

**CUSTOMER INFORMATION SHEET/KNOW YOUR POLICY**

**This document provides key information about your policy. You are also advised to go through your policy document.**

*Please Note: This Customer Information Sheet provides information available under this Product. Kindly refer to the Policy Schedule to know exact details of coverage opted by You.*

Sl No	Title	Description (Please refer to applicable Policy Clause Number in next column)	Policy / Clause Number																																				
1	Product Name	<b>Digit Contractor's Plant &amp; Machinery Insurance Policy</b>	<<Policy No>>																																				
2	Unique Identification Number (UIN) allotted by IRDAI	<b>IRDAN158RPEN0018V02201920</b>																																					
3	Structure	<b>Indemnity Basis</b>																																					
4	Interests Insured	<b>Construction plant and machinery. Plant and machinery shall include mobile equipment's such as cranes, compressors, bulldozers, excavators, forklift trucks, conveyors and the like. &lt;&lt;Variable field&gt;&gt;</b>																																					
5	Sum Insured / Motor Insured Declared Value Scope	<b>Sum Insured Amount available under Your policy will be as per the amount mentioned in Your Policy Schedule.</b>																																					
6	Policy Coverage	<p><b><u>COVERAGE</u></b></p> <p><b>This Product shall cover any unforeseen and sudden physical damage to the plant and machinery by any cause not excluded.</b></p> <p><b>Plant and machinery shall include mobile equipment's such as cranes, compressors, bulldozers, excavators, forklift trucks, conveyors and the like.</b></p> <p><b>The cover is operative while the plant and machinery is at work or at rest or being dismantled for the purpose of cleaning or overhauling, or during subsequent erection.</b></p> <p><b>In addition, you also have an option to opt for below endorsements on payment of additional premium:</b></p> <ol style="list-style-type: none"> <li><b><u>Escalation Clause:</u></b> If this endorsement has been opted, the Sum Insured, during the Policy Period will be increased each day by an amount representing 1/365th of the specified percentage increase per annum i.e. automatic regular increase in Sum Insured throughout the policy period.</li> <li><b><u>Owner's Surrounding Property:</u></b> If this endorsement has been opted, the policy is extended to cover loss or damage to property located at or adjacent to the site and belongings to or held in care custody, control of the principal(s) or the contractor(s) if occurring directly due to damage of the insured items while at rest or in views for construction or erection during policy period.</li> <li><b><u>Third Party Liability:</u></b> If this endorsement has been opted, we will indemnify the Insured: <ol style="list-style-type: none"> <li>Against legal liability for the accidental loss or damage caused to the property of other persons.</li> <li>Against legal liability (liability under contract excepted) for fatal or non-fatal injury to any persons other than the insured or his own employees or employee of the owner of the works/site/premises/ location or employees of the other firms/connected with any other work site/premises/ location or members of the family of the insured or any of the aforesaid.</li> </ol> </li> <li><b><u>Express Freight:</u></b> If this endorsement has been opted, this Policy shall be extended to cover extra charges for express freight (excluding air freight).</li> <li><b><u>Air Freight:</u></b> If this endorsement has been opted, we will indemnify you towards Air Freight incurred by the Insured in connection with the indemnifiable loss under the Policy.</li> <li><b><u>Additional Customs Duty:</u></b> If this endorsement has been opted, we will indemnify the Insured towards the additional Customs Duty, which may be incurred by the Insured over and above the Customs Duty amount taken into account in arriving at the Sum Insured of the affected item.</li> </ol> <p><b>Please refer your Policy schedule/COI to know the exact coverage insured under this product</b></p>																																					
7	Add-on Cover	<p><b>Below is the list of all the add on cover/endorsements please refer your Policy Schedule/COI for the add on cover you have opted for:</b></p> <table border="1"> <thead> <tr> <th>S.No</th> <th>Name of the endorsement</th> <th>UIN</th> <th>Sum Insured</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Escalation Clause</td> <td>IRDAN158RPEN0018V02201920</td> <td>As per your Policy Schedule</td> </tr> <tr> <td>2</td> <td>Owner's Surrounding Property</td> <td>IRDAN158RPEN0018V02201920</td> <td>As per your Policy Schedule</td> </tr> <tr> <td>3</td> <td>Third Party Liability</td> <td>IRDAN158RPEN0018V02201920</td> <td>As per your Policy Schedule</td> </tr> <tr> <td>4</td> <td>Express Freight</td> <td>IRDAN158RPEN0018V02201920</td> <td>As per your Policy Schedule</td> </tr> <tr> <td>5</td> <td>Air Freight</td> <td>IRDAN158RPEN0018V02201920</td> <td>As per your Policy Schedule</td> </tr> <tr> <td>6</td> <td>Additional Customs Duty</td> <td>IRDAN158RPEN0018V02201920</td> <td>As per your Policy Schedule</td> </tr> <tr> <td>7</td> <td>Insurance of All Types of Cranes</td> <td>IRDAN158RPEN0018V02201920</td> <td>As per your Policy Schedule</td> </tr> <tr> <td>8</td> <td>For Insurance of Imported Machinery</td> <td>IRDAN158RPEN0018V02201920</td> <td>As per your Policy Schedule</td> </tr> </tbody> </table>	S.No	Name of the endorsement	UIN	Sum Insured	1	Escalation Clause	IRDAN158RPEN0018V02201920	As per your Policy Schedule	2	Owner's Surrounding Property	IRDAN158RPEN0018V02201920	As per your Policy Schedule	3	Third Party Liability	IRDAN158RPEN0018V02201920	As per your Policy Schedule	4	Express Freight	IRDAN158RPEN0018V02201920	As per your Policy Schedule	5	Air Freight	IRDAN158RPEN0018V02201920	As per your Policy Schedule	6	Additional Customs Duty	IRDAN158RPEN0018V02201920	As per your Policy Schedule	7	Insurance of All Types of Cranes	IRDAN158RPEN0018V02201920	As per your Policy Schedule	8	For Insurance of Imported Machinery	IRDAN158RPEN0018V02201920	As per your Policy Schedule	
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8	Loss Participation	<b>Deductible/ Excess (If any) will be as per your Policy schedule/Certificate of Insurance</b>																																					
9	Exclusions	<p><b>The Company shall not be liable under this policy in respect of -</b></p> <ol style="list-style-type: none"> <li><b>The Excess to be borne by the Insured in any one occurrence; if more than one item is lost or damaged in one occurrence, the insured shall not, however, be called upon to bear more than the highest single Excess applicable to such items.</b></li> <li><b>Loss or damage due to electrical or Mechanical breakdown, failure, breakage or derangement, freezing of coolant or other fluid, defective lubrication or lack of oil or coolant, but if as a consequence of such breakdown or derangement an accident occurs causing external damage, such consequential damage will be indemnifiable.</b></li> <li><b>Loss of or damage to replaceable parts and attachment such as bits, drills, knives or other cutting edges, saw blades dies, moulds, patterns, pulverizing and crushing surfaces, screens and sieves, ropes, belts, chains, elevator and conveyor bands, batteries, tyres, connecting wires and cables, flexible pipes, joining and packing material regularly replaced.</b></li> <li><b>Loss or damage due to explosion of any boiler or pressure vessel subject to internal steam or fluid pressure or of any internal combustion engine.</b></li> </ol>	<b>Exceptions</b>																																				

		<p>e. Loss of or damage to vehicles designed and licensed for general road use unless these vehicles are exclusively used on construction site.</p> <p>f. Loss of or damage to Hull and machinery of waterborne vessels or crafts, however this exclusion shall not apply to Contractor's Plant and Machinery mounted on water borne vessels or crafts for the purpose of use for the contract work.</p> <p>g. Loss or damage due to total or partial immersion in tidal waters.</p> <p>h. Loss or damage whilst in transit, from one location to another location. (Public Liability will not be payable while Contractor's Plant &amp; Machineries are on Public Roads).</p> <p>i. Loss or damage as a direct consequence of the continual influence of operation (e.g. wear and tear, corrosion, rust, deterioration due to lack of use and normal atmospheric conditions).</p> <p>j. loss or damage occurring whilst any insured item is under- going a test of any kind or is being used in any manner or for any purpose other than that for which it was designed;</p> <p>k. Loss of or damage to plant and/or machinery working underground. (Note- This does not apply to Machineries used in Tunneling works).</p> <p>l. War, Invasion, act of foreign enemy, hostilities or war like operation (whether war be declared or not), Civil War, Rebellion Revolution Insurrection, Mutiny, Civil Commotion, Military or usurped power, martial law, conspiracy, confiscation, commandeering a group of malicious person 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.</p> <p>m. Loss or damage directly or indirectly caused by, or arising out of, or aggravated by nuclear reaction, nuclear radiation or radioactive contamination.</p> <p>n. loss or damage due to any faults or defects existing at the time of commencement of this policy within the knowledge of the insured or his representatives, whether such faults or defects were known to the Company or not.</p> <p>o. Loss or damage directly or indirectly caused by or arising out of or aggravated by the willful act or willful negligence of the insured or his representatives.</p> <p>p. Loss or damage for which the supplier or manufacturer is responsible either by law or under contract.</p> <p>q. Consequential loss or liability of any kind or description.</p> <p>r. Loss or damage discovered only at the time of taking an inventory or during routine servicing.</p> <p>In any action, suit or other proceeding where the company allege that by reason of the provisions of exclusions (m) to (q) above any loss, destruction or damage is not covered by this policy, the onus of proving that such loss, destruction or damage is covered shall be upon the insured.</p> <p>s. <b>Terrorism Damage Exclusion Warranty:</b> Notwithstanding any provision to the contrary within this insurance it is agreed that this insurance excludes loss, damage cost or expense of whatsoever nature directly or indirectly caused by, resulting from or in connection with any act of terrorism regardless of any other cause or event contributing concurrently or in any other sequence to the loss. For the purpose of this endorsement an act of terrorism means an act, including but not limited to the use of force or violence and / or the threat thereof, of any person or group(s) of persons whether acting alone or on behalf of or in connection with any organization(s) or government(s), committed for political, religious, ideological or similar purpose including the intention to influence any government and/or to put the public, or any section of the public in fear. The warranty also excludes loss, damage, cost or expenses of whatsoever nature directly or indirectly caused by, resulting from or in connection with any action taken in controlling, preventing, suppressing or in any way relating to action taken in respect of any act of terrorism. If the Company alleges that by reason of this exclusion, any loss, damage, cost or expenses is not covered by this insurance the burden of proving the contrary shall be upon the insured. In the event any portion of this endorsement is found to be invalid or unenforceable, the remainder shall remain in full force and effect.</p> <p>&lt;&lt;In addition to the above mentioned exclusion if there is any other exclusion mentioned in the policy schedule should be printed here&gt;&gt;</p>	
10.	Special Conditions and Warranties (if any)	Special conditions and warranties will be as mentioned in your Policy schedule	
11.	Admissibility of Claim	<p><b><u>Admissibility of Claim</u></b> The claim will be admissible only if loss/damage due to below perils:</p> <ul style="list-style-type: none"> <li>• Loss/damage to the contractors' construction equipment</li> <li>• Damage caused at work</li> <li>• Any other peril except for the exclusions mentioned in policy wordings including both specific and general exclusion.</li> </ul> <p><b><u>Reporting of Loss Occurrence</u></b> Call our Helpline numbers 1800-258-5956 or Email us - <a href="mailto:hello@godigit.com">hello@godigit.com</a>. Notice shall be given to the Company immediately upon the occurrence of any loss or damage in the event of any claim. Thereafter You shall give all such information and assistance as the Company shall require.</p> <p><b><u>Obligations of the Insured</u></b></p> <ul style="list-style-type: none"> <li>○ The insured shall take all reasonable steps to maintain the insured property in efficient working order and to ensure that no item is habitually or intentionally overloaded. The Insured shall fully observe the manufacturer's instructions for operating, inspection and overhaul, as well as government, statutory, municipal and all other binding regulations in force concerning the operation and maintenance of the insured plant and machinery;</li> <li>○ The Company's officials and/or their representatives shall at all reasonable times have the right to inspect and examine any property insured hereunder and the Insured shall provide the officials of the Company with all details and information necessary for the assessment of the risk.</li> <li>○ In the event of any: - <ul style="list-style-type: none"> <li>• Material change in the original risk,</li> <li>• Alteration, modification or addition to an insured item,</li> <li>• Departure from prescribed operating condition, whereby the risk of loss or damage increases.</li> <li>• Change in the Insured's interest (such as discontinuation or liquidation of the business or being placed in receivership) taking place.</li> </ul> </li> </ul> <p><b><u>Duties following an accident</u></b></p>	

		<p><b>In the event of any occurrence which might give rise to a claim under this policy the Insured shall -</b></p> <ul style="list-style-type: none"> <li>○ Immediately notify the Company by telephone or telegram as well as in writing, giving an indication as to the nature and extent of loss or damage.</li> <li>○ take all reasonable steps within his power to minimize the extent of the loss or damage or liability;</li> <li>○ Preserve the damaged or defective parts and make them available for inspection by an official or surveyor of the Company;</li> <li>○ Furnish all such information and documentary evidence as the company may require.</li> </ul> <p><b>The Company shall not be liable for any loss or damage of which no notice and completed claims form have been received by the Company within Fourteen days of its occurrence.</b></p> <p><b><u>Situations where your Claim might get Rejected:</u></b></p> <ul style="list-style-type: none"> <li>• Negligence</li> <li>• Terrorism</li> <li>• War and nuclear perils</li> <li>• Lack of use and for undergoing test</li> <li>• Pre-existing damages</li> <li>• Mechanical or electrical breakdown</li> <li>• Due to exclusions mentioned in the Policy Wordings. Please refer exclusions provided in the Policy Wordings.</li> </ul> <p><b><u>Sample Claim Calculation process</u></b>  Value of Plant and Machinery - Rs. 7,00,000  Sum insured Opted - Rs 7,00,000  Deductible/ Excess – INR 25,000  Loss of Plant and Machinery due to AOG during the Policy Period – INR 5,00,000  Total Admissible claim amount as per Policy terms and Condition – INR 5,00,000- INR 25,000  Claim payable under the policy – INR 4,75,000</p> <p><b>(Please Note: Above mentioned calculation is for sample purpose, it may vary on claim-to-claim basis, nature of claim and as per the terms and conditions mentioned in Your policy schedule)</b></p>	
12.	Policy Servicing - Claim Intimation and Processing	<ul style="list-style-type: none"> <li>• Toll free Number: <a href="tel:1800-258-5956">1800-258-5956</a></li> <li>• Email: <a href="mailto:hello@godigit.com">hello@godigit.com</a></li> <li>• You can connect with our customer service team at the time of occurrence of loss/ damage for its intimation.</li> <li>• TAT (turn around time) for settlement of the claim will depend on the nature of claim</li> </ul> <p><b>In case the claim is not settled within the specified timelines, then the claimant is entitled for interest as per the rate specified in prevailing regulatory provisions.</b></p>	
13.	Grievance Redressal and Policyholders Protection	<p><b>The Company is committed to extend the best possible services to its customers. However, if you are not satisfied with our services and wish to lodge a complaint, please feel free to call our 24X7 Toll free number 1800-258-5956 or you may email to the customer service desk at <a href="mailto:hello@godigit.com">hello@godigit.com</a>. After investigating the matter internally and subsequent closure, we will send our response.</b></p> <p><b>Senior Citizens can now contact us on 1800-258-5956 or write to us at <a href="mailto:seniors@godigit.com">seniors@godigit.com</a>.</b></p> <p><b>Email: <a href="mailto:grievance@godigit.com">grievance@godigit.com</a></b></p> <p><b>For further information, please refer the below link, <a href="https://www.godigit.com/claim/grievance-redressal-procedure">https://www.godigit.com/claim/grievance-redressal-procedure</a></b></p> <p><b>The policyholder or the claimant also has the option to register the complaint on-line at IRDAI's Bima Bharosa by visiting <a href="https://bimabharosa.irdai.gov.in/">https://bimabharosa.irdai.gov.in/</a></b></p> <p><b>If you do not get a satisfactory response from us and you wish to pursue other avenues for redressal of grievances, you may approach Insurance Ombudsman appointed by IRDAI under the Insurance Ombudsman Scheme.</b></p> <p><b>For updated details of Ombudsman details, request to please check Council of Insurance Ombudsmen website available on <a href="https://www.cioins.co.in/Ombudsman">https://www.cioins.co.in/Ombudsman</a></b></p> <p><b>Note: COUNCIL FOR INSURANCE OMBUDSMAN, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054.Tel.: 022 – 69038801/03/04/05/06/07/08/09 Email: <a href="mailto:inscoun@cioins.co.in">inscoun@cioins.co.in</a></b></p>	12. Customer grievance redressal Policy
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> <li>• Disclosure of other material information during the policy period.</li> </ul>	