

**Kshema Home Insurance 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/ Section
1)	Name of Insurance Product	Kshema Home Insurance Policy	
2)	Unique Identification Number allotted by IRDAI	IRDAN162RPPR0017V01202425	
3)	Structure/ Type of Insurance Product	<b>Indemnity basis:</b> We shall pay you in the event of Loss/ Damage or destruction caused to insured property by fire within the policy period subject to terms, conditions limitations, exclusions given in the policy with its wording.	Section IV
4)	Sum Insured	<b>Sum Insured</b> It is Fixed amount opted by the insured at the commencement of the policy for the coverage.  It is the requirement of this Insurance that the Sum Insured shall be equal to the market value. Insured may also opt for reinstatement value Sum Insured basis for building and contents.	Section IV
5)	Interests Insured/Segments for coverage	A person who is having exclusive ownership and possession on Home Buildings and Dwellings areas within the geographical region of India.	Section II
6)	Policy Coverage (What the policy covers?)	<b>Fire Coverage:</b> Fire: Covers damage from fire, excluding:  Damage from fermentation, natural heating, or spontaneous combustion.  Its undergoing any heating or drying process.  Damage caused by public authority orders to burn property.	Section IV
7)	Add on Cover	Lightning Explosion/Implosion Aircraft Damage Riot, Strike, Malicious Damage Storm, Cyclone, Typhoon, Tempest, Hurricane, Tornado, Flood and Inundation Impact Damage Subsidence and Landslide including Rockslide Bursting and/or overflowing of Water Tanks, Apparatus and Pipes	Add-on Wordings

	<p>Missile testing operations</p> <p>Leakage from Automatic Sprinkler Installations</p> <p>Bush fire</p> <p>Loss of Rent and Additional Expense of Rent for Alternative Accommodation</p> <p>Valuable Contents</p> <p>Earthquake</p> <p>Costs for removal of debris</p> <p>Professional fees</p> <p>Burglary</p>	
8)	<b>Loss Participation</b>  <b>Deductible/ Excess:</b> Minimum Excess of 1% of Basic S.I or 10,000/- for a claim.	Section IV
9)	<p><b>Exclusions (what the policy does not cover)</b></p> <ol style="list-style-type: none"> <li>Loss, destruction or damage to bullion or unset precious stones, any curios or works of art for an amount exceeding Rs.10000/-, goods held in trust or on commission, manuscripts, plans, drawings, securities, obligations or documents of any kind, stamps, coins or paper money, cheques, books of accounts or other business books, computer systems records, explosives unless otherwise expressly stated in the Policy.</li> <li>Fire: Excluding destruction or damage caused to the Property insured by             <ol style="list-style-type: none"> <li>its own fermentation, natural heating or spontaneous combustion.</li> <li>its undergoing any heating or drying process.</li> <li>burning of Property insured by order of any Public Authority.</li> </ol> </li> <li>Loss, destruction or damage to any electrical machine, apparatus, fixture, or fitting arising from or occasioned by over-running, excessive pressure, short circuiting, arcing, self-heating or leakage of electricity from whatever cause (lightning included) provided that this exclusion shall apply only to the particular electrical machine, apparatus, fixture or fitting so affected and not to other machines, apparatus, fixtures or fittings which may be destroyed or damaged by fire so set up.</li> <li>Any Loss or damage occasioned by or through or in consequence directly or indirectly due to Earthquake, Volcanic eruption or other convulsions of nature.</li> <li>Loss or damage to Property insured if removed to any building or place other than in which it is herein stated to be insured.</li> <li>The amount of the Excess specified in the Schedule ascertained after the application of all other terms and conditions of this Policy including any condition of average (under-insurance).</li> <li>Damage caused by any process of cleaning, dyeing or bleaching, restoring, repairing or renovation or deterioration arising from wear and tear, moth, vermin, insects or mildew or any other gradually operating cause.</li> <li>Loss or damage which either in origin or extent or directly or indirectly proximately or remotely, occasioned by or contributed to by, arise out of or in connection with war, invasion, act of foreign enemy, hostilities or warlike operations (whether war be declared or not), mutiny, riot, civil commotion, insurrection, rebellion, revolution, conspiracy, military naval or usurped power, martial law seizure, capture, confiscation, arrests, restraints and detainment by order of any Government or any other Authority or state of siege or any of the events or causes which determine the proclamation or maintenance of martial law or state of siege.</li> </ol>	Section V

9. Any loss or damage happening during the existence of abnormal conditions (whether physical or otherwise), directly or indirectly, proximately or remotely, occasioned by or contributed to by or arising out of or in connection with any of the said occurrences shall be deemed to be loss or damage which is not covered by this insurance, except to the extent that the Insured shall prove that such loss or damage happened independently of the existence of such abnormal conditions.

10. Any loss, destruction or damage to any Property whatsoever or any loss or expense whatsoever, resulting or arising therefrom or any consequential loss and any legal liability of whatsoever nature, directly or indirectly, caused by or contributed to by, or arising from ionizing radiation or contamination by radioactivity from any source whatsoever.

11. Any loss, destruction, damage or legal liability directly or indirectly caused by or contributed to by or arising from Nuclear Weapons Material.

12. Loss or damage caused by wear and tear or gradual deterioration and gradual developing flaws.

13. Loss, destruction or damage directly or indirectly caused to the Property insured by

- ionizing radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel
- the radioactive toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof

14. Loss, destruction or damage caused to the Property insured by

- pollution or contamination excluding pollution or contamination which itself results from a peril hereby insured against
- any peril hereby insured against which itself results from pollution or contamination.

15. Loss damage or consequential loss directly or indirectly caused by, consisting of, or arising from:

- any functioning or malfunctioning of the internet or similar facility, or of any intranet or private network or similar facility,
- any corruption, destruction, distortion, erasure or other loss or damage to data, software, or and kind of programming or instruction set.
- loss of use or functionality whether partial or entire of data, coding, program, software, any computer or computer system or other device dependent upon any microchip or embedded logic, and any ensuing liability or failure of the Insured to conduct business.

16. Permanent or temporary dispossession resulting from confiscation, commandeering or requisition by any lawfully constituted authority.

17. Terrorism Damage Exclusion Warranty:

This Policy excludes loss, damage, cost or expense of whatsoever nature directly or indirectly caused by, resulting from or in connection with any act of terrorism regardless of any other cause or event contributing concurrently or in any other sequence to the loss.

For the purpose of this exclusion, an act of terrorism means an act or series of acts, including but not limited to the use of force or violence and/or the threat thereof, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organization(s) or government(s), or unlawful associations, recognized under Unlawful Activities (Prevention) Amendment Act, 2008 or any other related and applicable national or state legislation formulated to combat unlawful and terrorist activities in the nation for the time being in force, committed for political, religious, ideological or similar purposes including the intention to influence any government and/or to put the public or any section of the public in fear for such purposes.

This exclusion also includes loss, damage, cost or expense 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 the above.

<p><b>10) Special Conditions and warranties (if any)</b></p> <p><b>Duty of Disclosure:</b> This Policy shall be void and all premiums paid hereon shall be forfeited to the Company in the event of fraud or any material information having been withheld by the Insured.</p> <p><b>Transfer of Interest</b> The insurance granted by this Policy shall cease to attach to any items described in the Schedule the interest in which shall pass from the Insured otherwise than by will or operation of law. Unless the consent of the Company for the continuance of the Insurance shall be obtained and signified by endorsement hereon</p> <p><b>Mid Term Increase in Sum Insured</b> In the event of an increase in the Sum Insured being agreed to, the Company shall charge on such increased sum an additional provisional premium on a basis proportionate to the unexpired period of the Policy.</p> <p><b>Duty of Disclosure</b> This Policy shall be void and all premiums paid hereon shall be forfeited to the Company in the event of fraud or any material information having been withheld by the Insured.</p> <p><b>Cancellation:</b> You can cancel the policy at any time during the term, by informing us. In case you cancel the policy, you are not required to give reasons for the cancellation.</p> <ol style="list-style-type: none"> <li>1. We can cancel the policy only on the grounds of established fraud, by giving minimum notice of 7 days to the policy holder.</li> <li>2. Under no circumstances will the Company cancel statutory Motor Third Party Liability insurance or any other compulsory insurance mandated by law except in case of double insurance or total loss.</li> <li>3. We will – <ol style="list-style-type: none"> <li>a. Refund proportionate premium for 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.</li> <li>b. 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.</li> <li>c. In case a claim is intimated on the policy, no premium shall be refunded upon cancellation under any circumstances. In case of policy term is more than 1 year, the premium for the year where risk has commenced will not be refunded and the premium for unexpired period shall be refunded in full.</li> </ol> </li> </ol>	<p>Section VI</p>
<p><b>11) Admissibility of Claim</b></p> <p><b>Claim Admissibility:</b> Claim by Fire</p> <p><b>Denial of claims:</b> By exclusion as mentioned</p> <p><b>Claim Process</b> 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.</p> <p>Settlement Advice together with discharge voucher is sent within 7 days from the date of receipt of all documents.</p> <p>The following basic Claim documents have to be submitted by the insured.</p> <p><b>Basic Documents:</b></p> <p>Claim form</p> <p>Particulars &amp; plans,</p> <p>specification books &amp; vouchers,</p> <p>invoices,</p> <p>duplicates or copies thereof,</p> <p>documents &amp; investigation reports (internal/external),</p> <p>proofs &amp; information with respect to the Claim.</p>	<p>Section VI</p>

	<p>Mention the claim calculation process giving an example for retail products.</p> <p><b>Sum insured:</b> Sum Insured opted is 10 lakhs.</p> <p><b>Claim Details:</b> Fire taken place property and contents are damaged.</p> <p>As per the coverage,</p> <p>Final Claim Settlement: Indemnity basis.</p> <p><b>Excess:</b> Minimum of 1% of Basic SI or 10,000/- for a claim.</p> <p><b>Claim Payable:</b> after assessing and deducting the depreciation, claim shall be payable.</p>	
12)	<p><b>Toll free / IVRS number of the insurer:</b> 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><b>Details of designated company officials to be contacted in time of claim:</b></p> <p>On happening of the loss, Policyholder or the claimant, as applicable, is required to intimate the insurer, about the happening of a claim under the insurance policy, at the earliest possible time either in person or through a) Online mode; b) distribution channel; c) authorized call center of the insurer; d) any other mode as may be specified in the policy document.</p> <p>No claim shall be rejected or closed for want of documents or for delayed intimation of claim.</p> <p>The customer will submit only those documents that are directly related to the claim such as claim form, FIR, Un-traced Report, Fire Brigade Report, repair bills (only in cases where cashless is not available), wherever applicable.</p> <p>Claim intimation received by the insurers shall be processed and settled within timelines specified.</p> <p>In case of a claim under general insurance policy, loss assessment is made by the surveyor. Any loss that is reported under a general insurance product that exceeds Rs.1 lakh or more (in case of other than motor insurance) needs to be mandatorily surveyed by a registered surveyor and loss assessor.</p> <p>The allocation of the surveyor should happen within 24 hours of reporting of claim.</p> <p>The surveyor shall submit the survey report to the insurer within fifteen days of allocation. It shall be the duty of the insurer to obtain the survey report within the specified time limits. In case surveyor delays submission of the survey report beyond fifteen days.</p> <p>The insurer shall decide on the claim within seven days of receipt of the survey report or after expiry of fifteen days from allocation of the claim to the surveyor whichever is earlier. This timeline will not apply in case of policies issued on the property/building on reinstatement value basis.</p> <p>The insurer cannot repudiate the claim in full or part: a) where the breach of warranty or condition is not relevant to nature or circumstances of loss. b) on account of any delay on part of the Policyholder, where such delay has not resulted in the amount of assessed loss being increased.</p>	Section VI
13)	<p><b>Grievance Redressal and Policyholders Protection</b></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 &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> <ol style="list-style-type: none"> <li>1. 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,</li> </ol>	Section VII

	<p>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)</p> <ol style="list-style-type: none"> <li>2. 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 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>.</li> <li>3. 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 (GCC) at toll-free numbers 1800 4254 732 / 155255.</li> </ol>	
14)	<p><b>Obligations of prospective Policyholder / Customer</b></p> <p><b>To disclose all material information at time of filling the proposal form:</b></p> <p>Insured is at obligation to disclose all material information in the Proposal form. The Company can cancel the policy only on the grounds of established fraud, by giving minimum notice of 7 days to the policy holder.</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><b>Disclosure of other material information during the policy period:</b></p> <p>Insured can contact our Customer Services over phone at the Toll-free No.1800 572 3013 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 information:</b></p> <p>Insured details: Like Age, Occupation, gender etc.</p> <p>Risk Details: Insured property details, location, area, type of construction.</p> <p>Previous Insurance details: Details of any past insurance/claim details.</p> <p>Any Other insurance policies currently.</p>	Section IV

**Declaration by the Policyholder.**

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

Place:

Date:

**(Signature of the Policyholder)**

**Note:**

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