

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.*

SI No	Title	Description (Please refer to applicable Policy Clause Number in next column)	Policy / Clause Number
1	Product Name	Digit Electronic Equipment Insurance Policy	
2	Unique Identification Number (UIN) allotted by IRDAI	IRDAN158RP0022V01201920	
3	Structure	Indemnity Basis for Total loss Claims Modified indemnity or Reinstatement Basis for partial loss Claims	
4	Interests Insured	Electronic equipment such as computer, medical, bio-medical, external data media etc.	
5	Sum Insured / Motor Insured Declared Value Scope	Sum Insured Amount available under Your policy will be as per the amount mentioned in Your Policy Schedule.	
6	Policy Coverage	<p><u>Coverages will be as mentioned in your Policy Schedule/Certificate of Insurance</u></p> <p>This Product has three Sections and Coverages under each Section are as mentioned below:</p> <p><u>Section I - Equipment</u></p> <p>The Company hereby agrees with the insured (subject to the exclusions & conditions contained herein or endorsed hereon) that if at any time during the period of Insurance stated in the schedule or during any subsequent period for which the insured pays and the Company may accept the premium for the renewal of this Policy, the items or any part thereof entered in the Schedule shall suffer any unforeseen and sudden physical loss or damage from any cause, other than those specifically excluded, in a manner necessitating repair or replacement, the Company</p>	

will indemnify the Insured in respect of such loss or damage as hereinafter provided by payment in cash, replacement or repair (at their own option) upto an amount not exceeding in any one year of insurance in respect of each of the items specified in the Schedule the sum set opposite thereto and not exceeding in all the total sum expressed in the Schedule as insured hereby.

Section II - External Data Media

The Company hereby agrees with the Insured that if the external data media entered in the Schedule inclusive of the information stored thereon, which can be directly processed in EDP systems, shall suffer any material damage caused by peril covered under Section 1 of this Policy, the Company will indemnify the Insured as hereinafter provided in respect of such loss or damage up to an amount not exceeding in any one year of insurance in respect of each of the data media specified in the Schedule the sum set opposite thereto and not exceeding in all the total sum insured hereby, provided always that such loss or damage occurs during the period of Insurance stated in the Schedule or during any subsequent period for which the Insured pays and the Company may accept the premium for the renewal of this Policy. This cover applies while the insured data media are kept on the Premises. Coverage against restoration of data under Section II only to be granted if backup system is available.

Section III- Increased Cost Of Working

Notwithstanding Special Exclusion (i) under Section 1 of this Policy the Company hereby agrees to indemnify the Insured upto but not exceeding the limits of Indemnity stated in the Schedule for all additional costs which the Insured shall incur to ensure continued data processing on substitute equipment if such costs arise as an unavoidable consequence of an indemnifiable loss or damage during the period of insurance to property insured under the Material Damage Section of this Policy.

Please refer your Policy schedule/COI to know the exact coverage insured under this product

7 Add-on Cover **Below is the list of all the add on cover/endorsements please refer your Policy Schedule/COI for the add on cover you have opted for:**

Sl.no	Name of the Endorsement	UIN	Sum Insured
1	Escalation Clause	IRDAN158RP0022V01201920	As per Policy Schedule
2	Express Freight	IRDAN158RP0022V01201920	As per Policy Schedule
3	Air Freight	IRDAN158RP0022V01201920	As per Policy Schedule
4	Owner's Surrounding Property	IRDAN158RP0022V01201920	As per Policy Schedule
5	Third Party Liability	IRDAN158RP0022V01201920	As per Policy Schedule
6	Additional Customs Duty	IRDAN158RP0022V01201920	As per Policy Schedule
7	Floater Clause	IRDAN158RP0022V01201920	As per Policy Schedule
8	Sabotage and Terrorism Damage Cover Endorsement (Material Damage Only) with effect from 1 st April, 2021	IRDAN158RP0022V01201920	As per Policy Schedule
9	Endorsement For Exclusion Of Damage Caused By Fire And Allied Perils	IRDAN158RP0022V01201920	As per Policy Schedule
10	Cover of Valves and Tubes	IRDAN158RP0022V01201920	As per Policy Schedule
11	Special condition concerning Computer Tomographs	IRDAN158RP0022V01201920	As per Policy Schedule
12	Warranty for Lightning and Overvoltage Protection Devices	IRDAN158RP0022V01201920	As per Policy Schedule
13	Warranty Concerning Air-Conditioning Plant	IRDAN158RP0022V01201920	As per Policy Schedule

8 Loss Participation **Deductible/ Excess (if any) will be as per your Policy schedule/Certificate of Insurance**

9	Exclusions	<p><u>GENERAL EXCLUSION</u></p> <p>The Company will not indemnify the insured in respect of loss, damage or liability directly caused by or arising out of or aggravated by-</p> <ol style="list-style-type: none"> a. War, Invasion, Act of foreign Enemy, Hostilities or War Like operations (whether war be declared or not), Civil War, Rebellion Revolution, Insurrection Mutiny, Civil Commotion, Confiscation, Commandeering a Group of Malicious persons or persons acting on behalf of or in connection with any political organisation, requisition or destruction or damage by order of any government de-jure or de-facto or any public, municipal or local authority. b. Nuclear Reaction, Nuclear radiation or radioactive contamination. c. Wilful act or wilful negligence of the Insured or his representative.; d. Cessation of work whether total or partial. e. Cost Incurred/time involved in the movement of machinery and/or any other property and/or personnel outside the territorial limits of India other than the cost of delivery of replacements for machinery lost or damaged. f. Derangement of the Insured property not accompanied by damage otherwise covered by this policy. g. Loss of or damage to the property covered under this policy falling under the terms of the Maintenance Agreement. h. Loss destruction or damage directly occasioned by pressure wave caused by aircraft and other aerial devices traveling at Sonic or Supersonic speeds. i. 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 organization(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. 	General Exclusions
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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.

SPECIAL EXCLUSION TO SECTION I –

The Company shall not, however, be liable for-

- a. the Excess stated in the Schedule to be borne by the Insured in any one occurrence; if more than one item is lost or damaged in one occurrence, the insured shall not, however, be called upon to bear more than the highest single Excess applicable to such items;
- b. loss or damage caused by any faults or defects existing at the time of commencement of the present insurance within the knowledge of the insured, or his representatives, whether such faults or defects were known to the company or not;
- c. loss or damage as a direct consequence of the continual influence of operation (e.g. wear and tear, cavitations, erosion, corrosion, incrustation) or of gradual deterioration due to atmospheric conditions;
- d. any costs incurred in connection with the elimination of functional failures unless such failures were caused by an indemnifiable loss of or damage to the insured items;
- e. any costs incurred in connection with the maintenance of the insured items, such exclusion also applying to parts exchanged in the course of such maintenance operations;
- f. loss or damage for which the manufacturer or supplier of the insured items is responsible either by law or under contract;
- g. loss of or damage to rented or hired equipment for which the owner is responsible either by law or under a lease and/or maintenance agreement;
- h. consequential loss or liability of any kind or description
- i. loss of or damage to bulbs, valves, tubes, ribbons, fuses, seals, belts, wires, chains, rubber tyres, exchangeable tools, engraved cylinders, objects made of glass, porcelain or ceramics sieves or fabrics, or any operating media (e.g. lubricating oil, fuel, chemicals);
- j. aesthetic defects, such as scratches on painted polished or enameled surfaces.

In respect of the parts mentioned under i) and j) above the Company shall be liable to provide compensation in the event that such parts are effected by an indemnifiable loss or damage to the insured items.

		<p><u>SPECIAL EXCLUSIONS TO SECTION II –</u> The company shall, however, not be liable for-</p> <p>a. the excess stated in the Schedule to be borne by the Insured in any one occurrence; b.any costs arising from false programming, punching, labeling or inserting, inadvertent cancelling of information or discarding of data media, and from loss of information caused by magnetic fields; c. consequential loss of any kind or description whatsoever.</p> <p><u>SPECIAL EXCLUSIONS TO SECTION III –</u> The Company shall not be liable for -</p> <p>i. Costs incurred for use of substitute equipment during the Time Excess stated in the Schedule, ii. Costs for replacement of data media, data and regeneration of data, iii. Costs arising out of circumstances, which are not connected with the insured material damage. In particular the Company shall not be liable for additional costs arising out of – a. bodily injuries, b. orders or measures imposed by any public authority, c. expansion and improvements of the equipment, d. Lack of funds causing delay in repairs or replacement of damaged equipment iv. Any other consequential loss such as loss of market or interest.</p> <p>Any other Specific exclusion as mentioned in Policy Schedule.</p>	
10	Special Conditions and Warranties (if any)	Special conditions and warranties will be as mentioned in your Policy schedule	
11	Admissibility of Claim	<p><u>Admissibility of Claim</u></p> <p>The claim will be admissible only if loss/damage due to below perils:</p> <ul style="list-style-type: none"> • Accidental loss or damage to the electronic equipment • Any other peril except for the exclusions mentioned in policy wordings including both specific and general exclusion. <p><u>Reporting of Loss Occurrence</u> Call our Helpline numbers 1800-258-5956 or Email us - hello@godigit.com. Notice shall be given to the Company immediately upon the occurrence of any loss or damage in the event of any</p>	

claim. Thereafter You shall give all such information and assistance as the Company shall require

Duty of Care

In the event of any occurrence which might give rise to a claim under this Policy, the Insured shall-

- immediately notify the Company by telephone as well as in writing giving an indication as to the nature and extent of loss or damage;
- take all steps within his power to minimise the extent of the loss or damage;
- preserve the parts affected and make them available for inspection by a representative or Surveyor of the Company;
- furnish all such information and documentary evidence as the Company may require;
- inform the police authorities in case of loss or damage due to theft or burglary.

The Company shall not in any case be liable for loss, damage or liability of which no notice has been received by the Company within 14 days of its occurrence.

Situations where your Claim might get Rejected:

- i. Fire (including losses arising out of firefighting and rescue work).
- ii. Lightning.
- iii. Explosion/implosion.
- iv. Riot, Strike and Malicious Damage.
- v. Impact by any rail/road vehicle or animals.
- vi. Aircraft and other aerial and/or space devices and/or articles dropped therefrom.
- vii. Storm, cyclone, typhoon, tempest, hurricane, tornado, flood and inundation.
- viii. Subsidence and Land Slide including Rockslide.
- ix. Earthquake, Fire and Shock
- x. Due to exclusions mentioned in the Policy Wordings. Please refer exclusions provided in the Policy Wordings.

Sample Claim Calculation process

Value of the Equipment - Rs. 7,00,000

Sum insured Opted - Rs 7,00,000

Deductible/ Excess – INR 25000

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

Total Admissible claim amount as per Policy terms and Condition – INR 5,00,000 – INR 25000

Claim payable under the policy – INR 4,75,000

		(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"> • Toll free Number: 1800-258-5956 • Email: hello@godigit.com • You can connect with our customer service team at the time of occurrence of loss/ damage for its intimation. • TAT (turn around time) for settlement of the claim will depend on the nature of claim • 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. 	
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 1800-258-5956 or you may email to the customer service desk at hello@godigit.com. 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 seniors@godigit.com. Email: grievance@godigit.com</p> <p>For further information, please refer the below link, https://www.godigit.com/claim/grievance-redressal-procedure</p> <p>You can also make use of IRDAI's online portal - Integrated Grievance Management System (IGMS) by registering Your complaint at https://irdai.gov.in/igms1</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.</p>	Customer Grievance Redressal Policy
14	Obligations of the Policyholder	<ul style="list-style-type: none"> • To disclose all information correctly sought by the insurer at time of filling the proposal form • In case of any change / modification / addition to the already declared information the same shall be brought to the notice of the Insurer immediately • Non-disclosure of material information may affect the claim settlement. • Disclosure of other material information during the policy period. 	