

**CUSTOMER INFORMATION SHEET/KNOW YOUR POLICY**

**This document provides key information about your policy. You are also advised to go through your policy document.**

**Please Note:** *This Customer Information Sheet provides information available under this Product. Kindly refer to the Policy Schedule to know exact details of coverage opted by You.*

<b>SI No</b>	<b>Title</b>	<b>Description (Please refer to applicable Policy Clause Number in next column)</b>	<b>Policy / Clause Number</b>
1	Product Name	<b>Digit Asset Care</b>	
2	Unique Identification Number (UIN) allotted by IRDAI	<b>IRDAN158RP0030V01201718</b>	
3	Structure	<b>Indemnity Basis</b>	
4	Interests Insured	<b>Insured Household Asset</b>	
5	Sum Insured / Motor Insured Declared Value Scope	<b>Sum Insured Amount available under Your policy will be as per the amount mentioned in Your Policy Schedule.</b>	
6	Policy Coverage	<p><b><u>COVERAGE</u></b></p> <p><b>Coverages will be as mentioned in your Policy Schedule/Certificate of Insurance.</b></p> <p><b>Insured may opt for a combination of more than one coverages as per their need. The coverages opted by insured will be displayed on Policy Schedule.</b></p> <ul style="list-style-type: none"> <li>• <b>Theft</b></li> <li>• <b>Accidental damage</b></li> <li>• <b>Liquid damage</b></li> <li>• <b>Mechanical &amp; Electrical breakdown</b></li> <li>• <b>Accidental Loss Cover</b></li> </ul>	<b>Details of the Coverage</b>

No Individual Cover will be sold on standalone basis.

**B.1. Theft**

In the event of Theft of the Insured Household Asset, we will compensate the Insured, in either of the two ways mentioned below, whichever is lower in value

1. Pay Sum Insured minus applicable Depreciation as per the table given below; Or
2. Replace the Asset with another one of make- model/type/configuration and age similar to the Insured Household Asset and as may be available from the market.

**B.2. Accidental damage**

This can be caused due to external means resulting into physical damage. In which case, we will compensate the Insured on one of the following basis, whichever is of lower value. This would be subject to Limit of Liability as shown on Policy Schedule for this section.

1. Pay the Realistic and Economical Cost of Repair of the asset assessed by the Claims Analyst; Or
2. Get the Asset repaired at Digit Authorized Repair Shop; or
3. Pay the Sum Insured minus applicable Depreciation as per the table given below; Or
4. Replace Your Asset with another one of make-model/type/configuration and age similar to the Insured Household asset and as may be available from the market.

**B.3. Liquid Damage**

In case of damage to Insured's Household Asset due to ingress of any type of liquid or water and the Household Asset stops working, we will compensate insured on one of the following basis, whichever is of lower value. This would be subject to limit of liability as shown on policy schedule for this section.

1. Pay the Realistic and Economical Cost of Repair of the asset assessed by the Claims Analyst; Or

2. Get the Asset repaired at Digit Authorized Repair Shop; or
3. Pay the Sum Insured minus applicable Depreciation as per the table given below;  
Or
4. Replace Your Asset with another one of make-model/type/configuration and age similar to the Insured Household asset and as may be available from the market.

**B.4. Mechanical & Electrical Break Down**

This can be caused due to malfunctioning of a certain part and insured's Household Asset can stop functioning fully or partly. In which case, we will compensate insured on one of the following basis, whichever is of lower value. This would be subject to limit of liability as shown on policy schedule for this section.

1. Pay the Realistic and Economical Cost of Repair of the asset assessed by the Claims Analyst; Or
2. Get the Asset repaired at Digit Authorized Repair Shop; or
3. Pay the Sum Insured minus applicable Depreciation as per the table given below;  
Or
4. Replace Your Asset with another one of make-model/type/configuration and age similar to the Insured Household asset and as may be available from the market.

**B.5. Accidental loss Cover**

If the Insured Household Asset is lost Accidentally, We will compensate Insured, as per one of the two options, whichever is of lower value.

1. Pay Sum Insured minus applicable Depreciation as per the table given below; Or
- Replace the Asset with another one of make- model/type/configuration and age similar to the Insured Household Asset and as may be available from the market.

7	Add-on Cover	Add on cover/Endorsement will be as per your Policy Schedule/COI.	
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8 Loss Participation

**Deductible for Partial Claims**

Deductible (as a % of Sum Insured)	Mean Damage Ratio					
	<10%	>=10% - < 20%	>=20% - < 30%	>=30% - < 40%	>=40% - < 50%	>=50%
0% of Sum Insured	1.22	1.08	1.04	1.03	1.02	1.02
0.5% of Sum Insured	1.10	1.04	1.02	1.01	1.01	1.01
<b>1% of Sum Insured</b>	<b>1.00</b>	<b>1.00</b>	<b>1.00</b>	<b>1.00</b>	<b>1.00</b>	<b>1.00</b>
1.5% of Sum Insured	0.92	0.96	0.98	0.98	0.99	0.99
2% of Sum Insured	0.84	0.92	0.96	0.97	0.98	0.98
2.5% of Sum Insured	0.79	0.88	0.93	0.95	0.97	0.97
3% of Sum Insured	0.73	0.85	0.91	0.94	0.95	0.96
3.5% of Sum Insured	0.68	0.81	0.89	0.92	0.94	0.95
4% of Sum Insured	0.64	0.77	0.87	0.91	0.93	0.94
4.5% of Sum Insured	0.61	0.74	0.85	0.89	0.92	0.94
5% of Sum Insured	0.58	0.71	0.83	0.88	0.91	0.93
5.5% of Sum Insured	0.54	0.68	0.81	0.87	0.90	0.92
6% of Sum Insured	0.51	0.65	0.78	0.85	0.89	0.91
6.5% of Sum Insured	0.50	0.62	0.76	0.83	0.87	0.90
7% of Sum Insured	0.46	0.59	0.74	0.82	0.86	0.89
7.5% of Sum Insured	0.44	0.57	0.72	0.81	0.85	0.88
8% of Sum Insured	0.42	0.54	0.70	0.79	0.84	0.87
8.5% of Sum Insured	0.40	0.52	0.68	0.77	0.83	0.86

9% of Sum Insured	0.38	0.50	0.65	0.76	0.82	0.85
9.5% of Sum Insured	0.37	0.47	0.64	0.75	0.81	0.84
10% of Sum Insured	0.36	0.45	0.61	0.73	0.79	0.84

**Deductible for Total Loss**

Deductible (as a % of Sum Insured)	Expected contribution of Total loss in Burning cost					
	Upto 5%	5-10%	10-15%	15-20%	20-25%	>25%
0% of Sum Insured	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0.5% of Sum Insured	0.01%	0.04%	0.06%	0.09%	0.11%	0.15%
1% of Sum Insured	0.03%	0.08%	0.13%	0.18%	0.23%	0.30%
1.5% of Sum Insured	0.04%	0.11%	0.19%	0.26%	0.34%	0.45%
2% of Sum Insured	0.05%	0.15%	0.25%	0.35%	0.45%	0.60%
2.5% of Sum Insured	0.06%	0.19%	0.31%	0.44%	0.56%	0.75%
3% of Sum Insured	0.08%	0.23%	0.38%	0.53%	0.68%	0.90%
3.5% of Sum Insured	0.09%	0.26%	0.44%	0.61%	0.79%	1.05%
4% of Sum Insured	0.10%	0.30%	0.50%	0.70%	0.90%	1.20%
4.5% of Sum Insured	0.11%	0.34%	0.56%	0.79%	1.01%	1.35%
5% of Sum Insured	0.13%	0.38%	0.63%	0.88%	1.13%	1.50%

5.5% of Sum Insured	0.14%	0.41%	0.69%	0.96%	1.24%	1.65%
6% of Sum Insured	0.15%	0.45%	0.75%	1.05%	1.35%	1.80%
6.5% of Sum Insured	0.16%	0.49%	0.81%	1.14%	1.46%	1.95%
7% of Sum Insured	0.18%	0.53%	0.88%	1.23%	1.58%	2.10%
7.5% of Sum Insured	0.19%	0.56%	0.94%	1.31%	1.69%	2.25%
8% of Sum Insured	0.20%	0.60%	1.00%	1.40%	1.80%	2.40%
8.5% of Sum Insured	0.21%	0.64%	1.06%	1.49%	1.91%	2.55%
9% of Sum Insured	0.23%	0.68%	1.13%	1.58%	2.03%	2.70%
9.5% of Sum Insured	0.24%	0.71%	1.19%	1.66%	2.14%	2.85%
10% of Sum Insured	0.25%	0.75%	1.25%	1.75%	2.25%	3.00%

**Deductible/Loss Participation will be as per your Policy Schedule/COI.**

9	Exclusions	<p><b><u>Specific Exclusions:</u></b></p> <p><b>B.1. Theft</b>  <b>Specific Exclusion (can be waived in lieu of additional premium)</b>  <b>1. Any loss falling under “Accidental Loss” Cover unless separately covered and Premium Paid.</b></p> <p><b>B.2. Accidental Damage</b>  <b>Specific Exclusions (can be waived in lieu of additional premium)</b>  <b>Any loss falling under “Mechanical or Electrical Breakdown” / “Liquid Damage” / “Theft” Cover unless separately covered and Premium Paid.</b></p>	<b>Specific Exclusions</b>
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**B.3. Liquid Damage**

**Specific Exclusions (can be waived in lieu of additional premium)**

Any loss falling under “Accidental Damage” / “Mechanical or Electrical Breakdown” Cover unless separately covered and Premium Paid.

**B.4. Mechanical & Electrical Break Down**

**Specific Exclusions (Can't be waived):**

1. Household Asset malfunctioning or deterioration in the Household Asset's performance by unauthorized software/virus, software updates, minor adjustments, checking and maintenance will not be covered.
2. Loss or damage that is covered under Manufacturers, Supplier or Dealer's Warranty or Recall Campaign in the event of mass failure of the Household Asset.
3. Improper storage or transportation of the Household Asset.
4. Improper handling, dismantling, fitting adjustment, repair alteration or modification not approved by the makers/manufacturers and/or the agents of makers/manufacturers or use of such handset/laptop contrary to the directives of the makers/manufacturers and/or these agents, will not be covered.

**Specific Exclusions (can be waived in lieu of additional premium)**

Any loss falling under “Accidental Damage”/ “Liquid Damage” Cover unless separately covered and Premium Paid.

**Standard Exclusions:**

1. Any Household Asset(s) not specifically mentioned in the Policy Schedule
2. Deductible as applicable and mentioned in the Policy Schedule.
3. Any non-disclosure (partial or full)/fraudulent disclosure, misrepresentations of information/facts can make your claim invalid.
4. Any consequential loss or damage including but not limited to Bodily Injury/illness/harmful effect due to usage of/inability to use the Household Asset.
5. Any claim caused due to contributory negligence will be invalid. Always take ordinary and reasonable precautions for the safety of your belongings.

Standard Exclusions

6. **Loss or damage resulting out of misuse or abuse, unlawful act or illegal activities including criminal acts or intentional or fraudulent act with an objective to gain undue benefit or economical gain.**
7. **Loss or damage due to war, War like operations (whether War declared or not), invasion, act of foreign enemy, hostilities, civil war, rebellion, revolution, insurrection, civil commotion, uprising, military or, usurped power or resulting from Seizure or detention or attachment of asset in light of any direction issued by a judicial/quasi-judicial/police or any other Government Agency or Public Authority including Financers/Banks.**
8. **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, unless specifically agreed by us and mentioned in the Policy Schedule.**

**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.**

**Specific Exclusions (Can't be waived):**

9. **Loss or Damage caused due to Intentional overloading or strain, over-running or excessive pressure, excessive charging is not covered.**
10. **Any loss or damage to the insured Household Asset which exists prior to commencement of the Policy period.**
11. **Any loss or damage which is covered under the terms of the maintenance agreement of the insured Household Asset.**



		<p>12. Expenses which are regular in nature and required to maintain the Household Asset in Proper condition as recommended by the Manufacturer are not covered.</p> <p>13. Any loss whatsoever to third party including without limitation to persons and/or property arising due to usage of the Household Asset isn't covered.</p> <p>14. Wear and tear i.e. gradual deterioration associated with normal use and age of the asset, cosmetic damages including but not limited to peeling of paint, minor scratches not affecting the functioning of the Household Asset is not covered.</p> <p>15. Loss or damage to fittings/fixtures/accessories/Consumables which forms the part of original Household Asset as supplied by the manufacturer unless damaged or lost along with the Household Asset and at the same time.</p> <p>16. Loss of/damage to data and contents including pictures, software, downloads, apps, music or any other content is not covered by this policy.</p> <p>17. Cost of replacement of Battery/SIM Card/Memory Card/Consumables unless damaged at the same time. This can be due to an accidental external impact or liquid damage including Internal leakage of the battery or damage caused due to overcharging, or caused due to use of unauthorized charger in violation to manufacturer's guidelines leading to damage to power board or mother board.</p> <p>Any financial loss caused to you as a result of cyber-attack or fraud while the Household Asset was in use.</p> <p>Any other Specific exclusion mentioned in Policy Schedule.</p>	
10.	Special Conditions and Warranties (if any)	Special Conditions and Warranties will be as per your Policy Schedule/COI.	
11.	Admissibility of Claim	<p><b><u>Admissibility of Claim</u></b></p> <p>The claim will be admissible only if loss/damage of the Asset due to below perils:</p> <ul style="list-style-type: none"> <li>• Theft</li> <li>• Accidental Damage</li> <li>• Liquid Damage</li> <li>• Mechanical &amp; Electrical Breakdown</li> <li>• Accidental Loss Cover</li> <li>• Any other peril except for the exclusions mentioned in policy wordings</li> </ul>	

including both specific and general exclusion.

**Reporting of Loss Occurrence**

Call our Helpline numbers 1800-258-5956 or Email us - [hello@godigit.com](mailto:hello@godigit.com).

Notice shall be given to the Company immediately upon the occurrence of any loss or damage in the event of any claim. Thereafter You shall give all such information and assistance as the Company shall require.

**Reasonable Care:**

**The Insured shall:**

- a. Take all reasonable steps to safeguard the Insured Asset against any Covered Insured Event.
- b. Take all reasonable steps to prevent a claim from arising under this Policy.

**Situations where your Claim might get Rejected:**

- Due to exclusions mentioned in the Policy Wordings. Please refer exclusions provided in the Policy Wordings.

**Sample Claim Calculation process**

**Value of Asset - Rs. 10,00,000**

**Sum insured Opted - Rs 10,00,000**

**Deductible/ Excess – 10000**

**Loss of asset during the Policy Period – INR 5,00,000**

**Total Admissible claim amount as per Policy terms and Condition – INR 5,00,000- INR10000**

**Claim payable under the policy – INR 490000**

**(Please Note: Above mentioned calculation is for sample purpose, it may vary on claim-to-claim basis, nature of claim and as per the terms and conditions mentioned in Your policy schedule)**

12.	Policy Servicing - Claim Intimation and Processing	<ul style="list-style-type: none"> <li>• Toll free Number: <a href="tel:1800-258-5956">1800-258-5956</a></li> <li>• Email: <a href="mailto:hello@godigit.com">hello@godigit.com</a></li> <li>• You can connect with our customer service team at the time of occurrence of loss/ damage for its intimation.</li> <li>• TAT (turn around time) for settlement of the claim will depend on the nature of claim.</li> </ul> <p>In case the claim is not settled within the specified timelines, then the claimant is entitled for interest as per the rate specified in prevailing regulatory provision.</p>	
13.	Grievance Redressal and Policyholders Protection	<p>The Company is committed to extend the best possible services to its customers. However, if you are not satisfied with our services and wish to lodge a complaint, please feel free to call our 24X7 Toll free number 1800 300 34448 or you may email to the customer service desk at <a href="mailto:hello@godigit.com">hello@godigit.com</a>. After investigating the matter internally and subsequent closure, we will send our response.</p> <p>Senior Citizens can now contact us on 1800-258-5956 or write to us at <a href="mailto:seniors@godigit.com">seniors@godigit.com</a>.</p> <p>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 <a href="mailto:grievance@godigit.com">grievance@godigit.com</a></p> <p>For updated details of grievance officer, kindly refer the link: <a href="https://www.godigit.com/claim/grievance-redressal-procedure">https://www.godigit.com/claim/grievance-redressal-procedure</a></p> <p>If you do not get a satisfactory response from us and you wish to pursue other avenues for redressal of grievances, you may approach Insurance Ombudsman appointed by IRDAI under the Insurance Ombudsman Scheme. Grievance may also be lodged at IRDAI Integrated Grievance Management System- <a href="https://irdai.gov.in/igms1">https://irdai.gov.in/igms1</a></p>	Customer grievance redressal Policy
14.	Obligations of the Policyholder	<ul style="list-style-type: none"> <li>• To disclose all information correctly sought by the insurer at time of filling the proposal form</li> <li>• In case of any change / modification / addition to the already declared information the same shall be brought to the notice of the Insurer immediately</li> <li>• Non-disclosure of material information may affect the claim settlement.</li> <li>• Disclosure of other material information during the policy period.</li> </ul>	