

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 Shop Insurance Policy provides an extra layer of protection for your assets against Fire, Burglary.

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. You must read the policy document to know the insurance cover fully. You can get a copy of the Kshema Shop Insurance Policy from Our branch or from Our website: www.kshema.co. For any legal interpretation, policy document will hold.

3. Eligibility

This Product can be bought by Entities such as Commercial Premises, Shops, Hotel, Godowns etc.

4. Coverage

Fire and Burglary

5. Sum Insured based on

- a. Fire:
 - i. Stock and Stock in trade: Market value
 - ii. Other insured property: Reinstatement value or Market value as opted by insured.
- b. Burglary: Market value.

6. Exclusions

- a. Loss and/ or damage arising out of war, invasion, act of foreign enemy, hostilities, etc.
- b. Loss or damage due to nuclear perils
- c. Damage to property due to pollution and contamination
- d. Loss or damage due to wear and tear, gradual deterioration or § slowly developing flaws.
- e. Consequential Loss
- f. Excess

- g. Loss and/ or damage to jewellery, precious stones, money, bullion or documents of any kind unless specifically declared.
- h. Property Under construction cannot be covered under this policy

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

7. Policy term

1 year

8. Add On

No Add On available for this Product.

9. Deductible / Excess

Rs 5000 per claim

10. Cancellation Process

- a. You can cancel this Policy at any time by giving Us notice in writing.

If you cancel the policy we will refund premium as follows:

Time for which Policy in force	Refund of Premium
For a period not exceeding 15 days	90% of the Annual rate
For a period not exceeding 1 month	85% of the Annual rate
For a period not exceeding 2 months	70% of the Annual rate
For a period not exceeding 3 months	60% of the Annual rate
For a period not exceeding 4 months	50% of the Annual rate
For a period not exceeding 5 months	40% of the Annual rate
For a period not exceeding 6 months	30% of the Annual rate
For a period not exceeding 7 months	25% of the Annual rate
For a period not exceeding 8 months	20% of the Annual rate
For a period not exceeding 9 months	15% of the Annual rate
For a period exceeding 9 months	No refund

b. Cancellation by Us

We will not cancel the Policy during the policy period except on the grounds of fraud. No Premium will be refunded in these cases.

11. Average / Underinsurance

Applicable

12. Free Look Period and Grace Period

Not applicable

13. 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.

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:

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, India- 500016. or email Us at customer.support@kshema.co or through Kshema Application or call us at 1800 572 3013 (toll-free)
2. If You are not satisfied with the resolution provided, You may escalate to our E-mail grievance.cell@kshema.co or 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.
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 <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.