

Kshema Sukriti

UIN: IRDAN162RP0002V05202324

Kshema Sukriti

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	Kshema Sukriti	
2	Unique Identification Number allotted by IRDAI	IRDAN162RP0002V04202324	
3	Type of Insurance Product	Both Indemnity and Benefit (where policy has elements of both) <ul style="list-style-type: none"> Indemnity basis: It is to restore YOU to the same financial position as YOU were before a covered loss or damage occurred based on the Indemnity table. 	9
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.	2i,10
		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 sum insured is calculated based on the crop , location, Duration and The perils selected,in case of animal attack maximum sum insured payable would be 25 % of policy sum insured.	
5	Segments for coverage	Seasonal crops with duration of less than 180 days	
		The farmer has a option to select one peril from major perils like <ol style="list-style-type: none"> Hailstorm Cyclone Flood Inundation 	

		and 5 minor perils like a. Natural fire due to lightning b)Aircraft damage c)Landslide d) Earthquake e) Animal Attack by Monkey / Wild Boar / Elephant / Rabbit only for a maximum sum insured of 25% of the policy sum insured	
6	Policy Coverage (What the policy covers?)	On occurrence of the following perils, resulting in damage to the crop, You will be entitled for a claim under this Policy; a)Natural fire due to lightning b)Aircraft damage c)Landslide d) Hailstorm e)Cyclone f)Flood g)Inundation (Not applicable to Hydrophilic crops) h)Earthquake i)Animal Attack by Monkey / Wild Boar / Elephant / Rabbit only for a maximum sum insured of 25% of the policy sum insured	3
7	Available Add on for the said Product	No add-ons	
8	Deductible / Excess / Co-Pay and Depreciation, under-insurance	No excess	6i
9	Exclusions (what the policy does not cover)	The Company shall not cover losses and damages occurred due to the following; a) War Risk: Loss as a consequence of war, invasion, act of foreign enemy, hostilities (whether war be declared or not) civil war, rebellion, revolution, insurrection, military or usurped power, confiscation, nationalization, civil commotion, loot, pillage in connection therewith; b)Nuclear Risk: Any loss to the insured crop arising from ionizing radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel or the radioactive, toxic, explosive or hazardous properties of any nuclear assembly or nuclear component; c)Consequential Loss: Consequential loss of any kind or description. d)Malicious damage, arson and other preventable risks; e)Terrorism: Any loss to Crop on account of terrorist activities; f)Pollution or contamination of any kind; g)Political risk or Loss or damage caused by an order of any governments or any other authority;	

		<p>h) Volcanic eruption, costal or river erosion or other convulsions of nature; i) Theft, riot and strike; j) Non cultivation of Crop during the Period of Insurance; k) Post harvest losses for crops Produce event if lying in cut and spread in the field. l) Animal attack caused by any other animal specifically not covered under animal attack clause 3, i.e. coverage. m) Coverage of Hydrophilic crops against inundation n) By any other peril, which is not explicitly covered in the Policy Schedule</p>																
10	Admissibility of Claim	<p>Claim detection and loss assessment will be done only through remote sensing satellite image using inhouse developed algorithm. Compensation shall be payable proportionally based on the extent of loss determined as above corresponding to the value of the Crop as determined in the indemnity table. In case, You are aggrieved with the assessment based on algorithm run on the image obtained from remote sensing, You may raise a request in Kshema Application and You shall be informed of the surveyor charges. After remittance of the fees, surveyor shall be deputed for loss assessment. If the extent of damage to the Crop is more than 85% the claim shall be treated as total loss and claim shall be settled subject to Indemnity Percentage. The Policy shall stand cancelled upon payment of loss. You shall safeguard the crop till 7 days after the event of loss and/or loss assessment is done, whichever is earlier. In case of animal attack survey to be done preferably by Graduate in Natural sciences, Wildlife Sciences, retired officials of forest department and other allied sciences. In all other cases survey if done, would be by Retired Government officials of Agriculture/ Horticulture/ Extension Department or any person with relevant qualification or any person authorised by the US. The amount of loss would be assessed based on the below indemnity table.</p> <table border="1"> <thead> <tr> <th>Stages</th> <th>Percentage of Duration of the Crop from the date of sowing</th> <th>Compensation percentage (Proportionate of Sum Insured)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>up to 15%</td> <td>15%</td> </tr> <tr> <td>2</td> <td>Above 15% up to 30%</td> <td>25%</td> </tr> <tr> <td>3</td> <td>Above 30% up to 60%</td> <td>60%</td> </tr> <tr> <td>4</td> <td>Above 60% up to 85%</td> <td>80%</td> </tr> </tbody> </table>	Stages	Percentage of Duration of the Crop from the date of sowing	Compensation percentage (Proportionate of Sum Insured)	1	up to 15%	15%	2	Above 15% up to 30%	25%	3	Above 30% up to 60%	60%	4	Above 60% up to 85%	80%	
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		<p>5 Above 85% 100%</p> <p>In the event of claim falling under the stages 1 to 4, proportionate sum insured will be exhausted for the affected area and the Policy shall continue for the remaining period for unaffected area with the reduced sum insured. The Loss shall be arrived by using the formula: <i>Compensation = Sum Insured x corresponding Compensation percentage to the stage of the crop x extent of insured area affected x Loss percentage x Indemnity percentage</i></p> <p>The extent of affected area shall be determined through satellite image/ pictures obtained through app / drone images / physical inspection.</p> <p>1. Animal attack Clause: Coverage of Loss or Damage caused by raiding/grazing by Monkey, Wild boar, Elephant, and Rabbits for a maximum of 25% of the policy sum insured. The incidence and loss must be substantiated by media reports/coverage in the local media or the reports of the Agriculture / Forest / Revenue department. We may also consider other reports of damage including reports of Panchayati raj/ Gram Sabha etc. Immediate intimation (within 24 hours) with Photographs of the damage taken from Kshema App. if any are to be submitted. The loss assessment procedure as stated under the above section shall be followed. The payable claim would be in proportion to the sum insured based on the stage of crop. Claims paid under this cover would be adjusted based on the area damaged and claims paid under other covers for the same insured field. Maximum claims would be subject to Sum Insured.</p>	
<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 : Visit www.kshema.co OR customer.support@kshema.co</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 @1800 572 3013 or mail to customer.support@kshema.co 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. 	

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		<ul style="list-style-type: none"> Settlement Advice together with discharge voucher is sent within 7 days from the date of receipt of all documents 	
12	Grievance Redressal and Policyholders Protection	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	
		Details of Grievance Redressal Officer of the insurer : Grievance Redressal Officer at gro@kshema.co	
		Bima Bharosa Portal : https://bimabharosa.irdai.gov.in/	
		Ombudsman : http://www.cioins.co.in/ombudsman.htm	
		Toll free No.1800 572 3013 or email us at customer.support@kshema.co	
13	Obligations of prospective Policyholder / Customer	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	
		In case of any change / modification / addition to the already declared information the same shall be brought to the notice of the insurer immediately	
		Non-disclosure of material information may affect the claim settlement.	
		<p>Disclosure of other material information during the policy period:</p> <p>Insured can contact our Customer Services over phone at the Toll free No.1800 572 3013 or write to us at customer.support@kshema.co 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.

Place:

(Signature of the Policyholder)

Date:

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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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