

All RISK POLICY POLICY WORDINGS

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Preamble

Whereas the Insured/Insured beneficiary/Group Administrator described in the Schedule/Certificate of Insurance hereto by a Proposal and declaration which, together with any other statements made by the Insured/ Insured Beneficiary/Group Administrator in writing, shall be the basis of this contract and is deemed to be incorporated herein, has applied to the **Generali Central Insurance Company Limited** (hereinafter called the Company) for the insurance hereinafter contained and the Company has received the premium stated in the said Schedule/Certificate of Insurance in full as consideration for such insurance during the Policy Period stated in the said Schedule/Certificate of Insurance or during any further period for which the Company may accept payment for the renewal or extension of this Policy.

The Company hereby agrees subject to the terms, conditions and exclusions herein contained or endorsed or otherwise expressed hereon, to indemnify the Insured in accordance with the basis of indemnity specified under the Policy for the applicable Coverage Category of the Property, so lost, destroyed or damaged, by fire, riot and strike, theft, burglary or accident or from any fortuitous cause other than specifically excluded (hereinafter called the 'Insured Event'), any time during the Policy Period and within the limits stated in the Schedule hereto, provided always that the liability of the Company shall in no case exceed the Sum Insured on each insured item of Property or on the whole Total Sum Insured hereby.

Clause A. Definitions

As used in this Policy, the following terms shall have the respective meanings set forth below, and, where appropriate, references to the singular include references to the plural; references to the male include the female and references to any statutory enactment include subsequent changes to the same. As the context may require based on the nature of the contract of insurance entered into, the words Insured, Group Administrator', Schedule, Master Policy Schedule and Certificate of Insurance shall stand to hold such meaning as may be respectively applicable to the individual and group insurance covers.

1. Coverage Category

It means the category specified against each insured item/article of Property under the Schedule, for determination of the Sum Insured, basis of indemnity, and excess to be applied at the time of claim. The Coverage Category for each insured item/article of Property shall be determined by the Company, per its sole discretion, in accordance with the description provided by the Insured, and specified in the Schedule.

2. Insured

Means the name of the insured, as contained in the Schedule/Certificate of Insurance.

3. Policy

Includes the complete set of documents consisting of the statements in the Proposal, these Policy wordings, the Schedule Master Policy Schedule, and Certificate of Insurance issued to respective Insured Beneficiary/ies, endorsements or any annexures attaching to or forming part thereof, either on the Cover period or during the Policy Period/Period of Insurance

4. Group/Master Policy

Means the policy issued to the Insured, containing the terms and conditions of the coverage available under the Policy, and under which, Certificate(s) of Insurance shall be issued.

5. Group Administrator

Means the Organization/Entity/Group Manager as named in the Policy Schedule who has concluded this Policy with Us on a group insurance basis

6. Certificate of insurance

Means the certificate issued to You under the Group/Master Policy, which contains details such as the Group/Master Policy number, name and Your address, description of the Gadget and other details.

7. Cover Period

Means the period of time the Insured Beneficiary is covered under the Policy from the effective date to the expiration date, as specified in the Certificate of Insurance

8. Insured Beneficiary

It Means members covered under the Group/Master Policy.

9. Policy Period

It means the period commencing on the commencement date of the Policy and terminating on the expiry date of the Policy, both days inclusive, as specified in the Schedule. It is the duration in which the Policy is valid and the Insured is liable to make a claim subject to the terms and conditions under this Policy.

10. Property

It means the items insured under this Policy, as expressly specified in the Schedule.

11. Personal Portable Gadgets

These are portable electronic devices like mobiles, tablets, laptops, camera, projectors etc as described in the policy schedule

12. Personal Belongings

These are portable items what are designed to be worn or carried along like Spectacles, Wristwatches, Handbags, Wallets and related items as described in the Policy Schedule.

13. Home Appliances

It means Domestic electronic, electrical, mechanical or physical asset(s) like TV, Fridge, Microwave, Washing Machine, AC etc. meant for personal use and as described in the Policy Schedule.

14. Jewellery and Precious Items

Jewellery - It means articles of personal adornment containing gemstones, silver, gold, platinum or other precious metals or bullions. Unset precious gemstones and Antique and Vintage jewellery are not covered under jewellery and precious items.

Precious Items shall mean articles made of gold, silver, crystal, other precious metals or bullion.

15. Antiques, Fine Art & Collectables shall mean i) Art Work/Stamps/Books/certificates ii) Medals/Monuments/trophies iii) Coins iv) records/CDs/Others, v) Family legacy Items like Clothes - Wedding dress/Embroidered linens vi) Watch/Clock vii) Musical instruments viii) Antique and Vintage Jewellery and other related items which have particular value due to age, style, artistic merit or collectability.

a. Antique Jewellery

It means a piece of Jewellery that is about 100 years old or older and has been inherited as a family legacy by the Insured, and not used in regular wear.

b. Vintage Jewellery

It means a piece of Jewellery that was made between 50 and 100 years ago and has been inherited as a family legacy by the Insured and not used in regular wear.

16. Proposal

It means the application form duly filled and signed by the Insured for this Policy and/or any other information provided by the Insured in the said form to the Company.

17. Schedule/Master Policy Schedule/Certificate of Insurance

It means the document attached to and forming a part of the Policy which sets out the Insured's personal details, the Optional Covers in force, if any, the Policy Period and the insured items of Property covered under the Policy. Any annexure or endorsement/memoranda to the Schedule, shall also be a part of the Schedule.

18. Sum Insured

It means the maximum liability of the Company in respect of each Property in accordance with the terms and conditions of this Policy, as specified in the Schedule.

19. Total Sum Insured

It means the maximum, total and cumulative liability of the Company, as expressly specified in the Schedule.

20. Total Loss/ BER (Beyond Economic Repair)

Your asset/item will be deemed a Total loss/ BER (Beyond Economic Repair) when We consider it uneconomical to repair the insured asset/item or when the repair costs exceed the sum insured minus the applicable depreciation.

21. Market Value means the Replacement Value of the insured items as new at the time of damage less due allowance for betterment, wear and tear and/or depreciation

22. Replacement Value means the value of replacing the insured items as new at the time of damage with property of similar specifications.

23. Agreed Value

It means the value(s) agreed between Insured and the Company in respect of the insured items of Property for the purposes of this Policy only. The Agreed Value does not reflect the Company's view of the price the Insured may attain while selling such item or insured will have to pay while procuring similar item.

24. We/Our/Us/Company

Generali Central Insurance Company Limited (Formerly known as Future Generali India Insurance Company Limited)

Clause B. Sum Insured

The Company's total liability to indemnify the Insured for each Property shall not exceed the Sum Insured specified against such item in the Schedule.

The basis of determining the Sum Insured of each item of Property, based on the applicable Coverage Category of the Property, shall be as follows:

Category I : Personal portable gadgets and Personal Belongings:

Basis of Sum Insured would be Replacement Value of such items, as mentioned in the Schedule.

The coverage is on Worldwide basis including Electrical & Mechanical breakdown on covered property

Category II : Home Appliances:

Basis of Sum Insured would be Replacement value of such items, as mentioned in the Schedule.

The coverage is within anywhere in India basis including Electrical & Mechanical breakdown on covered property.

Category III : Jewellery and Precious Items:

Basis of Sum Insured would be Agreed Value or Market Value basis, as mentioned in the Schedule.

It is covered anywhere in India including bank locker / while worn by the insured or their family members. The same can be extended to worldwide if required.

Category IV: Antiques, Fine Art & Collectables:

Basis of Sum Insured would be on Agreed Value basis.

It is covered anywhere in India and the same can be extended to Worldwide if required.

However, this will be subject to:

1. **SINGLE ARTICLE LIMIT:** Unless specifically and separately stated, the Company's liability in respect of each article or pairs of articles shall not exceed 10% of the Total Sum Insured under this Policy or INR10,00,000 whichever is less.
2. **ARTICLES IN PAIRS OR SETS:** Unless expressly specified to be covered, on the occurrence of an Insured Event in respect of a Property insured under this Policy, the Company will not indemnify the resulting reduction in value of the remaining undamaged components or parts of such Property due to any special value which such insured Property may have as part of such pair or set. However, where such reduction in value is covered under the Policy, the Insured shall unconditionally tender the remaining article or articles of the pair or set to the Company.

Clause C. Basis of Indemnity

Without prejudice to any other terms or conditions affecting the overall amount of indemnity

available in respect of each Property under the Policy, the basis of settlement for each of the following Coverage Categories shall be as below unless varied specifically in writing:

- **Categories I (Personal portable gadgets and Personal Belongings) & II (Home Appliances)**

- i) For Partial Loss- Reinstatement or repair cost;
(Depreciation will be applicable for parts with limited life) ii) For Total Loss/BER(Beyond Economic Repair)

- Market Value (ie, the Replacement Value of the insured items as new at the time of damage less due allowance for betterment, wear and tear and/or depreciation). iii) If the Property shall at the time of any loss or damage be collectively of greater value than the Sum Insured thereon, then the Insured shall be considered as being his/her own insurer for the difference

and shall bear a rateable proportion of the loss. Every such Property (if more than one) insured under the Policy shall be separately subject to this condition.

- **Category III Jewellery and Precious Items If insured on Agreed Value basis**

- i) Total Loss/BER(Beyond Economic Repair): In the event that an insured item of Property is lost or damaged beyond repair, arising out of an Insured Event, then the company shall pay the Sum Insured specified against such Property in the Schedule.

- ii) Partial Loss: In the event of loss or damage to an insured item of Property where such item can reasonably be repaired or reinstated, the Company shall at its own option, either pay the value of irretrievably lost part of the item or the cost of restoration of the item to its condition immediately prior to the occurrence of the Insured Event, not exceeding the Agreed Value of such Property.

Other than Agreed Value, as below:

- i) In case of a partial loss, where the loss or damage can reasonably be repaired or reinstated at a cost less than the replacement cost then, Company will indemnify the Insured in respect of the expenses necessarily incurred to restore the jewellery and/or similar precious item to its state immediately prior to the occurrence of the Insured Event.
- ii) In the case of a total loss/BER(Beyond Economic Repair), Company shall indemnify the Insured in respect of the restoration or replacement costs. Company shall not be bound to reinstate or restore exactly or completely, but only as permitted by the circumstances and in a reasonably sufficient manner and to the state that existed immediately prior to the occurrence of the Insured Event.
- iii) If the value of the jewellery and/or similar precious item hereby insured shall at the time of any Insured Event be collectively of greater value than the Sum Assured thereon then the Insured shall be considered his own insurer of the difference and shall bear a rateable proportion of the loss or damage. Every such Property (if more than one) insured under the Policy, shall be separately subject to this condition.
- iv) The Company shall not be liable to make payment for more than the intrinsic cash value of any item in respect of which a claim is made and, where an item is part of a pair or set, payment by the Company shall be made without any reference to any additional value that such item may have had as a part of such pair or set, and in any event, subject to the Sum Insured specified in the Schedule.

• **Section IV: Antiques, Fine Art & Collectables**

- i) **Total Loss/BER(Beyond Economic Repair)** : In the event that an insured item of Property is lost or damaged beyond repair, arising out of an Insured Event, then the Company shall pay the Sum Insured specified against such Property in the Schedule.
- ii) **Partial Loss:** In the event of loss or damage to an insured item of Property where such item can reasonably be repaired or reinstated, the Company shall at its own option, either pay the value of irretrievably lost part of the item or the cost of restoration of the item to its condition immediately prior to the occurrence of the Insured Event, not exceeding the Agreed Value of such item of Property.

Clause D. Exclusions

The Company shall not be liable in respect of:-

1. Excess as specified in the Schedule.
2. 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.
3. Aridity, humidity, exposure to light or extremes of temperature unless the loss arises as a direct consequence of an occurrence not excluded under this Policy.
4. Aesthetic damages which do not affect the functioning of the Property, including but not limited to dents, scratches on painted, polished or enamelled surfaces, and broken plastic on ports and antennae.
5. Loss or damage caused by mechanical or electrical derangement/breakdown of any item. Breakdown shall mean the actual failure breaking distortion or burning out of equipment arising out of i) mechanical or electrical defects in the equipment failure or ii) fluctuation of electricity supply. This exclusion is not applicable for Category I & II items
6. Over winding, scratching, cracking, denting or internal damage of watches and clocks.
7. Loss or damage to money, securities, manuscripts, deeds, bonds, bills of exchange, promissory notes, stock or share certificates, stamps, travel tickets, travellers' cheques, business books or documents, plans, designs, blueprints, credit/ debit/ATM cards or club membership Cards unless specifically covered under Category IV.
8. Theft from any car except car of fully enclosed saloon type having at the time all the doors, windows and other openings securely locked and properly fastened.
9. Any loss or damage arising through delay, detention or confiscation by customs or other governmental authorities.
10. Loss, destruction of or damage to articles of consumable nature;
11. Loss, damage or liability arising directly or indirectly from seepage, pollution or contamination, howsoever such seepage, pollution or contamination may have been caused.
12. Any unexplained or mysterious disappearance of the Insured item;
13. Loss or damage whilst the Property insured is sent under a contract of affreightment.
14. Infidelity of employees, servants or household staff of the Insured.
15. Loss or damage whether direct or indirect arising from war, warlike operations, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, insurrection, civil commotion, military or usurped power, seizure, capture, confiscation, arrests restraints and detainment by the order of any government or any other authority.

In any action suit or other proceedings where the Company alleges that by reason of the above exclusion, any loss or damage is not covered by this Policy, the burden of proving that such loss or damage is covered shall be upon the Insured.

16. **Terrorism Damage Exclusion Warranty:** Notwithstanding any provision to the contrary within this insurance it is agreed that this insurance 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 warranty an act of terrorism means an act, 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 organisation(s) or government(s), committed for political, religious, ideological or similar purpose including the intention to influence any government and/or to put the public, or any section of the public in fear.

The warranty also excludes loss, damage, cost or expenses 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 action taken in respect of any act of terrorism.

If the Company alleges that by reason of this exclusion, any loss, damage, cost or expenses is not covered by this insurance the burden of proving the contrary shall be upon the Insured.

17. (a) 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 ionising, radiation, or contamination by radioactivity from any source whatsoever.
 (b) Any loss, destruction, damage, or legal liability directly or indirectly caused by or contributed to by or arising from nuclear weapons material.
18. (a) Loss or destruction of or damage to any property whatsoever (including a computer) or any expense whatsoever resulting or arising therefrom:

- (a) Any legal liability of whatsoever nature;
 (b) Any consequential loss;
 (c) Directly or indirectly caused by or contributed to by or consisting of or arising from the incapacity or failure of any computer to capture save retain or correctly to process any data as a result of the operation of any command which has been programmed into any computer, being a command, which causes the loss of data or the inability to capture save retain or correctly to process such data in regard to or in connection with any such data.

For the purpose of this exclusion, a computer includes any computer, data processing equipment, microchip, integrated circuit or similar device or any computer software tools operating system or any computer hardware or peripherals and the information or data stored in or on any of the above, whether the property of the Insured or not.

19. Loss damage or consequential loss directly or indirectly caused by, consisting of, or arising from:
- a) Any functioning or malfunctioning of the internet or similar facility, or of any intranet or private network or similar facility,
 b) Any corruption, destruction, distortion, erasure or other loss or damage to data, software, or and kind of programming or instruction set,
 c) 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.

It is clarified that the foregoing exclusion shall not exclude any subsequent damage not otherwise excluded which itself results from an Insured Event.

20. Loss of/damage to data and contents including pictures, software, downloads, apps, music or any other content is not covered by this policy.
21. Any financial loss caused to you as a result of cyber-attack or fraud while the Insured Item(s) was in use.
22. Any consequential loss or damage including but not limited to bodily injury/illness/harmful effect due to usage of/inability to use the Insured Item(s)

23. Consequential loss or legal liability of any kind.
24. Loss or damage that is covered under manufacturers, supplier or dealer's warranty or recall campaign in the event of mass failure of the item(s) of Property.
25. Loss or damage due to or contributed to by the Insured having caused or suffered anything to be done whereby the risks hereby insured against were unnecessarily increased.
26. Wilful act or wilful negligence of the Insured or his representative.
27. Malicious damage or vandalism to any Property whilst being displayed in the open air; this exclusion is not applicable in case the Insured has opted for the Exhibition Optional Cover, and the Property is displayed in accordance with such cover.
28. Loss of or damage to Insured Property at any trade fair, public display or exhibition unless specifically notified to and agreed by the Company in advance, or as declared in the Schedule herein.
29. Loss or damage due to corrosion, rust, denting, scratching, blockages or dust.
30. Fading, colour loss, or colour change and/or Cracking and peeling of leather or vinyl.
31. Any loss or damage to the insured item of Property or to the general public and/ or legal liability arising out of immoral or unethical use of insured item of Property.
32. Cosmetic damage- Any chemical or cosmetic damage due to make-up or hair spray.
33. Loss or damage of jewellery in swimming pool, water park or bath tub.
34. Any item/ article of Property used in the Insured's business.
35. Loss or damage of jewellery in checked-in baggage while travelling in an aircraft.
36. Loss or damage for which the manufacturer or supplier of the item of Property is responsible either by law or under the contract.
37. Damage arisen from misuse or use not in accordance with the manufacturer/seller's instruction.
38. Theft and burglary claims, if the premise is left unoccupied for more than continuous 45 days.
39. Loss, damage, destruction of unset stones is not covered.
40. **Infectious Disease / COVID-19 Exclusion:** Any loss, damage, liability, expense, fines, penalties or any other amount directly or indirectly caused by, in connection with, or in any way involving or arising out of any of the following, including any fear or threat thereof, whether actual or perceived
 - a. Any infectious disease, virus, bacterium or other microorganism (whether asymptomatic or not); or
 - b. Coronavirus (COVID-19) including any mutation or variation thereof; or
 - c. Pandemic or epidemic, as declared as such by the World Health Organization or any governmental authority.

If the Company deems that, by reason of any of the foregoing exclusions, any amount is not covered by this Policy, the burden of proving the contrary shall rest on the Insured.

Clause E. Valuation

The Insured is required to submit a valuation report from a valuer experienced in valuation of such insured item, as approved by the Company, for each insured item of Property as may be required by Company.

Clause F. Optional Covers

SABOTAGE AND TERRORISM DAMAGE COVER ENDORSEMENT (MATERIAL DAMAGE ONLY)

INSURING CLAUSE: It is agreed that the exclusion C.16 to this Policy is deleted so that so that the insurance under this Policy shall extend to cover sabotage and/or terrorism by charging an additional premium as mentioned below;

Subject otherwise to the terms, exclusions, provisions and conditions contained in the Policy and in

consideration of the payment by the Insured to the Company of additional premium as stated in the Original Policy Schedule, it is hereby agreed and declared that notwithstanding anything stated in the "Terrorism Risk Exclusion" of this Policy to the contrary, this Policy is extended to cover physical loss or physical damage occurring during the period of this Policy caused by an act of sabotage and/or terrorism to the location/s mentioned in the schedule subject to the exclusions, limits and excess described hereinafter.

For the purpose of this cover, 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) Act, 1967 (as amended from time to time) 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.

For the purpose of this cover, an act of sabotage means a subversive act or series of such acts committed for political, religious or ideological purposes including the intention to influence any government and/or to put the public in fear for such purposes.

This cover also includes loss, damage, cost or expense directly caused by, resulting from or in connection with any action taken in suppressing, controlling, preventing or minimizing the consequences of an act of sabotage and/or terrorism by the duly empowered government or Military Authority.

Provided that if the Insured is eligible for indemnity under any government compensation plan or other similar scheme in respect of the damage described above, this Policy shall be excess of any recovery due from such plan or scheme.

For the purpose of the aforesaid inclusion clause, "Military Authority" shall mean armed forces, paramilitary forces, police or any other authority constituted by the government for maintaining law and order.

LOSSES EXCLUDED:

This cover shall not indemnify loss of or damage to Property caused by any or all of the following:-

1. loss by seizure or legal or illegal occupation;
2. loss or damage caused by:
 - (i) voluntary abandonment or vacation,
 - (ii) confiscation, commandeering, nationalisation, requisition, detention, embargo, quarantine, or any result of any order of public or government authority, which deprives the Insured of the use or value of its property;
3. loss or damage arising from acts of contraband or illegal transportation or illegal trade;
4. loss or damage directly or indirectly arising from or in consequence of the seepage and or discharge of pollutants or contaminants, which pollutants and contaminants shall include but not be limited to any solid, liquid, gaseous or thermal irritant, contaminant or toxic or hazardous substance or any substance the presence, existence or release of which endangers or threatens to endanger the health, safety or welfare of persons or the environment;
5. loss or damage arising directly or indirectly from or in consequence of chemical or biological emission, release, discharge, dispersal or escape or chemical or biological exposure of any kind;
6. loss or damage arising directly or indirectly from or in consequence of asbestos emission, release, discharge, dispersal or escape or asbestos exposure of any kind;
7. any fine, levy, duty, interest or penalty or cost or compensation/damages and/or other assessment which is incurred by the Insured or which is imposed by any court, government agency, public or civil authority or any other person;
8. loss or damage by electronic means including but not limited to computer hacking or the introduction of any form of computer virus or corrupting or unauthorised instructions or code or the use of any electromagnetic weapon. This exclusion shall not operate to exclude losses (which would otherwise be covered under this Policy) arising from the use of any computer, computer system or computer software programme or any other electronic system in the launch and/or guidance system and/or firing mechanism of any weapon or missile;
9. loss or damage caused by vandals or other persons acting maliciously or by way of protest or strikes,

- labour unrest or riots;
10. loss or increased cost occasioned by any public or government or local or civil authority's enforcement of any ordinance or law regulating the reconstruction, repair or demolition of any property insured hereunder;
 11. any consequential loss or damage, loss of use, delay or loss of markets, loss of income, depreciation, reduction in functionality, or increased cost of working;
 12. loss or damage caused by factors including but not limited to cessation, fluctuation or variation in, or insufficiency of, water, gas or electricity supplies and telecommunications or any type of service;
 13. loss or increased cost as a result of threat or hoax;
 14. loss or damage caused by or arising out of burglary, housebreaking, looting, theft, larceny or any such attempt or any omission of any kind of any person (whether or not such act is committed in the course of a disturbance of public peace) in any action taken in respect of an act of sabotage and/or terrorism;
 15. loss or damage caused by mysterious disappearance or unexplained loss;
 16. loss or damage directly or indirectly caused by mould, mildew, fungus, spores or other microorganism of any type, nature or description, including but not limited to any substance whose presence poses an actual or potential threat to human health;
 17. total or partial cessation of work or the retardation or interruption or cessation of any process or operations or omissions of any kind;
 18. Any loss due to fines or damages for breach of contract, or penalties of whatever nature;
 19. Any infidelity, fraudulent, dishonest or criminal act by any director, officer or trustee of the Insured whether acting alone or in collusion with others;
 20. Any debt, insolvency or commercial failure, whether to provide bond or security or otherwise, or any other financial cause of any party or person whatsoever.
 21. loss or damage caused by civil commotion, insurrection, revolution or rebellion, mutiny and/or coup d'etat and civil war except as may be expressly specified to be covered in the Schedule;
 22. Third party liability howsoever arising except as may be expressly specified to be covered in the Schedule.

LIMIT OF INDEMNITY

The limit of indemnity under this cover shall not exceed the Total Sum Insured specified in the Schedule or INR 20,000,000,000 per compound/location as disclosed to the Company and specified in the Schedule, whichever is lower.

In respect of sabotage and/or terrorism cover for dwellings, limit of indemnity shall not exceed Total Sum Insured as specified in the Schedule or INR 4,000,000,000 per compound/location as disclosed to the Company and specified in the Schedule, whichever is lower.

In respect of several compounds/locations being covered under a single policy on a floater basis, the maximum aggregate loss suffered from all the locations specified in the Schedule shall not exceed Total Sum Insured as specified in the Schedule or INR 20,000,000,000/- whichever is lower. In respect of several insurance policies within the same compound/location with one or different insurers, the maximum aggregate loss payable per compound/location by any one or all insurers, shall be INR 20,000,000,000. If the actual aggregate loss suffered at one compound/location is more than INR 20,000,000,000, the amounts payable towards individual policies shall be reduced in proportion to the sum insured of the policies.

EXCESS*

1% of the claim amount for each and every claim subject to Minimum of INR 10,000 and Maximum of INR 500,000

ADD ON COVERS

It is further declared and agreed that the limit of indemnity including the claim on add on cover(s) shall not exceed total sum insured plus separate sublimit opted for add on cover(s) or INR 20,000,000,000 whichever is lower. In respect of several insurance policies within the same compound/location, the maximum aggregate loss payable per compound/location by any one or all insurers shall be INR 20,000,000,000.

In respect of sabotage and/or terrorism cover for long term dwellings, limit of indemnity including the claim on add on cover(s) shall not exceed total sum insured plus separate sublimit opted for add on

cover(s) or INR 4,000,000,000/- whichever is lower. In respect of several insurance policies within the same compound/location, the maximum aggregate loss payable per compound/location by any one or all insurers shall be INR 4,000,000,000/-

MID TERM COVER

In case the coverage under this endorsement is granted during the currency of the Policy, no claims will be payable for loss or damage to Property caused by an act of sabotage and/or terrorism occurring during the first 15 (fifteen) days from the date of granting such cover. There should be no known or recorded/reported losses from ground up including threats/hoaxes from date of inception of Policy to the date of granting such cover.

SANCTION, LIMITATION AND EXCLUSION CLAUSE

No (re)insurer shall be deemed to provide cover and no (re)insurer shall be liable to pay any claim or provide any benefit hereunder to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose that (re)insurer to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, United Kingdom or United States of America.

CANCELLATION: Cancellation of cover by Insured Beneficiary (Where Insured Beneficiary has paid the premium)

The Insured Beneficiary can cancel the insurance cover, being the holder of the certificate of insurance, at any time during the currency of that certificate by serving a written notice to the Company, with or without citing the cause/reason. The pro-rated refund amount shall be credited to the designated bank account of the Insured Beneficiary, while the certificate will be cancelled. This refund will not be made by the Company if a claim has been made against the certificate.

Cancellation by the Group Administrator before the expiry of Master Policy/Certificate of Insurance (Applicable in all cases where the entire premium is borne and paid by the group administrator)

The Group Administrator/Master Policyholder can cancel the insurance cover at any time during the Policy Period by serving a written notice to the Company, with or without citing the cause/reason.

Refund of premium will apply in the following manner:

1. If the Policy Period is upto one (1) year and no claim has been made till the date of cancellation request, Proportionate premium will be refunded for the unexpired period.
2. If the Policy Period is more than one (1) year and no claim has been made till the date of cancellation request, Proportionate premium will be refunded for the unexpired period.

Effect of termination of policy by the Group Administrator: On and from the effective date of cancellation or termination of this Policy or, if applicable, the certificate of insurance: The cover contained in each of the issued certificates of insurance will continue through its respective period of insurance; and The group administrator will continue to facilitate the claim proceedings to the full extent of the risk cover period provided to the Insured Beneficiary under the respective Certificate of Insurance.

EXHIBITION COVER

It is agreed that the exclusions 27 & 28 to this Policy is deleted so that so that the insurance under this Policy shall extend to cover the display of the insured items of Property at an exhibition, as below;

Where this Optional Cover is in force under the Policy, any loss or damage caused to the insured items of Property while on display at an exhibition location only is covered and transit from the Insured's own premises to the exhibition premises is not covered under the Policy, subject to the exclusions, basis of indemnity, and other Policy conditions.

This Optional Cover will be available with prior written intimation for a specific duration as may be required by the Insured, on receipt of the applicable additional premium. The specific time period for which this Optional Cover will be in force under the Policy shall be as specified in the Schedule or any endorsement hereto.

RENT FOR HIRING ALTERNATE EQUIPMENT

Where this Optional Cover is in force under the Policy, any loss or damage caused to the Camera covered under category I , will be indemnified for the period of repair / reinstatement (maximum for 30days) of Property in the form of payment of rent for hiring alternate equipment of the same manner, subject to the exclusions, basis of indemnity, and conditions of the Policy.

This Optional Cover will be available with prior written intimation for a specific duration as may be required by the Insured, on receipt of the applicable additional premium. The specific time period & Sum Insured limit for which this Optional Cover will be in force under the Policy shall be as specified in the Schedule or any endorsement hereto.

FULL COVER FOR PAIR AND SET

Where this Optional Cover is in force under the Policy, any loss or damage caused to any article forming part of a pair or set, the Company shall pay the full value for that pair and set, subject to the exclusions, basis of indemnity, and conditions of the Policy.

This Optional Cover will be available with prior written intimation for a specific sum insured as may be required by the Insured, on receipt of the applicable additional premium. The details about Sum Insured limit and other conditions for which this Optional Cover will be in force under the Policy shall be as specified in the Schedule or any endorsement hereto.

Clause G. General Conditions

1. **NOTICE:** Every notice and communication to the Company required by this Policy shall be in writing to the office of the Company through which this insurance is affected.
2. **DUTY OF DISCLOSURE:** This Policy shall be void and all premiums paid hereon shall be forfeited to the Company in the event of misrepresentation, misdescription, non- disclosure of any material fact, fraud, or non- cooperation by the Insured.
3. **REASONABLE CARE:** The Insured shall take all reasonable steps to safeguard the Property insured against accident, loss or damage. Any use of an insured Property before necessary repairs are effected which causes an extension of the damage or any further damage shall be entirely at the Insured's own risk. The Company shall have at all times free and full access to examine the Property or any part thereof.
4. **CLAIMS PROCEDURE:** Upon the happening of any event giving rise or likely to give rise to a claim under this Policy, the following shall be a condition precedent to the Company's liability:
 - (a) The Insured shall give immediate notice, and in any event no later than 7 days, thereof in writing to the nearest office with a copy to the Policy issuing office of the Company as well as lodge forthwith a complaint with the Police. The Insured must also notify the railways, Steamship Company, airlines, hotel proprietors or the authority in whose care the Property was at the time of the happening of any loss or damage.
 - (b) The Insured shall deliver to the Company, within 14 days of the date on which the event shall have come to his knowledge, a detailed statement in writing, of the loss or damage, with an estimate of the intrinsic value of the property lost and the amount of damage sustained.
5. The Insured shall tender to the Company all reasonable information, assistance, affidavits and proofs in connection with and in substantiation of any claim. The Insured must give the Company such relevant information and evidence as may be required and must co-operate fully in the investigation or adjustment of any claim. Any act or omission on the part of Insured that is found to be prejudicial to the Company's investigation, including in relation to General Terms and Condition 9 of the Policy (Fraud), shall vitiate the claim and render the Policy void.
6. **CONTRIBUTION:** If at the time of the happening of any loss or damage covered by this Policy there shall be subsisting any other insurance of any nature whatsoever covering the same, whether effected by the Insured or not, then the Company shall not be liable to pay or contribute more than its rateable proportion of such loss or damage.
7. **AVERAGE:** If the Property hereby insured shall at the time of any loss or damage be collectively of greater value than the Sum Insured thereon, then the Insured shall be considered as being his own insurer for the difference and shall bear a rateable proportion of the loss. Every item of Property (if more than one) insured under the Policy shall be separately subject to this condition, unless specified to be insured on an Agreed Value basis.

8. **SUBROGATION** : The Insured and any claimant under this Policy shall at the expense of the Company do and concur in doing and permit to be done all such acts and things that may be necessary or reasonably required by the Company for the purpose of enforcing any right and remedies or obtaining relief or indemnity from other parties to which the Company shall be or would become entitled or subrogated upon the Company paying for or making good any loss or damage under this Policy whether such acts and things shall be or become necessary or required before or after the Insured's indemnification by the Company.
9. **FRAUD**: If any claim under this Policy shall be in any respect fraudulent or if any fraudulent means or devices are used by the Insured or anyone acting on his/her behalf to obtain any benefit under this Policy, all benefits and rights under the Policy shall be forfeited.
10. **CANCELLATION:**
Cancellation of cover by Insured Beneficiary (Where Insured Beneficiary has paid the premium)

The Insured Beneficiary can cancel the insurance cover, being the holder of the certificate of insurance, at any time during the currency of that certificate by serving a written notice to the Company, with or without citing the cause/reason.

The pro-rated refund amount shall be credited to the designated bank account of the Insured Beneficiary, while the certificate will be cancelled. This refund will not be made by the Company if a claim has been made against the certificate.

Cancellation by the Group Administrator before the expiry of Master Policy/Certificate of Insurance (Applicable in all cases where the entire premium is borne and paid by the group administrator)

The Group Administrator/Master Policyholder can cancel the insurance cover at any time during the Policy Period by serving a written notice to the Company, with or without citing the cause/reason.

Refund of premium will apply in the following manner:

1. If the Policy Period is upto one (1) year and no claim has been made till the date of cancellation request, Proportionate premium will be refunded for the unexpired period.
2. If the Policy Period is more than one (1) year and no claim has been made till the date of cancellation request, Proportionate premium will be refunded for the unexpired period.

Effect of termination of policy by the Group Administrator:

On and from the effective date of cancellation or termination of this Policy or, if applicable, the certificate of insurance:

The cover contained in each of the issued certificates of insurance will continue through its respective period of insurance; and

The group administrator will continue to facilitate the claim proceedings to the full extent of the risk cover period provided to the Insured Beneficiary under the respective Certificate of Insurance.

11. **ARBITRATION CLAUSE**: For Policyholders, who are other than individuals, the following provision shall be applicable:

The parties to the contract may mutually agree and enter into a separate Arbitration Agreement to settle any and all disputes in relation to this policy.

Arbitration shall be conducted under and in accordance with the provisions of the Arbitration and Conciliation Act, 1996."

12. **OBSERVANCE OF TERMS AND CONDITIONS**: The due observance and fulfilment of the terms, conditions and endorsements of this Policy in so far as they relate to anything to be done or complied with by the Insured shall be a condition precedent to any liability of the Company to make any payment under this Policy.
13. **RENEWAL NOTICE** : The Company shall not be bound to issue any renewal notice nor to accept renewal premium thereunder.

Clause H. Information about Us

Generali Central Insurance Company Limited (Formerly known as Future Generali India



Insurance Company Limited),
Corp. and Regd. Office: Unit No. 801 & 802, Tower C, 247 Embassy Park, LBS Marg, Vikhroli (West),
Mumbai - 400083
CIN: U66030MH2006PLC165287
Care Line:- 1800-220-233, 1860-500-3333, 022-67837800
Fax: 022-4097 6900 | Email: GCicare@generalicentral.com
Website: <https://generalicentralinsurance.com>.

Clause I. Redressal of Grievance

Redressal of Grievance

In case of any grievance the insured person may contact the company through
Website: <https://generalicentralinsurance.com> Toll Free: 1800-220-233 / 1860-500-3333 / 022-67837800
Email: GCicare@generalicentral.com

Courier: Grievance Redressal Cell, **Generali Central Insurance Company Limited**
Unit No. 301, 3rd Floor Part, Building No. 8, Mindspace IT/ITES SEZ, MIDC Industrial Area, Airavali, Navi
Mumbai, Thane District – 400 708.

Insured person may also approach the grievance cell at any of the company's branches with the details of grievance.

If Insured person is not satisfied with the redressal of grievance through one of the above methods, insured person may contact the grievance officer at GCIGRO@generalicentral.com or call at: 7900197777

For updated details of grievance officer, kindly refer the link generalicentralinsurance.com/customer-service/grievance-redressal

If Insured person is not satisfied with the redressal of grievance through above methods, the insured person may also approach the office of Insurance Ombudsman of the respective area/region for redressal of grievance as per Insurance Ombudsman Rules 2017. Kindly refer the annexure on Grievance Redressal Procedures.

Grievance may also be lodged at IRDAI Bima Bharosa (an Integrated Grievance Management System) - <https://bimabharosa.irdai.gov.in/>

STATUTORY NOTICE: “INSURANCE IS THE SUBJECT MATTER OF THE SOLICITATION”

Generali Central Insurance Company Limited (Formerly known as Future Generali India Insurance Company Limited) | Registered Office: Unit No. 801 & 802, 8th Floor, Tower C, Embassy 247 Park, LBS Marg, Vikhroli (West), Mumbai – 400083 | **IRDAI Regn. No.:** 132 | **CIN:** U66030MH2006PLC165287 | **Website:** <https://generalicentralinsurance.com> | **Email ID:** gccicare@generalicentral.com | **Toll-free Phone:** 1800 220 233 / 1860 500 3333/ 022 6783 7800

Dear Customer,

At Generali Central Insurance, we continuously strive for service excellence to give you exceptional customer experience. This helps us build trust and long-term relationship with you.

We request you to read the policy document including the terms and conditions carefully. This will help you understand your plan and drive maximum benefits. We want to ensure the plan is working for you and welcome your feedback.

What is a grievance?

"Complaint" or "Grievance" means written expression (includes communication in the form of electronic mail or voice based electronic scripts), of dissatisfaction by a complainant with respect to solicitation or sale or purchase of an insurance policy or related services by insurer and /or by distribution channel.

"Complainant" means a policyholder or prospect or any beneficiary of an insurance policy who has led a complaint or grievance against an insurer or a distribution channel.

We are always here for your help. You may use any of the following channels to reach us-

Helpline	Website	Email	Branch GRO	Complaint Form
<p>Call us on 1800 220 233/ 1860 500 3333/ 022-67837800</p> <p>Senior citizens can avail priority support by choosing the senior citizen option from the helpline menu.</p>	<p>Click here to know more</p>	<p>Write to us at GCIcare@generalicentral.com Senior citizens can avail priority support by writing to care.assure@generalicentral.com</p>	<p>Click here to know your nearest branch.</p>	<p>Click here to raise complaint.</p>

By when will my grievance be resolved?

- ▶ You will receive grievance acknowledgement from us immediately for your complaint.
- ▶ Final resolution will be shared with you within 2 weeks of receiving your complaint.
- ▶ Your complaint will be considered as closed if we do not receive any reply from you within 8 weeks from the date of receipt of response.

How do I escalate my complaint if I don't receive a response on time?

- ▶ You may write to our Grievance Redressal Officer at **GCIgRO@generalicentral.com**
- ▶ You may send a physical letter to our Grievance Redressal Cell, Head Office at the below address:

GENERALI CENTRAL INSURANCE COMPANY LIMITED (Formerly known as Future Generali India Insurance Company Limited)

Unit No. 301, 3rd Floor Part, Building No. 8, Mindspace IT/ITES SEZ, MIDC Industrial Area, Airavali, Navi Mumbai, Thane District – 400 708.

What if I am not able to register my grievance?

You can comfortably raise a grievance via any of the above-mentioned avenues. If you face any challenge, you may write to the provided email IDs for help.

If you still face any challenge, you may use any of the below options to raise a complaint with the Insurance Regulatory and Development Authority of India (IRDAI).

- ▶ Call on toll-free number: **155255**
- ▶ **Click here** to register complaint online

Is there any special provision for senior citizen to raise grievance?

We understand our customers and their needs. Thus, have a separate channel to address the grievances of senior citizens. The concerns will be addressed to the senior citizen's channel (**care.assure@generalicentral.com**) as complaints for faster attention or speedy disposal of grievance, if any.

Insurance Ombudsman:

If you are still dissatisfied with the grievance redressal, you may approach the Office of the Insurance Ombudsman located in your vicinity, provided the same is under their purview. The guidelines for taking up a complaint with the Insurance Ombudsman, are available on the website a (**<https://www.cioins.co.in/About>**) of the Insurance Ombudsman. **Click here** to access the list of insurance Ombudsman office.

You can also lodge an online complaint through the website of the Council for Insurance Ombudsmen (CIO): **<https://www.cioins.co.in/>**