

## Digit Surety Insurance for Recruiting Agent

PROSPECTUS (UIN: IRDAN158RPSU0005V01202526)

### Go Digit General Insurance Ltd.

Go Digit General Insurance Ltd. ("Digit") is a new general insurance company being set up in India and is backed by Fairfax Financial Holdings Ltd. Fairfax is a large Canada based diversified financial services group engaged in General Insurance, Reinsurance and Investment management across more than 30 countries.

At Digit, our mission is to make Insurance products that are simple and transparent. For us, making Insurance simple translates into – Easy interface for customers to interact with us, Simple products, Simple and effective claims' process. Our goal is to offer products and services that customer really wants and back it by service, that we can be proud of. We have a team that brings in years of experience in Insurance and technology companies. We want to become a part of consumers' lives and enable them to live without worrying about uncertain future.

### Product Introduction

A Recruiting Agent Surety Bond is a type of surety bond insurance that staffing or recruiting agent/ agencies may need to obtain as part of their licensing requirements. This bond serves as a guarantee that the agency will comply with all relevant laws and regulations governing their industry. If the agency fails to fulfill its obligations, such as properly compensating employees or adhering to ethical recruiting practices, the bond can provide financial compensation to affected parties.

### Who Can buy this Product?

This Product can be sold to recruiting agents who can be individuals/ Entities/ firms/ trusts/ companies/ organizations.

### What are the Coverages available under this Policy?

We undertake to pay Compensation to the beneficiary as per the directives of Ministry of External Affairs (MEA), up to the available limit of the Bond Value, and subject always to the terms and conditions of this policy, provided that:

- a. We shall be liable only for those incident(s) which have been first notified to the Surety Debtor or MEA within the Surety Period, as specified in Policy Schedule.
- b. The Compensation should be in relation to the services offered by Surety Debtor as per the Emigration Act, 1983, the Rules and Circulars thereunder, as amended from time to time.
- c. This Surety Insurance will be valid from the inception of the Surety Period, until the earliest of
  - i. the completion of the Surety Period as specified in the Policy Schedule, or
  - ii. the date on which the Bond Value is exhausted.

### What are the exclusions under this Policy?

We will not be liable for claims made against You in respect of or arising out of:

1. **Criminal Fines, and penalties –**  
Any fines or penalties imposed due to criminal proceedings are not covered.
2. **Acts of War and Terrorism**  
Any claim arising out of War (whether war be declared or not), invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection or military or usurped power, terrorism are not covered
3. **Acts of God / Force Majeure**  
Natural disasters or uncontrollable events like earthquakes, floods, etc., are not covered.
4. **Other Business Activities**

Ownership and/or conduct of any other business or activities wholly or partially owned/operated or managed by the Surety Debtor except the business described in the Schedule, are not covered.

**5. Judicial or Quasi-Judicial Orders (Non-MEA Legal Liabilities)**

Any claim for which Insured has been held liable by any courts, tribunals, or any other authority, whether judicial or quasi-judicial, other than the MEA, are not covered.

**6. Post-License Cancellation Claims**

If the recruiting agent's license is cancelled by MEA, any services provided after that date are not covered.

**7. Any claim before the issuance of license by MEA**

Coverage under this policy shall be only subject to the issuance of license by MEA. Any claim on account of the services provided before the issuance of license shall not be covered under the policy.

**How do I get the premium amount for this Insurance Cover?**

Based on filled proposal form and information furnished, we will provide you with the premium amount.

**What do I do in case of a claim?**

All notices under any provision of this Policy must be made in writing and delivered to the applicable party by prepaid express courier, certified mail or electronic mail. Notices given as described above shall be deemed to be received and effective upon actual receipt thereof by the addressee to the respective address set forth below (or at such other address for a party as shall be specified by similar notice).

If to the Insured: Address and contact details as mentioned in Policy Schedule.

With a copy to: Intermediary: Address and contact details as mentioned in Policy Schedule.

If to the Underwriters:

- i. Website: [www.godigit.com](http://www.godigit.com)
- ii. Toll Free: 1800 258 4242
- iii. E-mail: [Hello@godigit.com](mailto:Hello@godigit.com)
- iv. Courier: Go Digit Non-Motor (Liability) Claims Team, Corporate office: Atlantis, 95, 4th B Cross Road, Koramangala Industrial Layout, 5th Block, Bengaluru, Karnataka 560095

**Customer Grievance Redressal Policy:**

We are 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](mailto:hello@godigit.com). After investigating the matter internally and subsequent closure, We will send Our response.

Email: [grievance@godigit.com](mailto: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.

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

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](mailto:inscoun@cioins.co.in)