SURAKSHA AUR BHAROSA DONO

Machinery Break Down Insurance (MB)

PROSPECTUS

This policy provides breakdown cover to a diverse spectrum of machinery and equipment in commercial/ manufacturing facilities. Cover is given only to machinery/equipment which are mentioned in the policy schedule and are in use or at rest at the covered location. Also cover is extended to machinery which is being dismantled for cleaning / overhauling or in course of these operations, being shifted within covered location or being re-erected subsequently, in covered location.

Scope of Cover

The Policy pays for unforeseen and sudden physical damage caused to the machinery mentioned in the policy schedule at the covered location due to any perils other than those which are specifically excluded under the policy.

On payment of additional premium, the following additional coverage's can be opted for

1. Express Freight
2. Air Freight
3. Owner's Surrounding Property
4. Clearance & removal of debris
5. Additional Custom duty
6. Escalation
7. Third Party Liability

Sum Insured

The Sum Insured shall be equal to the cost of replacement of the insured property by new property of the same kind and same capacity which shall mean its replacement cost including freight and customs duties, if any, and erection costs. Each Sum Insured shall be separately declared for each and every item of machinery specifying the location.

Premium

The rate of premium is depending upon the type of Machineries to be insured.

Basis of Indemnity

In cases where damage to an insured item can be repaired, the Company will pay expenses towards restoring the damaged machine to its former state of serviceability plus the cost of dismantling and re-erection as well as ordinary freight to and from a repair-shop, customs duties and dues as stated in the policy. If the repairs are executed at a workshop owned by the Insured, the Company will pay the cost of materials and wages incurred plus a reasonable percentage to cover overhead charges. In case of parts replaced which have limited life, depreciation will be deducted from the replacement value, the value of any salvage will also be taken into account.

If an insured item is totally destroyed Company will pay actual value of the item immediately before the loss deducting proper depreciation from the replacement value and including normal charges for dismantling adjusting salvage, costs for ordinary freight, erection and customs duties if any, provided such expenses have been included in the sum insured.

Any extra charges incurred for overtime, night-work, work on public holidays, express freight are covered by this insurance only if especially agreed to in writing.

The cost of any alteration, improvements or overhauls of an insured item shall not be recoverable under this Policy. If the Sum Insured is less than the amount required to be insured, Company will pay only in such proportion as the Sum Insured bears to the amount required to be insured. Every item, if more than one, shall be subject to this condition separately.

The Company will make payments only after being satisfied, with the necessary bills and documents, that the repairs have been effected or replacement have taken place of the insured item.

Exclusions

The Company will not be liable under the Policy in respect of loss or damage due to

- Loss of or damage caused due to Fire, Lightning, Explosion, Theft, Subsidence, Landslide, Flood, Inundation, Storm, Tempest, Earthquake and Volcanic Eruption or any other Act of God perils.
- War, Nuclear Perils
- Overload experiment or test requiring the imposition of abnormal conditions
- Gradually developing flaws, defects, cracks or partial fractures
- Deterioration of or wearing away / out of any part of machinery
- Wilful or gross negligence of insured
- Faults or defects existing at the time of inception of policy

- Consequential Loss
- Excess stated in the Schedule
- Damage for which the manufacturer or supplier or repairer of the property is responsible either by law or contract.

Information about our Claims Services

- The Company's dedicated and experienced claims team aim to deliver a differentiated customer service of a fast, fair, convenient and transparent claims process for the management and settlement of your claim.
- The Company's philosophy is to always look for ways to pay valid claims in a fair and timely manner.

Our Claims Services will:

- Provide assistance in emergency situations.
- Where necessary, co-ordinate repair/replacement of your property if it is damaged or lost.
- Keep you informed of the progress of your claim.

The Company will act efficiently to ensure you get back to normal as quickly as possible

Cancellation and Termination of Policy

1. **Cancellation by Insured**

a. Insured can cancel this Policy at any time during the policy period by giving the Company notice in writing, in such case, The Company shall

(i) Refund the proportion premium for unexpired policy period, if the period/term of the policy is up to one year and there is no claim(s) made during the policy period.

(ii) Refund premium for the unexpired policy period, in respect of policies with the policy period/term more than one year and the risk coverage for such policy years has not commenced.

2. **Cancellation by Company:**

The Company will cancel the policy with 7 days' notice period only on grounds of established fraud and in such case no refund shall be made to Insured.

(A) Grievance Redressal Procedure

If You have a grievance about any matter relating to the Policy, or Our decision on any matter, or the claim, You can address Your grievance as follows:

Stage 1: Bima Bharosa

You can register your grievances with the regulator using the following link: https://bimabharosa.irdai.gov.in/Home/Home

Stage 2: Head – Customer Care

Alternatively, if you wish to register your grievances directly with us, you may write to the Head – Customer Care. We aim to respond to all Grievances within 7 days. In our initial acknowledgement of receipt letter, we will provide the name and title of the person that is handling your Grievance. This individual will have the authority necessary to investigate and resolve the Grievance.

Email: head.customercare@sbigeneral.in

Toll-Free Number: 1800 102 1111 (Available 24/7)

Stage 3: Grievance Redressal Officer (GRO)

In case, you are still not satisfied with the decision/resolution communicated by the above officer or have not received any response within 5 Business days, you may escalate the matter to the Grievance Redressal Officer (GRO) which will undergo a detailed case investigation, and we aim to resolve the issue within 7 days from the date of receipt of your Grievance at GRO Desk

Email: gro@sbigeneral.in

Designation: Grievance Redressal Officer

Phone: 022-45138021

Note: - The Company shall endeavour to maintain the regulatory TAT of 14 days in resolving your grievances.

Stage 4: Escalation to Insurance Ombudsman

If you feel that the response to your Grievance was unsatisfactory, or if you believe your concerns have not been adequately addressed by the company, you may escalate the matter to the Insurance Ombudsman.

Submit your Grievance online: https://www.cioins.co.in/Ombudsman

Insurance Act, 1938, Section 41-Prohibition of Rebates

No person shall allow or offer to allow either directly or indirectly, as an inducement to any person to take out or renew or continue an insurance in respect of any kind of risk relating to lives or property in India, any rebate of the whole or part of the commission payable or any rebate of the premium shown on the policy, nor shall any person taking out or renewing a policy accept any rebate, except such rebate as may be allowed in accordance with the published prospectus or tables of the insurer.

ANY PERSON MAKING DEFAULT IN COMPLYING WITH THE PROVISIONS OF THIS SECTION SHALL BE PUNISHABLE WITH PENALTY WHICH MAY EXTEND TO TEN LAKHS RUPEES.

Disclaimer: In the event of any question relating to interpretation of the insurance coverage, the policy document will prevail.