

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.*

Sl No	Title	Description (Please refer to applicable Policy Clause Number in next column)	Policy / Clause Number
1	Product Name	DIGIT MACHINERY BREAKDOWN INSURANCE POLICY	
2	Unique Identification Number (UIN) allotted by IRDAI	IRDAN158RP0021V02201920	
3	Structure	Indemnity Basis for Total loss Claims Modified Indemnity (Reinstatement basis) for partial loss Claims	
4	Interests Insured	Plant and machinery used to perform various tasks at the Location/sites.	
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>The company will at its own option by payment or reinstatement or repair indemnify the Insured against unforeseen and sudden physical damage by any cause not hereinafter excluded to any insured property specified in the attached schedule(s) whilst in the premises therein mentioned necessitating its immediate repair or replacement.</p> <p>This Policy shall apply to the insured items after successful completion of their performance/acceptance tests, whether they are at work or at rest, or being dismantled for the purpose of cleaning or overhauling, or in the course of the aforesaid operations themselves, or when being shifted within the premises, or during subsequent re-erection.</p> <p>The liability of the Company for any one item of the insured property shall not exceed in the aggregate in any one period of Insurance the Sum Insured set against such in the attached</p>	

schedule(s), unless the Sum Insured under such item is reinstated after occurrence of a claim for balance period.

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	IRDAN158RP0021V0220 1920	As per Policy Schedule
2	Express Freight	IRDAN158RP0021V0220 1920	As per Policy Schedule
3	Air Freight	IRDAN158RP0021V0220 1920	As per Policy Schedule
4	Owners Surrounding Property	IRDAN158RP0021V0220 1920	As per Policy Schedule
5	Third Party Liability	IRDAN158RP0021V0220 1920	As per Policy Schedule
6	Additional Customs Duty	IRDAN158RP0021V0220 1920	As per Policy Schedule
7	Carding Machines In Textile Industry	IRDAN158RP0021V0220 1920	As per Policy Schedule
8	Furnace Endorsement	IRDAN158RP0021V0220 1920	As per policy Schedule
9	DG SET ENDORSEMENT For 'Loss Minimisation'	IRDAN158RP0021V0220 1920	
10	Reduction Gear Box	IRDAN158RP0021V0220 1920	

11	Patterns And Core-Boxes	IRDAN158RP0021V0220 1920	As per Policy Schedule
12	Expellers/Expellers Gears	IRDAN158RP0021V0220 1920	As per Policy Schedule
13	Plastic Extruders/Injection Moulding Machines	IRDAN158RP0021V0220 1920	As per Policy Schedule
14	Alternate Working	IRDAN158RP0021V0220 1920	As per Policy Schedule
15	Stand-By Machinery	IRDAN158RP0021V0220 1920	As per Policy Schedule
16	Bakeries	IRDAN158RP0021V0220 1920	As per Policy Schedule
17	Gas Works Plants	IRDAN158RP0021V0220 1920	As per Policy Schedule
18	A. Glass And Graphite Equipment's	IRDAN158RP0021V0220 1920	As per Policy Schedule
	B. Glass Lined Vessels	IRDAN158RP0021V0220 1920	As per Policy Schedule
19	Insurance Of Ropes in Lifts, Cranes And Ropeways	IRDAN158RP0021V0220 1920	As per Policy Schedule
20	Wind Mills Endorsement	IRDAN158RP0021V0220 1920	As per Policy Schedule
21	Refractory Materials in Boilers	IRDAN158RP0021V0220 1920	As per Policy Schedule
22	Depreciation Adjustment for Components Along The Hot Gas Path Of Gas Turbines	IRDAN158RP0021V0220 1920	As per Policy Schedule

		23	Overhaul Of Platen Presses	IRDAN158RP0021V0220 1920	As per Policy Schedule		
		24	Overhaul Of Electric Motors (Above 750 Kw For Motors With 2 Poles And Above 1,000 Kw For Motors With 4 And More Poles)	IRDAN158RP0021V0220 1920	As per Policy Schedule		
8	Loss Participation	Deductible/ Excess (If any) will be as per your Policy schedule/Certificate of Insurance					
9	Exclusions	<p>THE COMPANY SHALL NOT BE LIABLE UNDER THIS POLICY IN RESPECT OF -</p> <p>1) Loss, damage and/or liability caused by or arising from or in consequence, directly or indirectly of fire including extinguishment of a fire or clearance of debris and dismantling necessitated thereby, smoke, soot, aggressive substance, lightning, explosion of any kind (other than bursting or disruption of turbines, compressors, cylinders of steam engines, hydraulic cylinders or fly wheels or other apparatus subject to centrifugal force, internal pressure) theft, collapse of buildings, subsidence, landslide, rockslide, water which escapes from water containing apparatus, flood, inundation, storm, tempest, earthquake, volcanic eruption or other Acts of God, impact of land borne or waterborne or airborne craft or other aerial devices and/or articles dropped therefrom.</p> <p>Any loss or damage by fire within the electrical appliances and installation insured by this Policy arising from or occasioned by overrunning, excessive pressure, short circuiting, arcing, self-heating or leakage of electricity, from whatever cause (lightning included), is covered; provided that this extension shall apply only to the particular electrical machine; apparatus fixture fitting or portions of the electrical installation so affected and not to other machines, apparatus, fixtures fittings or portions of the electrical installation which may be destroyed or damaged by fire so set up.</p> <p>2) Loss damage and/or liability caused by or arising from or in consequence, directly of –</p> <p>a) War, invasion, Act of foreign Enemy, Hostilities or war like operations (Whether war be declared or not). Civil war, rebellion, revolution, Insurrection, Mutiny, Riot, Strike, Lockout and Malicious Damage, Civil Commotion, Military or Usurped Power, Martial Law, Conspiracy Confiscation, commandeering by a group of malicious persons or persons acting on behalf of or in connection with any political Organization, Requisition or Destruction or damage by order of any Government de-jure or de facto or by any Public, Municipal or Local Authority.</p>					General Exclusions

- b) Nuclear reaction, nuclear radiation or radioactive contamination.
- 3) Accident, Loss, damage/and/or liability resulting from over load experiments or tests requiring the imposition of abnormal conditions.
- 4) Gradually developing flaws, defects, cracks or partial fractures in any part not necessitating immediate stoppage, although at some future time repair or renewal of the parts affected may be necessary.
- 5) Deterioration of or wearing away or wearing out any part of any machine caused by or naturally resulting from normal use or exposure.
- 6) Loss, damage and/or liability caused by or arising out of the willful act to willful neglect or gross negligence of the insured or his responsible representatives.
- 7) Liability assumed by the insured by agreement unless such liability would have attached to the insured notwithstanding such agreement.
- 8) Loss, damage and/or liability due to faults or defects existing at the time of commencement of this insurance and known to the insured or his responsible representative but not disclosed to the Company.
- 9) Loss of use of the Insured's plant or property of any other consequential loss incurred by the Insured.
- 10) Loss, damage/and/or liability due to explosions in Chemical Recovery Boilers, other than pressure explosions for e.g. smelt, chemical, ignition, Explosions etc.

SPECIAL EXCLUSIONS

The Company shall not be liable for -

- 1) The Excess, as stated in the Schedule, to be first borne by the insured out of each and every claim; where more than one item is damaged in one and same occurrence, the insured shall not, however, be called upon to bear more than the highest Excess applicable to any one such item;
- 2) Loss of or damage to belts, ropes, chains, rubber tyres, dies, moulds, blades, cutters, knives or exchangeable tools, engraved or impression cylinders or rolls; objects made of glass, porcelain, ceramics, all operating media (e.g. lubricating oil, fuel, catalyst, refrigerant, dowtherm) felts, endless conveyor belts or wires; sieves, fabrics, heat resisting and anti-corrosive lining and parts of similar nature, packing material, parts not made of metal (except insulating material) and non-metallic lining or coating of metal parts.
- 3) Loss or damage for which the manufacturer or supplier or repairer of the property is responsible either by law or contract.

Special Exclusions

		<p>In any action, suit or other proceeding where the Company alleges that by reason of the provisions of the exceptions or exclusions above, any loss, destruction, damage or liability is not covered by this insurance, the burden of proving that such loss, destruction, damage or liability is covered shall be upon the Insured.</p> <p>Any other Specific exclusion as mentioned in Policy Schedule.</p>	
10	Special Conditions and Warranties (if any)	<p>Special conditions and warranties will be as mentioned in your Policy schedule</p>	
11	Admissibility of Claim	<p><u>Admissibility of Claim (Except exclusions mentioned in policy wordings, all are covered)</u></p> <p>The claim will be admissible only if loss/damage due to below perils:</p> <ul style="list-style-type: none"> • 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 claim. Thereafter You shall give all such information and assistance as the Company shall require</p> <p><u>Obligations of the Insured</u></p> <p>a. The Insured shall take all reasonable steps to maintain the insured property in efficient working order and to ensure that no item is habitually or intentionally over loaded. The Insured shall fully observe the manufacturer's instructions for operating, inspection and overhaul, as well as government, statutory municipal and all other binding regulations in force concerning the operation and maintenance of the insured plant and machinery;</p> <p>b. The Company's Officials shall at all reasonable times have the right to inspect and examine any property insured hereunder and the Insured shall provide the Officials of the Company with all details and information necessary for the assessment of the risk. The Company shall provide the Insured with a copy of the inspecting Official's report; which shall however be treated as strictly confidential both by the Insured and the Company.</p> <p>c. In the event of any –</p>	

- i. Material change in the original risk;
- ii. Alteration, modification or addition to insured item
- iii. Departure from prescribed operating conditions, whereby the risk or loss or damage increases
- iv. Changes in the Insured's Interest (such as discontinuation or liquidation of the business or being placed in receivership) taking place, the Policy shall be void unless its continuance be agreed by endorsement signed by the Company.

Duty of Care

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

- a. immediately notify the Company by telephone or telegram as well as in writing, giving an indication as to the nature and extent of loss or damage;
- b. take all reasonable steps within his power to minimise the extent of the loss or damage;
- c. preserve the damaged or defective parts and make them available for inspection by an official or surveyor of the Company.
- d. furnish all such information and documentary evidence as the Company may require.

The Company shall not be liable for any loss or damage of which no notice and completed claim form have been received by the Company within Fourteen days of its occurrence.

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 the machine - Rs. 7,00,000

Sum insured Opted - Rs 7,00,000

Deductible/ Excess – Nil

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

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

Claim payable under the policy – INR 5,00,000

		(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)	
1 2.	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 provisions. 	
1 3.	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>	12. Customer grievance redressal Policy
1 4.	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. 	