DIGIT MARINE DELAY IN START-UP POLICY(Commercial)
UIN: IRDAN158CP0002V01201920

Section I: Digit Marine Cargo Policy No: _____ (UIN: IRDAN158CP0001V01201920)

Section II: Digit Marine Delay In Start-Up Policy No: _____(UIN: IRDAN158CP0002V01201920)

PREAMBLE

In consideration of the ASSURED(S) named herein paying to GO DIGIT GENERAL INSURANCE LIMITED (herein after called the Insurer/Company), the premium as stated in the Policy Schedule and realization thereof by the Insurer and in reliance upon the statements made by the Assured(s) in the Proposal and Declaration, the Insurer hereby agrees with the Assured(s), their Executors, Administrators and Assignees that the Insurer will insure against loss, damage or expenses to the extent and in the manner herein provided subject to all terms, conditions, exceptions, clauses, deductible and warranties set forth.

The Insurer and the Assured(s) agree that this Policy, the Policy Schedule, the Clauses and any Endorsement(s) issued during the course of this Policy, shall be considered as one document and any word or expression to which a specific meaning has been attached shall bear such meaning wherever it appears.

Any information supplied by the Assured(s), shall be deemed to be incorporated in this contract.

1. INSURING AGREEMENT

This Policy will indemnify the Insured for actual loss sustained to the Insured's business generated at the Project Site if at any time during the Policy Period an indemnifiable event occurs which causes a delay to the Scheduled Commercial Operation Date consequent upon:

1.1. loss of and/or damage to and/or delay in arrival of the Project Cargo which results from an event giving rise to an indemnifiable claim under Section I – Digit Marine Cargo Policy No: _____, or which would have been the subject of indemnity without the application of the Section I – Digit Marine Cargo Policy No: _____Deductible as stated in its Policy Schedule.

1.2. loss of or damage to or mechanical breakdown of the hull or machinery and/or equipment of the vessel, craft or aircraft, on which any of the Project Cargo is being carried or is intended to be carried which would be covered under:
The Institute Voyage Clauses – Hulls 1/10/1983 (CL 285) and/or Institute War and Strikes Clauses Hulls – Voyage 1/10/1983 (CL 295)
or
An Aircraft All Risks policy, Section I clause AVN 16, including war, hi-jacking and allied perils as per LSW555D;

1.3. loss or mechanical breakdown of, any motor or rail vehicle or attachment thereto upon which any part of the Project Cargo is being transported or is intended to be transported;

1.4. The vessel, aircraft or other conveyance on which any of the Project Cargo is carried or is intended to be carried, being involved in a general average, salvage or lifesaving operation.

2. LIMIT OF INDEMNITY

Subject to the Insuring Agreement, and the terms, conditions and exclusions of this Policy, this Policy will indemnify the Insured up to a maximum of ---------- for a ---------- month Indemnity Period.

3. MEASURE OF INDEMNITY

The indemnity under this insurance for actual loss sustained shall be as selected by the Insured and shown under Item 4 of the Project Overview mentioned in the Policy Schedule prior to inception and will be:

1) the loss of Gross Profit calculated as per 3.1 (a) below Or
2) making good the inability to proportionally pay Fixed Costs and Debt Servicing calculated as per 3.1(b) below due to the reduction in Turnover

And shall include any Increased Cost of Working expenses calculated as per 3.1 (c) below:

3.1.

a) **In respect of loss of Gross Profit**
The sum obtained by applying the Rate of Gross Profit to the difference between the Turnover which would have been achieved during the Indemnity Period and the actual Turnover during that period in consequence of one or more of the occurrences listed in 1.1, 1.2, 1.3 and 1.4 above.

b) **In respect of Fixed Costs and Debt Servicing Costs:**
The sum of expenses, based upon the Rate of Fixed Costs and Debt Servicing incurred by the Insured's project which are not affected by any change in the output of the insured project;

and

c) **In respect of Increased Cost of Working the measure of indemnity shall be:**
The additional expenditure necessarily and reasonably incurred by the Insured for the sole purpose of avoiding or diminishing the reduction in Turnover.

3.2. From the amounts recoverable under 3.1 shall be deducted any sum saved during the Indemnity Period as may cease or be reduced in consequence of the occurrence. If the Sum Insured is less than the sum obtained by applying to the Turnover either the rate of Gross Profit, or the Rate of Fixed Costs and Debt Servicing, as applicable, the amount payable shall be reduced proportionately.

4. ATTACHMENT AND TERMINATION OF RISK

4.1. The indemnity afforded by paragraph 1.1 above shall operate, whilst the Project Cargo is in the normal course of transit, as per the attachment provision contained in Section I of this Policy, but no earlier than commencement of loading at suppliers' premises. **Irrespective of any termination provisions contained in Section I - Digit Marine Cargo Policy, attached and forming part of this Policy, coverage hereunder will cease in line with the termination provisions applicable under Section I of this Policy, or on completion of unloading at project laydown area, whichever is the sooner. Onsite or offsite storage shall be subject to prior agreement by Insurers**.

4.2. The indemnity afforded by paragraphs 1.2, 1.3 and 1.4 above in respect of vessels, craft or conveyances to be used for the transportation of the Project Cargo referred to in Section I of this Policy shall attach from the time that such vessels, craft or conveyances come alongside the berth or mooring point at which the Project Cargo described in the information provided to Insurers is to be loaded thereon (including any casualties or incidents arising during such berthing or mooring) and in respect of other conveyances (including aircraft) from the time that such conveyance arrives at the place where the Project Cargo described in the information provided to Insurers is to be loaded thereon.

5. DEDUCTIBLE

_____days of indemnifiable delay, in the aggregate, will be deducted from amounts recoverable under this Policy.

The deductible will be calculated by dividing the indemnity amount, including the Increased Cost of Working, agreed by insurers by the actual number of days of indemnifiable delay. The resulting daily amount will be multiplied by the number of days shown in item 6.2 of the Project Overview and the resulting amount will be deducted from the claim.

Where indemnity under this Policy is solely in respect of Increased Cost of Working, the amount of the deductible shall be in the same proportion as the number of days of deductible relate to the number of days of Indemnity that would have applied but for the Increased Cost of Working expenditure.

6. EXCLUSIONS

In no case shall there be indemnity under this Section of the policy for:

6.1. Loss of or damage to the Project Cargo as per the information provided to insurers of any expenses recoverable under Section I.

6.2. Delay as a consequence of fines, penalties, liquidated damages, punitive damages and/or damages for breach of contract, late or non-completion of orders, or any penalties of whatever nature, or any additional damages resulting from multiplication of compensatory damages, unless specifically included by insurers prior to inception.

6.3. Delay as a consequence of alterations, additions, improvements or elimination of any deficiencies in the Project Cargo insured under Section I of this Policy, carried out after the occurrence of damage.

6.4. Delay as a consequence of lapse or cancellation of a lease, import license and/or regulation or restriction unless resulting from a peril insured under Section II, paragraphs 1.1, 1.2, 1.3 or 1.4 or which would have been covered but for the application of the Section I deductible.

6.5. Delay as a consequence of commandeering, requisition or destruction or damage by order of any government de jure or de facto or by any public authority other than where covered under the Institute War & Strikes Clauses Hulls – Voyage 01/10/1983 (CL 295), and other than where specifically covered under Section I.

6.6. Delay as a consequence of Final Positioning at the project site.

6.7. Delay as a consequence of physical loss or damage to contractors and / or sub- contractors' materials, equipment and supplies other than Project Cargo procured by contractors or sub-contractors.

6.8. Delay as a consequence of any restrictions imposed by a public authority other than where covered under Section I.

6.9. Delay as a consequence of non-availability of funds.

7. CLAIMS

7.1. Any loss which the subject of indemnity under this Policy is shall be calculated in the manner described in Clause 3 above and item 7.2 below.

7.2. Subject to "Important Notice Clause" applicable under Section I of this Policy, the Insured shall produce all necessary and reasonable evidence as may be required by Insurers, for the purpose of investigating or verifying a claim under this Policy.

In calculating the amount of loss, the following points shall in particular be taken into consideration:

a) Variations and special circumstances which would have affected either the Scheduled Commercial Operation Date or the insured business had the delay not occurred.

b) Variations and special circumstances affecting the insured business after the Scheduled Commercial Operation Date.

c) Any liquidated damages payments received by the Insured.

In the event of loss or expense, which is the subject of indemnity under this Policy Insurers may make interim payments during the Indemnity Period.

In respect of Increased Cost of Working expenditure, Insurers will make interim payments as incurred.

7.3. If the Scheduled Commercial Operation Date of this project is revised at any stage as a result of delay or postponement by any cause, which is not the subject of indemnity under this Policy, the resulting new Scheduled Commercial Operation Date shall be the basis for the adjustment of any claim which may be recoverable under this Policy.

7.4. In the event that the Project Cargo described in the information provided to Insurers is lost or damaged or appears to be lost or damaged at any point during the transit, the Insurers of this Policy shall be notified as soon as practicable, whether they are the primary insurers of the cargo or not. Insurers, upon receipt of such advice, may agree such reasonable action as they consider necessary to minimize any such loss, damage or expense.

7.5. Where Increased Cost of Working expenses are incurred by the Insured such expenses shall be adjusted and approved by Insurers or their appointed representatives.

7.6. Nominated Adjuster(s)

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8. SPECIAL CONDITIONS

8.1. It is a condition precedent to the recovery of indemnity under this Section of the Policy that the Project Cargo described in the Project Overview is insured for Marine Cargo and War, and Strikes risks.

8.2. The overseas vessels carrying named Project Cargo Critical item must comply with the Institute Classification Clause (CL 354) dated 1/1/01 and/or a vessel acceptable under the terms and conditions of Section I.

8.3. In the event of any revision to Project Cargo Critical item scheduled shipping dates, Insurers shall have the right to review the rates of this policy.

8.4. Under Section I, Insured shall maintain the availability of Sum Insured (Cargo) and Sum Insured (Duty) at all times in the absence of which all benefits, in so far as they relate to Section I, shall stand forfeited from the time the Sum Insured (Cargo) and Sum Insured (Duty) get exhausted by the declarations made as per the "Basis of Declaration" enshrined under SECTION I of the SCHEDULE. This shall not, however, affect any claim(s) in respect of Cargo and Duty where the Sum Insured (Cargo) and Sum Insured (Duty) are available on the date of commencement of transit, in respect of which the claim(s) is / are reported.

Further this Policy shall forfeit any claim arising under Section II, which has resulted on account of the following:

8.4.1. a loss/damage to the Project Cargo which, but for the non-availability of Sum Insured, would have been covered under Section I of this policy.

8.4.2. loss of or damage to or mechanical breakdown of the hull or machinery and/or equipment of the vessel, craft or aircraft, on which any of the Project Cargo is being carried or is intended to be carried for, which, but for the non-availability of Sum Insured, would have been covered under Section I of this policy.

8.4.3. loss or mechanical breakdown of, any motor or rail vehicle or attachment thereto upon which any part of the Project Cargo is being transported or is intended to be transported, which, but for the non-availability of Sum Insured, would have been covered under Section I of this policy.

8.4.4. the vessel, aircraft or other conveyance on which any of the Project Cargo is carried or is intended to be carried, which, but for the non-availability of Sum Insured, would have been covered under Section I of this policy, being involved in a general average, salvage or lifesaving operation.

8.4.5. failure to pay the premium installment, if applicable, on or before its due date, notwithstanding the availability of Sum Insured under Section I, to cover the Project Cargo.

9. DEFINITIONS

9.1. Actual Loss Sustained

The actual and proven financial loss to the Insured in accordance with the measure of indemnity.

9.2. Annual Turnover

The Turnover which would have been achieved, had the indemnifiable event not occurred during the 12 months reckoned from the midnight of the day of completion of the insured works including full operational testing. In case the completion of insured works and full operational testing are not on the same day, period of 12 months shall be reckoned from the midnight of the day of completion of full operational testing.

9.3. Deductible

The amount of the insured loss and/or insured costs retained by the Insured.

9.4. Final Positioning

The commencement of installation of the Project Cargo directly from the carrying conveyance at the Project Site.

9.5. Fixed Costs and Debt Servicing

Costs and expenses incurred by the insured project which are not affected by any changes in the output of the insured project.

9.6. Gross Profit

The amount by which the Annual Turnover exceeds the amount of specified working expenses. Specified working expenses are those costs which vary directly with Turnover such as costs for the acquisition of goods, raw materials, power and supplies.

9.7. Increased Cost of Working

The additional expenditure necessarily and reasonably incurred by the Insured for the sole purpose of avoiding or diminishing the reduction in Turnover which, without such expenditure, would have taken place during the Indemnity Period but not exceeding the amount by which such expenditure reduced the loss of Gross Profit indemnified under this Policy.

9.8. Indemnity Period

The period during which the production capability of the project is affected in consequence of the indemnifiable event.

The Indemnity Period begins with the date upon which, had the indemnifiable event not occurred, the insured works, including full operational testing, would have been completed.

The Indemnity Period ends with the actual date upon which the insured works are completed, including full operational testing, but not exceeding the period of delay to the Project that would have been caused had such part of the property which has been lost or damaged been rebuilt, repaired or replaced to its condition immediately prior to the occurrence of the indemnifiable event with due diligence. In no case shall the Indemnity Period exceed that stated in the Clause 5.2 of the Project Overview and Clause 2 herein.

9.9. Notice to Proceed

The date contracts are signed relating to the final approval of the Project contract itself.

9.10. Policy

"Policy" means the policy, the Schedule and any applicable endorsements or memoranda and the proposal and declaration.

9.11. Project Cargo

The materials, equipment and supplies required for the construction of the Project described in item 1 of the Project Overview and which is the subject of this insurance.

9.12. Project Cargo Critical Items

A Project Cargo Critical Item shall be an item as defined within the General Policy Conditions Survey Warranty and/or listed in the Schedule of Named Project Cargo Critical Items.

9.13. Rate of Gross Profit

The amount, as a percentage, which would have been earned on the turnover during the Indemnity Period had the indemnifiable event not occurred.

9.14. Rate of Fixed Costs and Debt Servicing

The rate of fixed costs and debt servicing shall be the proportion of fixed costs and debt servicing expressed as a percentage of Annual Turnover.

9.15. Scheduled Commercial Operation Date

The provisional date(s) stated in the information provided to insurers, or any revised date either agreed by Insurers or which should have been notified to Insurers pursuant to Duty of Insured 10.6 upon which the business would have commenced had the delay in scheduled commercial operation date not occurred.

9.16. Turnover

The amount of money paid or payable to the Insured for goods, products or services sold or delivered in the course of the insured business conducted at the Project site.

10. DUTY OF INSURED

It is the duty of the Insured, their servants and agents that they shall:

10.1. Act with reasonable dispatch in all circumstances within their control.

10.2. Take all such measures as may be reasonable for the purpose of averting or minimizing loss.

10.3. Commit funds, equipment or facilities for the repair or replacement of destroyed, delayed or damaged items thereby mitigating potential claims.

10.4. Ensure that all rights against carriers, bailees or other third parties are properly preserved and exercised, and the insurers will in addition to any loss recoverable hereunder, reimburse the Insured for any charges properly and reasonably incurred in pursuance of these duties.

10.5. Advise Insurers of any revisions to the Scheduled shipping dates of all Project Cargo Critical items as stated in the underwriting information provided by the Insured at the inception of the policy.

10.6. Give prompt notice to Insurers in the event of delays to programme, of extensions of time being granted and/or the Scheduled Commercial Operation Date of this Project being otherwise amended, and Insurers shall have the right to revise the rates, terms and conditions of this Policy following receipt of such notice, as stated in items 7.3 and 8.3 above.

10.7. To enable claims to be dealt with properly, submit to the Insurer and / or their Nominated Adjuster(s) Asset Register and/or Accounting records and/or Log Book and/or EPC / Supplier Agreements and/or Progress Report(s) and/or Construction and Erection Planning Schedule and/or Production Process Schedule and/or other available supporting documents.

All actions taken by Insured or Insurers with the objective of saving, protecting or recovering the Project Cargo shall not be considered as a waiver or acceptance of abandonment or otherwise prejudice the rights of either party.

11. LAW, PRACTICE AND JURISDICTION

This insurance is subject to Indian law and practice and the exclusive jurisdiction of the Courts of India except as may be expressly provided herein to the contrary.

12. GENERAL POLICY CONDITIONS (Applicable to Section I and Section II)

12.1. OTHER INSURANCE

Where the Insured is, irrespective of this Policy, entitled to be indemnified in whole or in part by any other insurance as a result of loss of damage or delay which would otherwise have been indemnifiable in whole or in part by the Insurers of this Policy, the claim recoverable shall not exceed

12.1.1. In respect of loss to Project Cargo insured hereunder, such proportion of loss as Sum Insured (Cargo) bears to the aggregate of Sums Insured (Cargo) under this Insurance and all other Insurances.

12.1.2. In respect of loss to Duty insured hereunder, such proportion of loss as Sum Insured (Duty) bears to the aggregate of Sums Insured (Duty) under this Insurance and all other Insurances.

12.1.3. In respect of loss of Gross Profit, such proportion of loss as Sum Insured (On Estimated Loss of Gross Profit) bears to the aggregate of Sums Insured (On Estimated Loss of Gross Profit) under this Insurance and all other Insurances. Or
In respect of loss of Fixed Costs and Debt Servicing insured hereunder, such proportion of loss as Sum Insured (On Estimated Loss of Fixed Costs and Debt Servicing) bears to the aggregate of Sums Insured (On Estimated Loss of Fixed Costs and Debt Servicing) under this Insurance and all other Insurances.

12.1.4. In respect of Increased Cost of Working insured hereunder, such proportion of loss as Sum Insured (On Estimated Increased Cost of Working) bears to the aggregate of Sums Insured (On Estimated Increased Cost of Working) under this Insurance and all other Insurances.

12.2. SURVEY WARRANTY

The Named Surveyor(s) is /are

_____

_____

(and / or their nominated representative)

It is warranted that Named Surveyor attends and approves all loading, all stowage (Including protection for non-containerized Critical Items shipped on deck) and unloading to or from carrying conveyances of all named Project Cargo Critical Items (shown below).

All of the Named Surveyor(s) recommendations are to be complied with by the Insured.

All named Project Cargo Critical Items are to be shipped under deck other than where such critical items are shipped in totally enclosed steel containers per purpose built cellular container vessels, or which on deck stowage has been approved by the Named Surveyor.

Shipment requiring the use of local barges or lightering shall not be regarded as on deck.

However, where local barges or lightering is used the Named Surveyor will approve the tug, barge, fastening and towing operations in accordance with this Survey Warranty.

In respect of Project Cargo Critical Items, it is warranted that where items are not new and sourced directly from the original manufacturer, packaging is approved by the Named Surveyor.

All fees for the account of the Insured unless otherwise agreed. This Survey Warranty does not apply if:

1. Any critical items are shipped:
   a) In full and / or sole use fully enclosed containers door to door.
   b) By airfreight (other than heavy lift aircraft).
2. The proposed shipping methodologies and / or procedures of any critical items are deemed acceptable by the Named Surveyor for the proposed transportation and in their opinion survey attendance can be waived.
3. In the Named Surveyor's opinion any component or sub-assembly of any critical item does not necessitate a survey.
4. The Agreement Parties agree to waive survey requirements for any specific shipment of part of the entire transportation.

Failure to comply with this warranty shall not affect this insurance except as respects of the individual shipment(s) concerned. This insurance will continue in full force and effect for all other shipments which comply with the survey warranty.

In the event of a breach of the Survey Warranty the policy coverage will not cease but the insuring conditions under Section I of this policy shall be deemed to be no wider than

Institute Cargo Clauses (B) 1.1.2009 (CL383) with clause 1.3 deleted

Institute War Clauses (Cargo) 1.1.2009 (CL385)

Institute Strikes Clauses (Cargo) 1.1.2009 (CL386)

In respect of on deck shipments and / or local barges or lightering policy coverage will be deemed to be no wider than

Institute Cargo Clauses (C) 1.1.2009 (CL384) with clause 1.3 deleted

Institute War Clauses (Cargo) 1.1.2009 (CL385)

Institute Strikes Clauses (Cargo) 1.1.2009 (CL386)

In the event that the Insured subsequently complies with the conditions of the Survey Warranty, then from the date of compliance, as evidenced by the surveyor's inspection certificate, full policy coverage will be reinstated. Where a breach of Survey Warranty has occurred and cover is subsequently reinstated and a loss occurs the onus of proof that any such loss (es) would be recoverable under this policy rests with the Insured to prove to the satisfaction of the Insurers hereon.

It is further understood and agreed that where the Insured or Companies acting on their behalf have provided the Named Surveyor or their customary notification office with the shipment Estimated Time of Delivery and Estimated Time of Arrival at least 72 hours in advance of estimated load / discharge dates then failure of the Surveyors to actually attend shall be deemed not to be a breach of the above warranty.

Project Cargo Critical Items

A Project Cargo Critical Item shall display one or more of the following characteristics:

1. All equipment, plant and materials on the critical path and which in the event of loss during transit /storage, cannot be repaired, remanufactured, replaced, reshipped, installed, tested and commissioned within sufficient time to arrive at the Project site in the time to facilitate the Scheduled Commercial Operation Date.
2. Furthermore, it is likely to have one or more of the following characteristics:
    - Where the unit price of an item of the Project cargo is valued in excess of INR 25 crore (or equivalent in other currency) and shall be shipped in break-bulk, unless otherwise agreed by the Insurer in writing.
    - Any item which including packing has dimensions in excess of 12 M length and/or 2.5 M wide and/or 2.5 M high and hence cannot fit inside a standard 40' container or equivalent road trailer.
    - Any item including packaging with a weight in excess of 50 MT, unless otherwise agreed by the Insurer in writing.
    - Tug and/or Barge Shipments
    - Any item which requires special handling due to its characteristics and/or any item having special requirements for loading, unloading, lashing and securing.
    - Passenger Boarding Bridges (PBB)
    - Where Single Item has Centre of gravity off balance
    - On-deck shipments (where non containerized)

12.3. INSPECTION OF RECORDS

The Insurer and / or its Agents shall have the right, at any time during the business hours of the Insured to inspect the records of the Insured in respect of interest(s) covered under this policy.

12.4. CLAIMS

In the event of loss and / or damage which may give rise to a claim under this insurance, the Insured and / or the claimants shall observe and comply with the claims procedures as set out under this policy.

12.5. CONDITION PRECEDENT

The due observance and fulfillment of the terms and conditions of this contract in so far as these relate to anything to be done or complied with by the Insured shall be a condition precedent to the liability of the Company to make payments hereunder. If there shall, be any, misstatement in or omissions of a material fact from the information supplied by the Insured whether by the said proposal and declaration or otherwise, this policy shall be null and void and any premium paid thereon shall be forfeited. No transfer in the interest in the policy and no waiver of alterations to or change in the terms of this policy shall be valid, unless made in writing and signed by the Insurer.

12.6. DEDUCTIBLE / FRANCHISE

As mentioned in the Policy schedule.

12.7. NOTICES AND ALTERATIONS TO POLICY

Every notice and communication to the Company required by this Policy shall be in writing and be addressed to the nearest office of the Company and the acknowledgement of service shall be obtained from the Company. No receipt for renewal premium is valid except on the official form issued by the Company and no endorsement on this Policy or alteration in the terms thereof is valid unless countersigned by an authorized official of the Company or by an agent acting under Power of Attorney from the Company.

12.8. DUTY OF DISCLOSURE

This Policy shall be void and all premiums paid hereon shall be forfeited to the Company in the event of misrepresentation, misdescription or non-disclosure of any material fact in the proposal

form, personal statement, declaration and connected documents, or any material information having been withheld.

12.9. REASONABLE CARE

The Insured shall take all ordinary and reasonable precautions for the safety of the property insured.

12.10. SUBROGATION

The Insured and any claimant under this policy shall at the expense of the Insurer do or concur in doing or permit to be done all such acts and things that may be necessary or reasonably required by the Insurer for the purpose of enforcing any rights and remedies or obtaining relief or indemnity from other parties to which the Insurer shall be or would become entitled or subrogated upon the Insurer paying for or making good any loss or damage under this policy whether such acts and things shall be or become necessary or required before or after the Insured's indemnification by the Insurer.

12.11. FRAUD

If any claim under this Policy shall be in any respect fraudulent or if any fraudulent means or device are used by the Insured or any one acting on the Insured's behalf to obtain any benefit under this policy, all benefits and rights under the Policy shall be forfeited.

12.12. CLAIMS PROCEDURE

SECTION I

It is the duty of the Assured and their Agents, in all cases, to take such measures as may be reasonable for the purpose of averting or minimising a loss and to ensure that all rights against Carriers, Bailees or other third parties are properly preserved and exercised. In particular, the Assured or their Agents are required:

- To claim immediately on the Carriers, Port Authorities or other Bailees for any missing packages.
- In no circumstances, except under written protest, to give clean receipts where goods are in doubtful condition.
- When delivery is made by Container, to ensure that the Container and its seals are examined immediately by their responsible official.
- If the Container is delivered damaged or with seals broken or missing or with seals other than as stated in the shipping documents, to clause the delivery receipt accordingly and retain all defective or irregular seals for subsequent identification.
- To apply immediately for survey by Carriers' or other Bailees' Representatives if any loss or damage be apparent and claim on the Carriers or other Bailees for any actual loss or damage found at such survey.
- To give notice in writing to the Carriers or other Bailees within 3 days of delivery if the loss or damage was not apparent at the time of taking delivery.
- To take examined delivery from the carriers of packages which are outwardly damaged or appear to have been tampered with and obtain a Damage and / or Shortage Certificate from them. If any package appears to be deficient in weight, to take weightment / examined delivery from the carriers and appropriate certificates.
- To issue notices of claims against carriers, bailees or third parties by Registered Post with Acknowledgement due card.

NOTE. - The Consignees or their Agents are recommended to make themselves familiar with the Regulations of the Port Authorities at the port of discharge.

INSTRUCTIONS FOR SURVEY

In the event of loss or damage which may involve a claim under this Policy, immediate notice of such loss or damage should be given to the Company and a Survey Report obtained from the company's representative at port of discharge or destination or if there be no representative of the company the nearest Lloyds Agent.

DOCUMENTATION OF CLAIMS

To enable claims to be dealt with promptly, the Assured or their Agents are advised to submit all available supporting documents without delay, including when applicable: -

1. Original policy or Certificate of Insurance.
2. Original or copy shipping Invoices and Packing List and / or weightment notes.
3. Original Bill of Lading and/or other contract of carriage.
4. Survey report and other documentary evidence (Damage / Non-Delivery Certificate) to show the extent of the loss or damage.
5. Landing remarks and weightment notes at final destination.
6. Correspondence exchanged with the Carriers and other Parties regarding their liability for the loss or damage along with copies of Notice of claim on the Carriers / Third Parties and Receipted A/D Card / Postal Registration Receipt.

SECTON II

As per item no. (7) Of Section II

12.13. CLAIMS SETTLEMENT

The Insurer will settle the claim under this policy within 30 days from the date of receipt of necessary documents required for assessing the claim. In the event that the Insurer decides to reject a claim made under this policy, the Insurer shall do so within a period of thirty days of the survey report or addition survey report, as the case may be, in accordance with the provisions of Protection of Policyholders' Interest Regulations 2002.

12.14. INTEREST / PENALTY:

No sum payable under this policy shall carry any interest or penalty.

12.15. RENEWAL NOTICE:

The Company shall not be bound to issue any renewal notice nor to accept renewal premium thereunder. Unless renewed as herein provided, this Policy shall terminate at the expiration of the period for which premium has been paid.

12.16. PERIOD OF POLICY

The policy shall remain in force for the period as set out in the Policy Schedule unless cancelled previously by either side as per the terms of Cancellation (item no 12.15 as mentioned below).

12.17. CANCELLATION

This insurance is subject to 30 days' notice of cancellation by either party. Cancellation shall not affect any cover which has attached, before the date of cancellation and shall be subject to the following conditions:

1. If notice of cancellation is served at the option of the Insurer, the refund will be arrived as under:
   - 1.1. Under Section I, the Insurer shall refund the premium, at the agreed rate, on the difference of total sum insured (including enhancements, if any) and aggregate of the actual sum(s) insured of all shipments commencing on or after the date of commencement of this insurance till the date immediately preceding the date of cancellation, both dates inclusive.
   - 1.2. Under Section II, the Insurer shall make a pro-rata refund corresponding with the unexpired period, calculated from the actual date of cancellation till the original Scheduled Commercial Operation date provided at the time of proposal, notwithstanding any extension(s).

2. If notice of cancellation is served at the option of the Insured, the refund will be arrived as under:
   - 2.1 Under Section I, the Insurer shall refund the premium, at the agreed rate, on the difference of total sum insured (including enhancements, if any) and aggregate of the

actual sum(s) insured of all shipments commencing on or after the date of commencement of this insurance till the date immediately preceding the date of cancellation, both dates inclusive.

2.2 Under Section II, the Insurer shall retain premium at short period rates as under and shall refund the difference

Percentage of Total Sum insured, including enhancements, utilized under Section I, before the date of cancellation	Retention of Premium under Section II
Upto 10%	15% of the total premium, including enhancements, if any
10% ~ 20%	25% of the total premium, including enhancements, if any
20% ~ 30%	35% of the total premium, including enhancements, if any
30% ~ 40%	45% of the total premium, including enhancements, if any
40% ~ 50%	55% of the total premium, including enhancements, if any
50% ~ 60%	65% of the total premium, including enhancements, if any
60% ~ 70%	75% of the total premium, including enhancements, if any
70% ~ 80%	85% of the total premium, including enhancements, if any
Exceeding 80%	100% of the total premium, including enhancements, if any

In case of any indemnifiable claim under Section I of the policy on account of loss/damage to shipments that have commenced prior to the date of cancellation, subject to item no. 1.1 of the Insuring Agreement of this policy, any resultant loss on account of delay, under Section II, sustained to the Insured's business generated at the project site shall not be affected but shall exclude the following:

a) Variations and special circumstances which would have affected the Scheduled Commercial Operation Date or the insured business, had the delay not occurred.
b) Variations and special circumstances affecting the insured business after Scheduled Commercial Operation Date.
c) Any liquidated damage payments received by the insured.
d) Loss/damage to any item that has commenced transit on or after the date of cancellation further affecting the Scheduled Commercial Operation Date.

12.18. ARBITRATION

The parties to the contract may mutually agree and enter into a separate Arbitration Agreement to settle any and all disputes in relation to this policy.

Arbitration shall be conducted under and in accordance with the provisions of the Arbitration and Conciliation Act, 1996.

12.19. GRIEVANCES

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 hello@godigit.com. After investigating the matter internally and subsequent closure, we will send our response.

Senior Citizens can now contact us on 1800-258-5956 or write to us at seniors@godigit.com

Email: grievance@godigit.com
For further information, please refer the below link,
https://www.godigit.com/claim/grievance-redressal-procedure
The policyholder or the claimant also has the option to register the complaint on-line at IRDAI's Bima Bharosa by visiting https://bimabharosa.irdai.gov.in/

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.

Address and contact number of Council For Insurance Ombudsman

Sl. No.	Office of Insurance Ombudsman	Address	Email	Landline NOs.
1	AHMEDABAD	Jeevan Prakash 6th floor Near S.V. College Relief Road Tilak Marg Ahmedabad- 380 001. Gujarat	E-mail: oio.ahmedabad@cioins.co.in	079-25501201, 079-25501202
2	BENGALURU	Jeevan Soudha Building, PID No.57-27-N-19, Ground Floor. No. 19/19 24th Main Rd. 1st Phase J.P. Nagar Bengaluru- 560 078.	Email: oio.bengaluru@cioins.co.in	080-26652048, 080-2665 2049
3	BHOPAL	UC of India Zonal Office Blda. 1st Floor, South Wing, Jeevan Shikha, Opp. Gayatri Mandir 60-B Hoshangabad Road Bhopal-462 011	Email: oio.bhopal@cioins.ca.in	0755-2769201, 0755-2769202, 0755-2769203, 0755-2769200
4	BHUBANESWAR	62 Forest Park, Bhubaneswar PIN -751 009.	Email: oio.bhubaneswar@cioins.co.in	0674-2596455, 0674-2596429, 0674-2596003, 0674-2596461
5	CHANDIGARH	Jeevan Deep, Ground Floor LIC of India Bldg, SCO 20-27 Sector 17-A. Chandigarh -160017	E-mail: oio.chandigarh@cioins.co.in	0172-2706468, 0172-2773101, 0172-2990938, 0172-2706196, 0172-2707468, 0172-2772101, 0172-2990942
6	CHENNAI	Fatima Akhtar Court, 4th fir 453 (old 312), Anna Salai Tevnampet. Chennai 600018	E-mail: oio.chennai@cioins.co.	044-24333668, 044-24333678
7	DELHI	2/2 A 1st Floor. Universal Ins. Buildina. Asaf Ali Road New Delhi-110002.	Email: oio.delhi@cioins.co.in	011-46013992
8	GUWAHATI	Jeevan Nivesh Bldg. 5th Floor Near Pan Bazar S.S. Road Guwahati-781001	E-mail: oio.auwahati@cioins.co.in	0361-2631307, 0361-2632204 0361-2732937, 0361-2632205

9	HYDERABAD	6-2-46 1st Floor Moin Court Lane Opp. Hyundai Showroom A. C. Guards. Lakdi-ka-pool, Hyderabad 500004	E-mail: oio.hvderabad@cioins.co.in	040-23376991, 040-23312122 040-23376S99, 040-23328709
10	JAIPUR	Jeevan Nidhi II, Ground Floor Bhawani Singh Road Ambedkar Circle Jaipur - 302005.	E-mail: oio.jaipur@cioins.co.in	0141-2740363
11	KOCHI	10th Floor LIC Bldg, Jeevan Prakash OPP Maharai College Ground M.G. Road, Ernakulam Kochi-682011	E-mail: oio.ernakulam@cioins.co.in	0484-2358759, 0484-2358734, 0484-23S8336
12	KOLKATA	7th Floor of Hindustan Building (Annex). 4 CR Avenue Kolkata-700072	E-mail: oio.kolkata@cioins.co.i	033-22124339, 033-22124341
13	LUCKNOW	Jeevan Bhavan Phase II, 6th Floor Nawal Kishore Road, Hazratgani, Lucknow-226001,	E-mail: oio.lucknow@cioins.co	0522-4002082
14	MUMBAI	3rd Floor, Jeevan Seva Annexe, S.V.Road Santacruz West Mumbai-400 054.	E-mail: oio.mumbai@cioins.co	022-69038800, 022-69038827 /8829, 022-69038831/8832
15	NOIDA	Bhagwan Sahai Palace 4th fir, Main Road Nava Bans Sector 15 Noida-201301	E-mail: oio.noida@cioins.co.in	0120- 2514252, 0120-2514253, 0120-4027589
16	PATNA	2nd Floor Lalit Bhawan Bailey Road. Patna- 800001	E-mail: oio.patna@cioins.co.in	061-22547067, 061-22547068
17	PUNE	3rd Floor Jeevan Darshan - LIC of India Bldg N.C. Kelkar Road Narayan Peth Pune- 411030.	Email: oio.pune@cioins.co.in	020-24471175
18	THANE	2nd Floor Jeevan Chintamani Building, Vasantrao Naik Mahamarg, Thane (West), Thane - 400604	Email: oio.thane@cioins.co.in	022-20812868, 022-20812869

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: inscoun@cioins.co.in
For updated details of Ombudsman details, request to please check Council of Insurance Ombudsmen website available on https://www.cioins.co.in/Ombudsman