

## 1. Product Introduction

At Kshema, we understand that some things are beyond just Assets, they are a part of our daily lives, both personal and professional. **Kshema Home Insurance Policy** provides an extra layer of protection for your assets against Fire.

## 2. This Prospectus

This prospectus gives information only. This is not an insurance contract. Each insurance cover is subject to terms and conditions, which You can read in the Kshema Website [www.kshema.co](http://www.kshema.co). You must read the policy document to know the insurance cover fully. You can get a copy of the Kshema Home Insurance Policy from Our branch or from Our website: [www.kshema.co](http://www.kshema.co). For any legal interpretation, policy document will hold.

## 3. Eligibility

Owners / Occupants of Dwellings and Co – operative society.

## 4. Coverage

**Fire:** Physical loss or damage, or destruction caused to your property by fire causing unforeseen events during the policy period.

## 5. Exclusions

- Loss and/ or damage arising out of war, invasion, act of foreign enemy, hostilities, etc.
- Loss or damage due to nuclear perils
- Damage to property due to pollution and contamination
- Loss or damage due to wear and tear, gradual deterioration or § slowly developing flaws.
- Consequential Loss
- Excess
- Loss and/ or damage to jewellery, precious stones, money, bullion or documents of any kind unless specifically declared.
- Property Under construction cannot be covered under this policy.

(For a detailed list of exclusions, kindly refer our policy wordings)

## 6. Add On Covers

- 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
- Missile testing operations
- Leakage from Automatic Sprinkler Installations
- Bush fire
- Loss of Rent and Additional Expense of Rent for Alternative Accommodation
- Valuables Contents
- Earthquake
- Cost of removal of debris
- Professional fees
- Burglary

## 7. Deductible / Excess

Per claim deductible of 1% of Sum Insured or Rs. 10,000/- whichever is higher.

## 8. Policy term

Up to 25 years.

## 9. Cancellation Process

- You can cancel the policy at any time during the term.
- We can cancel the policy only on the grounds of established fraud.
- We will
  - 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.
  - 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.

- 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.

#### 10. Sum Insured based on

- Market value basis
  - Reinstatement value basis
- Depending on the choice of insured.

#### 11. Average / Underinsurance

Applicable

#### 12. Revision of Sum Insured in Mid Term

Yes, Mid-term increase in sum insured shall be allowed on payment of additional premium on Pro Rata Basis.

#### 13. Free Look Period and Grace Period

Not applicable

#### 14. Claim Process

In the event of any claim, call our Customer Service No: 1800 572 3013 to register the claim at the earliest with the details of the nature of loss, location of loss, amount of loss (approx. estimation) and policy number for reference.

Once we receive full and final documentation, we will process the claim with prompt turn around times.

For details, kindly refer Policy Wordings.

#### 15. Grievances

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:

- 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 [customer.support@kshema.co](mailto:customer.support@kshema.co) or through Kshema Application or call us at 1800 572 3013 (toll-free)

- If You are not satisfied with the resolution provided, You may escalate to our E-mail [grievance.cell@kshema.co](mailto:grievance.cell@kshema.co) or [gro@kshema.co](mailto:gro@kshema.co) 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 [www.kshema.co](http://www.kshema.co).
- If you are not satisfied with the resolution provided by us, you have the option to approach the Insurance Ombudsman for grievance redressal at <https://www.cioins.co.in>. Alternatively, you may also contact the Insurance Regulatory and Development Authority of India (IRDAI) through the Bima Bharosa Portal at <https://bimabharosa.irdai.gov.in> or via the IRDAI Grievance Call Centre (IGCC) at toll-free numbers 1800 4254 732 / 155255.