

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	Tea Crop Insurance	NA
2	Unique Identification Number (UIN) allotted by IRDAI	IRDAN132RP0066V01202324	NA
3	Structure	Indemnity	NA
4	Interests Insured	Tea Crop	NA
5	Sum Insured / Motor Insured Declared Value Scope	<<< INR XXXX >>>	NA
6	Policy Coverage	<p>The cover is divided into three sections:</p> <p>Section I: is applicable to Tea Crop Insurance for policies issued Garden wise only This insurance attaches from the time the Green Leaf is plucked at the Assureds' Estate and while being processed at the factory. It continues while in transit by approved conveyance(s) and/or vessel(s).</p> <p>Section II: is applicable to Inland & Overseas transits of Tea, including storage. Transit Policies are issued to individuals or Companies, who purchase "Made" Teas sold at Gardens and/or the various Auction Centers of India and/or from any other source with a view to dispatching the same to various places in India or abroad to buyers or distribution centers.</p> <p>Section III: Transit includes storage for blending, processing, packing, etc of Made Tea. Policies under this Section are issued to cover transits within India between purchase centers and F.O.B. points/Inland sale outlets/Wholesalers depots/ Distributors, including cover during Processing, Blending and Packing at various incidental storages at godowns/ warehouses. Such policies may be issued to individuals or corporate bodies or Garden Owners. This insurance is against All Risks of physical loss of or damage to the subject-matter insured.</p>	
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="418 317 1325 617"> <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	It will get fetch from policy schedule.
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9	Exclusions	<ol style="list-style-type: none"> i. Notwithstanding anything herein contained to the contrary, this Policy is warranted free of claims for loss of or damage to the subject-matter insured, whether Green Leaf or partly/wholly manufactured Tea, directly or indirectly caused by the absence or shortage, withholding or withdrawal of labour of any description whatsoever under any circumstance. ii. Loss or damage attributable to any fault, neglect or defect in the manufacturing process and/or packing materials used. iii. Loss due to interruption in manufacture consequent upon stoppage of Power Supply and/or Breakdown of Machinery, howsoever arising. iv. Any trade loss, including chest allowance, as agreed to by the Tea Brokers. v. Any loss or damage pertaining to previous season's Manufactured Tea Held Back at Garden, unless specifically covered under this Policy. 	Exclusion										
10	Special Conditions and warranties (if any)	<<< Any other 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 process for this products <table border="1" data-bbox="375 1745 1287 1860"> <thead> <tr> <th>Description</th> <th>Amount (in Rs)</th> </tr> </thead> <tbody> <tr> <td>Gross Loss Assessed</td> <td>1,00,000</td> </tr> </tbody> </table> 	Description	Amount (in Rs)	Gross Loss Assessed	1,00,000	NA						
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		Add - Basis of valuation, if any. For eg(+10%)	10000											
		Less - Depreciation, applicable only for container damage	0											
		Less - Salvage, if any	5000											
		Gross Loss	1,05,000											
		Less: Under Insurance*, if applicable 20%	21000											
		Gross Assessed Loss	84,000											
		Less: Excess, if applicable	4000											
		Net Loss Payable	80,000											
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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> <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> • <<<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> <i>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>>></i> • Details of procedure to be followed for reimbursement of claim 			NA									

		<ul style="list-style-type: none"> - 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. <ul style="list-style-type: none"> • Turn Around Time (TAT) for claims settlement <table border="1" data-bbox="467 783 1377 1329"> <thead> <tr> <th>S. No</th> <th>Stages of claim</th> <th>Times lines for settlement of claims</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Appointment of surveyor, if applicable.</td> <td>Immediately, in any case within 24 hours of the receipt of intimation from the insured</td> </tr> <tr> <td>2.</td> <td>Submission of survey report</td> <td>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</td> </tr> <tr> <td>3</td> <td>Settlement of claim</td> <td>Within 7 days of receipt of survey report or 22 days from submission of all documents required to assess a claim.</td> </tr> </tbody> </table> <ul style="list-style-type: none"> • Escalation Matrix when TAT is not satisfied: Grievance Redressal Future Generali 	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.	
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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>	NA												

		<ul style="list-style-type: none">• Cargo description• Packing description• Past loss history• Value of per bottom limit, per sending limit, annual estimated sum insured etc.• Voyage to be insured	
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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.futuregeneraliali.in/customer-service/downloads>
- ii. In case of any conflict, the terms and conditions mentioned in the policy document shall prevail.