

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	Products Liability Insurance	NA								
2	Unique Identification Number (UIN) allotted by IRDAI	IRDAN132RP0019V01202223	NA								
3	Structure	Indemnity	NA								
4	Interests Insured	The policy offers to indemnify the legal liability that you incur as a result of bodily injury or property damage caused by the use of your products after they are sold or supplied	NA								
5	Sum Insured / Motor Insured Declared Value Scope	<<< INR XXXX >>>	NA								
6	Policy Coverage	<p>The Company will indemnify the Insured in excess of the Insured's Deductible and subject to the Limit of Indemnity, against the Insured's legal liability (including claimant's costs, fees and expenses, and Defence Costs) to pay Damages for third party civil Claims arising out of Accidental Bodily Injury or Property Damage:</p> <ul style="list-style-type: none"> a. caused by the sale or supply of the Insured's Products, and b. solely in the course of the Business, and c. during the Period of Insurance if notified during the Policy Period by the Insured in accordance with the terms of this Policy 	NA								
7	Add-on Cover / Optional Cover	No Add-ons available under this product.	NA								
8	Loss Participation	<<<INR XX>>> Illustration <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 70%;">Description</th> <th style="width: 30%;">Amount</th> </tr> </thead> <tbody> <tr> <td>Policy SI</td> <td style="text-align: right;">INR 1,00,00,000</td> </tr> <tr> <td>Claim Amount:</td> <td style="text-align: right;">INR 57,00,000</td> </tr> <tr> <td>Policy Deductible: 5% of the claim amount, applicable</td> <td style="text-align: right;">INR 2,85,000</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	INR 2,85,000	
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		on each and every claim			
		Net Payable amount	INR 54,15,000		
9	Exclusions	<p>Exclusions Save as expressly stated to the contrary, the Company is not liable for and no indemnity is available under this Policy for any Claim arising out of or howsoever connected to the following:</p> <ol style="list-style-type: none"> 1. Costs of Remedying Defective Product.:- The policy excludes liability for costs in the repair, reconditioning, modification or replacement of any part of any product which is or is alleged to be defective. 2. The recall of any Product or any part thereof. 3. Any Product which the Insured knew or ought to have known was intended for incorporation into the structure, machinery or control of any aircraft. 4. Product guarantee. 5. The failure of Products to fulfil the purpose for which they were intended. 6. Any agreed assumption of risk by the Insured, save to the extent that liability would have attached in the absence of such agreement. 7. Any Accident arising out of the deliberate, wilful or intentional non-compliance with any statutory provision. 8. Any Bodily Injury of any person under a contract of employment or apprenticeship with the Insured, or the Insured's contractors or sub-contractors, if such Bodily Injury was contracted and/or arose out of and in the course of his employment. 9. The Insured's consequential losses of any kind, be they by way of loss of profit, loss of opportunity, business interruption, market loss or otherwise, or any claims arising out of loss of a pure financial nature such as loss of goodwill. 10. The infringement of plans, copyrights, patents, trade names, trademarks or registered designs. 11. Libel, slander, false arrest, wrongful eviction, wrongful detention, defamation including mental injury, anguish or shock resulting therefrom. 12. Deliberate, Willful or Intentional Non-Compliance of Any Statutory Provision(s) 13. Any Claim directly or indirectly caused by or contributed to by: <ol style="list-style-type: none"> a. ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste or from the combustion of nuclear fuel; b. the radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof. 14. Damage to property belonging to third parties that is rented, leased or hired or under hirepurchase or on loan to the Insured or in the Insured's custody, care or control. 15. Damage to property belonging to third parties handled by the Insured by way of his trade or worked upon by or in the care, custody or control of the Insured or any person employed by or working for the Insured. 16. The deliberate, conscious or intentional disregard by the Insured's management of the need to take all reasonable steps to prevent Bodily Injury and/or Property Damage. 			Clause 7

		<p>17. Bodily Injury and/or Property Damage occurring prior to the retroactive date (if any) specified in the Schedule.</p> <p>18. Pollution of any kind.</p> <p>19. Any Claim made, threatened or intimated against the Insured prior to the Period of Insurance/ Retroactive date</p> <p>20. Any Claim directly or indirectly arising out of, or in any way involving any fact or circumstance of which written notice has been given, or ought reasonably to have been given, under any previous policy (whether insured by the Company or not); or of which the Insured first became aware prior to the Period of Insurance and which the Insured knew or ought reasonably to have known had the potential to give rise to a Claim.</p> <p>21. Directly or indirectly arising out of, or in any way involving war, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power or confiscation or nationalisation or requisition of or damage to property by or under the order of any government or public local authority.</p> <p>22. Liability more specifically insured elsewhere.</p>											
10	Special Conditions and warranties (if any)	<<< To be fetched from policy schedule >>>	NA										
11	Admissibility of Claim	<ul style="list-style-type: none"> • 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. ○ Insurance is a contract of utmost good faith and any mis-declaration or omission to state material facts can prejudice a claim. • Sample Claim Calculation <table border="1" style="margin-left: 20px;"> <thead> <tr> <th>Particulars</th> <th>Amount (in INR)</th> </tr> </thead> <tbody> <tr> <td>Gross loss assessed</td> <td style="text-align: right;">1,500,000</td> </tr> <tr> <td>Less: salvage if any</td> <td style="text-align: right;">50,000</td> </tr> <tr> <td>Less: excess</td> <td style="text-align: right;">150,000</td> </tr> <tr> <td>Net assessed loss</td> <td style="text-align: right;">1,300,000</td> </tr> </tbody> </table>	Particulars	Amount (in INR)	Gross loss assessed	1,500,000	Less: salvage if any	50,000	Less: excess	150,000	Net assessed loss	1,300,000	NA
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Gross loss assessed	1,500,000												
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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> 	NA										

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.

- Escalation Matrix when TAT is not satisfied: [Grievance Redressal | Future Generali](#)

13. Grievance Redressal and Policy

- State the brief details of Protection of Policyholder's Interest - [Policies | Future Generali](#)
- Details of Grievance Redressal Officer of the Insurer - fgcare@futuregenerali.in

NA

	holders Protection	<ul style="list-style-type: none"> • Bima Bharosa Portal - bimabharosa.irdai.gov.in • Ombudsman - https://www.cioins.co.in/Ombudsman 	
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"> • Business Description • Products to be covered • Turnover in US, Canada, Europe and ROW • Manufacturing Locations 	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:

- 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.