

**Kshema Bharat Laghu Udyam Suraksha Policy**

**Customer Information Sheet**

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

Sl No	Title	Description (Please refer to applicable Policy Clause Number in Next Column)	Policy Clause No.
1)	Name of Insurance Product	KSHEMA BHARAT LAGHU UDYAM SURAKSHA POLICY	Clause A
2)	Unique Identification Number allotted by IRDAI	IRDAN162CPPR0015V01202425	
3)	Structure	<p>Indemnity and benefit policy both.</p> <p><b>Indemnity basis:</b> We indemnify you in the event of accident caused by or arising out to your insured property, cover physical loss or damage or destruction caused relating to your business as mentioned in the policy schedule.</p>	Clause A
4)	Interests Insured	All Manufacturing and Storage Units	Clause C
5)	Sum Insured	<p>i. for Building, Plant and Machinery, Furniture, Fixture and Fittings and any other contents: Reinstatement Value</p> <p>ii. <b>For Stocks:</b></p> <p>a. For raw material: landed cost at Your Premises.</p> <p>b. For stock in process: input cost of the stock at the time of loss.</p> <p>c. For finished stock: the manufacturing cost of the Finished Stock or the Contract Price of goods sold but not delivered and more precisely defined below.</p> <p><b>Contract Price</b> is in respect only of goods sold but not delivered, for which You are responsible and with regard to which under the conditions of the sale, the sale contract is cancelled by reason of any Damage insured under this Policy either wholly or to the extent of the Damage. Our liability shall be based on the Contract Price.</p> <p>Bullion or unset precious stones, any curios or works of art or obsolete machinery and the like are to be covered on Agreed Value basis subject to a valuation certificate being submitted and found acceptable by Us.</p>	Clause C
6)	Policy Coverage (What the policy covers?)	<p>Standard Cover</p> <p>1. We cover physical loss or damage, or destruction of any Insured Property.</p> <p>2. Restoration of Sum Insured</p>	Clause B

## In-Built Cover

1. Additions, alterations, or extensions
2. Temporary removal of stocks
3. Cover for Specific Contents
4. Start-Up Expenses
5. Professional fees
6. Costs for removal of debris

Costs compelled by Municipal Regulations

Column A		Column B
<b>We cover</b> physical loss or damage, or Destruction caused to the Insured Property by		<b>We do not cover</b> for loss or damage, or destruction caused to the Insured Property by
1)	Fire, including due to its own fermentation, or natural heating, or spontaneous combustion.	Caused by <ol style="list-style-type: none"> <li>a. Its undergoing any heating or drying process, or</li> <li>b. Burning of Insured Property by order of any Public Authority.</li> </ol>
2)	Explosion or Implosion	<ol style="list-style-type: none"> <li>a. Caused to boilers, economizers or other vessels, machinery or apparatus in which steam is generated, or their contents, resulting from their own explosion or implosion, or</li> <li>b. Caused by centrifugal forces.</li> </ol>
3)	Lightning	-
4)	Earthquake, volcanic eruption, or other convulsions of nature	-
5)	Storm, Cyclone, Typhoon, Tempest, Hurricane, Tornado, Tsunami, Flood and Inundation	-
6)	Subsidence of the land on which Your Premises stand, Landslide, Rockslide	Caused by <ol style="list-style-type: none"> <li>a. Normal cracking, settlement or bedding down of new structures,</li> <li>b. The settlement or movement of made-up ground,</li> <li>c. Coastal or river erosion,</li> <li>d. Defective design or workmanship or use of defective materials, or</li> </ol>

				e. Demolition, construction, structural alterations or repair of any property, or ground works or excavations.	
		7)	Bush fire, Forest fire, Jungle fire	-	
		8)	Impact damage of any kind, i.e., damage caused by impact of, or collision caused by, any external physical object (e.g. vehicle, falling trees, aircraft, wall etc.),	a. Caused by pressure waves caused by aircraft or other aerial or space devices travelling at sonic or supersonic speeds. b. Caused by vehicle, animal or aircraft belonging to or owned by Insured or their employee while acting in course of employment	
		9)	Missile testing operations	-	
		10)	Riot, Strikes, Malicious admages	Caused by a. Total or partial cessation of work or the retardation or interruption or cessation of any process or operations or omissions of any kind, b. Temporary or permanent dispossession, confiscation, commandeering, requisition or destruction by order of the government or any lawful authority, or c. Temporary or permanent dispossession of any Building by unlawful occupation by any person.	
		11)	Acts of terrorism (Coverage as per Terrorism Clause attached.)	Exclusions as per Terrorism Clause attached.	
		12)	Bursting or overflowing of water tanks, apparatus and pipes,	-	
		13)	Leakage from automatic sprinkler installations.	a. Repairs or alterations in the building in which Your Business is located, b. Repairs, removal or extension of any sprinkler installation, or c. Defects in the construction known to You.	
		14)	Theft within 7 days from the occurrence of, and proximately caused by, any of the above Insured Events	if it is a. of any article or thing outside Your Premises, or of any article or thing attached from the outside of the outer walls or the roof of Your Premises, unless securely mounted.	

7)	<b>Available Add on</b>	<ol style="list-style-type: none"> <li>1. Declaration of stocks</li> <li>2. Floater Cover</li> <li>3. Architect's, Surveyor's and Consulting Engineer's fees (Extension beyond base cover)</li> <li>4. Cost of removing debris (Extension beyond base cover)</li> <li>5. Deterioration of Stocks in Cold Storage premises due to accidental power failure</li> <li>6. Deterioration of stocks in cold storage premises due to change in temperature</li> <li>7. Impact Damage due to Insured's own Rail/Road Vehicles</li> <li>8. Loss of rent</li> <li>9. Rent for alternate accommodation.</li> <li>10. Spoilage Material Damage</li> <li>11. Leakage</li> <li>12. Leakage and contamination Cover</li> </ol>	Mentioned in Proposal form and policy schedule
8)	<b>Loss Participation</b>	<ol style="list-style-type: none"> <li>1. Excess of 5 % of each claim, subject to a minimum of ₹ 10,000 (Rupees Ten Thousand). This means that We will deduct 5 % of each claim, subject to a minimum of ₹ 10,000 (Rupees Ten Thousand) for each and every loss suffered by You under the terms of this policy.</li> </ol> <p><b>Underinsurance</b></p> <ol style="list-style-type: none"> <li>2. The Sum Insured for each item of Insured Property must be sufficient to pay for Reinstatement/Replacement of that Property on the date of loss. If the Reinstatement/Replacement Value of the Insured Property, in totality, including additions, alterations, erections and new acquisitions, is more than the Sum Insured, except to the extent waived in Clause F (3) of this Policy, it amounts to underinsurance, and will reduce proportionate to the difference from the amount that We will pay for Your claim.</li> <li>3. Every item of Insured Property is subject to this condition separately.</li> <li>4. Under this Bharat Laghu Udyam Suraksha Policy, we will waive underinsurance up to 15%.</li> <li>5. If at the time of damage, the Sum Insured applicable to the relevant Buildings, Plant and Machinery, Furniture, Fixture, Fittings, Stocks and other contents is less than 85% of the value of Insurable Assets, you will be responsible for the difference and You will bear a proportionate share of the loss.</li> <li>6. Underinsurance will not apply to Cover for Specific Contents.</li> </ol>	Clause F and G
9)	<b>Exclusions (what the policy does not cover)</b>	<ol style="list-style-type: none"> <li>1. <ol style="list-style-type: none"> <li>i. Excess of 5 % of each claim, subject to a minimum of ₹ 10,000 (Rupees Ten Thousand). This means that We will deduct 5 % of each claim, subject to a minimum of ₹ 10,000 (Rupees Ten Thousand) for each and every loss suffered by You under the terms of this policy.</li> <li>ii. For terrorism risk the excess shall be as per the clause attached to this policy.</li> </ol> </li> <li>2. Your deliberate, willful, or intentional act or omission, or of anyone on Your behalf, or with Your connivance.</li> <li>3. Loss, damage or destruction to any electrical/electronic machine, apparatus, fixture, or fitting by over-running, excessive pressure, short circuiting, arcing, self-heating or leakage of electricity from whatever cause (lightning included). This exclusion applies only to the particular machine so lost, damaged or destroyed. However, any ensuing loss or damage to other insured property due to operation of an insured peril is covered.</li> <li>4. Loss, destruction or damage to the stocks in cold storage premises caused by change of temperature.</li> </ol>	Clause D

		<ol style="list-style-type: none"> <li>5. Loss, or damage by spoilage resulting from the retardation or interruption or cessation of any process or operation caused by operation of any of the Insured Events.</li> <li>6. Your Premises or any Insured Building remaining continuously unoccupied for a period of more than 30 days, unless You have obtained prior written approval from us, and such approval is recorded as an endorsement on the Policy.</li> <li>7. War, invasion, act of foreign enemy hostilities or war-like operations (whether war is declared or not), civil war, mutiny, civil commotion amounting to a popular rising, military rising, rebellion, revolution, insurrection or military or usurped power.</li> <li>8. Ionizing radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from combustion of nuclear fuel, or the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component that is part of it.</li> <li>9. Pollution or contamination, unless <ol style="list-style-type: none"> <li>a. the pollution or contamination itself has resulted from an Insured Event, in which case only physical damage to the Insured Property is covered, or</li> <li>b. an Insured Event itself results from pollution or contamination.</li> </ol> </li> <li>10. Loss, destruction or damage to bullion or unset precious stones, any curios or works of art unless such amount is declared separately and recorded in the Policy Schedule.</li> <li>11. Loss of any Insured Property which is missing or has been mislaid, or its disappearance cannot be linked to any single identifiable Insured Event.</li> <li>12. Loss or damage to any Insured Property removed from Your Premises to any other place, except <ol style="list-style-type: none"> <li>a. machinery and equipment temporarily removed for repairs, cleaning, renovation or other similar purposes for a period not exceeding 60 days,</li> <li>b. Stock covered under <b>Clause (C) (4.2)</b> of this Policy.</li> </ol> </li> <li>13. Any reduction in market value of your property after its repair or reinstatement.</li> <li>14. Loss or damage to any of your Property or any claim which is covered by a marine policy in force at the time of loss or damage, except in excess of the limits of that policy.</li> <li>15. Any consequential or indirect loss or damage of any description, i.e. losses or extra costs (financial or non-financial) that follow or are a consequence of an Insured Event, like, loss by delay, loss of income or wages or earnings, or of market, or of time, medical expenses, or any costs not covered by this Policy.</li> <li>16. Costs, fees or expenses for preparing any claim.</li> </ol>	
10)	<b>Special Conditions and Warranties (if any)</b>	<ol style="list-style-type: none"> <li>1. Your Obligations <ul style="list-style-type: none"> <li>• Make true and full disclosure in the proposal and related documents.</li> <li>• Make true statements and full disclosure in the claim and related documents.</li> <li>• Obligation to take care</li> <li>• Inform change in circumstances</li> <li>• Allow inspection and investigation of claim.</li> <li>• Follow claim procedure.</li> </ul> </li> </ol>	Clause G
11)	<b>Admissibility of Claim</b>	<p>If You suffer a loss because of an Insured Event, you must make a claim for Your financial loss at Your cost.</p> <p>The procedure for making a claim is given below. These include things that <b>You must do</b>, and that <b>You must not do</b>. It is important to comply with these to ensure that it does not prejudice Your claim in any manner.</p>	Clause G

		<p>1. Immediate notice to Us</p> <ol style="list-style-type: none"> <li>As soon as any loss or physical damage occurs to any Insured Property due to an Insured Event, you must immediately give notice to Us of the loss or damage. This is necessary so that We can survey/investigate the loss or damage.</li> <li>You can give notice to any of Our offices or call centers.</li> <li>You must state in this notice. <ol style="list-style-type: none"> <li>the Policy Number,</li> <li>Your name,</li> <li>details of report to the police that You made,</li> <li>details of report to any Authority that You made,</li> <li>details of the Insured Event,</li> <li>a brief statement of the loss,</li> <li>particulars of any other insurance of the Insured Property, Your Premises or any other Property on Your Premises,</li> <li>details of loss or damage under Add-ons, if any, and</li> <li>submit photographs of loss or physical damage, wherever possible.</li> </ol> </li> </ol> <p><b>Calculation</b></p> <p>Sum Insured = 7,50,00,000 /-</p> <p>Deductible = 50,00,000 /-</p> <p>Loss amount = 6,00,00,000 /-</p> <p>Claim Payable = Loss Amount – Deductible</p> <p style="padding-left: 40px;">= 6,00,00,000 – 50,00,000</p> <p style="padding-left: 40px;">= 5,50,00,000/-</p>	
12)	<b>Policy Servicing - Claim Intimation and Processing</b>	<p>Toll free / IVRS number of the insurer: Toll free No.1800 572 3013</p> <p>Website / Email: <a href="https://kshema.co/">https://kshema.co/</a> OR <a href="mailto:customer.support@kshema.co">customer.support@kshema.co</a></p> <p>Details of designated company officials to be contacted in time of claim:</p> <ul style="list-style-type: none"> <li>Customer can call our customer services Executive @1800 572 3013 or mail to <a href="mailto:customer.support@kshema.co">customer.support@kshema.co</a> or directly walk-in to any of our offices and can get his/her claim registered with us.</li> </ul> <p>Settlement Advice together with discharge voucher is sent within 7 days from the date of receipt of all documents</p>	Clause G
13)	<b>Grievance Redressal and Policyholders Protection</b>	<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 &amp; disclosures, Fair treatment, Compliance with regulations, Privacy and data protection, Prompt claims settlement, Grievance Redressal Mechanisms etc</p> <p>If You have any query or grievance about any matter relating to the Policy, or Our decision on any matter, or the claim, You can address your grievance as follows:</p> <ul style="list-style-type: none"> <li>For resolution of any query, You may contact the Policy issuing office by writing to Us at Kshema General Insurance Limited, Regd. Office:# 413, 4th Floor, My Home Tycoon, Kundan Bagh, Begumpet, Hyderabad, Telangana, India-500016. or email Us at <a href="mailto:customer.support@kshema.co">customer.support@kshema.co</a> or through Kshema Application or call us at 1800 572 3013 (toll-free)</li> <li>If You are not satisfied with the resolution provided, You may escalate to our E-mail <a href="mailto:grievance.cell@kshema.co">grievance.cell@kshema.co</a> or <a href="mailto:gro@kshema.co">gro@kshema.co</a> or call us at 1800 570</li> </ul>	Clause J

		<p>2998 (toll-free) or can write to us at Grievance Redressal Office, Kshema General Insurance Limited, Regd. Office:# 413, 4th Floor, My Home Tycoon, Kundan Bagh, Begumpet, Hyderabad, Telangana, India- 500016 or at the sub section "Grievance Redressal" on our website <a href="http://www.kshema.co">www.kshema.co</a>.</p> <ul style="list-style-type: none"> <li>If you are not satisfied with the resolution provided by us, you have the option to approach the Insurance Ombudsman for grievance redressal at <a href="https://www.cioins.co.in">https://www.cioins.co.in</a>. Alternatively, you may also contact the Insurance Regulatory and Development Authority of India (IRDAI) through the Bima Bharosa Portal at <a href="https://bimabharosa.irdai.gov.in">https://bimabharosa.irdai.gov.in</a> or via the IRDAI Grievance Call Centre (IGCC) at toll-free numbers 1800 4254 732 / 155255.</li> </ul>	
14)	Obligations of prospective Policyholder / Customer	<p><b>To disclose all material information at time of filling the proposal form:</b></p> <p>You are at an obligation to disclose all material information in the Proposal form.</p> <p>In the event of Misrepresentation, Mis-description, or non-disclosure of any material fact by you, 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 to us immediately</p> <p>Non-disclosure of material information may affect the claim settlement.</p> <p><b>Disclosure of other material information during the policy period:</b></p> <p>You can contact our Customer Services over phone at the <u>Toll-free No.1800 572 3013</u> or write to us at <a href="mailto:customer.support@kshema.co">customer.support@kshema.co</a> to intimate any change to the material information affecting the policy</p> <p><b>Insured to specify the material information:</b></p> <ol style="list-style-type: none"> <li>Complete personal details: Age, date of birth, occupation, address</li> <li>Property details: All the details that are there in the proposal form regarding your property like construction details, Age of building, Type of Stocks and details of Stocks, Type of Business.</li> <li>Intermediary details</li> <li>Risk Details: <ul style="list-style-type: none"> <li>Coverage Type</li> <li>Coverage Limits</li> <li>Deductibles</li> </ul> </li> <li>Claims History / Previous Insurance details: Details of any past insurance claims made for the vehicle or by you.</li> </ol>	Clause G

**Declaration by the Policyholder.**

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

Place:

Date:

(Signature of the Policyholder)

**Note:**

- You may go through the policy related documents including CIS on our website at <https://kshema.co/>
- In case of any conflict, the terms and conditions mentioned in the policy document shall prevail.