

## PRADHAN MANTRI FASAL BIMA YOJNA POLICY WORDING

### Preamble

Generali India Insurance Company Limited (“the Company/ We/ Our/ Us”), having received a Proposal and the premium from the Proposer (“You/ Yours”) named in the Schedule referred to herein below, and the said Proposal and Declaration together with any statement, report or other document leading to the issue of this Policy and referred to therein having been accepted and agreed to by the Company and the Proposer as the basis of this contract do, by this Policy agree, in consideration of and subject to the due receipt of the subsequent premiums, as set out in the Schedule with all its Parts, and further, subject to the terms and conditions contained in this Policy, as set out in the Schedule with all its Parts that on proof to the satisfaction of the Company of the compensation having become payable as set out in Part I of the Schedule to the title of the said person or persons claiming payment or upon the happening of an event upon which one or more benefits become payable under this Policy, the Sum Insured/ appropriate benefit will be paid by the Company.

### I. SCOPE OF COVER

We hereby agree, subject to the terms, conditions and exclusions herein contained, or otherwise expressed herein, to compensate You, in the manner specified in the Schedule, against any significant deviation in the Actual Yield or in specified Weather Index as stated therein, within the specified geographical location and specified time period, subject to a maximum of the Sum Insured stated in the Schedule of this Policy.

### II. DEFINITIONS

1. **Automatic Weather Station (AWS):** means the primary weather station as specified in the Schedule, the weather data of which would be utilized for the purpose of on account payment of claims and claims for prevented sowing etc.
2. **Insured Person:** All farmers including sharecroppers, tenant farmers growing the notified crops in the notified areas are eligible for coverage.

The Scheme covers following groups of farmers:

- a. **On a compulsory basis:** All farmers growing notified crops and availing Seasonal Agricultural Operations (SAO) loans from Financial Institutions i.e. Loanee Farmers.
- b. **On a voluntary basis:** All other farmers growing notified crops (i.e., Non-Loanee farmers) who opt for the Scheme.

#### Farmer includes:

- a. Individual owner-cultivator/ tenant farmers/ sharecroppers.
  - b. Farmers enrolled under contract farming, directly or through promoters / organizers
  - c. Groups of farmers / societies serviced by Fertilizer Companies, Pesticide firms, Crop Growers associations, Self Help Groups (SHGs), Non- Governmental Organisations (NGOs), and Others
3. **Proposal:** means any signed Proposal by filling up the questionnaires and declarations, written statements and any information in addition thereto supplied to us by you or on your behalf.
  4. **Policy:** means the Policy wording, the Schedule and any applicable Endorsement or memoranda. Your Policy contains the details of the extent of cover available to you, what is excluded from the cover and the conditions, warranties and provisions on which the Policy is issued.
  5. **Policy Period:** means the period commencing from the effective date and hour as shown in the Policy Schedule and terminating at midnight on the expiry date as shown in the Schedule.
  6. **Schedule:** means the latest Schedule issued by us as part of Your Policy. It provides details of the level of cover you have.
  7. **Sum Insured:** means the monetary amount of coverage mentioned in the Schedule of the Policy. This is the maximum amount that the Company will pay for each and every claim, and in all, under this Policy.
  8. **Claim Trigger:** means when actual yield is less than threshold yield.
  9. **Actual Yield (AY)** means yield per hectare of the insured Crop calculated on the basis of requisite number of Crop Cutting Experiments (CCEs) in the insured season for defined area and within policy period under Policy
  10. **Bank** means an entity licensed as a Bank under Banking Regulation Act, 1949 and permitted by the Reserve Bank of India to carry on banking business in India

11. **Crop** means the variety of seed and/ or plants the Insured cultivates as mentioned in the Policy Schedule.
12. **Crop Cutting Experiments (CCE)** means Crop experiments which consist of identification and marking of experimental plots of a specified size and shape in a selected field on the principle of random sampling, threshing the produce and recording of the harvested produce for determining the percentage recovery of dry grains or the marketable form of the produce.
13. **Cropping Plan** means a detailed statement forming part of this policy showing the insurance cover selected by the Insured , the field number or name, the Crop and variety planted, the respective area planted, the sowing date, the emergence date, the average yield per hectare, the value per ton of harvested Crop and the Sum Insured of this crop.
14. **Deductible** The Insured shall first bear an agreed percentage of the value at risk at the time of loss at the insured location as specified in the schedule on each and every loss caused by any insured peril and the Company shall only be liable for any amount in excess of the said loss amount.
15. **Defined Area or Unit area of insurance** means specified area for the Notified Crop under the policy.
16. **Endorsement** means any alteration made to the policy which has been agreed to by the company in writing
17. **Exclusion** means the damages/perils/properties/contingencies which are not covered under the policy and the company has no liability in the event of loss occurrence.
18. **Financial Institution** shall have the same meaning assigned to the term under section 45 I of the Reserve Bank of India Act, 1934 and shall include a Non-banking Financial Company as defined under section 45 I of the Reserve Bank of India Act, 1934
19. **Harvesting** means the process of cutting the insured Crops or part thereof from an insured Field for sale or use on the insured farm.
20. **Insured Area** means the area under cultivation which is covered under the Policy
21. **Loanee Farmers** are those Farmers for whom agricultural loans have been sanctioned or disbursed by Bank / Financial Institutions
22. **Level of Indemnity** means the percentage of indemnity as specified in the Policy Schedule
23. **Minimum Support Price** means a minimum price for a Notified Crop, decided by the Government with a view to ensuring remunerative prices to the farmers for their produce on the basis of the Commission for Agricultural Costs and Prices (CACP) recommendations
24. **Notified Crop** is the Crop which is selected for the insured season in the defined area by the insurer or selected by the Government authority for the crop insurance with the consent of the insurer and which is specifically mentioned in the Policy Schedule
25. **Notional Threshold Yield** means the threshold yield (TY) or guaranteed yield for a Crop shall be the average yield multiplied by level of indemnity. Average yield will be calculated on the basis of the data for the preceding 7 years excluding the year(s) in which a natural calamity such as drought, floods etc. may have been declared by the concerned Government/Authority. However; it may be ensured that at least 5 years yield data is available for calculating the threshold yield
26. **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 organization(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
27. **Theft** means the act of stealing, specifically, the felonious taking and removing of property, with intent to deprive the rightful owner of the same and includes larceny.

### III. SPECIFIC POLICY TERMS

#### 1. Limits of Sum Insured / Coverage:

The Sum Insured (SI) for both loanee & Non loanee farmers will be same and equal to the Scale of Finance as decided by the District level Technical Committee and would be pre declared by SLCCI and notified.

## 2. Risks covered:

**a) Standing Crops:** Comprehensive risk insurance will be provided to cover yield losses due to non-preventable risks, viz.:

- i. Natural Fire and Lightning
- ii. Storm, Hailstorm, Cyclone, Typhoon, Tempest, Hurricane, Tornado etc.
- iii. Flood, Inundation and Landslide
- iv. Drought, Dry spells
- v. Pests/ Diseases etc.

### b) Prevented Sowing / Planting Risks

In case farmer of an area is prevented from sowing/ planting due to deficit rainfall or adverse seasonal conditions, such insured farmer who failed to sow/ plant (but otherwise has every intention to sow/ plant and incurred expenditure for the purpose), shall be eligible for indemnity. Notified Insurance Unit will be eligible for "Prevented Sowing / Planting" payout only if 75% of crop sown area for notified crop remain unsown due to occurrence of any of above peril. The lump sum payout under this cover would be limited to 25% of the sum insured and the Insurance cover will be terminated.

### c) Post-Harvest Risks

Coverage is available only for those crops, which are allowed to dry in cut and spread condition in the field after harvesting against specific perils of Cyclone, Cyclonic rains and unseasonal rains.. Further, the coverage is available only up to a maximum period of two weeks from harvesting. Assessment of damage will be on individual basis.

### d) Localized Risks

Loss /damage resulting from occurrence of identified localized risk of hailstorm, landslide and Inundation affecting isolated farms in the notified area.

## 3. Levels of Indemnity

Three levels of Indemnity, viz., 90%, 80% &70% corresponding to Low Risk, Medium Risk & High Risk areas shall be available for all crops (cereals, millets, pulses & oilseeds and annual commercial/ annual horticultural crops).

## IV. GENERAL WARRANTIES

It is warranted that:

1. Our liability in respect of the coverage under this Policy shall not exceed the Sum Insured set against each Insured Person in the Schedule.
2. During the Policy Period, the Insured Person(s) should possess all legal ownership rights with regard to the agricultural land and crop cultivated as specified in the Schedule to the Policy. You shall provide to Us such title deeds and other documents as may be required by Us for verification of the Insured Person's ownership of the agricultural land. The due observance and fulfillment of the above shall be a condition precedent for settlement of any claim under this Policy.

## V. EXCLUSIONS

1. **War Risk:** Loss as a consequence of war, invasion, act of foreign enemy, hostilities (whether war be declared or not) civil war, rebellion, revolution, insurrection, military or usurped power, confiscation, nationalization, civil commotion, loot or pillage in connection therewith.
2. **Nuclear Risk:** Any loss to property, consequential loss, legal liability or bodily injury, illness, disease directly or indirectly caused by or contributed to or arising from ionizing radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel or the radioactive, toxic, explosive or hazardous properties of any nuclear assembly or nuclear component.

3. **Consequential Loss:** Consequential loss of any kind or description.
4. **Terrorism:** Any loss to crop or asset on account of terrorist activities.
5. **Malicious Damage:** Loss arising out of malicious damage or any other preventable risks shall also be excluded.
6. The burning of the crop by order of any public authority.
7. Fire during harvest due to spark originating from engine exhaust and/or other hot machinery parts on harvesters and/or tractors
8. Any peril not specifically covered under the Policy.
9. Consequential loss whether or not caused by an insured peril.
10. Instances where recognized good farming and harvesting practices have not been followed
11. Controllable diseases, weeds and/or controllable insect infestations.
12. Theft / clandestine sale of the Insured Crop
13. Intentional destruction of the Insured Crop
14. Poor crop stand due to either defective seed / sampling or unfavorable conditions prevailing during sowing period.
15. Action of birds and animals
16. Loss occurring prior to commencement of risk.
17. 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;
18. 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
19. Any crop which has been harvested prior to inspection by our loss assessor or without the consent of the company upon happening of a claim.
20. Any damage to harvested Crops and crop in transit.
21. Loss occurring due to industrial pollution and / or toxic waste.
22. Any expenses whatsoever incurred by an Insured Person in connection with or in respect of any loss, howsoever caused, even if such loss results in diminished agricultural output/yield.

## 1. CLAIM PROCEDURE

### • Loss Calculation of Standing Crops:

In so far as it relates to loss or damage to the interest insured in regard to which You or the Insured Person shall make a claim under this Policy, the basis upon which We shall assess the loss shall be as follows:

If the 'Actual Yield' (AY) per hectare of the insured crop for the defined area [on the basis of requisite number of Crop Cutting

Experiments (CCEs)] in the insured season, falls short of the specified 'Threshold Yield' (TY), all the insured farmers growing that

Crop in the defined area are deemed to have suffered shortfall in their yield. The Scheme seeks to provide coverage against such contingency.

'Indemnity' shall be calculated as per the following formula:

$$\text{Indemnity} = \frac{\text{Shortfall in yield} \times \text{Sum Insured}}{\text{Threshold yield}}$$

### Shortfall in Yield

{Shortfall in Yield = 'Threshold Yield - Actual Yield' for the Defined Area}

- **On Account Payment:**

In case of adverse seasonal conditions during crop season viz. floods, prolonged dry spells, severe drought etc, insurance companies in consultation with concerned State Government/ UT based on agro meteorological data/ satellite imagery or any other proxy indicator will decide about crops/ areas for which on account payment will be made, not exceeding 25% of likely claims subject to adjustment against final claims. Appraisal of mid-season adversity and quantum of on-account payment will be established jointly by Government of India/concerned State Government/ UT and insurance company (ies). On account payment will be implemented only in states where such proxy indicators can be established and will be considered for payment, only if the expected yield during the season is less than 50% of normal yield. In such an instance, insurance company based on declarations received from banks or insurance proposals, received from other authorized agencies or directly from farmers for such crops and areas affected by adverse season; shall work out likely claims which will occur based on end of season yield assessment, and will release claim up to 25% of likely claims, in advance to farmers through nodal banks subject to adjustment against claims assessed on yield basis i.e. in case end of season yield based claims works out to be higher, then difference of claim would be payable and in case end of the season claim based on yield happens to be lower, then the insurance company reserves the right to recover excess claims so paid to farmers.

- **Prevented Sowing / Planting Claims:**

Due to non- receipt of sufficient rainfall or excess rainfall or other weather adversities, farmers in one insurance unit may not be in a position to either sow or transplant crop or grow crop (failed at an early stage). When this incidence is widespread i.e. majority of area in one insurance unit remains unsown/ failed sowing, or as decided for various crops by SLCCCI at time of notification, then insurance company based on weather/ rainfall position in insurance unit, as issued by concerned office of IMD during the season, and acreage-sown particulars received from State Government; will decide extent of claims to be paid. In case of non-availability of IMD stations at a location or else non-availability of IMD data on certain days, other authentic weather stations/ rain gauge stations by State Government/ autonomous bodies/ agriculture universities/ private agencies as approved by SLCCCI can also be considered for purpose of measuring weather/ rainfall. Notified Insurance unit will be eligible for "Prevented Sowing/Planting pay-out only if more than 75% of crop sown area of notified crop remained unsown due to occurrence of notified perils. Insurance company in consultation with SLCCCI will assess extent of claims payable based on the weather/ rainfall position, crop, acreage planted etc. and in any case maximum claims payable will be restricted to 25% of sum-insured. Having become eligible for prevented/ failed sowing, insurance cover is automatically terminated. The cover will be available for Major crops only. Farmers need not lodge any claim for prevented/ failed sowing.

- **Post-Harvest Losses:**

In case of occurrence of cyclone, cyclonic rains and unseasonal rains throughout the country resulting in damage to harvested crop lying in field in „cut & spread" condition, up to maximum period of two weeks (14 days) from harvesting for sole purpose of drying. .. Immediate intimation (within 48 Hour) by the insured farmers either directly to the insurance company , concerned bank, local

agriculture department government/district officials or through toll free no of the insurance company. when affected area is limited up to 25 % of total insured area in notified insurance unit, the losses of eligible farmers would be assessed individually. Insurance company will nominate an authorized loss assessor who will visit the field and assess damage and submit report to insurance company. Based on report submitted by loss assessor, insurance company will arrive at claim payable and loss as a percentage of sum insured. Claim payable will be higher of the two i.e area approach based claim and claim assessed for post-harvest losses.

- **Localized Risk:**

It is intended to provide insurance cover at individual farm level to crop losses due to occurrence of localized perils/calamities viz. Landslide, Hailstorm and inundation affecting part of notified unit or plot.

If the affected area under a notified crop is more than 25% of the total insured area in a notified insurance unit, all the eligible farmers would be eligible for financial support. Maximum payout under this provision would be in proportion to input cost incurred up to occurrence of insured peril.

Immediate intimation (within 48 Hour) by the insured farmers either directly to the insurance company , concerned bank, local agriculture department government/district officials or through toll free no to the insurance company. Insurance company will nominate an authorized loss assessor who will visit the field and assess damage and submit report to insurance company. Based on report submitted by loss assessor, insurance company will arrive at claim payable and loss as a percentage of sum insured.

The insured shall be required to furnish the following for or in support of a claim under the policy

- o Duly completed claim form, signed by district agriculture official
- o Land record as per the government norms
- o Certificate of loss due to insured peril from certifying agency nominated by Government or authorized by the Company.
- o Copy of certificate of insurance
- o Two photographs of the damaged or loss incurred area of insured Crop which shows the loss under the policy.
- o Any other document as may be required by the company

### 3. Claim Control

We are entitled to

- a) Enter and monitor the crop cutting experiments done by respective state governments.
- b) Receive all necessary information, proof of landholding, crop sowing etc and necessary assistance from You and/ or any other Insured Person seeking benefit under this Policy.

The powers conferred by this Condition shall be exercisable by Us at any time until notice in writing is given by You Insured Person is making no claim under the Policy; or if any claim has been made, until such claim is finally determined or withdrawn. We shall not by any act done in the exercise or purported exercise of the aforesaid powers, incur any liability to You or any Insured Person or diminish Our rights to rely upon any of the provisions of this Policy in answer to any claim.

If you or any Insured person shall not comply with our requirement or shall hinder or obstruct us in the exercise of the aforesaid powers, all benefits under the Policy shall be forfeited at our option.

### 4. Duties of Insured/ Insured Person

Upon happening of the event giving rise to a claim under the Policy, You/ Insured Person shall deliver to Us a detailed statement in writing as per the Claim Form and any other material particular relevant to the making of the claim.

This submission should be irrespective of the date on which the event shall have come to Your/ Insured Person's knowledge, but should not be later than 90 days from the expiry date of the Policy.

## **VII. GENERAL CONDITIONS**

### **1. Incontestability and Duty of Disclosure:**

The Policy shall be null and void and no benefit shall be payable in the event of untrue or incorrect statements, misrepresentation, mis-description or on non-disclosure in any material particular in the proposal form, personal statement, declaration and connected documents, or any material information having been withheld, or a claim being fraudulent or any fraudulent means or devices being used by the Insured or any one acting on his behalf to obtain any benefit under this Policy.

### **2. Reasonable Care:**

The Insured shall take all reasonable steps to safeguard the interests of the Insured against loss or damage that may give rise to a claim.

### **3. Observance of terms and conditions:**

The due observance and fulfillment of the terms, conditions and endorsement 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.

### **4. Material change:**

The Insured shall immediately notify the Company by in writing of any material change in the risk, and cause at his own expense such additional precautions to be taken as circumstances may require to ensure safe operation of the Insured items or trade or business practices thereby containing the circumstances that may give rise to the claim, and the Company may adjust the scope of cover and / or premium if necessary, accordingly.

### **5. Records to be maintained:**

The Insured shall keep an accurate record containing all relevant particulars and shall allow the Company to inspect such record. The Insured shall within one month after the expiry of the Insurance Policy furnish such information as the Company may require.

### **6. No constructive Notice:**

Any knowledge or information of any circumstances or condition in connection with the Insured in possession of any official of the Company shall not be the notice to or be held to bind or prejudicially affect the Company notwithstanding subsequent acceptance of any premium.

### **7. Notice of charge etc.:**

The Company shall not be bound to take notice or be affected by any notice of any trust, charge, lien, assignment or other dealing with or relating to this Policy, but the payment by the Company to the Insured or his legal representative of any compensation or benefit under the Policy shall in all cases be an effectual discharge to the Company.

### **8. Special Provisions:**

Any special provisions subject to which this Policy has been entered into and endorsed in the Policy or in any separate instrument shall be deemed to be part of this Policy and shall have effect accordingly.

**9. Duties of the insured on occurrence of loss:**

On the occurrence of any loss, within the scope of cover under the Policy the Insured shall:

- a) In case of localized risk, the insured farmer would give intimation to the company within 24 hours of the event through the concerned financial institution / Bank / authorized agent or directly.
- b) Allow the Surveyor or any agent of the Company to inspect the lost/damaged properties premises /goods or any other material items, as per 'the Right to Inspect' Clause as provided in the policy.
- c) Assist and not hinder or prevent the Company or any of its agents in pursuance of their duties under 'Rights of the Company on Happening of Loss or Damage' Clause as provided in the policy.
- d) Not abandon the insured Property/item / premises, nor take any steps to rectify/remedy the damage before the same has been approved by the Company or any of its agents or the Surveyor.

If the Insured does not comply with the provisions of this Clause or other obligations cast upon the Insured under this Policy, in terms of the other clauses referred to herein or in terms of the other clauses in any of the Policy documents, all benefits under the Policy shall be forfeited, at the option of the Company.

**10. Rights of the Company on happening of loss or damage:**

On the happening of loss or damage, or circumstances that have given rise to a claim under this Policy, the Company may:

- a) Enter and/or take possession of the Property and / or Crop Cultivated, where the loss or damage has happened.
- b) Take possession of or require to be delivered to it any property of the Insured in the building or on the premises at the time of the loss or damage.
- c) Keep possession of any such property and examine, sort, arrange, remove or other wise deal with the same; and,
- d) Sell any such property or dispose of the same for account of whom it may concern. The powers conferred by this condition shall be exercisable by the Company at any time until notice in writing is given by the Insured that he makes no claim under the Policy, or if any claim is made, until such claim is finally determined or withdrawn. The Company shall not by any act done in the exercise or purported exercise of its powers hereunder incur any liability to the Insured or diminish its rights to rely upon any of the conditions of this Policy in answer to any claim.

If the Insured or any person on his behalf shall not comply with the requirement of the Company, or shall hinder or obstruct the Company in the exercise of the powers hereunder, all benefits under the Policy shall be forfeited at the option of the Company.

**11. Right to inspect:**

If required by the Company, an agent/representative of the Company including a loss assessor or a Surveyor appointed in that behalf shall in case of any loss or any circumstances that have given rise to the claim to the Insured be permitted at all reasonable times to examine into the circumstances of such loss. The Insured shall on being required so to do by the Company produce all books of accounts, receipts, documents relating to or containing entries relating to the loss or such circumstance in his possession and furnish copies of or extracts from such of them as may be required by the Company so far as they relate to such claims or will in any way assist the Company to ascertain in the correctness thereof or the liability of the Company under the Policy.

**12. Position after a claim:**

The Insured shall not be entitled to abandon any Insured item/property whether the Company has taken possession of the same or not. As from the day of receipt of the claim amount by the Insured as determined by the Company to be fit and proper, the Sum Insured for the remainder of the Period of Insurance shall stand reduced by the amount of the compensation.

**13. Subrogation:**

In the event of payment under this Policy, the Company shall be subrogated to all the Insured's rights or recovery thereof against any person or organization, and the Insured shall execute and deliver instruments and papers necessary to secure such rights. 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 as may be necessary or required by the Company, before or after Insured's indemnification, in enforcing or endorsing any rights or remedies, or of obtaining relief or indemnity, to which the Company shall be or would become entitled or subrogated.

**14. 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 subject matter of this insurance, 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.

**15. Fraudulent claims:**

If any claim is in any respect fraudulent, or if any false statement, or declaration is made or used in support thereof, 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, or if a claim is made and rejected and no court action or suit is commenced within twelve months after such rejection or, in case of arbitration taking place as provided therein, within twelve (12) Calendar months after the Arbitrator or Arbitrators have made their award, all benefits under this Policy shall be forfeited.

**16. Policy Disputes:**

Any dispute concerning the interpretation of the terms, conditions, limitations and/or exclusions contained herein is understood and agreed to by both the Insured and the Company to be subject to Indian Law. Each party agrees to submit to the exclusive jurisdiction of the High Court of Mumbai and to comply with all requirements necessary to give such Court the jurisdiction. All matters arising hereunder shall be determined in accordance with the law and practice of such Court.

**17. 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.

**18. Renewal notice:**

The Company shall not be bound to accept any renewal premium nor give notice that such is due. Every renewal premium (which shall be paid and accepted in respect of this Policy) shall be so paid and accepted upon the distinct understanding that no alteration has taken place in the facts contained in the proposal or declaration herein before mentioned and that nothing is known to the Insured that may result to enhance the risk of the Company under the guarantee hereby given. No renewal receipt shall be valid unless it is on the printed form of the Company and signed by an authorized official of the Company.

**19. Endorsement Applicable To the policy**

**E1: Agreed Bank Clause**



It is hereby declared and agreed:-

That upon any monies becoming payable under this Policy the same shall be paid by the Company to the Bank and such part of any monies so paid as may relate to the interests of other parties insured hereunder shall be received by the Bank as agents for such other parties. That the receipts of the Bank shall be complete discharge of the Company thereof and shall be binding on all the parties insured hereunder.

N.B: The Bank shall mean the first named Financial Institution/ Bank named in the Policy. That if and whenever any notice shall be required to be given or other communication shall be required to be made by the Company to the Insured or any of them in any manner arising under or in connection with this Policy such notice or other communication shall be deemed to have been sufficiently given or made if given or made to the Bank.

## 21. Notices:

Any notice, direction or instruction given under this Policy shall be in writing and delivered by hand, post, or facsimile to, in case of the Insured, at the address specified in the Policy Schedule. In case of the Company:

**Generali Central Insurance Company Limited** . Unit No. 801 & 802, Tower C, Embassy 247 Park, LBS Marg, Vikhroli West, Mumbai – 400083

Notice and instructions will be deemed served 7 days after posting or immediately upon receipt in the case of hand delivery, facsimile or e-mail

## INFORMATION ABOUT US

### **Generali Central Insurance Company Limited**

Address: Unit No. 801 & 802, Tower C, 247 Embassy Park, LBS Marg, Vikhroli (West), Mumbai – 400083

CIN: U66030MH2006PLC165287

E-mail: [gccicare@generalicentral.com](mailto:gccicare@generalicentral.com)

Customer Service: 1800-220-233 | 1860-500-3333 | 022-67837800.

## 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: [gccicare@generalicentral.com](mailto:gccicare@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](mailto:GCIGRO@generalicentral.com) or call at: 7900197777

For updated details of grievance officer, kindly refer the link [generalicentralinsurance.com/customer-service/grievance-redressal](https://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/>

**Generali Central Insurance Company Limited (Formerly known as Future Generali India Insurance Company Limited) | Registered Office:** Unit No. 801 & 802, 8<sup>th</sup> 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](mailto: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><b>Call us on</b>  <b>1800 220 233/ 1860 500 3333/</b>  <b>022-67837800</b></p> <p>Senior citizens can avail priority support by choosing the senior citizen option from the helpline menu.</p>	<p><b>Click here</b>  to know more</p>	<p><b>Write to us at</b>  <b>GCIcare@generalicentral.com</b>  Senior citizens can avail priority support by writing to <b>care.assure@generalicentral.com</b></p>	<p><b>Click here</b>  to know your nearest branch.</p>	<p><b>Click here</b>  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](mailto: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/>**