

CUSTOMER INFORMATION SHEET

This document provides only key information about your policy. Please refer to the policy document for detailed terms and conditions.

Sl. No.	Title	Description (Please refer to applicable Policy Clause Number in next column)	Policy / Clause Number																					
1	Product Name	Jewellers Block Insurance	NA																					
2	Unique Identification Number (UIN) allotted by IRDAI	IRDAN132RP0040V01202324	NA																					
3	Structure	Indemnity																						
4	Interests Insured	Stock and stock in trade consisting of Jewellery, Gold or Silver Ornaments, Plates made of gold, silver or studded with precious stones , Pearls and Diamonds and Precious Stones, precious metals/articles of any sort or kind whatsoever, cash and currency notes and Certificate of Diamonds / or other merchandise and materials usual to the conduct of the Insured's business, belonging to and /or held in trust or on commission for which the insured is responsible.	Property Insured																					
5	Sum Insured	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;"></th> <th style="width: 50%;">Section</th> <th style="width: 40%;">Sum Insured</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1.</td> <td>Stock In Premises</td> <td style="text-align: center;"><<<XXX>>></td> </tr> <tr> <td style="text-align: center;">2.</td> <td>Property Insured Including Cash & Currency Notes Whilst In Custody Of Specified Persons</td> <td style="text-align: center;"><<<XXX>>></td> </tr> <tr> <td style="text-align: center;">3.</td> <td>Property Insured Excluding Cash & Currency Notes Whilst In Transit Within India</td> <td style="text-align: center;"><<<XXX>>></td> </tr> <tr> <td style="text-align: center;">4.</td> <td>Infidelity Coverage</td> <td style="text-align: center;"><<<XXX>>></td> </tr> <tr> <td style="text-align: center;">5.</td> <td>Exhibition Risk</td> <td style="text-align: center;"><<<XXX>>></td> </tr> <tr> <td style="text-align: center;">6.</td> <td>Other Property of The Insured</td> <td style="text-align: center;"><<<XXX>>></td> </tr> </tbody> </table> <p style="text-align: center;">Disclaimer: Only Opted Covers reflect here</p>		Section	Sum Insured	1.	Stock In Premises	<<<XXX>>>	2.	Property Insured Including Cash & Currency Notes Whilst In Custody Of Specified Persons	<<<XXX>>>	3.	Property Insured Excluding Cash & Currency Notes Whilst In Transit Within India	<<<XXX>>>	4.	Infidelity Coverage	<<<XXX>>>	5.	Exhibition Risk	<<<XXX>>>	6.	Other Property of The Insured	<<<XXX>>>	NA
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2.	Property Insured Including Cash &	All risks of direct physical loss of or damage to property insured under below items:																						

		Currency Notes Whilst In Custody Of Specified Persons	<p>i) Property insured whilst in the “Close Personal Custody and Control” of Director(s), Employee(s), Partner(s), Duly Constituted Attorney(s) and Consultant(s) and such other authorized persons of the Insured.</p> <p>ii) Property insured whilst in the “Close Personal Custody and Control” of Cutter(s), Broker(s), Agent(s), Gold smith(s), Dealer(s), Client(s), Job worker(s), Contractor(s), Sub-Contractor(s) and other such entities including the employee(s) of the above, whether or not in regular employment of the Insured.\</p> <p>iii) Cash, Currency Notes and Certificate of Diamonds in Transit in the custody of each / any Director(s), Employees including Contract Employee(s), Partner(s), Duly Constituted Attorney(s) and authorized person (s) of the insured whilst in transit to Bank & Vice Versa & Collection/Deliveries including all Insured Premises</p>	
	3.	Property Insured Excluding Cash & Currency Notes Whilst In Transit Within India	<p>All risks of direct physical loss of or damage to Property Insured whilst in transit as specified under below items:</p> <p>i) Registered parcel post</p> <p>ii) Airfreight</p> <p>iii) Angadia</p> <p>iv) Couriers / Logistics Service providers/ their Affiliates</p>	
	4.	Infidelity Coverage	Financial loss due to loss of Property Insured up to amount specified in the schedule resulting directly from one or more fraudulent or dishonest acts committed by a salaried employees.	
	5.	Exhibition Risk	All risks of direct physical loss of or damage to Property Insured whilst in transit, from any Insured Premises to the exhibition site and vice versa. This section also covers Property Insured during display and overnight storage at the exhibition site including privately organized, within India or abroad as mentioned in the Policy Schedule.	
	6.	Other Property Of The Insured	Direct physical loss of or damage to the office furniture, fixtures, fittings, Machinery and Plate Glasses, provided the property of the insured is being used in connection with the insured's business whilst contained in the premises including loss or damage in respect	

				of Tenants' improvements and betterments and/or Neon Signs, where the insured's business is carried on by Fire, Explosion, Lightning, Riot, Strike, Malicious Damage, Flood, Cyclone, Tempest, Earthquake, Burglary, Housebreaking, Theft, Robbery and Hold-up risks.											
7	Add-on Cover / Optional Cover	No Add-ons available under this product.			NA										
8	Loss Participation	<<INR XX>> Illustration <table border="1" data-bbox="410 751 1190 1052"> <thead> <tr> <th>Description</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>Policy SI</td> <td>INR 1,00,00,000</td> </tr> <tr> <td>Claim Amount:</td> <td>INR 57,00,000</td> </tr> <tr> <td>Policy Deductible: 5% of the claim amount, applicable on each and every claim</td> <td>INR 2,85,000</td> </tr> <tr> <td>Net Payable amount</td> <td>INR 54,15,000</td> </tr> </tbody> </table>			Description	Amount	Policy SI	INR 1,00,00,000	Claim Amount:	INR 57,00,000	Policy Deductible: 5% of the claim amount, applicable on each and every claim	INR 2,85,000	Net Payable amount	INR 54,15,000	NA
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9	Exclusions	GENERAL EXCLUSIONS The company shall not be liable in respect of <ol style="list-style-type: none"> 1. First Rs. 10,000/- of each and every claim or otherwise as specifically mentioned on policy schedule. 2. Loss of and/or damage to the property insured which may be sustained whilst the same is being actually worked upon, including but not limited to diamond/stone processing, process of cleaning, repairing or restoring and directly resulting there from unless specifically stated in the policy / endorsements thereto. 3. Property missing at stock taking in respect of which no claim has been previously notified unless the loss proved by the insured to be due to peril covered by the policy. 4. Loss of and/or damage to the property hereby insured whilst the same is being worn or used by the insured or any principal director or partner or employees of the insured, or their wives, members of their families, relatives or friends or whilst in their custody. 5. Loss of and/or damage to the property hereby insured whilst at any Public / Private Exhibition whether promoted or financially assisted by any Public Authority or by Trade Association or otherwise. This exclusion will not be applicable if coverage under Section – V: Exhibition Risk is opted by the insured and agreed by the Company. 6. Theft or disappearance of property or currency from vehicle of any description. 7. Loss or damage caused by or arising from depreciation, gradual deterioration, inherent vice, extremes of temperature, wear & tear, moth, vermin and mildew. 													

8. Loss or damage to any item of glass crockery, porcelain chinaware and other articles of brittle or fragile nature unless such loss or damage arises from accident to vessel, train, vehicle or aircraft by which such property is being conveyed.
9. Loss or damage occasioned by theft or dishonesty or any attempt there of committed by or where such loss or damage has been expedited or in any way sustained or brought about by: -
 - a. Any customer or broker or broker's customer, angadias or cutters or goldsmith in respect of the property hereby insured entrusted to them by the insured, his or their servants or agents.
 - b. The insured's family members or directors.
 - c. Employees of the insured. This exclusion will not be applicable if coverage under Section IV- Infidelity Coverage is opted by the insured and agreed by the Company.
10. a. Loss or damage occurring whilst in transit in India to ultimate destination outside the Geographical area stated in the Schedule or vice versa for the purpose of exports / imports.
 b. Loss or damage to property hereby Insured intended for export from the time such property leaves the insured's premises in the ordinary course of processing for transit and during transit for delivery to customs or carrier or post office.
 c. Loss or damage to property insured imported whilst in transit from the time delivery is taken from the post office or the carrier or customs as the case may be until delivered at the insured's premises.
11. Loss or damage arising from detention, confiscation, nationalization, requisition, occupation or willful destruction by or under the order of the government or any public or local authority.
12. Any loss following use of the key to the safe or any duplicate there of belonging to the insured unless such key or duplicate key has been obtained by threat or by violence.
13. All keys and duplicate keys capable of operating the alarm (if any) and all keys and duplicate keys of safes and strong rooms are removed from the premises when the said premises are left unattended.
14. Loss or damage to property insured whilst in window display at night or whilst kept out of safe after business hours unless it is covered under Section V- Exhibition Risk.
15. Any consequential loss or damages including delay.
16. Loss or damage occasioned by or through or in consequence, directly or indirectly of any of the following occurrences:
 - a. Subterranean fire or atmospheric disturbances.
 - b. War, invasion, acts of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, martial law.
 - c. Loss or damage caused by any act of Terrorism unless specifically insured.
17. Terrorism Damage Exclusion
 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 o 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 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 organization (s) or government(s), or unlawful associations, recognized under Unlawful Activities (Prevention)

		<p>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. 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.</p> <p>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.</p> <p>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>18. Losses as a consequence of mysterious disappearances are excluded.</p> <p>19. Radioactive Contamination and Explosive Nuclear Assemblies Exclusion Clause</p> <ol style="list-style-type: none"> Any accidental loss or damage to any property whatsoever or any loss or expense whatsoever resulting or arising there from or any consequential loss. Any liability of whatsoever nature directly or indirectly caused by or contributed to by or arising from ionizing radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel. For the purpose of this exception combustion shall include any self sustaining process of nuclear fission. <p>20. Any accidental loss or damage or liability directly or indirectly caused by or contributed to by or arising from nuclear weapons material.</p> <p>21. 21. Kimberley Process Exclusion Clause: This insurance excludes any loss, damage, cost or expense of whatsoever nature directly or indirectly arising from confiscation or seizure as a result of noncompliance with, or any breach of the requirements of the Kimberley Process Certification Scheme.</p> <p>The Kimberley Process Certification Scheme is a joint initiative of the various governments, international diamond industry and civil society to stem the flow of conflict diamonds - rough diamonds that are used by rebel movements to finance wars against legitimate governments.</p> <p>22. Loss of or damage to Computer System Records</p>	
10	Special Conditions and warranties (if any)	<p>GENERAL WARRANTIES</p> <ol style="list-style-type: none"> It is warranted that where it is declared by the insured in the written proposal and declaration that the insured premises containing the property insured is fitted with a burglar alarm system or are secured by own / common watchman or protected by armed guards is abided by below condition throughout the policy period. <ol style="list-style-type: none"> The burglar alarm system shall be maintained in good order throughout the currency of this Insurance under a maintenance contract with the installing company or other approved security company. Such protections and/or safe guards which may be referred to in the written proposal and declarations as being in force shall not be withdrawn or varied to the detriment of the interest of the Insurer without their consent and immediate advice shall be given to Insurer of any notice of withdrawal of such protection. Warranted that all stock whilst at the premises specified in the schedule shall be secured in locked burglar proof safe at night and at all times out of their business hours. Warranted that if stock with any one person specified under section - II of the schedule exceeds Rs. 5 Lacs, it shall be secured under any in-built locker of a steel 	

		cupboard and if the amount of stock exceeds Rs. 10 lacs, it shall be secured in a safe of standard make after business hours at all times.																													
		<<Any other Special Conditions or warranties>>																													
11	Admissibility of Claim	<p>1. Broad principle of Admissibility or Denial of claim</p> <ul style="list-style-type: none"> • Insurance is a contract between 2 entities & loss governing contracts as well as tort shall be underlying guideline for admission or denial of claim. • Further specific terms and conditions as well as warranties incorporated in the contract shall also play a major role • Insured is expected to exhibit reasonable duty of due care and diligence failing with a claim may get rejected. • Insurance is a contract of utmost good faith and any mis-declaration or omission to state material facts can prejudice a claim. <p>2. Sample Claim Calculation (only applicable for Market value or RIV basis of settlement)</p> <table border="1"> <thead> <tr> <th>Description</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>Gross Loss Assessed</td> <td>10000</td> </tr> <tr> <td>Less: Depreciation, if applicable</td> <td>1000</td> </tr> <tr> <td>Less: Salvage, if applicable</td> <td>500</td> </tr> <tr> <td>Gross Loss</td> <td>8500</td> </tr> <tr> <td>Less: Under Insurance*, if applicable 20%</td> <td>1700</td> </tr> <tr> <td>Gross Assessed Loss</td> <td>6800</td> </tr> <tr> <td>Less: Excess, if applicable</td> <td>1000</td> </tr> <tr> <td>Net Loss Payable</td> <td>5800</td> </tr> </tbody> </table> <p>Calculation of Under Insurance -</p> <table border="1"> <thead> <tr> <th>Description</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>Value at risk of Insured property</td> <td>Rs. 5,00,000</td> </tr> <tr> <td>Sum Insured opted by Insured</td> <td>Rs. 4,00,000</td> </tr> <tr> <td>Difference</td> <td>Rs. 1,00,000</td> </tr> <tr> <td>Under Insurance % (Rs. 1,00,000 divided by Rs. 5,00,000)</td> <td>20%</td> </tr> </tbody> </table>	Description	Amount	Gross Loss Assessed	10000	Less: Depreciation, if applicable	1000	Less: Salvage, if applicable	500	Gross Loss	8500	Less: Under Insurance*, if applicable 20%	1700	Gross Assessed Loss	6800	Less: Excess, if applicable	1000	Net Loss Payable	5800	Description	Amount	Value at risk of Insured property	Rs. 5,00,000	Sum Insured opted by Insured	Rs. 4,00,000	Difference	Rs. 1,00,000	Under Insurance % (Rs. 1,00,000 divided by Rs. 5,00,000)	20%	NA
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12	Policy Servicing – Claim Intimation	<ul style="list-style-type: none"> • Toll free / IVRS number: 1800 220 233 / 1860-500-3333 / 022-67837800 • Website: https://general.futuregenerali.in/ • Email: fgclaims@futuregenerali.in • Details of designated company officials to be contacted in time of claim – 	NA																												

and
Processing

<<< Branch Policy - Branch Manager & Policy Servicing Office address and contact details

For example –

Branch Manager

Address - Off Code- 3N, 3rd Floor, No. 310, Radhe Arcade, Near Diwan Ballubhai High School, Maninagar, Maninagar, Gujarat Pincode:380008.

Phone: +91 079-25464166 >>>

<<<Direct Policy –

Future Generali India Insurance,

Ph: 1800 220 233 / 1860-500-3333 / 022-67837800

Email: fgclaims@futuregenerali.in

Address: Future Generali India Insurance Co Ltd., Unit 801 and 802, 8th floor, Tower C, Embassy 247 Park, L.B.S. Marg, Vikhroli (W), Mumbai - 400 083>>>

- Details of procedure to be followed for reimbursement of claim
 - Intimate claims immediately upon occurrence of any event.
 - To intimate claim, send email to fgclaims@futuregenerali.in or call at our helpline number 1800-220-233/1860-500-3333.
 - Customer to use the same claim number for all communications.
 - Surveyor appointment as per regulatory guidelines.
 - Preserve all records of damages, purchases invoices, reinstatement invoices, reports of police and other authorities concerned, photographs & any other documents may be called for.
 - Do not take any actions that may compromise your claim as well as deny any opportunity to assess the claim.
 - Upon completion of all formalities, Insurance company shall confirm decision on acceptance of liability.
 - If claim is admissible and KYC/AML documents are already available with Insurer; claims payment shall be processed by NEFT mode of payment.

- **Turn Around Time (TAT) for claims settlement**

S. No	Stages of claim	Times lines for settlement of claims
1.	Appointment of surveyor, if applicable.	Immediately, in any case within 24 hours of the receipt of intimation from the insured
2.	Submission of survey report	within 15 days of appointment subject to all documents required to conclude assessment being submitted on the same day of intimation. If else, 15 days from the receipt of last document
3	Settlement of claim	Within 7 days of receipt of survey report or 22 days from submission of all documents required to assess a claim.

		<ul style="list-style-type: none"> Escalation Matrix when TAT is not satisfied: Grievance Redressal Future Generali 	
13.	Grievance Redressal and Policy holders Protection	<ul style="list-style-type: none"> State the brief details of Protection of Policyholder's Interest - Policies Future Generali Details of Grievance Redressal Officer of the Insurer - fgcare@futuregenerali.in Bima Bharosa Portal - bimabharosa.irdai.gov.in Ombudsman - https://www.cioins.co.in/Ombudsman 	NA
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. <p>Material information is very subjective and below are few examples:</p> <ul style="list-style-type: none"> Risk location Security measures Risk occupancy Case specific material facts or risk details 	NA

Declaration by the Policyholder.

I have read the above and confirm having noted the details.

Place:

Date:

(Signature of the Policyholder)

(Authorized Signatory, where policyholder is a juridical person)

(Stamp of the legal entity)

Note:

- Website link for documents: - <https://general.futuregenerali.in/customer-service/downloads>
- In case of any conflict, the terms and conditions mentioned in the policy document shall prevail.