

**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>Sl No</b> | <b>Title</b>   | <b>Description<br/>(Please refer to applicable Policy Clause Number in next column)</b>  | <b>Policy / Clause Number</b>      |
|--------------|--|--|------------------------------------|
| 1            | Product Name   | <b>Digit My Property Insurance</b>   |                                    |
| 2            | Unique Identification Number (UIN) allotted by IRDAI | <b>IRDAN158RP0008V01202223</b>   |                                    |
| 3            | Structure  | <b>Modified Indemnity<br/>Fixed Benefit: Coverage for Bullion or unset precious stones, any curious or work of art or obsolete machinery</b>   |                                    |
| 4            | Interests Insured                                    | <b>Offices, Hotels, Shops, Industrial/Manufacturing risks, Utilities located outside the compound of Industrial/Manufacturing risks, Storage risks outside the compound of Industrial/Manufacturing risks and Tank farms/Gas holders outside the compounds of Industrial/Manufacturing risks in India where the total 'value at risk' does not exceed ₹ 50 Crore (Rupees Fifty Crore).</b> |                                    |
| 5            | Sum Insured / Motor Insured Declared Value Scope     | <b>Sum Insured Amount available under the policy will be as per the amount mentioned in Policy Schedule.</b>   |                                    |
| 6            | Policy Coverage                                      | <b><u>COVERAGE</u><br/>Coverages will be as mentioned in your Policy Schedule/Certificate of Insurance<br/><u>Section 1 – Property Damage (Mandatory Section)</u></b>  | <b>Clause B:<br/>Insured Event</b> |

The Company give insurance cover for physical loss or damage, or destruction caused to Insured Property by the following unforeseen events occurring during the Policy Period.

The events covered are given in Column A and those not covered in respect of these events are given in Column B.

|    | Column A  | Column B   |
|----|---|--|
|    | The Company cover physical loss or damage, or destruction caused to the Insured Property by | The Company do not cover for loss or damage, or destruction caused to the Insured Property by  |
| 1. | Fire, including due to its own fermentation, or natural heating, or spontaneous combustion. | caused by<br>a. its undergoing any heating or drying process, or<br>b. burning of Insured Property by order of any Public Authority.   |
| 2. | Explosion or Implosion  | a. caused to boilers, economizers or other vessels, machinery or apparatus in which steam is generated, or their contents, resulting from their own explosion or implosion, or<br>b. caused by centrifugal forces.   |
| 3. | Lightning   | -  |
| 4. | Subsidence of the land on which Insured's Premises stand, Landslide, Rockslide              | caused by<br>a. normal cracking, settlement or bedding down of new structures,<br>b. the settlement or movement of made-up ground,<br>c. coastal or river erosion,<br>d. defective design or workmanship or use of defective materials, or<br>e. demolition, construction, structural alterations or repair of any property, or ground works or excavations. |
| 5. | Bush fire, Forest fire and  | -  |

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|     | <b>Jungle fire</b>  |  |
| 6.  | <b>Impact damage of any kind, i.e., damage caused by impact of, or collision caused by, any external physical object (e.g., vehicle, falling trees, aircraft, wall etc.),</b> | <p>a. caused by pressure waves caused by aircraft or other aerial or space devices travelling at sonic or supersonic speeds.</p> <p>b. caused by vehicle, animal or aircraft belonging to or owned by Insured or their employee while acting in the course of employment</p>   |
| 7.  | <b>Missile testing operations</b>   | -  |
| 8.  | <b>Riot, Strikes, Malicious Damages</b>   | <p>caused by</p> <p>a. total or partial cessation of work or the retardation or interruption or cessation of any process or operations or omissions of any kind,</p> <p>b. temporary or permanent dispossession, confiscation, commandeering, requisition or destruction by order of the government or any lawful authority, or</p> <p>c. temporary or permanent dispossession of any Building by unlawful occupation by any person.</p> |
| 9.  | <b>Bursting or overflowing of water tanks, apparatus and pipes,</b>   | -  |
| 10. | <b>Leakage from automatic sprinkler installations.</b>  | <p>a. repairs or alterations in the Building in which Insured's Business is located,</p> <p>b. repairs, removal or extension of any sprinkler installation, or</p> <p>c. defects in the construction known to Insured.</p>   |

**Section 2 – Storm, Cyclone, Typhoon, Tempest, Hurricane, Tornado, Tsunami, Flood and Inundation**

The Company give insurance cover for physical loss or damage, or destruction caused to Insured Property by Storm, Cyclone, Typhoon, Tempest, Hurricane, Tornado, Tsunami, Flood and Inundation excluding those resulting from earthquake, Volcanic eruption or other convulsions of nature occurring during the Policy Period.

This cover will be available only if it is opted and mentioned in the Insured's Policy Schedule.

If Insured has opted for this Section, point no. 17 as provided under "Clause D – General Exclusions" shall stand deleted.

### Section 3 – Earthquake

The Company give insurance cover for physical loss or damage, or destruction caused to Insured Property by Earthquake, Volcanic Eruption or other convulsion of nature occurring during the Policy Period. This cover will be available only if it is opted and mentioned in Insured's Policy Schedule.

If Section 2 - Storm, Cyclone, Typhoon, Tempest, Hurricane, Tornado, Tsunami, Flood and Inundation is opted and mentioned in Insured's Policy Schedule, this Section will cover loss or damage (including loss or damage by fire) to any of the property Insured by this policy occasioned by or through or in consequence of earthquake including flood or overflow of the sea, lakes, reservoirs and rivers and/or Landslide/Rockslide resulting there from.

If Section 2 - Storm, Cyclone, Typhoon, Tempest, Hurricane, Tornado, Tsunami, Flood and Inundation is not opted, this section will cover loss or damage (including loss or damage by fire) to any of the property Insured by this policy occasioned by earthquake including Landslide/Rockslide resulting there from but excluding flood or overflow of the sea, lakes, reservoirs and rivers caused by earthquake.

Provided always that all the conditions of this policy shall apply (except in so far as they may be hereby expressly varied) and that any reference therein to loss or damage by fire shall be deemed to apply also to loss or damage directly caused by any of the perils which this insurance extends to include by virtue of this section."

**Special conditions Applicable to this Section**

1. If Insured has opted for this Section, point no. 18 as provided under “Clause D – General Exclusions” shall stand deleted.
2. Extension cover shall be granted only if the entire property in one complex/compound/location covered under the policy is extended to cover this risk and the Sum Insured for this extension is identical to the sum Insured against the risk covered under main policy.
3. In the event of the Insured making any claim for loss or damage under this policy, the onus of proof must be on the Insured to prove (if so, required by the Company) that the loss or damage was occasioned by or through or in consequence of earthquake.

#### **Section 4 – Terrorism**

The Company give insurance cover for physical loss or damage, or destruction caused to Insured Property by the Act of Terrorism occurring during the Policy Period. This cover will be available only if it is opted and mentioned in Insured’s Policy Schedule.

Coverage and exclusions under this section will be as per Terrorism clause attached.

If Insured has opted for this Section, point no. 19 as provided under “Clause D – General Exclusions” shall stand deleted.

#### **Section 5 – Theft after an Insured Event**

The Company give insurance cover for physical loss or damage, or destruction caused to Insured Property by Theft within 7 days from the occurrence of and proximately caused by any of the Insured Events mentioned in the above sections as opted and mentioned in Policy Schedule.

This cover will be available only if it is opted and mentioned in Insured’s Policy Schedule.

#### **Specific Exclusion Applicable to this section**

1. The Company do not cover for loss or damage, or destruction due to theft of any article or anything located outside Insured’s Premises, or of any article or anything attached from the outside of the outer walls or the roof of Insured’s Premises, unless securely mounted.

If Insured has opted for this Section, point no. 20 as provided under “Clause D – General Exclusions” shall be deleted to the extent of coverage provided under this section.

**In built coverages under Digit My Property Insurance**

- **Additions, alterations or extensions**
- **Temporary removal of stocks**
- **Cover for Specific Contents**
- **Start-Up Expenses**
- **Professional Fees**
- **Removal of debris**
- **Costs compelled by Municipal Regulations**

In addition to above sections and In-Built Coverages under the Digit My Property Insurance, the Company also have Standard Clauses/Add-ons attached to the base Policy Wordings which will ensure complete coverage to the Insured’s Property.

**Standard Add-ons**

- **Floater Cover for Stocks**
- **Declaration Policy for Stocks**

**Standard Clause**

- **Agreed Bank Clause**

7 Add-on Cover

Below is the list of all the Add on. please refer your policy schedule for the Add on you have opted for:

| Sl. no | Base Products               | Name of the Add on cover   | UIN  | Sum Insured                |
|--------|-----------------------------|--|--|----------------------------|
| 1      | Digit My Property Insurance | Escalation Clause  | IRDAN158RP0008V01202223/<br>A0005V01202324 | As per the policy schedule |
| 2      | Digit My Property Insurance | Adequacy of Sum Insured  | IRDAN158RP0008V01202223/<br>A0006V01202324 | As per the policy schedule |
| 3      | Digit My Property Insurance | Incidental Costs   | IRDAN158RP0008V01202223/<br>A0007V01202324 | As per the policy schedule |
| 4      | Digit My Property Insurance | Accidental Damage Cover  | IRDAN158RP0008V01202223/<br>A0008V01202324 | As per the policy schedule |
| 5      | Digit My Property Insurance | Loss of Rent and Additional Expenses of Rent for an Alternate Premises | IRDAN158RP0008V01202223/<br>A0009V01202324 | As per the policy schedule |
| 6      | Digit My Property Insurance | Fire Extinguishing/Fighting Expenses and Sprinkler up grading costs    | IRDAN158RP0008V01202223/<br>A0010V01202324 | As per the policy schedule |
| 7      | Digit My Property Insurance | Involuntary Betterment   | IRDAN158RP0008V01202223/<br>A0011V01202324 | As per the policy schedule |

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| 8 | Loss Participation | <p><b>i. Excess of % of each claim, subject to a minimum amount as mentioned in Policy Schedule. This means that We will deduct excess as mentioned in Your Policy Schedule for each and every loss suffered by You under the terms of this policy.</b></p> <p><b>ii. For terrorism risk the excess shall be as per the clause attached to this policy as given below.</b></p> <p><b><u>Shops &amp; Residential Risks:</u> 1% of the claim amount for each and every claim subject to Minimum of INR 10,000 and Maximum of INR 500,000</b></p> <p><b><u>Non-Industrial Risks:</u> 1% of the claim amount for each and every claim subject to Minimum of INR 25,000 and Maximum of INRx 1,000,000</b></p> <p><b><u>Industrial Risks:</u> 5% of the claim amount for each and every claim subject to Minimum of INR 100,000 and Maximum of INR 25,00,000</b></p> <p><b>*Whichever is applicable.</b></p> <p><b>Deductible/excess will be as mentioned in the policy schedule.</b></p>  | Clause D:<br>General exclusions |
| 9 | Exclusions         | <ol style="list-style-type: none"> <li><b>1. i. Excess of % of each claim, subject to a minimum amount as mentioned in Policy Schedule. This means that the Company will deduct excess as mentioned in Insured's Policy Schedule for each and every loss suffered by Insured under the terms of this policy.</b></li> <li><b>ii. For terrorism risk the excess shall be as per the clause attached to this policy.</b></li> <li><b>2. Insured's deliberate, willful or intentional act or omission, or of anyone on Insured's behalf, or with Insured's connivance.</b></li> <li><b>3. Loss, damage or destruction to any electrical/electronic machine, apparatus, fixture, or fitting by over-running, excessive pressure, short circuiting, arcing, self-heating or leakage of electricity from whatever cause (lightning included). This exclusion applies only to the particular machine so lost, damaged or destroyed. However, any ensuing loss or damage to other insured property due to operation of an insured peril is covered.</b></li> <li><b>4. Loss, destruction or damage to the stocks in cold storage premises caused by change of temperature.</b></li> <li><b>5. Loss, or damage by spoilage resulting from the retardation or interruption or cessation of any process or operation caused by operation of any of the Insured Events.</b></li> <li><b>6. Insured's Premises or any Insured Building remaining continuously unoccupied for a</b></li> </ol> | Clause D:<br>General exclusions |



- period of more than 30 days, unless Insured has obtained prior written approval from Us and such approval is recorded as an endorsement on the Policy.
7. War, invasion, act of foreign enemy hostilities or war-like operations (whether war is declared or not), civil war, mutiny, civil commotion amounting to a popular rising, military rising, rebellion, revolution, insurrection or military or usurped power.
  8. Ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from combustion of nuclear fuel, or the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component that is part of it.
  9. Pollution or contamination, unless
    - i. the pollution or contamination itself has resulted from an Insured Event, in which case only physical damage to the Insured Property is covered, or
    - ii. an Insured Event itself results from pollution or contamination.
  10. Loss, destruction or damage to bullion or unset precious stones, any curios or works of art unless such amount is declared separately and recorded in the Policy Schedule.
  11. Loss of any Insured Property which is missing or has been mislaid, or its disappearance cannot be linked to any single identifiable Insured Event.
  12. Loss or damage to any Insured Property removed from Insured's Premises to any other place, except
    - i. machinery and equipment temporarily removed for repairs, cleaning, renovation or other similar purposes for a period not exceeding 60 days,
    - ii. Stock covered under Clause (C) (4.2) of this Policy.
  13. Any reduction in market value of any Insured Property after its repair or reinstatement.
  14. Loss or damage to any Insured Property or any claim which is covered by a marine policy in force at the time of loss or damage, except in excess of the limits of that policy.
  15. Any consequential or indirect loss or damage of any description, i.e. losses or extra costs (financial or non-financial) that follow or are a consequence of an Insured Event, like, loss by delay, loss of income or wages or earnings, or of market, or of time, medical expenses, or any costs not covered by this Policy.
  16. Costs, fees or expenses for preparing any claim.
  17. Any Loss or damage occasioned by or through or in consequence directly or indirectly due to Storm, Cyclone, Typhoon, Tempest, Hurricane, Tornado, Tsunami, Flood and Inundation.
  18. Any Loss or damage occasioned by or through or in consequence directly or indirectly due

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|     |  | <p>to earthquake, Volcanic eruption or other convulsions of nature.</p> <p><b>19. Terrorism Damage Exclusion Warranty:</b><br/>         Notwithstanding any provision to the contrary within this insurance it is agreed that this insurance 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.<br/>         For the purpose of this endorsement an act of 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 organisation(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.<br/>         The warranty also excludes loss, damage, cost or expenses 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 action taken in respect of any act of terrorism.<br/>         If the Company alleges that by reason of this exclusion, any loss, damage, cost or expenses is not covered by this insurance the burden of proving the contrary shall be upon the insured.<br/>         In the event any portion of this endorsement is found to be invalid or unenforceable, the remainder shall remain in full force and effect.</p> <p><b>20. Any Loss or damage occasioned by or through or in consequence directly or indirectly due to theft.</b></p> |  |
| 10. | Special Conditions and Warranties (if any) | <b>Special conditions and warranties will be mentioned in the policy schedule.</b>  |  |
| 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 property due to below perils:</p> <ul style="list-style-type: none"> <li>a. Fire, including due to its own fermentation, or natural heating, or spontaneous combustion.</li> <li>b. Explosion or Implosion</li> </ul>  | <p><b>Clause B:</b><br/><b>Insured Event</b></p> |

- c. Lightning
- d. Subsidence of the land on which Your Premises stand, Landslide, Rockslide
- e. Bush fire, Forest fire and Jungle fire
- f. Impact damage of any kind, i.e., damage caused by impact of, or collision caused by, any external physical object (e.g., vehicle, falling trees, aircraft, wall etc.)
- g. Missile testing operations
- h. Riot, Strikes, Malicious Damages
- i. Bursting or overflowing of water tanks, apparatus and pipes
- j. Leakage from automatic sprinkler installations
- k. Any other peril except for the exclusions mentioned in policy wordings including both specific and general exclusion.

**Reporting of Loss Occurrence**

Call our Helpline numbers [1800-258-5956](tel: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 in the event of any claim. Thereafter You shall give all such information and assistance as the Company shall require.

**Obligation to take care:**

You must:

- i. ensure that unauthorised persons do not occupy Your Premises
- ii. whenever Your Premises or any Building in Your Premises is unoccupied, You must ensure that all security procedures on Your Premises are in force.

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

- a) Damage due to wilful negligence
- b) Unlawful occupation activities
- c) If a claim is in any respect fraudulent, or if any false declaration is made or used in support thereof, or if any fraudulent means.
- d) Due to exclusions mentioned in the Policy Wordings. Please refer exclusions provided in

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|-----------------|---|---|--|
|                 |   | <p><b>the Policy Wordings.</b></p> <p><b><u>Sample Claim Calculation process</u></b></p> <p><b>Value of Property - Rs. 10,00,000</b></p> <p><b>Sum insured Opted - Rs 10,00,000</b></p> <p><b>Deductible/ Excess – INR 10000</b></p> <p><b>Loss of property during the Policy Period – INR 5,00,000</b></p> <p><b>Total Admissible claim amount as per Policy terms and Condition – INR 5,00,000-INR 10000</b></p> <p><b>Claim payable under the policy – INR 4,90,000</b></p> <p><b>(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)</b></p> |  |
| <p>1<br/>2.</p> | <p>Policy Servicing<br/>-<br/>Claim Intimation<br/>and<br/>Processing</p> | <ul style="list-style-type: none"> <li>• <b>Toll free Number: <a href="tel:1800-258-5956">1800-258-5956</a></b></li> <li>• <b>Email: <a href="mailto:hello@godigit.com">hello@godigit.com</a></b></li> <li>• <b>You can connect with our customer service team at the time of occurrence of loss/ damage for its intimation.</b></li> </ul> <p><b>TAT (turn around time) for settlement of the claim will depend on the nature of claim</b></p> <p><b>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.</b></p>   |  |

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| <p>1<br/>3.</p> | <p>Grievance Redressal and Policyholders Protection</p> | <p><b>1. Our Grievance Redressal Officer</b><br/>         You can send Your grievance in writing by post or email to Our Grievance Redressal Officer at the following address:</p> <p><b>Go Digit General Insurance Limited,<br/>         Atlantis, 95, 4th B Cross Road, Koramangala Industrial Layout, 5th Block, Bengaluru 560095</b><br/>         Email: <a href="mailto:grievance@godigit.com">grievance@godigit.com</a></p> <p>For further information, please refer the below link,<br/> <a href="https://www.godigit.com/claim/grievance-redressal-procedure">https://www.godigit.com/claim/grievance-redressal-procedure</a></p> <p><b>2. Consumer Affairs Department of IRDAI</b></p> <p>a. In case it is not resolved within 15 days or if You are unhappy with the resolution You can approach the Grievance Redressal Cell of the Consumer Affairs Department of IRDAI by calling Toll Free Number 155255 (or) 1800 4254 732 or sending an email to <a href="mailto:complaints@irdai.gov.in">complaints@irdai.gov.in</a>. You can also make use of IRDAI's online portal - Integrated Grievance Management System (IGMS) by registering Your complaint at <a href="https://irdai.gov.in/igms1">https://irdai.gov.in/igms1</a>.</p> <p>b. You can send a letter to IRDAI with Your complaint on a Complaint Registration Form available by <a href="#">clicking here</a>. You must fill and send the Complaint Registration Form along with any documents by post or courier to General Manager, Insurance Regulatory and Development Authority of India (IRDAI), Consumer Affairs Department- Grievance Redressal Cell, Sy.No.115/1, Financial District, Nanakramguda, Gachibowli, Hyderabad-500032.</p> <p>c. You can visit the portal <a href="http://www.policyholder.gov.in">http://www.policyholder.gov.in</a> for more details.</p> | <p>Clause J. Grievance</p> |
| <p>1<br/>4.</p> | <p>Obligations of the Policyholder</p>                  | <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>  |                            |