> <p>Bima Bharosa Portal : <u>https://bimabharosa.irdai.gov.in/</u></p> <p>Ombudsman : <u>http://www.ciains.co.in/ombudsman.htm</u></p> <p><u>Toll free No.1800 572 3013</u> or email us at <u>customer.support@kshema.co</u></p>	
<p>13</p>	<p>Obligations of prospective Policyholder / Customer</p>	<p>To disclose all material information at time of filling the proposal form : Insured is at obligation to disclose all material information in the Proposal form. In the event of misrepresentation, mis-description or non-disclosure of any material fact by the Insured, the Policy shall be void</p> <p>In case of any change / modification / addition to the already declared information the same shall be brought to the notice of the insurer immediately</p> <p>Non-disclosure of material information may affect the claim settlement.</p> <p>Disclosure of other material information during the policy period: Insured can contact our Customer Services over phone at the <u>Toll free No.1800 572 3013</u> or write to us at <u>customer.support@kshema.co</u> to intimate any change to the material information affecting the policy</p> <p><i>This policy is mobile application driven the details have to be provided in the application itself. The farm boundaries are to be geo-tagged and should upload documents required for KYC and Farm details.</i></p>	

Declaration by the Policyholder.

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

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Place:

(Signature of the Policyholder)

Date:

Note:

1. Insurer shall provide web-link where the product related documents including the Customer Information sheet are available on the website of the insurer.
2. In case of any conflict, the terms and conditions mentioned in the policy document shall prevail.
3. **Insurer to take confirmation of the Policyholder regarding receiving of the Customer Information Sheet.**

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