

## **MONEY INSURANCE POLICY POLICY WORDINGS**

Whereas the Insured named in the Schedule has made to Future Generali India Insurance Company Limited (hereinafter called the “Company”), a proposal which is hereby agreed to be the basis of this Policy and has paid the premium specified in the Schedule, now the Company agrees, subject to the following terms, exclusions, conditions and limitations, to indemnify the Insured in excess of the amount of the Deductible and subject always to the Limit of Indemnity against such loss as is herein provided.

### **1. OPERATIVE PART**

The Company will indemnify the Insured:

- 1.1 Up to the Limit of Indemnity specified in the Schedule for the loss In Transit of Money whilst carried by the Insured or its authorised Employee, caused by Robbery, Theft or any other fortuitous event, and/or
- 1.2 Up to the Limit of Indemnity specified in the Schedule for the loss of Money from a Safe and/or Strong Room in the premises mentioned in the Schedule caused by Burglary or Robbery
- 1.3 Up to the Limit of Indemnity specified in the Schedule for the loss of Money from the Insured’s cash counter in the premises mentioned in the Schedule during office hours caused by Housebreaking or Robbery.

Provided that the insured event mentioned above occurs during the Policy Period and is notified to the Company in accordance with Condition 7.3 below.

### **2. DEFINITIONS**

The following words or terms shall have the meaning ascribed to them wherever they appear in this Policy, and references to the singular or to the masculine shall include references to the plural and references to the male gender shall include references to the female gender wherever the context so permits.

- 2.1 **“Policy”** means the proposal, the Schedule, this Policy document, and any endorsement attaching to or forming part thereof, either at inception or during the Policy Period.
- 2.2 **“Policy Period”** means the period between the commencement date and the expiry date shown in the Schedule.
- 2.3 **“Money”** means cash, bank drafts, currency notes, treasury notes, cheques, postal orders, money orders and current postage stamps belonging to the Insured.
- 2.4 **“Deductible”** means the amount stated in the Schedule, which shall be borne by the Insured in respect of any Claim under this Policy.
- 2.5 **“Limit of Indemnity”** means the amount stated against each sub-part shown in Part 1 of the Schedule, which is the maximum amount for which Company will make payment in relation to any one Claim. In respect of Part 2, the amount stated against each sub-part is the maximum amount for which the Company will make payment in relation to any one Claim and in aggregate during the Policy Period for all Claims.
- 2.6 **“Employee”** means any person with whom the Insured has entered into a contract of service.
- 2.7 **“Housebreaking”** means the unforeseen and unauthorised entry to or exit from the Insured Premises by aggressive and detectable means with the intent to steal Money.
- 2.8 **“Theft”** means the dishonest misappropriation of Money with the intention of permanently depriving the Insured of that Money.

2.9 **"Robbery"** means the Theft of Money using unforeseen, aggressive and violent means against the Insured's Employees.

2.10 **"Authorised Employee"** means an Employee of the Insured who is specifically entrusted with Money In Transit.

2.11 **"Insured Premises"** means the place named in the Schedule.

2.12 **"In Transit"** means:

2.12.1 in relation to Part 1A of the Schedule, any mode of transportation of Money for the payment of wages, salaries and other earnings or for petty cash directly between a bank, the Insured Premises or a Point in Transit (if specified) by the Insured or an Authorised Employee from the time Money is received at the bank, the Insured Premises or a Point in Transit by the Insured or an Authorised Employee until delivered to the bank, the Insured Premises or a Point in Transit by the Insured or an Authorised Employee and whilst at the Insured Premises until disbursed provided that out of business hours such Money shall be secured in a locked Safe or locked Strong Room. Cheques drawn by the Insured to provide for such Money are covered In Transit from the Insured Premises to the Bank only.

2.12.2 in relation to Part 1B of the Schedule, any mode of transportation of Money in the personal custody of the Insured or an Authorised Employee directly between a bank and the Insured Premises or a Point in Transit (if specified) from the time Money is received at the bank or the Insured Premises by the Insured or an Authorised Employee until delivered to the bank or the Insured Premises or a Point in Transit by the Insured or an Authorised Employee within 72 hours of the time of collection.

2.13 **"Business"** means the business stated in the Schedule.

2.14 **"Unused"** means unoccupied for a consecutive period of 7 days.

2.15 **"Schedule"** means the schedule attached to and forming part of this Policy.

2.16 **"Claim"** means a claim under an Operative Part.

2.17 **"Point in Transit"** means the place specified in the Schedule.

2.18 **"Safe"** means

2.18.1 a strong cabinet within the Insured Premises designed for the safe and secure storage of valuable items, and

2.18.2 access to which is restricted.

2.19 **"Strong Room"** means

2.19.1 A room within the Insured Premises designed for the secure storage of Money, and

2.19.2 Access to which is restricted.

## **2.20 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 organisation(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.

### 3. OPTIONAL COVERS

#### 1. RIOT AND STRIKE

It is understood and agreed that exclusion no. 4.8 \_\_\_ stands deleted to the extent covered here.

The Company will pay in the event of loss of Money specified in the schedule which is directly caused by:

1. The act of any person taking part together with others in any disturbance of the public Peace (whether in connection with a strike or lock-out or not) not being an occurrence mentioned in exclusion (c) and (d) hereinafter.
2. The action of any lawfully constituted authority in suppressing or attempting to suppress any such disturbance or in minimizing the consequences of any such disturbance.
3. The wilful act of any striker or locked-out worker done in furtherance of strike or in resistance to a lock out resulting in visible physical damage by external violent means.
4. The action of any lawfully constituted authority in preventing or attempting to prevent any such act or in minimizing the consequences of any such act.

This Cover excludes:

- a) Loss of earnings, loss by delay, loss of market share or other consequential or indirect loss or damage of any kind or description whatsoever.
- b) Loss or damage resulting from total or partial cessation of work or the retarding or interruption or cessation of any process or operation or omissions of any kind.
- c) Loss or damage occasioned by permanent or temporary dispossession of business professional premises mentioned in the Schedule resulting from confiscation, commandeering or requisition by any lawfully constituted authority.
- d) Loss or damage occasioned by permanent or temporary dispossession resulting from the unlawful occupation by any person of the business / professional premises mentioned in the Schedule or prevention of access to the same.

PROVIDED that the Company is not relieved under (c) or (d) above of any liability to the Insured in respect of physical damage to Insured's safe or strong room or cash box at the Insured's business/professional premises mentioned in the Schedule occurring before dispossession or during temporary dispossession.

Subject otherwise to the terms, conditions, limitations and exceptions of the Policy.

#### 2. INFIDELITY OF CASH CARRYING EMPLOYEES

This policy will cover Infidelity of the employees discovered beyond 48 hours subject to written intimation provided by the insured to the company and subject to acceptance of the same by the company. Acceptance or rejection at the sole discretion of the underwriter.

### 4. EXCLUSIONS

Save as expressly stated to the contrary, no indemnity is available under this Policy for any Claim arising out of, based upon or howsoever connected to the following.

- 4.1 Any consequential losses of any kind, be they by way of loss of profit, business interruption, market loss or otherwise and any other legal liability of any kind.
- 4.2 Loss of Money carried by anyone other than the Insured or an Authorised Employee.
- 4.3 Loss of Money where the Insured or his Authorised Employee is or is alleged to be involved as a principal or accessory or is alleged to be in anyway concerned or implicated.

- 4.4 Loss of Money in the Insured Premises where such Money is stored other than in a Safe or Strong Room, after business hours.
- 4.5 Money carried under contract of affreightment.
- 4.6 Loss of money from an unattended vehicle.
- 4.7 Loss of money from a Safe or Strong Room following the use of a key belonging to the Insured and/or combination and/or code to gain access, unless this has been obtained by threat or violence against Employees.
- 4.8 Loss or damage whether direct or indirect arising from war (whether war be declared or not), war-like operations, act of foreign enemy, hostilities, civil war, rebellion, insurrections, civil commotion, military or usurped power, seizure, capture, confiscation, arrests, restraint and/or detainment by the order of any government or any other authority, riot, strike or any terrorist activity.
- 4.9 Loss caused by any earthquake, flood, storm, cyclone or other convulsions of nature or atmospheric disturbances.
- 4.10 Loss or damage due to ionising radiation or contamination by the radioactivity substance from any nuclear fuel shall or from any nuclear assembly or nuclear waste or from the combustion of nuclear fuel.
- 4.11 Loss or damage due to the radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.
- 4.12 Loss due to or in any way contributed to by the Insured having knowingly permitted or caused or suffered anything to be done or not done whereby the risks hereby insured against were increased.
- 4.13 Any loss of or damage to any property, whether belonging to the Insured, an Employee or any third party.
- 4.14 Any personal or bodily or mental injury or suffering of any description.  
In any action suit or other proceeding where the Company alleges that by reason of any Exclusion any Claim is not covered by this Policy, the burden of proving that such Claim is covered shall be upon the Insured.
- 4.15 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.

## **5. ALTERATION OF RISK**

The cover afforded under this Policy shall be immediately suspended if:

- 5.1 there is any material change in the facts and matters stated in the proposal, and/or
- 5.2 the ownership of the Insured Property passes from the Insured to any other person or entity, and/or
- 5.3 the Insured Premises are Unused, during the period of being Unused. And such suspension shall continue until such time as the Company has agreed to lift the suspension and the Insured has paid any additional premium that may be requested by the Company.

## **6. SPECIAL CONDITION:**

### **Inspection of Books**

The Insured acknowledges that the premium in so far as it relates to Operative Part 1.1 has been determined by reference to the Insured's estimate of the amount of Money In Transit, as stated in the Schedule. It is hereby agreed that during the

Policy Period the Insured shall maintain a proper and contemporaneous record of the actual amount of Money In Transit, which record shall be available for inspection by the Company at any reasonable time.

### **Adjustment of Premium**

The Insured acknowledges that the premium in so far as it relates to Operative Part 1.1 has been determined by reference to the Insured's estimate of the amount of Money In Transit, as stated in the Schedule. It is hereby agreed that during the Policy Period the Insured shall maintain a proper and contemporaneous record of the actual amount of Money In Transit, which record shall be available for inspection by the Company at any reasonable time. Within one month from the expiry of this Policy, the Insured shall provide the Company with a written record of the actual amount of Money In Transit during the Policy Period and any information or supporting documentation in respect thereof that the Company may request. If the amount of Money In Transit ascertained after the expiry of this Policy shall differ from the Insured's estimate thereof upon which the premium for Operative Part 1.1 has been based, then (if the actual amount of Money In Transit exceeds the Insured's estimate of the same) the Insured shall pay to the Company any additional premium that the Company may determine by reference to the differential, or (if the actual amount of Money In Transit is less than the Insured's estimate of the same) the Company will reimburse the Insured by reference to the differential but subject to minimum retention of premium of Rs.500/-. For Operative Part 1.2 and 1.3 adjustment of premium is not applicable.

## **7. GENERAL CONDITIONS**

### **7.1 Observance of Terms and Conditions**

The due observance and fulfilment of the terms, conditions and endorsements (if any) of this Policy in so far as they relate to any thing 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.

### **7.2 Notifications & Declarations**

Any and all notices and declarations for the attention of the Company shall be submitted in writing and shall be sent to the address specified in the Schedule.

**7.3 Insured's Duty upon the happening of an insured event** It is a condition precedent to the Company's liability hereunder that the Insured shall:

**7.3.1** Immediately and in any event within 24 hours of the happening of any insured event giving rise to or likely to give rise to any Claim under this Policy give written notice to the Company to the address shown in the Schedule;

**7.3.2** Immediately and in any event within 24 hours lodge a complaint with the police detailing the Money lost in respect of which the Insured intends to submit a Claim, and within the same period provide a copy of that written complaint, the First Information Report to the Company, or the circumstances which might reasonably be expected to give rise to a Claim;

**7.3.3** within 14 days deliver to the Company a detailed written statement of the Money lost and an estimate of the quantum of any Claim along with all documentation required to support and substantiate the amount sought from the Company. In the case of the notification of an event likely to give rise to a Claim, the Insured shall specify in writing the grounds for holding such belief.

**7.3.4** expeditiously provide the Company and its representatives and appointees with all the information, assistance and documentation that they might reasonably require.

**7.3.5** take all reasonable steps to identify the perpetrators of the Burglary and/or Robbery and discover and recover any Money lost;

**7.3.6** take all reasonable steps to secure the Insured Premises and Money against a repeat of any Burglary and/or Robbery and/or fortuitous event, and/or prevent the same from occurring.

**7.4 Reasonable Care:** The Insured shall:

7.4.1 take all reasonable steps to safeguard the Money, any means by which the Money is In Transit, any Safe and/or Strong Room, and the Insured Premises against any insured event.

7.4.2 ensure that any security system or aid specified in the proposal is maintained in accordance with any maintenance schedule or recommendations of the manufacturer or, if none, then as may be required, and kept in good and effective working condition.

7.4.3 ensure that:

7.4.3.1 all means of entry to or exit from any Safe and/or Strong Room in the Insured Premises have been properly secured, and

7.4.3.2 all safety installations and aids (including but not limited to, any burglar alarm system) have been properly deployed, and

7.4.3.3 any security system or aid specified in the Proposal has been properly deployed, and

7.4.3.4 the keys of and/or any records as to the codes to and/ or combinations to any Safe or Strong Room are kept in a safe and secure place away from the Safe and/or Strong Room, and

7.4.3.5 out of normal office or business hours, the keys of and/or any records as to the codes to and/or combinations to any Safe or Strong Room are removed to a safe and secure place away from the Insured Premises and, if there are several keys and/or records as to the codes and/or combinations for any Safe or Strong Room, that these are kept separately from each other.

## **7.5 Books of Record**

7.5.1 The Insured shall maintain a contemporaneous daily written record of the Money contained in the Safe and/or Strong Room and/or In Transit and such record shall be deposited in a safe secure place other than the Safe and/or Strong Room and be produced to the Company in the event of any Claim under this Policy.

7.5.2 The Insured shall allow the Company at any reasonable time inspect the Safe and/or Strong Room and/or Insured Premises and in the event of any defect or danger being apparent, the Company may give written notice of the same to Insured whereupon the indemnity under this Policy and the liability of the Company arising from or connected to such defect shall be suspended until such time as it is rectified by the Insured and confirmed by the Company to have been rectified to its satisfaction.

## **7.6 Contribution**

If, at the time of the happening of any loss or damage covered by this Policy there shall be existing 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 any loss or damage.

## **7.7 Subrogation**

The Insured and any claimant under this Policy, shall at the expense of the Company do or concur in doing or 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 rights 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.

## **7.8 Fraud**

If the Insured shall make or advance any Claim knowing the same to be false or fraudulent as regards amount or otherwise, this Policy shall be void and all Claims or payments hereunder shall be forfeited.



## 7.9 Cancellation

### **Cancellation of policy by the Insurer:**

The Company may at any time cancel the Policy and wherever applicable, the certificate of insurance, on the ground of established fraud and no refund of premium will be made. In case of each such cancellation, the Company shall serve a written notice to the Insured and, wherever applicable, to the Beneficiary, of at least seven (7) calendar days.

### **Cancellation of policy by the Insured:**

The Insured 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.

## 7.10 Renewal Notice

The Company shall not be bound to accept any renewal premium nor give notice that such renewal is due.

## 7.11 Governing Law

The construction, interpretation and meaning of the provisions of this Policy shall be determined in accordance with the law of India. The section headings of this Policy are included for descriptive purposes only and do not form part of this Policy for the purpose of its construction or interpretation. The terms of this Policy shall not be waived or changed except by endorsement issued by the Company.

## 7.12 Territorial Limits

The indemnity provided under this Policy is restricted to Claims brought in India and determined according to Indian law, and the obligation of the Company to make payment shall be to make payment in Indian Rupees only.

## REDRESSAL OF GRIEVANCE

In case of any grievance the insured person may contact the company through

Website: <https://general.futuregenerali.in/>

Toll Free: 1800-220-233 / 1860-500-3333 / 022-67837800

Email: [Fgcare@futuregenerali.in](mailto:Fgcare@futuregenerali.in)

Courier: Grievance Redressal Cell, Future Generali India Insurance Company Ltd. Lodha I –Think Techno Campus, B Wing –2nd Floor, Pokhran Road –2, Off Eastern Express Highway Behind TCS, Thane West – 400607

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 [fggro@futuregenerali.in](mailto:fggro@futuregenerali.in) or call at: 7900197777

For updated details of grievance officer, kindly refer the link <https://general.futuregenerali.in/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/>



# GRIEVANCE REDRESSAL PROCEDURE

Dear Customer,

At Future Generali, 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 expression (includes communication in the form of electronic mail or other electronic scripts, Inbound Call, SMS, Letter), of dissatisfaction by a complainant with insurer, distribution channels, intermediaries, insurance intermediaries or other regulated entities about an action or lack of action about the standard of service or deficiency of service of such insurer, distribution channels, intermediaries, insurance intermediaries or other regulated entities.

- ▶ Explanation: An inquiry/ query or request does not fall within the definition of the 'complaint' or 'grievance'.
- ▶ Complainant means a policyholder or prospect or any beneficiary of an insurance policy who has filed 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
Call us on 1800 220 233/ 1860 500 3333/ 022-67837800	<a href="#">Click here</a> to know more	Write to us at <a href="mailto:fgcare@futuregenerali.in">fgcare@futuregenerali.in</a>	<a href="#">Click here</a> to know your nearest branch.	<a href="#">Click here</a> to raise a complaint

## By when will my grievance be resolved?

- ▶ You will receive grievance acknowledgement from us within 3 business days 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 Office at [fggro@futuregenerali.in](mailto:fggro@futuregenerali.in)
- ▶ You may send a physical letter to our Grievance Redressal Cell, Head Office at the below address-

Future Generali India Insurance Company Ltd.  
Lodha I – Think Techno Campus, B Wing – 2nd Floor, Pokhran Road – 2,  
Off Eastern Express Highway Behind TCS, Thane West – 400607

## GRIEVANCE REDRESSAL PROCEDURE

### 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 (IRDAI)-

- ▶ Call 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@futuregenerali.in](mailto:care.assure@futuregenerali.in)) as complaints for faster attention or speedy disposal of grievance, if any.

### Insurance Ombudsman:

If you are still dissatisfied with the resolution provided, you may opt to approach the Office of the Insurance Ombudsman, provided the same is under their purview.

[Click here](#) to know the guidelines for taking up a complaint with the Insurance Ombudsman.

In case you wish to send your complaint to insurance ombudsman.

[Click here](#) to access the list of insurance ombudsman offices.