

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	Machinery Breakdown Insurance	NA																												
2	Unique Identification Number (UIN) allotted by IRDAI	IRDAN132RP0007V02200708	NA																												
3	Structure	Indemnity	NA																												
4	Interests Insured	All type of installed machinery at insured premises.	NA																												
5	Sum Insured	<<< INR XXXX >>>	NA																												
6	Policy Coverage	<ul style="list-style-type: none"> The insurance policy covers loss due to all kinds of accidental, electrical and mechanical breakdowns due to internal and external causes. Policy covers the insured machinery and equipments while at work/idle being dismantled or removed or re-erected if performed in the same premises damage to electrical machinery due to fire originating within itself. It Covers loss or damage due to faulty operations, adjustment, casting, vibration, entry of foreign objects, loosening of part, self-heating, centrifugal force, short circuit etc. 																													
7	Add-on Cover / Optional Cover	<<<< <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">Sl. No.</th> <th style="width: 40%;">Add-On</th> <th style="width: 30%;">UIN</th> <th style="width: 20%;">Sum Insured</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Escalation Clause</td> <td>IRDAN132RP0007V02200708 / A0067V01202324</td> <td><< INR XXXX >></td> </tr> <tr> <td>2.</td> <td>Express Freight</td> <td>IRDAN132RP0007V02200708 / A0068V01202324</td> <td><< INR XXXX >></td> </tr> <tr> <td>3.</td> <td>Air Freight</td> <td>IRDAN132RP0007V02200708 / A0069V01202324</td> <td><< INR XXXX >></td> </tr> <tr> <td>4.</td> <td>Owner's Surrounding Property</td> <td>IRDAN132RP0007V02200708 / A0070V01202324</td> <td><< INR XXXX >></td> </tr> <tr> <td>5.</td> <td>Third Party Liability</td> <td>IRDAN132RP0007V02200708 / A0071V01202324</td> <td><< INR XXXX >></td> </tr> <tr> <td>6.</td> <td>Additional Customs Duty</td> <td>IRDAN132RP0007V02200708 / A0072V01202324</td> <td><< INR XXXX >></td> </tr> </tbody> </table> >>>> <p style="text-align: center; margin-top: 10px;"><u>Disclaimer: Only Opted Covers reflect here</u></p>	Sl. No.	Add-On	UIN	Sum Insured	1.	Escalation Clause	IRDAN132RP0007V02200708 / A0067V01202324	<< INR XXXX >>	2.	Express Freight	IRDAN132RP0007V02200708 / A0068V01202324	<< INR XXXX >>	3.	Air Freight	IRDAN132RP0007V02200708 / A0069V01202324	<< INR XXXX >>	4.	Owner's Surrounding Property	IRDAN132RP0007V02200708 / A0070V01202324	<< INR XXXX >>	5.	Third Party Liability	IRDAN132RP0007V02200708 / A0071V01202324	<< INR XXXX >>	6.	Additional Customs Duty	IRDAN132RP0007V02200708 / A0072V01202324	<< INR XXXX >>	NA
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8	Loss Participation	<<<INR XX>>>	NA																												

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9	Exclusions	<p>SPECIAL EXCLUSIONS The Company shall not be liable for</p> <ol style="list-style-type: none"> 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 anticorrosive lining and parts of similar nature, packing material, parts not made of metal (except insulating material) and nonmetallic 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. 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>GENERAL EXCEPTIONS- THE COMPANY SHALL NOT BE LIABLE UNDER THIS POLICY IN RESPECT OF</p> <ol style="list-style-type: none"> 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. 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 	<p>General Exclusion Special Exclusion</p>										

		<p>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> <ol style="list-style-type: none"> 2. Loss damage and/or liability caused by or arising from or in consequence, directly of <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, 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 Organisation, Requisition or Destruction or damage by order of any Government de-jure or de facto or by any Public, Municipal or Local Authority. b. Nuclear reaction, nuclear radiation or radioactive contamination. 3. Accident, Loss, damage/and/or liability resulting from overload 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 of 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 or 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 or 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. 	
10	Special Conditions and warranties (if any)	<<<Any special conditions or warranties>>>	NA
11	Admissibility of Claim	<ol style="list-style-type: none"> 1. Broad principle of Admissibility or Denial of claim <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. 	NA

		<ul style="list-style-type: none"> 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" data-bbox="373 382 1019 957"> <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" data-bbox="373 1029 1360 1365"> <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%	
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12	Policy Servicing – Claim Intimation and Processing	<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 – <<< Branch Policy - Branch Manager & Policy Servicing Office address and contact details For example – <i>Branch Manager</i> <i>Address - Off Code- 3N, 3rd Floor, No. 310, Radhe Arcade, Near Diwan Ballubhai High School, Maninagar, Maninagar, Gujarat Pincode:380008.</i> <i>Phone: +91 079-25464166 >>></i> <p><<<Direct Policy – <i>Future Generali India Insurance,</i> <i>Ph: 1800 220 233 / 1860-500-3333 / 022-67837800</i> <i>Email: fgclaims@futuregenerali.in</i></p>	NA																												

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.

- 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 	NA

	<ul style="list-style-type: none">• 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	
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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:

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