

**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	Trade Credit Insurance Policy	NA
2	Unique Identification Number (UIN) allotted by IRDAI	IRDAN132RP0004V01201617	NA
3	Structure	Indemnity	NA
4	Interests Insured	Non-payment of commercial debts resulting financial losses to insured.	NA
5	Sum Insured	<<< <b>INR XXXX</b> >>>	NA
6	Policy Coverage	Non-payment of commercial debts due to Insolvency or Protracted Default. Political Risks only in cases of buyers outside India.	Clause A: Insurance Agreement
7	Add-on Cover / Optional Cover	No Add-ons available under this product.	NA
8	Loss Participation	<<INR XX>> << Illustration : as per policy Schedule >>	NA
9	Exclusions	The following Losses are excluded and no indemnity shall be payable under the Policy in respect of any Loss caused by any of the following: <ol style="list-style-type: none"> <li>Wrongful, wilful or dishonest acts and/or omissions of the Insured or its agents.</li> <li>Disputes between the Insured and the Buyer, unless and until each dispute shall have been finally resolved and the sum due to the Insured shall be a valid and legally enforceable indebtedness of the Buyer, its administrator, receiver, liquidator or other legally appointed supervisor, or its successor in interest.</li> <li>The failure of the Insured or its agents to comply with the applicable laws and regulations for the acquisition and transfer of Contract Currency.</li> <li>Failure by the Insured or the Buyer to obtain any import or export license or other authorisation necessary for the performance of the Contract of Sale unless a previously valid import or export license or other authorisation has been withdrawn after the date of Shipment.</li> </ol>	Clause B

		<ol style="list-style-type: none"> <li>5. The failure of the Insured to fulfil any of the terms and conditions of the Contract of Sale with a Buyer.</li> <li>6. Insolvency or financial default of:             <ol style="list-style-type: none"> <li>a. Any party except the Buyer; or</li> <li>b. Any company and/or other entity in which the Insured has an ownership interest and/or a director or partner in common.</li> </ol> </li> <li>7. Any contract with a publicly-owned entity of the country of the Insured, being the central government or one of its ministries, departments or agencies and/or a regional or local authority and/or a nationalised undertaking.</li> <li>8. Any Shipments made to any Buyer, as at inception of the Policy:             <ol style="list-style-type: none"> <li>a. That is Insolvent, or, unless otherwise agreed to in writing by the Insurer,</li> <li>b. That is more than sixty (60) days overdue in any payment obligation to the Insured, or</li> <li>c. For whom the Insured has rescheduled or extended the Due Date of any payment obligation prior to inception of the Policy, or</li> <li>d. That is in financial difficulties and the Insured had or reasonably should have had knowledge of the Buyer's financial difficulties prior to inception of the Policy. Payment obligations that are disputed by the Buyer in writing will not be considered overdue for the purpose of this clause.</li> </ol> </li> <li>9. Any Loss arising in any country not specified in the Policy Schedule or in an endorsement.</li> <li>10. Any debts that are purchased or otherwise acquired by the Insured from any entity unless agreed in writing by the Insurer and evidenced by an endorsement.</li> <li>11. Any Loss insured elsewhere.</li> <li>12. Any post-maturity, late payment or other interest accrued on balances unpaid after the original Due Date.</li> <li>13. In no case shall this insurance cover loss, damage, liability or expense directly or indirectly caused by, or contributed to by, or arising from: (a) ionising radiations from or contamination by radioactivity from any nuclear fuel or from any nuclear waste or from the combustion of nuclear fuel</li> </ol>	
10	Special Conditions and warranties (if any)	<<<Any other special condition or warranties as per the schedule>>>	Clause C
11	Admissibility of Claim	<ol style="list-style-type: none"> <li>1. Broad principle of Admissibility or Denial of claim             <ul style="list-style-type: none"> <li>• Insurance is a contract between 2 entities &amp; loss governing contracts as well as tort shall be underlying guideline for admission or denial of claim.</li> <li>• Further specific terms and conditions as well as warranties incorporated in the contract shall also play a major role</li> <li>• Insured is expected to exhibit reasonable duty of due care and diligence failing with a claim may get rejected.</li> </ul> </li> </ol>	NA

		<ul style="list-style-type: none"> <li>Insurance is a contract of utmost good faith and any mis-declaration or omission to state material facts can prejudice a claim.</li> </ul> <p>2. Sample Claim Calculation</p> <table border="1" data-bbox="545 348 1279 768"> <thead> <tr> <th>Description</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>Invoice Value</td> <td>100000</td> </tr> <tr> <td>Percentage of Invoice value insured</td> <td>80%</td> </tr> <tr> <td>Less: deductible (if applicable)</td> <td>10000</td> </tr> <tr> <td><b>Gross Loss</b></td> <td><b>80000</b></td> </tr> <tr> <td><b>Less: Deducible</b></td> <td><b>10000</b></td> </tr> <tr> <td><b>Net Loss Payable</b></td> <td><b>70000</b></td> </tr> </tbody> </table>	Description	Amount	Invoice Value	100000	Percentage of Invoice value insured	80%	Less: deductible (if applicable)	10000	<b>Gross Loss</b>	<b>80000</b>	<b>Less: Deducible</b>	<b>10000</b>	<b>Net Loss Payable</b>	<b>70000</b>	
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12	Policy Servicing – Claim Intimation and Processing	<ul style="list-style-type: none"> <li>Toll free / IVRS number: 1800 220 233 / 1860-500-3333 / 022-67837800</li> <li>Website: <a href="https://general.futuregenerali.in/">https://general.futuregenerali.in/</a></li> <li>Email: <a href="mailto:fgclaims@futuregenerali.in">fgclaims@futuregenerali.in</a></li> <li>Details of designated company officials to be contacted in time of claim – &lt;&lt;&lt; Branch Policy - Branch Manager &amp; 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 &gt;&gt;&gt;</i></li> <li>&lt;&lt;&lt;Direct Policy – <i>Future Generali India Insurance,</i> <i>Ph: 1800 220 233 / 1860-500-3333 / 022-67837800</i> <i>Email: <a href="mailto:fgclaims@futuregenerali.in">fgclaims@futuregenerali.in</a></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&gt;&gt;&gt;</i></li> <li>Details of procedure to be followed for reimbursement of claim <ul style="list-style-type: none"> <li>- Intimate claims immediately upon occurrence of any event.</li> <li>- To intimate claim, send email to <a href="mailto:fgclaims@futuregenerali.in">fgclaims@futuregenerali.in</a> or call at our helpline number 1800-220-233/1860-500-3333.</li> <li>- Customer to use the same claim number for all communications.</li> <li>- Surveyor appointment as per regulatory guidelines.</li> <li>- Preserve all records of damages, purchases invoices, reinstatement invoices, reports of police and other authorities concerned, photographs &amp; any other documents may be called for.</li> <li>- Do not take any actions that may compromise your claim as well as deny any opportunity to assess the claim.</li> <li>- Upon completion of all formalities, Insurance company shall confirm decision on acceptance of liability.</li> </ul> </li> </ul>	NA														

		<p>- If claim is admissible and KYC/AML documents are already available with Insurer; claims payment shall be processed by NEFT mode of payment.</p> <ul style="list-style-type: none"> <li>• <b>Turn Around Time (TAT)</b> for claims settlement</li> </ul> <table border="1"> <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"> <li>• Escalation Matrix when TAT is not satisfied: <a href="#">Grievance Redressal   Future Generali</a></li> </ul>	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"> <li>• State the brief details of Protection of Policyholder's Interest - <a href="#">Policies   Future Generali</a></li> <li>• Details of Grievance Redressal Officer of the Insurer - <a href="mailto:fgcare@futuregenerali.in">fgcare@futuregenerali.in</a></li> <li>• Bima Bharosa Portal - <a href="http://bimabharosa.irdai.gov.in">bimabharosa.irdai.gov.in</a></li> <li>• Ombudsman - <a href="https://www.cioins.co.in/Ombudsman">https://www.cioins.co.in/Ombudsman</a></li> </ul>	NA												
14.	Obligations of the Policyholder	<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> </ul> <p>Material information is very subjective and below are few examples:</p> <ul style="list-style-type: none"> <li>• Details of buyers</li> <li>• Past loss history</li> <li>• Details of current outstandings</li> <li>• Existing credit recovery process</li> </ul>	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)

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**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.