

Policy Wordings

Homeseure (Householders) Instachoice Policy

Tata AIG General Insurance Company Limited (We, Our or Us) will provide the insurance described in this Policy and any endorsements thereto for the Insured Period as defined in this Policy, to the Insured Persons named in the Policy Schedule and in reliance upon the statements contained in the Proposal which shall be the basis of this Policy and are deemed to be incorporated herein in return for the payment of the required premium when due and compliance with all applicable provisions of this Policy.

The insurance provided under this Policy is only with respect to such and so many of the benefits as are indicated by a specific amount set opposite in the Policy Schedule or the Schedule of Benefits.

This Policy will only be in force if the Policy Schedule is signed by a person We have authorized.

For Tata AIG General Insurance Company Limited



Authorised Signatory

Tata AIG General Insurance Company Limited

Registered Office:

Peninsula Business Park,
Tower A, 15th Floor, G. K. Marg,
Lower Parel, Mumbai- 400013.

24X7 Toll Free No: 1800 266 7780 or 1800 22 9966

(For Senior Citizens) Fax: 022 6654 6464

Email: customersupport@tata-aig.com

Website: www.tataaig.com

IRDAI Registration No.: 108, CIN:U85110MH2000PLC128425

Homeseure (Householders) Instachoice Policy –

UIN: IRDAN108P0009V02100001



WITH YOU ALWAYS

Dear Policyholder,

Congratulations! You are now the proud owner of a Tata AIG Home Secure (Householders) Instachoice Policy.

We are pleased to welcome *You* to the Tata AIG family of insurance holders. *You* have shown great foresight and prudence by opting to insure *Your Home* and *Contents You* have worked so hard to build.

Your HomeSecure *Policy* entitles *You* to a number of Benefits. The Benefits that are in force under this *Policy* and the amounts of insurance available to *You* under each of those Benefits, and in total, are those that *You* have chosen and are as listed on the *Schedule* that accompanies this *Policy*. This *Schedule* forms part of this *Policy*.

We request *You* to keep this *Policy* alongwith *Schedule* in a safe place, because *You* will need to refer to them in the event of a claim. If *You* claim for payment arising out of loss, damage or injury during the *Period of Insurance* then *We* shall make payment to *You* as long as the claim falls within a Benefit opted by *You* and *You* have complied with the *Policy* terms and conditions.

We have issued this *Policy* to *You* which is a contract of insurance between *You* and *Us*, in consideration for *Your* premium, and based on the understanding that the information that *You* have provided to *Us* in *Your* proposal including any other written statement / communication, telephone call is complete, correct, true and accurate in all respects and forms part of this contract.

We want *You* to be sure that this *Policy* meets *Your* requirements in all respects. Please read it carefully and make sure it does. In case of any doubt or clarification please call or write to *Us* and *We* shall be pleased to assist *You*. If *You* decide that *You* do not wish to accept this *Policy*, please return it within 7 days of receipt and provided no claims have been made, *We* will refund the full premium less Rs. 100 for administrative expense.

You may get in touch with *Us* on *Our* Toll Free 24-hour Helpline at **1-800-119966** for any help or assistance with respect to this *Policy* or any claim under this *Policy*.

Yours faithfully,

For Tata AIG General Insurance Company Limited.

Authorised Signatory

Tata AIG General Insurance Company Limited.

Registered Office: Peninsula Business Park, Tower A, 15th Floor,
G.K. Marg, Lower Parel, Mumbai – 400013
24X7 Toll Free No: 1800 266 7780 or 1800 22 9966 (For Senior
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General Definitions

In this policy certain words or terms have the specific meanings set out below wherever they appear *italicised* and in Initial Capitals. Where *We* have used the singular person this shall also include the plural and the male gender shall also include the female gender, where the context so admits.

Accident – means a sudden, unforeseen and involuntary event caused by external, visible and violent means.

Age – means completed years as at the Effective Date.

Audio & Audio Visual Appliance – means the television set and the related appliances forming part of or attaching to the television set and the antenna, both external and internal and/or other *Audio Appliances*, all as noted specifically on the *Schedule*,

Benefit Sum Insured – means and denotes the amount of cover available under each Benefit as stated in the *Schedule* (and, where appropriate, as more particularly described and limited per item insured in any annexure to the *Schedule*). This is the maximum amount that *We* will pay for each and every claim and in all under that Benefit, subject always to the *Sum Insured*.

Bodily Injury – means any *Accidental* physical bodily harm but does not include any sickness or disease

Break in policy – occurs at the end of the existing policy term, when the premium due for renewal on a given policy is not paid on or before the premium renewal date or within 30 days thereof.

Building – means *Your Home*, built of brick, stone or concrete, roofed with incombustible material (unless otherwise stated in the *Schedule*), including any domestic garages and outbuildings, swimming pools, terraces, patios, drives, footpaths, gates, and any other permanent fixtures and fittings situated as stated in the *Schedule*.

Business or Business Purposes – means any full or part time, permanent or temporary, activity undertaken with a view to profit or gain.

Burglary – means an act involving the unauthorised entry to or exit from *Your Home* or attempt thereat by unexpected, forcible, visible and violent means, with the intent to commit an act of *Theft*.

Cancellation (of policy) – means the term on which the policy contract can be terminated either by the insurer or the insured by giving sufficient notice to other which is not lower than a period of fifteen days. The terms of cancellation may differ from insurer to insurer.

Condition precedent – means a policy terms or condition upon which the insurer's liability under the policy is conditional upon.

Contents – means the following not used for *Business or Business Purposes*, so long as they are owned by *You* and/or *Your Family* and/or *You or Your Family* are legally responsible for them:

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- 1) Household goods, such as furnitures, fixtures, fittings, home appliances, interior decorations and items of like nature.
- 2) **Personal Effects** such as clothes and other articles of personal nature likely to be worn, used or carried including **Personal Money, Jewellery and Valuables**(up to the limit shown in the **Schedule**)

Cheque(s) – means any bank draft drawn against deposited funds to pay a specific sum to a specified payee on demand other than drafts with a stamped signature.

Domestic Staff – means any person employed by **You** solely to carry out domestic duties associated **with Your Home**, but does not include any person employed in any capacity in connection with any **Business**, trade or profession.

Family, Them or They – means **You, Your** spouse, **Your** children, **Your** parents, and any other persons who:

- 1) are and continue to be normally resident with **You**, and
- 2) not paying a commercial rent

Fungi – means any type or form of fungus, including but not limited to, all forms of mold or mildew, and any mycotoxins, spores, scents, vapour, gas, or substance, including any byproducts, produced or released by **Fungi**.

Grace Period – means the specified period of time immediately following the premium due date during which a payment can be made to renew or continue a policy in force without loss of continuity benefits such as waiting periods and coverage of pre-existing diseases. Coverage is not available for the period for which no premium is received.

Home – means **Buildings** as shown in the **Schedule** which is used or occupied solely for domestic purposes by **You** and/or **Your Family** and/or **Your Domestic Staff** whether owned by **You** or **Your Family** or otherwise.

Hospital – means any institution established for in- patient care and day care treatment of illness and / or injuries and which has been registered as a hospital with the local authorities under the Clinical Establishment (Registration and Regulation) Act, 2010 or is under the enactments specified under the Schedule of Section 56(1) of the said Act OR complies with all minimum criteria as under:

- has qualified nursing staff under its employment round the clock,
- has at least 10 inpatient beds, in those towns having a population of less than 10,00,000 and at least 15 inpatient beds in all other places,
- has qualified Medical Practitioner(s) in charge round the clock,
- has a fully equipped operation theatre of its own where surgical procedures are carried out,

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- maintains daily records of patients and will make these accessible to the insurance company's authorized personnel.

IRDAI – means Insurance Regulatory and Development Authority of India.

Injury – means accidental physical bodily harm excluding illness or disease solely and directly caused by external, violent and visible and evident means which is verified and certified by a Medical Practitioner / Physician.

Insured / Insured Person – means the Insured Person with entry age between 12 years to 70 years, or eligible Spouse and/or Eligible Children detailed in the Policy Schedule as being eligible to become insured under this Policy and for whom a Proposal Form for insurance has been received from the Policyholder and approved by the Company.

Jewellery – means articles of personal adornment containing gemstones, silver, gold, platinum or other precious metals.

Kutchra Construction – means **Buildings** having walls and/or roofs of wooden planks, thatched leaves, grass, bamboo, plastic, cloth, asphalt, canvas, tarpaulin or the like.

Larceny – means unlawful taking and carrying away of **Contents** belonging to **You** and/or **Your Family** with the purpose of depriving **You** and/or **Your Family** of its possession permanently.

Lost or Stolen – means having been inadvertently lost or having been stolen by a third party without **Your** assistance, consent or co-operation.

Market Value – means the value at which property insured could be replaced with one of the same kind, type, age and condition.

Medical Expenses – means those expenses that an Insured Person has necessarily and actually incurred for medical treatment on account of Accident on the advice of a Medical Practitioner, as long as these are no more than would have been payable if the Insured Person had not been insured and no more than other hospitals or doctors in the same locality would have charged for the same medical treatment.

Minimum Premium – means the amount of Rs. 100/-.

Period of Insurance – means the period of time stated in the **Schedule** for which the **Policy** is valid and operative.

Permanent – means lasting twelve calendar months and at the expiry of that period being beyond reasonable hope of improvement and certified to that effect by a competent and qualified Physician appointed by the company.

Personal Money – means currency, coins and bank notes in current use and having a face value.

Personal Papers – means identification documents issued by **Your** country, state including but not limited to **Your** driver's license and passport.

Physician/ Medical Practitioner – means a person who holds a valid

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registration from the medical council of any State or Medical Council of India or Council for Indian Medicine or for Homeopathy set up by the Government of India or a State Government and is thereby entitled to practice medicine within its jurisdiction, and is acting within the scope and jurisdiction of his license.

Medical Practitioner will not be (a) an Insured Person or (b) Your Immediate Family Member or c) or anyone who is living in the same household as the Insured.

Policy – means *Your* proposal, the *Schedule, Our* covering letter to *You*, insuring clauses that are appearing in each applicable Benefit, definitions, exclusions, conditions and other terms contained herein and any endorsement attaching to or forming part hereof, either at inception or during the *Period of Insurance*.

Policyholder – means the physical person(s) or the entity named in the Policy Schedule who executed the Policy Schedule and is (are) responsible for payment of premiums.

Policy Schedule – means the sheet/s containing the description of items insured, as stated in the *Policy* and any annexure attached to and forming part of this *Policy*.

Public Authority – means any governmental, quasi-governmental organisation or any statutory body or duly authorised organisation with the power to enforce laws, exact obedience, command, determine or judge.

Pre-existing Condition – means a condition for which care, treatment, or advice was recommended by or received from a *Medical Practitioner* or which was first manifested or contracted before the start of the *Period of Insurance*.

Proposal Form – means any initial or subsequent declaration made by the Policyholder and is deemed to be attached and which forms a part of this Policy.

Relative – means *Your* legally married spouse, parent, step-parent, parent in-law, grandparent, child, stepchild, legally adopted child, grandchild, brother, brother in-law, sister, sister in-law, son in-law, daughter in-law, uncle, aunt, niece, nephew, and first cousin.

Renewal (of policy) – means the terms on which the contract of insurance can be renewed on mutual consent with a provision of grace period for treating the renewal continuous for the purpose of all waiting periods.

Replacement cost – means the value at which property insured could be replaced with new property of the same kind, type and specification and includes wherever applicable freight, custom duty, dismantling and re-erection cost and any other relevant charges, if included in the *Sum Insured*.

Robbery – means the unlawful taking of money or other property from

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Your care and custody by one who has caused or threatened you with bodily harm and has committed an illegal or violent act

Short Period Rates – means:

For a period not exceeding 15 days	10% of the annual rate
“ “ “ 1 month	15% “ “
“ “ “ 2 months	30% “ “
“ “ “ 3 months	40% “ “
“ “ “ 4 months	50% “ “
“ “ “ 5 months	60% “ “
“ “ “ 6 months	70% “ “
“ “ “ 7 months	75% “ “
“ “ “ 8 months	80 % “ “
“ “ “ 9 months	85% “ “
For a period exceeding 9 months	The full annual rate.

Sum Insured – means the amount stated in the *Schedule*, which is the most that *We* will pay during the *Period of Insurance*.

Theft – means an act of directly or indirectly and illegally permanently depriving *You* and/or *Your Family* of the possession of the *Contents* by any person by violent or forceful means or otherwise.

Total loss – means if the cost of replacement, repair, reinstatement, renewal or refurbishment of any item is equal to or exceeds the value of the lost or damaged item immediately before the occurrence of the loss or damage.

Unoccupied – means *Your Home* that remains unoccupied by *You* and/or *Your Family* for more than thirty (30) consecutive days.

Valuables – mean bullion, stamp, coin or medal collections, curios, painting, work of arts, sculptures, articles of gold, silver or other precious metals and stones, *Jewellery*, fur, manuscripts and items of similar nature.

Vehicle – means *Your* car, truck, jeep, motorcycle, recreational *vehicle*, or camper.

We or **Us** or **Our** – means the Tata AIG General Insurance Company Limited.

You, Your or Yourself – means the person named in the *Schedule* as the policy holder.

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General Conditions

These terms and conditions have general application to this *Policy* as a whole, and they apply regardless of the number of Benefits that are operative under this *Policy*. Please note that each Benefit may have additional terms and conditions that are specific to that Benefit, and these additional terms and conditions will be listed within the Benefit under the heading "Special Conditions" which would apply in addition to the General Conditions stated herein.

1. Reasonable Care

All reasonable steps, safeguards and precautions to avoid any injury, loss or damage that might result in a claim under this *Policy* or otherwise must be taken by *You* and/or *Your Family* and/or *Your Domestic Staff*, and *You* and/or *Your Family* shall exercise reasonable care in employing *Domestic Staff* or other employees or contractors to work in *Your Home*.

2. Adequacy of Sum Insured

You must at all times keep the *Sum Insured* at a level, which represents the full value of any property, insured under this *Policy*, which means in relation to any:

- (a) Benefit: Fire & Special Perils - Building - the cost of rebuilding at the same site a *Building* of identical structure and design if the *Building*(s) were completely destroyed.
- (b) Benefit: *Burglary*, Fire & Special Perils - *Contents* - the *Replacement cost*.
- (c) Benefit: Baggage, Breakdown of domestic electronic and electrical appliances, Pedal Cycle, Plate Glass, *Jewellery* and *Valuables*: the *Replacement cost*

3. Your duties after a loss

If an event occurs that may give rise to a claim under this *Policy*, or there are circumstances that are likely to give rise to a claim, *You* must:

- (a) Inform *Us* immediately through telephone / fax / email / SMS / registered post within 7 days from the occurrence of the loss or the event giving rise to the claim.
- (b) Provide *Us* with all relevant information, documentation and details of items lost, damaged or destroyed alongwith their values, and also any other assistance that *We* may reasonably require to enable *Us* or independent surveyors or *Our* representatives to investigate any claim and/or to establish to *Our* reasonable satisfaction that a loss of the amount stated has occurred under this *Policy*. Specifically in the case of the notification of a circumstance likely to give rise to a claim, *You* shall also give *Us* reasons for the anticipation of a claim with full particulars including dates and the persons involved.

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- (c) Preserve any damaged property so that it may, at *Our* discretion, be inspected and examined by independent surveyors or *Our* representatives.
- (d) In case of actual or attempted *Burglary* or *Theft, You* must in addition to a), b) and c) above:
 - (i) immediately lodge a written complaint with the police listing out the items with values that were lost, damaged or destroyed and that You intend to claim for and forward a copy of that written complaint, the First Information Report and/or Final Report to *Us*, and
 - (ii) take all practicable steps to apprehend the guilty persons and to recover any property Lost, and
 - (iii) protect the remaining property from further damage as per General Condition 1 above, and
 - (iv) within 7 days supply Us with an inventory of damaged or stolen property detailing the quantity, age, description, actual replacement value and amount of loss claimed for in respect of each item, along with all documentation required to support and substantiate *Your* claim.
- (e) In case the event or circumstance to be notified involves any form of legal process, *You* must in addition to a), b), c) and d) above:
 - (i) immediately send *Us* every written notice or information of any verbal notice of a claim, and
 - (ii) immediately send *Us* any writ, summons, or other legal process issued or commenced against *You*, and
 - (iii) permit *Us* to take over the control and conduct of the defence, pursuit or settlement of any claim and provide *Us* or *Our* representatives with such cooperation and assistance as may be required for that purpose, and
 - (iv) not, without *Our* prior written consent, incur any costs, admit liability for or attempt to settle, make any admission, offer any payment or otherwise assume any contractual obligation with respect to any legal action or threat of legal action.
 - (v) provide *Us* with the names and addresses of any known persons injured and any available witnesses
 - (vi) provide *Us* with any legal documents and other documents which will help *Us* defend any insured person and
 - (vii) assist and cooperate with *Us* in the conduct of the defence by helping *Us*
 - 1. to make settlement
 - 2. to enforce any right of contribution or indemnity against any person or organisation who may be liable to an insured person

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3. to attend hearings and trials
4. to secure and give evidence and obtain the attendance of witnesses

viii) Notify the credit card, bank card or card issuing company in case of loss under credit card cover

4. **Basis of Loss Settlement**

If *You* make a claim under this *Policy* that *We* accept for payment, then the basis upon which *We* shall calculate the payment due to *You* and make payment shall be as follows:

(a) In the event of a *Total Loss* of a covered item, *We* will pay *You* the *Replacement cost* of the item (or, if not readily available, then an item of equivalent but not better quality), less salvage value but limited nevertheless to the *Benefit Sum Insured* or the limit as stated in the *Schedule*. In case property is not replaced or reinstated then *We* will pay the amount of damage after due allowance for wear and tear and depreciation but limited nevertheless to the *Benefit Sum Insured* or the limit as stated in the *Schedule*.

(b) In the case of damage (partial loss) to a covered item:

If it is reasonably capable of repair, reinstatement, renewal or refurbishment then *Our* payment to *You* will reflect *Your* reasonable costs of restoring by such means the damaged item to its condition immediately prior to the event that gave rise to the claim under this *Policy* without any allowance for wear and tear and depreciation involving replacement of parts except those with limited life, less salvage value of replaced item/part but limited nevertheless to the *Benefit Sum Insured* or the limit as stated in the *Schedule*.

(c) In case of *Building* full cost of repair or reinstatement as per following terms and conditions

In the event of the property insured under the *Policy* being destroyed or damaged, the basis upon which the amount payable under (each of the said items of) the *Policy* is to be calculated shall be cost of replacing or reinstating on the same site or any other site with property of the same kind or type but not superior to or more extensive than the insured property when new as on date of the loss, subject to the following Special Provisions and subject also to the terms and conditions of the *Policy* except in so far as the same may be varied hereby.

Special Provisions

The work of replacement or reinstatement (which may be carried out upon another site and in any manner suitable to the requirements of the Insured subject to the liability of the Company not being thereby increased) must be commenced and carried out with reasonable dispatch and in any case must be completed within 12 months after the

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destruction or damage or within such further time as the Company may (during the said 12 months) in writing allow, otherwise no payment beyond the amount which would have been payable under the *Policy* if this memorandum had not been incorporated therein shall be made.

1. Until expenditure has been incurred by the Insured in replacing or reinstating the property destroyed damaged the Company shall not be liable for any payment in excess of the amount which would have been payable under the *Policy* if this memorandum had not been incorporated therein.
2. If at the time of replacement or reinstatement the sum representing the cost which would have been incurred in replacement or reinstatement if the whole of the property covered had been destroyed, exceeds the *Sum Insured* thereon or at the commencement of any destruction or damage to such property by any of the perils insured against by the *Policy*, then the Insured shall be considered as being his own insurer for the excess and shall bear a rateable proportion of the loss accordingly. Each item of the *Policy* (if more than one) to which this memorandum applies shall be separately subject to the foregoing provision.
3. This Memorandum shall be without force or effect if
 - (a) the Insured fails to intimate to the Company within 6 months from the date of destruction or damage or such further time as the Company may in writing allow his intention to replace or reinstate the property destroyed or damaged.
 - (b) the Insured is unable or unwilling to replace or reinstate the property destroyed or damaged on the same or another site.

In case property is not replaced or reinstated then *We* will pay the amount of damage after due allowance for wear and tear and depreciation but limited nevertheless to the *Benefit Sum Insured* or the limit as stated in the *Schedule*.
 - (c) *We* will only pay *You* in India and in Indian Rupees subject to *Your* having established to *Our* reasonable satisfaction that the replacement, reinstatement, repair, renewal or refurbishment has been effected by *You*.
 - (d) *We* shall not make any payment for the cost of any enhancements, alterations, additions and/or improvements.
 - (e) *We* shall not make any payment for more than 20% of the *Benefit Sum Insured* of "Benefit: Fire" or "Benefit: Burglary & Theft" or "Benefit: Breakdown of domestic electrical and electronic appliances (if opted on first loss basis and item wise value not declared)" in respect of any one item unless specifically declared by *You* in *Your* Proposal and accepted by *Us*.
 - (f) If at the time of the happening of any event that gives rise to a claim under this *Policy* the *Benefit Sum Insured* in this *Policy* is

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less than 85% of the full value of the property, as provided for under General Condition 2, then the amount of any payment that *We* are obliged to make, shall be reduced by a sum equal to a rateable proportion of the loss or damage sustained. Under no circumstances will *Our* liability to make payment exceed the *Benefit Sum Insured* relating to the Benefit under which the claim has been preferred. Every item, if more than one, of the *Policy* shall be separately subject to this condition.

- (g) If *You* have any other insurance(s) that would cover a claim under this *Policy*, or would cover that claim but for the existence of this *Policy*, then *Our* payment to *You* will represent a rateable proportion of the claim. (Not applicable for Benefits: Personal Accident, Lost Wallet, Fraudulent Charges, Key replacement cover)
- (h) Under no circumstances will *Our* liability to make payment exceed the *Benefit Sum Insured* under any particular Benefit per claim and in the aggregate.

5. **Change in Circumstances**

We have granted cover in reliance on the information that *You* have provided in *Your* proposal, which is the basis of this contract and shall be considered incorporated into it. Accordingly, *You* must notify *Us*, immediately, of any change in the information contained in *Your* proposal or any other material change in *Your* circumstances, including but not limited to, the following:

- (a) Change of address.
- (b) Structural alteration to *Your Home*.
- (c) Expectation or knowledge that *Your Home* will be *Unoccupied*.
- (d) Act of insolvency on *Your* part or that of *Your Family*.
- (e) Any police caution for or charge in respect of any offence under, other than a driving offence.

This *Policy* will not respond to any claim unless prior written notice (duly acknowledged by *Us*) of any material change has been given to *Us* and *You* have paid *Us* any additional premium due, if any.

6. **Fraud**

If *You* or anyone acting on *Your* behalf put forward any claim under this *Policy* knowing the same to be false or fraudulent, as regards amount or otherwise, this *Policy* shall be void in its entirety and be of no effect whatsoever and all claims that *You* may have made for an indemnity under it shall be forfeited.

7. **Free Look Period**

The Insured have a period of 15 days from the date of receipt of the Policy document to review the terms and conditions of this Policy. If there are any objections to any of the terms and conditions, Insured have the option of cancelling the Policy stating the reasons for

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cancellation and the premium paid would be refunded after adjusting the amounts spent on stamp duty charges and proportionate risk premium. Insured can cancel the Policy only if no claims have been made under the Policy. All the rights of Insured under this Policy will immediately stand extinguished on the free look cancellation of the Policy. Free look provision is not applicable and available at the time of renewal of the Policy.

8. **Cancellation**

- (a) *You* may cancel this *Policy* by giving *Us* 15 days written notice and *We* shall then refund a portion of the premium on *Short Period Rates* for the remaining *Period of Insurance*, subject to *Our* retention of the *Minimum Premium*. However, if *You* have made any claim on this *Policy* before the cancellation date then no refund of premium will be given.
- (b) *We* may cancel this *Policy* by giving *You* 15 days written notice and *We* shall then refund a pro-rata portion of the premium for the remaining *Period of Insurance* unless *You* have made any claim under this *Policy*, in which case no refund of premium will be due to *You*.
- (c) *We* will pay any refund due as soon as practicable, but this is not a condition precedent to the effectiveness of cancellation.

9. **Dispute Resolution**

If any dispute or difference shall arise as to the quantum to be paid under this *Policy* (liability being otherwise admitted) such difference shall independently of all other questions be referred to the decision of a sole arbitrator to be appointed in writing by *You* and *Us* jointly. If there is no agreement upon a single arbitrator within 30 days of any party invoking arbitration, the same shall be referred to a panel of three arbitrators, comprising of two arbitrators, one to be appointed by each of the parties to the dispute/difference and the third arbitrator to be appointed by such two arbitrators and arbitration shall be conducted under and in accordance with the provisions of the Arbitration and Conciliation Act, 1996.

10. **Compliance with Terms and Conditions**

Your and/or *Your Family's* and/or *Your Domestic Staff's* compliance with the terms and conditions of this *Policy*, in so far as these require anything to be done by *You* and/or by *Them* or complied with by *You* and/or *Them*, is a condition precedent to *Our* liability. In the event of any breach, *We* may repudiate any liability for *Your* claim.

11. **Your Special Rights & Duties**

You shall represent all persons insured under this *Policy* as to:

- (a) The giving and receiving of any notice of cancellation.
- (b) The receipt of any endorsements to this *Policy*.
- (c) The payment of premium and receipt of return premium.

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- (d) The acceptance of any other notices or communications under or in respect of this *Policy*.

12. **This *Policy* does not cover**

Any consequential loss or loss, destruction, damage or *Bodily Injury* due to:

1. War, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war rebellion, revolution insurrection mutiny, military, or usurped power, seizure, capture, arrests, restraints and detainments of all kings, princes and people of whatever nation, condition or quality what so ever;
2. Ionising radiations contamination by radio activity from any nuclear fuel or from any nuclear waste from the combustion (including any self sustaining process of nuclear fission)of nuclear fuel;
3. Nuclear weapons material;
4. Wilful act by *You, Your Family, Domestic Staff*.
5. "*Fungi*" ,Wet or Dry Rot, or Bacteria, meaning the presence, growth, proliferation, spread or any activity of "*Fungi*", wet or dry rot or bacteria. Whenever "*Fungi*", wet or dry rot, or bacteria occur, the *Fungi*, wet or dry rot, or bacteria and any resulting loss is always excluded under this *Policy*, however caused. In addition, there is no coverage to test for, monitor, clean up, remove, remediate, contain, treat, de-toxify, neutralize, or in any way respond to, or assess the effects of, "*Fungi*", wet or dry rot, or bacteria."
6. **Consequential loss:**
Consequential loss of any kind or description.
7. **Existing damage:**
Any loss, damage, *Accident*, injury occurring before cover commences under the *Policy*.
8. **Terrorism:**
This *Policy* 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 exclusion, an act of terrorism means an act or series of acts, 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 organisation(s) or government(s), or unlawful associations, recognized under Unlawful Activities (Prevention) Amendment Act, 2008 or any other related and

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applicable national or state legislation formulated to combat unlawful and terrorist activities in the nation for the time being in force, committed for political, religious, ideological or similar purposes including the intention to influence any government and/or to put the public or any section of the public in fear for such purposes.

This exclusion also includes loss, damage, cost or expense 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 the above.

Benefit: Fire and Special Perils

What *We* will Cover

We will pay you for the loss or damage to the *Building* and *Contents* described in the *Schedule* by the perils specified herein below unless an exclusion applies.

I. **Fire**

Excluding destruction or damage caused to the property insured by

- (a) (i) its own fermentation, natural heating or spontaneous combustion.
- (ii) its undergoing any heating or drying process.
- (b) burning of property insured by order of any *Public Authority*.

II. **Lightning**

III. **Explosion/Implosion**

(Excluding loss, destruction or damage)

- (a) to the boilers (other than domestic boilers), economizers or other vessels, machinery or apparatus (in which steam is generated) or their *Contents* resulting from their own explosion/implosion,
- (b) caused by centrifugal forces.

IV. **Aircraft Damage**

Loss, Destruction or damage caused by Aircraft, other aerial or space devices and articles dropped therefrom excluding those caused by pressure waves.

V. **Riot, Strike and Malicious Damage**

Loss of or visible physical damage or destruction by external violent means directly caused to the property insured but excluding those caused by:

- (a) Total or partial cessation of work or the retardation or interruption or cessation of any process or operations or omissions of any kind.

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- (b) Permanent or temporary dispossession resulting from confiscation, commandeering, requisition or destruction by order of the Government or any lawfully constituted authority.
- (c) Permanent or temporary dispossession of any *Building* or plant or unit or machinery resulting from the unlawful occupation by any person of such *Building* or plant or unit of machinery or prevention of access to the same.
- (d) *Burglary*, housebreaking, *Theft, Larceny* or any such attempt or any omission of any kind of any person (whether or not such act is committed in the course of a disturbance of public peace) in any malicious act.

If the company alleges that the loss/damage is not caused by any malicious act, the burden of proving the contrary shall be upon the insured.

Terrorism Damage Exclusion Warranty

This *Policy* 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 exclusion, an act of terrorism means an act or series of acts, 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 organisation(s) or government(s), or unlawful associations, recognized under Unlawful Activities (Prevention) Amendment Act, 2008 or any other related and applicable national or state legislation formulated to combat unlawful and terrorist activities in the nation for the time being in force, committed for political, religious, ideological or similar purposes including the intention to influence any government and/or to put the public or any section of the public in fear for such purposes.

This exclusion also includes loss, damage, cost or expense 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 the above.

VI. Storm, Cyclone, Typhoon, Tempest, Hurricane, Tornado, Flood and Inundation

Loss, destruction or damage directly caused by Storm, Cyclone, Typhoon, Tempest, Hurricane, Tornado, Flood or Inundation excluding those resulting from volcanic eruption or other convulsions of nature.

VII. Impact Damage

Loss of visible physical damage or destruction caused to the property insured due to Impact by any Rail/ Road *Vehicle* or animal by direct contact not belonging to or owned by

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- (a) the insured or any occupier of the premises or
- (b) their employees while acting in the course of their employment.

VIII. **Subsidence and Landslide including Rock slide**

Loss, destruction or damage directly caused by Subsidence of part of the site on which the property stands or Land slide/ Rock slide excluding:

- (a) the normal cracking, settlement or bedding down of new structures
- (b) the settlement or movement of made up ground
- (c) coastal or river erosion
- (d) defective design or workmanship or use of defective materials
- (e) demolition, construction, structural alterations or repair of any property or ground works or excavations.

IX. **Bursting and/or overflowing of Water Tanks, Apparatus and Pipes**

X. **Missile Testing operations**

XI. **Leakage from Automatic Sprinkler Installations**

Excluding loss, destruction or damage caused by:

- (a) Repairs or alterations to the *Buildings* or premises
- (b) Repairs, Removal or Extension of the Sprinkler Installation
- (c) Defects in construction known to the Insured.

XII. **Bush Fire**

Excluding loss, destruction or damage caused by Forest Fire.

XIII. **Earthquake (Fire & Shock)**

Loss or damage (including loss or damage by fire) to any of the property insured by this *Policy* occasioned by or through or in consequence of earthquake including flood or overflow of the sea, lakes, reservoirs and rivers and/or Landslide / Rockslide resulting therefrom.

Provided always that all the conditions of this *Policy* shall apply (except in so far as they may be hereby expressly varied) and that any reference therein to loss or damage by fire shall be deemed to apply also to loss or damage directly caused by any of the perils which this insurance extends to include by virtue of this endorsement.

Onus of proof

In the event of the Insured making any claim for loss or damage under this *Policy* he must (if so required by the Company) prove that the loss or

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damage was occasioned by or through or in consequence of earthquake.

PROVIDED that the liability of the Company shall in no case exceed in respect of each item the sum expressed in the said *Schedule* to be insured thereon or in the whole the total *Sum Insured* hereby or such other sum or sums as may be substituted therefore by memorandum hereon or attached hereto signed by or on behalf of the Company.

What *We* Will not Cover

This *Policy* does not cover

1. First Rs.250/- in respect of each and every claim.
2. Loss, destruction or damage caused by war, invasion, act of foreign enemy hostilities or war like operations (whether war be declared or not), civil war, mutiny, civil commotion assuming the proportions of or amounting to a popular rising, military rising, rebellion, revolution, insurrection or military or usurped power.
3. Loss, destruction or damage directly or indirectly caused to the property insured by
 - (a) ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel
 - (b) the radio active toxic, explosives or other hazardous properties of any explosive nuclear assembly or nuclear component thereof
4. Loss, destruction or damage caused to the insured property by pollution or contamination excluding
 - (a) pollution or contamination which itself results from a peril hereby insured against.
 - (b) any peril hereby insured against which itself results from pollution or contamination
5. Loss, destruction or damage to bullion or unset precious stones, curios or works of art for an amount exceeding Rs. 10000/-, manuscripts, plans, drawings, securities, obligations or documents of any kind, stamps, coins or paper money, *Cheques*, books of accounts or other business books, computer systems records, explosives unless otherwise expressly stated in the *Policy*.
6. Loss, destruction or damage to any electrical machine, apparatus, fixture or fitting arising from or occasioned by over- running, excessive pressure, short circuiting, arcing, self- heating, or leakage of electricity, from whatever cause (lightning included) provided that this exclusion shall apply only to the particular electrical machine, apparatus, fixture or fitting so affected and not to other machines, apparatus, fixtures or fittings which may be destroyed or damaged by fire so set up.

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7. Expenses necessarily incurred on (i) Architects, Surveyors and Consulting Engineer's Fees and (ii) Debris Removal necessarily incurred by the Insured following a loss, destruction or damage to the Property insured by an insured peril in excess of 3% and 1% of the claim amount respectively.
8. Loss of earnings, loss by delay, loss of market or other consequential or indirect loss or damage of any kind or description whatsoever.
9. Loss by *Theft* during or after occurrence of any insured peril except as provided under Riot, Strike and Malicious Damage cover.
10. Any Loss or damage occasioned by or through or in consequence directly or indirectly due to volcanic eruption or other convulsions of nature.
11. Loss or damage to property insured if removed to any *Building* or place other than in which it is herein stated to be insured, except machinery and equipment temporarily removed for repairs, cleaning, renovation or other similar purposes for a period not exceeding 60 days.

GENERAL CONDITIONS

1. THIS *POLICY* shall be voidable in the event of mis-representation, mis-description or non-disclosure of any material particular.
2. All insurances under this *Policy* shall cease on expiry of seven days from the date of fall or displacement of any *building* or part thereof or of the whole or any part of any range of *buildings* or of any structure of which such *building* forms part.

PROVIDED such a fall or displacement is not caused by insured perils, loss or damage which is covered by this *Policy* or would be covered if such *building*, range of *buildings* or structure were insured under this *Policy*.

Notwithstanding the above, the Company subject to an express notice being given as soon as possible but not later than seven days of any such fall or displacement may agree to continue the insurance subject to revised rates, terms and conditions as may be decided by it and confirmed in writing to this effect.

3. Under any of the following circumstances the insurance ceases to attach as regards the property affected unless the Insured, before the occurrence of any loss or damage, obtains the sanction of the Company signified by endorsement upon the *Policy* by or on behalf of the Company: -
 - (a) If the trade or manufacture carried on be altered, or if the nature of the occupation of or other circumstances affecting the *Building* insured or containing the insured property be changed in such a way as to increase the risk of loss or damage by Insured Perils.

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- (b) If the interest in the property passes from the insured otherwise than by will or operation of law.
4. This insurance does not cover any loss or damage to property which, at the time of the happening of such loss or damage, is insured by or would, but for the existence of this *Policy*, be insured by any marine *Policy* or policies except in respect of any excess beyond the amount which would have been payable under the marine *Policy* or policies had this insurance not been effected.
5. This insurance may be terminated at any time at the request of the Insured, in which case the Company will retain the premium at customary *Short period rate* for the time the *Policy* has been in force. This insurance may also at any time be terminated at the option of the Company, on 15 days' notice to that effect being given to the Insured, in which case the Company shall be liable to repay on demand a rateable proportion of the premium for the unexpired term from the date of the cancellation.
6. (i) On the happening of any loss or damage the Insured shall forthwith give notice thereof to the Company and shall within 15 days after the loss or damage, or such further time as the Company may in writing allow in that behalf, deliver to the Company
- (a) A claim in writing for the loss or damage containing as particular an account as may be reasonably practicable of all the several articles or items or property damaged or destroyed, and of the amount of the loss or damage thereto respectively, having regard to their value at the time of the loss or damage not including profit of any kind.
- (b) Particulars of all other insurances, if any
- The Insured shall also at all times at his own expense produce, procure and give to the Company all such further particulars, plans, specification books, vouchers, invoices, duplicates or copies thereof, documents, investigation reports (internal/external), proofs and information with respect to the claim and the origin and cause of the fire and the circumstances under which the loss or damage occurred, and any matter touching the liability or the amount of the liability of the Company as may be reasonably required by or on behalf of the Company together with a declaration on oath or in other legal form of the truth of the claim and of any matters connected therewith.

No claim under this *Policy* shall be payable unless the terms of this Conditions have been complied with.

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- (ii) In no case whatsoever shall the Company be liable for any loss or damage after the expiration of 12 months from the happening of the loss or damage unless the claim is the subject of pending action or arbitration; it being expressly agreed and declared that if the Company shall disclaim liability for any claim hereunder and such claim shall not within 12 calendar months from the date of the disclaimer have been made the subject matter of a suit in a court of law then the claim shall for all purposes be deemed to have been abandoned and shall not thereafter be recoverable hereunder.
7. On the happening of loss or damage to any of the property insured by this *Policy*, the Company may
- (a) enter and take and keep possession of the *building* or premises where the loss or damage has happened.
 - (b) take possession of or require to be delivered to it any property of the Insured in the *building* or on the premises at the time of the loss or damage.
 - (c) keep possession of any such property and examine, sort, arrange, remove or otherwise deal with the same.
 - (d) sell any such property or dispose of the same for account of whom it may concern.

The powers conferred by this condition shall be exercisable by the Company at any time until notice in writing is given by the insured that he makes no claim under the *Policy*, or if any claim is made, until such claim is finally determined or withdrawn, and the Company shall not by any act done in the exercise or purported exercise of its powers hereunder, incur any liability to the Insured or diminish its rights to rely upon any of the conditions of this *Policy* in answer to any claim.

If the insured or any person on his behalf shall not comply with the requirements of the Company or shall hinder or obstruct the Company, in the exercise of its powers hereunder, all benefits under this *Policy* shall be forfeited.

The Insured shall not in any case be entitled to abandon any property to the Company whether taken possession of by the Company or not.

8. If the claim be in any respect fraudulent, or if any false declaration be made or used in support thereof or if any fraudulent means or devices are used by the Insured or any one acting on his behalf to obtain any benefit under the *Policy* or if the loss or damage be occasioned by the willful act, or with the connivance of the Insured, all benefits under this *Policy* shall be forfeited.
9. If the Company at its option, reinstate or replace the property damaged or destroyed, or any part thereof, instead of paying the

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amount of the loss or damage, or join with any other Company or Insurer(s) in so doing, the Company shall not be bound to reinstate exactly or completely but only as circumstances permit and in reasonably sufficient manner, and in no case shall the Company be bound to expend more in reinstatement than it would have cost to reinstate such property as it was at the time of the occurrence of such loss or damage not more than the *Sum Insured* by the Company thereon. If the Company so elect to reinstate or replace any property the Insured shall at his own expense furnish the Company with such plans, specifications, measurements, quantities and such other particulars as the Company may require, and no acts done, or caused to be done, by the Company with a view to reinstatement or replacement shall be deemed an election by the Company to reinstate or replace.

If in any case the Company shall be unable to reinstate or repair the property hereby insured, because of any municipal or other regulations in force affecting the alignment of streets or the construction of *buildings* or otherwise, the Company shall, in every such case, only be liable to pay such sum as would be requisite to reinstate or repair such property if the same could lawfully be reinstated to its former condition.

10. If the property hereby insured shall at the breaking out of any fire or at the commencement of any destruction of or damage to the property by any other peril hereby insured against be collectively of greater value than the *Sum Insured* thereon, then the Insured shall be considered as being his own insurer for the difference and shall bear a rateable proportion of the loss accordingly. Every item, if more than one, of the *Policy* shall be separately subject to this condition.
11. If at the time of any loss or damage happening to any property hereby insured there be any other subsisting insurance or insurances, whether effected by the Insured or by any other person or persons covering the same property, this Company shall not be liable to pay or contribute more than its rateable proportion of such loss or damage.
12. The Insured shall at the expense of the Company do and concur in doing, and permit to be done, all such acts and things as may be necessary or reasonably required by the Company for the purpose of enforcing any rights and remedies or of obtaining relief or indemnity from other parties to which the Company shall be or would become entitled or subrogated, upon its 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 his indemnification by the Company.
13. If any dispute or difference shall arise as to the quantum to be paid under this *Policy* (liability being otherwise admitted) such difference shall independently of all other questions be referred to the decision

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of a sole arbitrator to be appointed in writing by the parties to or if they cannot agree upon a single arbitrator within 30 days of any party invoking arbitration, the same shall be referred to a panel of three arbitrators, comprising of two arbitrators, one to be appointed by each of the parties to the dispute/difference and the third arbitrator to be appointed by such two arbitrators and arbitration shall be conducted under and in accordance with the provisions of the Arbitration and Conciliation Act, 1996.

It is clearly agreed and understood that no difference or dispute shall be referable to arbitration as hereinbefore provided, if the Company has disputed or not accepted liability under or in respect of this *Policy*.

It is hereby expressly stipulated and declared that it shall be a condition precedent to any right of action or suit upon this *Policy* that the award by such arbitrator/ arbitrators of the amount of the loss or damage shall be first obtained.

14. Every notice and other communication to the Company required by these conditions must be written or printed.
15. At all times during the *Period of Insurance* of this *Policy* the insurance cover will be maintained to the full extent of the respective *Sum Insured* in consideration of which upon the settlement of any loss under this *Policy*, pro-rata premium for the unexpired period from the date of such loss to the expiry of *Period of Insurance* for the amount of such loss shall be payable by the insured to the Company.

The additional premium referred above shall be deducted from the net claim amount payable under the *Policy*. This continuous cover to the full extent will be available notwithstanding any previous loss for which the company may have paid hereunder and irrespective of the fact whether the additional premium as mentioned above has been actually paid or not following such loss. The intention of this condition is to ensure continuity of the cover to the insured subject only to the right of the company for deduction from the claim amount, when settled, of pro-rata premium to be calculated from the date of loss till expiry of the *Policy*.

Notwithstanding what is stated above, the *Sum Insured* shall stand reduced by the amount of loss in case the insured immediately on occurrence of the loss exercises his option not to reinstate the *Sum Insured* as above.

Optional Endorsements:

1. Additional expenses of rent for an alternative accommodation

In the event of the premises described in the *Policy* and occupied by the insured, hereinafter referred to as 'PREMISES' being destroyed or damaged by any Insured Peril as to become unfit for occupation and the insured in consequence taking up alternative

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accommodation, the Company shall, subject to special conditions set out herein, indemnify the insured against the additional rent (as explained herein) which the insured is called upon to bear for the period beginning from the date of operation of any of the Insured Perils until the 'PREMISES' is rendered fit for occupation such period not exceeding such reasonable time as is required to restore the premises with due diligence to a condition fit for occupation or the maximum indemnity period of months whichever is earlier.

Provided that the liability of the Company shall not exceed the *Benefit Sum Insured* hereby.

Provided further that if the sum produced by applying the monthly additional rent, borne by the insured for the alternative accommodation to the maximum indemnity period is more than the *Sum Insured* hereby, the liability of the Company shall be proportionately reduced.

Special Conditions:

1. This insurance shall apply subject to the condition that the PREMISES occupied by the insured, whether as owner or tenant, forms part of a *building* not being "Kutchra" Construction.
2. If the area of alternative accommodation taken by the insured is more than the area of the PREMISES occupied by the insured, the additional rent borne by the insured for the purpose of this insurance shall be deemed to be that proportion of the additional rent actually borne by the insured as the area of the PREMISES which was in the insured's occupation bears to the area of the alternative accommodation taken by the insured. The insured shall be at liberty to take alternative accommodation in any locality so long as it is within the Municipal limit of the city or town in which the PREMISES is situated.

Explanation:

Additional Rent: If the insured is the Owner-Occupant, the additional rent borne by him is arrived at after deducting the standard rent of the premises from the actual rent paid for the alternative accommodation. The standard rent shall be based on the ratable values fixed by the Municipal/Revenue authorities for tax purposes.

If the insured is a tenant only and for safeguarding his legal tenancy rights is obliged to pay rent for the premises even during the period when it is not fit for occupation, the additional rent borne by him is the actual rent for the alternative accommodation.

If the insured is a tenant and is not obliged to pay rent for the premises during the period when it is not fit for occupation, the additional rent borne by him is the actual rent paid for alternative accommodation taken less the rent which he was paying for the premises immediately prior to the same being damaged or destroyed by Insured Perils and rendered unfit for occupation

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First Loss cover for Contents:

First loss limit (expressed as % of total value of *Contents* declared for insurance) will be as specified in the *Schedule* and shall be deemed as *Benefit Sum Insured*.

General Condition 4) g) shall not apply to this benefit and "Condition of partial average" as below shall apply.

Condition of partial average:

It is hereby declared and agreed that this *Policy* is issued as the First Loss Insurance up to % of the insured's total value of *Contents* (100%) as limit in the schedule attached and forming part of the policy.

It is further declared and agreed that in the event of the total value of contents at risk at the time of loss be greater by more than 15% of the total value declared for the purpose of this insurance and incorporated in the schedule, the insured shall be considered as being his own insurer, for the difference, and shall bear rateable share of the loss accordingly. Every item, if more than one, of the policy, shall be separately subject to this condition.

Subject otherwise to terms, conditions and exceptions of the policy.

Benefit: Public Liability

1) What *We* Will Cover

We will indemnify *You* against compensation and litigation expenses (incurred with *Our* prior written consent), which *You* may become legally liable to pay *any where in the world* on account of:

- (a) *Accidental* death or *Bodily Injury* to any person other than *You* and/or *Your Family* or *Your Domestic Staff*, subject to the *Benefit Sum Insured* for any one *Accident* or series of *Accidents* arising from any one event or cause, and for all *Accidents* during any *Period of Insurance*, and
- (b) *Accidental* damage to property of any person other than *You* or *Your Family* or *Your Domestic Staff*, subject to a limit of the *Benefit Sum Insured* for any one *Accident* or series of *Accidents* arising from any one event or cause, and for all *Accidents* during any *Period of Insurance*, and
- (c) Claims payable by *You* to *Your Domestic Staff* under the Fatal Accidents Act 1855, Workmen's Compensation Act 1923 or any amendment thereto or common law subject to the *Benefit Sum Insured*.

2) What *We* Will Not Cover

We will not make any payment under this Benefit:

- (a) for *Accidental* death, *Bodily Injury* or property damage arising out of or incidental to:

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- (i) *You* occupation or business, trade or employment, or
 - (ii) any structural alterations, additions, repairs or decorations to *Your Home* or
 - (iii) any liability voluntarily assumed by *You* unless such liability would have attached to *You* notwithstanding such voluntary assumption, or
 - (iv) *You* and/or *Your Family's* ownership, possession, or custody of animals, *Vehicles*, airborne or water borne vessels or craft of any kind, or any mechanically propelled *Vehicle* other than gardening equipment and wheelchairs, or
 - (v) the transmission of any communicable disease or virus.
- (b) for *Accidental* death, *Bodily Injury* or Property damage Caused by, arising out of, aggravated by or resulting from "*Fungi*", wet or dry rot, or bacteria. This exclusion includes any liability imposed on the insured by any person and / or any government authority for any loss or damage caused by, arising out of, aggravated by or resulting from "*Fungi*", wet or dry rot, or bacteria."

Benefit: Burglary & Theft (on First Loss Basis)

1) What *We* Will Cover

We will pay *You* for the loss and damage caused by *Burglary* or *Theft* including *Larceny* and/or attempted *Burglary* or *Theft* including *Larceny* to:

- (a) *Your Home* subject to a maximum payment of 10% of the *Benefit Sum Insured* or Rs.5,000/- whichever is less, and/or
- (b) the *Contents* of *Your Home* up to the *Benefit Sum Insured*, and/or
- (c) Newly purchased *Contents* i.e. purchased after commencement of *Policy*, subject to maximum payment of 10% of the *Benefit Sum Insured* or Rs. 50,000, whichever is less, duly supported by original purchase invoice/bill, and/or
- (d) *Contents* that *You* have placed in safe custody during *Your* temporary absence from *Your Home* as long as the placement of such *Contents* does not exceed a total of 120 days in any one *Period of Insurance*, subject to a maximum payment of 10% of the *Benefit Sum Insured* or Rs.10,000/- whichever is less, and/or,
- (e) *Contents* that have been removed to private residential accommodation (not being *Your Home*) that is being occupied by *You* and/or *Your Family* for a period not exceeding

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30 consecutive days in any one *Period of Insurance*, subject to a maximum payment of 10% of the *Benefit Sum Insured* or Rs.10,000/- whichever is less, and/or.

- (f) *Personal Money* not exceeding 1% of *Benefit Sum Insured* or Rs.10,000 whichever is less.

2) What *We* Will Not Cover

We will not make payment to *You* under this Benefit:

- (a) If the loss or damage occurs while *Your Home* is *Unoccupied* unless informed to the Company at the time of applying for insurance or prior to *Home* being *Unoccupied* signified by an endorsement on the *Policy* by or on behalf of the Company
- (b) If *You* and/or *Your Family* and/or *Your Domestic Staff* are directly and / or indirectly in any way involved in or concerned with the actual or attempted *Burglary, Theft* and *Larceny*
- (c) In respect of any *Kutchra Construction*.
- (d) For any loss or damage to livestock, motor *Vehicles*, pedal cycles, *Personal Money*, securities for money, stamp, bullion, deeds, bonds, bills of exchange, promissory notes, stock or share certificates, business books, manuscripts, documents of any kind, unset precious stones, *Jewellery, Valuables*, ATM or credit cards (unless previously specifically declared to and accepted by *Us* and / or as provided in the *Policy Schedule*).
- (e) For the first Rs 250 of each and every claim under this Benefit excluding claim for *Personal Money, Jewellery* and *Valuables*. In case of claim for *Personal Money, Jewellery* and *Valuables* first Rs. 1000.
- (f) Under and for any interest in the property insured which has come into existence subsequent to this *Policy* having come into effect in excess of what is provided under item "c" of "What *We* will cover".
- (g) For loss or damage to *Personal Money, Jewellery* and *valuables* due to *Larceny*.
- (h) For any loss or damage caused by use of the key to the insured premises or any duplicate thereof belonging to the Insured, unless such key has been obtained by assault or violence or any threat thereof.

Special provision: Newly purchased *Contents* as mentioned in Para "c" of "What *We* will Cover" will also be covered under Benefit – "Fire and Special perils".

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Additional benefits:

1. **Reproduction cost of Documents, Deeds:**

We will reimburse the cost of reproducing documents, deeds such as passport, driving license, title deeds, plans or any other personal identification documents up to Rs. 10,000 during *Period of Insurance* which are damaged or lost due to *Accident* or misfortune including any other related out of pocket expenses supported by bills.

2. **Property of domestic employees and guests:**

We will pay up to Rs. 25,000 during *Period of insurance* to cover the personal belongings of *Your Domestic Staff* and guests while it is on the insured premises excluding *Jewellery, Personal money* or any other *Valuable* items damaged due to perils covered under Benefit: Fire and Special Perils and Benefit: Burglary and Theft.

First Loss basis:

Option I: (when total value of *Contents* is not declared)

General Condition 4) g) shall not apply to this Benefit.

Option II: (where total value of *Contents* is declared)

First loss limit (expressed as % of total value of *Contents* declared for insurance) will be as specified in the *Schedule* and shall be deemed as *Benefit Sum Insured*.

General Condition 4) g) shall not apply to this benefit and "Condition of partial average" as below shall apply.

Condition of partial average:

It is hereby declared and agreed that this *Policy* is issued as the First Loss Insurance upto % of the insured's total value of *Contents* (100%) as limit in the schedule attached and forming part of the policy.

It is further declared and agreed that in the event of the total value of contents at risk at the time of loss be greater by more than 15% of the total value declared for the purpose of this insurance and incorporated in the schedule, the insured shall be considered as being his own insurer, for the difference, and shall bear rateable share of the loss accordingly. Every item, if more than one, of the policy, shall be separately subject to this condition.

Subject otherwise to terms, conditions and exceptions of the policy.

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Benefit: Baggage

1) What *We* Will Cover

We will indemnify *You*

- (a) for the *Theft* or *Accidental* loss, damage or destruction anywhere in the world of personal baggage accompanying and belonging to *You* and/or *Your Family* on a trip undertaken outside of the municipal limits of the village, town, or city, in which *You* and/or *Your Family* ordinarily reside.
- (b) for expenses incurred by *You*, whilst *You* and/or *Your Family* is on a personal trip, for contingency purchases occasioned by a) above subject to maximum of 25% of *Benefit Sum Insured* under this Benefit.

2) What *We* Will Not Cover

We will not make payment to *You* under this Benefit:

- (a) For loss, damage or destruction:
 - (i) due to cracking, scratching or breakage of lens or glass whether part of any equipment or otherwise to any item of a fragile or brittle nature (whether part of the item lost, damaged or destroyed or otherwise) unless the loss, damage or destruction is caused by an *Accident* involving the mode of transport of such item;
 - (ii) to any item of a perishable and/or consumable nature;
 - (iii) to any item being conveyed by any carrier under a contract of affreightment;
 - (iv) to any loose item (including clothing) being worn or carried about during the trip;
 - (v) of any electrical item caused by misuse, use other than in accordance with the manufacturer's recommendation, defect, excessive pressure, short circuiting, arcing or by the effects of electricity from whatever cause (including lightning);
 - (vi) of any money, securities, stamps, business books or documents, *Jewellery*, watches, furs, precious metals, precious stones, gold or silver ornaments, travel tickets, *Cheques* and bank drafts;
 - (vii) to personal baggage that is not within the care, custody or control of *You* and/or *Your Family*;
 - (viii) to personal baggage caused by rat, fungus, insects or vermin
 - (ix) caused by or arising from the leakage, spilling or explosion of liquids, oils or similar materials, or articles of a dangerous or damaging nature.

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- (b) For the loss of personal baggage from a car unless such loss occurred by violent and visible means from an enclosed saloon car that had its windows closed and locked and other security devices, if any, properly applied.
- (c) For more than the sole value of an item comprising part of a pair or set, without reference to any special value which such item may have had as a part of such pair or set and not more than a proportionate part of the value of the pair or set.
- (d) The first Rs. 250 of each and every claim under this Benefit.

Benefit: Breakdown of Domestic Electrical and Electronic Appliances

What **We** will cover

We will indemnify *You*

- 1) against repair costs (both parts and labour) occasioned by the unforeseen and sudden mechanical and/or electrical breakdown of *Your* domestic electrical and electronic appliances specified in the *Schedule* whilst contained or fixed in *Your Home*.
- 2) against Loss or damage by accidental external means to *Audio and Audio visual appliances* as mentioned in the *Schedule* whilst contained or fixed in *Your Home*.

What **We** will not cover

We will not make any payment under this Section in respect of:

- (a) the cost of repair associated with any malfunction for which the manufacturer or supplier of the domestic appliances is responsible;
- (b) the cost of repair associated with an item for which cover is available under any other operative section of this *Policy*;
- (c) the cost of repair associated with breakdown occasioned by natural Wear and tear;
- (d) the cost of repair associated with any appliances that has been modified in any manner or is used for *Business or Business Purposes*;
- (e) the cost of repair associated with loss or damage caused by or in the process of erection, cleaning, maintenance, repair, dismantling;
- (f) loss or damage caused by atmospheric or climatic changes, moths, insects, and vermin;
- (g) the cost of repair associated with the detention, seizure or confiscation by *Public Authorities* of *Your* domestic appliances;
- (h) the cost of repair associated with the misuse of or use other than in accordance with manufacturer's recommendation of *Your* domestic appliances;

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- (i) the cost of repair associated with defects in wiring or electrical connections that are not an integral part of *Your* domestic appliances;
- (j) any amount exceeding the *Benefit Sum Insured* for each and every claim and for all claims.
- (k) the first 1% of *Benefit Sum Insured* or Rs. 500, whichever is greater of each and every claim.
- (l) loss or damage to records, discs, cassettes or tapes;

Special Conditions Applicable to this Section in Addition to the General Conditions wherever applicable

- (a) If the part required for the repair or replacement of the domestic electrical and electronic appliances is not readily available in India, *We* may, in *Our* sole and absolute discretion, instead pay either:
 - (i) the price for the part quoted in the latest catalogue or price list issued by the manufacturer or his agent in India, or
 - (ii) if no such catalogue or price list exists, the price for such part quoted by the manufacturer in its country of origin plus the relevant import duty, and, in either case, the reasonable cost of fitting such part, not exceeding the *Benefit Sum Insured*
- (b) In the case of a *Total Loss*, if damaged item is not replaced, *Our* payment to *You* will be reduced by depreciation calculated at 10% per annum from the date of manufacture, subject to maximum depreciation of 50% of the *Replacement Cost* not exceeding *Benefit Sum Insured*.

First Loss basis:

Option I: (when item wise and total value of equipments is not declared)

General Condition 4) g) shall not apply to this Benefit.

Option II: (when item wise and total value of equipments is declared)

In the event of coverage being opted on first loss basis, first loss limit (expressed as % of total value of equipments declared), will be as specified in the *Schedule* and shall be deemed as *Benefit Sum Insured*.

General Condition 4) g) shall not apply to this benefit and "Condition of partial average" as below shall apply.

Condition of partial average:

It is hereby declared and agreed that this *Policy* is issued as the First Loss Insurance upto % of the insured's total value of equipments (100%) as limit in the schedule attached and forming part of the policy.

It is further declared and agreed that in the event of the total value of equipments at risk at the time of loss be greater by more than 15% of the

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total value declared for the purpose of this insurance and incorporated in the schedule, the insured shall be considered as being his own insurer, for the difference, and shall bear rateable share of the loss accordingly. Every item, if more than one, of the policy, shall be separately subject to this condition.

Subject otherwise to terms, conditions and exceptions of the policy.

Benefit: Personal Accident

1) What *We* Will Cover

We will pay *You* or *Your* assigns the sums set out below if *You* and/or members of *Your Family*, all aged between 12 and 70 years on the happening of the insured event, sustain *Bodily Injury* anywhere in the world solely and directly caused by *Accident*:

1. If such *Bodily Injury* is the sole and direct cause of death within 12 calendar months of the *Bodily Injury*, the *Benefit Sum Insured* per person.
2. If such *Bodily Injury* causes disablement and is, within 12 calendar months of the *Bodily Injury*, the sole and direct cause of the total and irrevocable loss of:
 - (a) the sight of both eyes, or the *Physical Separation* of 2 entire hands or 2 entire feet, or 1 entire hand and 1 entire foot, or the loss of sight of 1 eye and *Physical Separation* of 1 entire hand or 1 entire foot, 125% of the *Benefit Sum Insured* per person;
 - (b) the use of 2 hands or 2 feet, or of 1 hand and 1 foot, or the loss of sight of 1 eye and 1 hand or 1 foot, 125% of the *Benefit Sum Insured* per person;
 - (c) the sight of 1 eye or of the *Physical Separation* of 1 entire hand, 50% of the *Benefit Sum Insured* per person;
 - (d) the use of 1 hand or 1 foot without *Physical Separation*, 50% of the *Benefit Sum Insured* per person;
3. If such *Bodily Injury* is the immediate sole and direct cause of the permanent and absolute inability to engage in any occupation or profession due to disability, 125% of the *Benefit Sum Insured* per person.
4. If such *Bodily Injury* is, within 12 calendar months of the *Bodily Injury*, the sole and direct cause of the total and irrevocable loss of use of or of the actual loss by *Physical Separation* of the following,

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then the percentage of the *Benefit Sum Insured* per person detailed below:

Sr. No.	DETAILS	PERCENTAGE OF SECTION BENEFIT SUM INSURED
1.	LOSS OF TOES – ALL GREAT-BOTH PHALANGES GREAT-ONE PHALANX TOE LOST EACH	20 5 2 1
2.	LOSS OF HEARING- BOTH EARS	50
3.	LOSS OF HEARING- ONE EAR	15
4.	LOSS OF FOUR FINGERS AND THUMB OF ONE HAND	40
5.	LOSS OF FOUR FINGERS	35
6.	LOSS OF THUMB - BOTH PHALANGES - ONE PHALANX	25 10
7.	LOSS OF INDEX FINGER – THREE PHALANGES – TWO PHALANGES – ONE PHALANX	10 8 4
8.	LOSS OF MIDDLE FINGER - THREE PHALANGES - TWO PHALANGES - ONE PHALANX	6 4 2
9.	LOSS OF RING FINGER - THREE PHALANGES - TWO PHALANGES - ONE PHALANX	5 4 2
10.	LOSS OF LITTLE FINGER - THREE PHALANGES - TWO PHALANGES - ONE PHALANX	4 3 2
11	LOSS OF METACARPALS - FIRST OR SECOND LOSS OF METACARPALS - THIRD, FOURTH, FIFTH	3 2
12.	ANY OTHER PERMANENT PARTIAL DISMEMBERMENT	PERCENTAGE AS ASSESSED BY THE <i>MEDICAL PRACTITIONER</i>

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5. If such *Bodily Injury* shall be the sole and direct cause of immediate Temporary Total Disablement, then so long as *You* and/or *Your Family (excluding children)* shall be totally disabled from engaging in any employment or occupation of any description whatsoever, a sum at the rate of one percent (1%) of the *Benefit Sum Insured*, stated in the *Schedule* hereto, per week but in any case not exceeding Rs. 5,000 (Rs.2500 in case of non-earning spouse/parents) per week in all under all policies provided that the compensation payable shall not be payable for more than 100 weeks in respect of any one injury calculated from the date of commencement of disablement and in no case shall exceed the *Benefit Sum Insured*.
6. In the event of *Your* death or that of any other member of *Your Family* away from *Your Home*, *We* shall reimburse the expenses incurred in transporting *Your* mortal remains to *Your Home*, subject to a maximum of 2% of the *Benefit Sum Insured* per person or Rs.2,000/-, whichever is less.
7. If *We* have accepted a claim under this Benefit and *You* and/or *Your Family* suffer an *Accident* causing *Bodily Injury* that requires *Hospital* attendance and that results in valid claim under the *Policy*, *We* will indemnify *You* for the *Medical Expenses* incurred by *You* and/or *Your Family* as an inpatient up to Rs. 15,000 for *Medical Expenses* incurred due to this *Bodily Injury*.
8. If *You* do not make a claim under this Benefit during this *Period of Insurance*, and *You* renew this *Policy* with *Us* within 30 days of its expiry, then *We* shall increase the *Benefit Sum Insured* per person for 1) 1, 1) 2 and 1) 3 by 5% per subsequent *Period of Insurance* until it stands 50% higher than the original *Benefit Sum Insured* per person.
9. If *You* and/or *Your Family* suffer an *Accident* causing *Bodily Injury* that requires *Hospital* attendance and *We* have accepted a claim under this Benefit, *We* will indemnify *You* up to Rs. 1000 for the reasonable cost of transporting *You* and/or *Your Family* to *Hospital* by an ambulance provided by any ambulance service provider using duly registered ambulances as specified under the Motor Vehicles Act. The ambulance services availed should be duly supported by a valid bill / receipt as an evidence of payment.

2) What *We* Will Not Cover

We will not make payment under this Benefit:

- (a) for more than one of the benefits listed at 1)2a) to 1)2d) inclusive in respect of the same *Bodily Injury*;
- (b) in respect of any death, disablement or *Bodily Injury* caused by, contributed to by, or howsoever arising from *Your* and/or *Your Family's*:
 - (i) use or misuse of any drugs, alcohol or solvents;

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- (ii) actual or attempted suicide, whether assisted or not;
 - (iii) intentionally self-inflicted injury;
 - (iv) engagement in dangerous activities;
 - (v) mounting into, dismounting from or travelling in any aircraft other than as a fare paying passenger on a scheduled flight;
 - (vi) sexually transmitted diseases;
 - (vii) insanity;
 - (viii) mental disorder or psychosomatic dysfunction;
 - (ix) commission of any actual or attempted illegal or unlawful act;
 - (x) pregnancy, aggravated or prolonged childbirth or in consequence thereof.
 - (xi) for temporary total disablement until the total amount shall have been ascertained and agreed.
- (c) the aggravation of any injury, sickness or disease for which medical care, treatment, or advice was recommended by or received from a physician or from which *You* and/or *Your Family* suffered or which was present before the commencement of the *Period of Insurance*.

Note: *Physical Separation* means as regards the hand actual separation at or above the wrists, and as regards the foot means actual separation at or above the ankle.

Special Conditions Applicable to this Benefit in Addition to the General Conditions

1. Claim Procedure:

- (a) **Notice of Claim/Loss:** Upon the happening of any event which may give rise to a claim under this policy the Insured shall forthwith give notice thereof to the Company. Unless reasonable cause is shown, the Insured should within seven days after the event which may give rise to a claim under the policy, give written notice to the Company with full particulars of the claims.
- (b) **Time for Filing Claim Forms and Evidence:** Completed claim forms and written evidence of loss must be furnished to the Company within thirty (30) Days after the date of such loss. Failure to furnish such evidence within the time required shall not invalidate nor reduce any claim if the Insured can satisfy the Company that it was not reasonably possible to give proof within such time. The Company may accept claims where documents have been provided after a delayed interval only in

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special circumstances and for the reasons beyond the control of the insured.

- (c) **Supporting Documentation & Examination:** The Insured or someone claiming on behalf of the Insured shall provide the Company with all documentation, medical records and information which may be requested to establish the circumstances of the claim, its quantum or the Company liability for the claim within 30 days after the date of such loss. Such documentation will include but is not limited to the following:

Death Claims	Disability Claims
1. Claim form	1. Claim form
2. Original Death Certificate	2. Attending Doctor's Report
3. Original/ Attested Post Mortem Report, if conducted	3. Original Disability Certificate from the Doctor
4. Attested copy of FIR, Spot Panchanama & Police Inquest report, where applicable.	4. Complete medical records including Investigation/ Lab reports (X-Ray, MRI etc.)
5. Complete medical records including Death Summary, in case of hospitalization	5. FIR, Police report, where applicable
6. Any other document requested by the Company in view of claim	6. Any other document requested by the Company in view of claim
7. KYC Documents	7. KYC Documents

- (d) **Time of Payment of Claim:** Payment of claim shall be made if the claim has been admitted as payable by the Company under the Policy terms and conditions within 30 days of submission of all necessary documents / information and any other additional information required for the settlement of the claim. All claims will be settled in accordance with the applicable regulatory guidelines, including IRDA (Protection of Policyholders Interests) Regulation, 2002. In case of any delay in payment as stated herein, the Company will pay Insured interest at the prevalent bank rate plus 2 % at the beginning of the financial year in which claim is settled. For the purpose of this clause, 'bank rate' shall mean the existing bank rate as notified by Reserve Bank of India, unless the extent regulation requires payment based on some other prescribed interest rate.
2. Proof satisfactory to the Company shall be furnished of all matters upon which a claim is based. Any medical or other agent of the

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Company shall be allowed to examine the insured person on the occasion of any alleged injury when and so often as the same may reasonably be required on behalf of the Company and in the event of death, to arrange for a post-mortem examination of the body of the insured and such evidence as the Company may from time to time require (including a post-mortem examination, if conducted) shall be furnished within the space of fourteen days after demand in writing, and in the event of claim in respect of loss of sight, the Insured shall undergo at the Company's expense such operation or treatment as the Company may reasonably deem desirable.

3. **Renewal Conditions**

While the entry age under this policy is from 12 Years to 70 Years, the Policy is ordinarily renewable for life unless the Insured Person has acted in an improper, dishonest or fraudulent manner or any misrepresentation under or in relation to this policy or renewal of the Policy poses a moral hazard.

A grace period of 30 days from the premium due date is allowed where the Insured can still pay the premium and continue the policy. Coverage would not be available for the period for which no premium has been received. Post 30 days from premium due date, if the premium is not paid, the policy will lapse i.e. there will be break in policy.

The Company, however, is not bound to give notice that the Policy is due for renewal. Unless renewed as herein provided, this Policy shall terminate at the expiration of the period for which premium has been paid.

The Company will not apply any additional loading on the Insured's policy premium at renewal based on the claim experience.

Insured may enhance the sum insured only at the time of renewal of the policy. However the quantum of increase shall be subject to underwriting guidelines of the company.

Any revision / modification in the product will be done with the approval of the Insurance Regulatory and Development Authority and will be intimated to the Insured atleast 3 months in advance.

Renewal premium of the Insured for this policy will not change unless the Company has revised the premium and obtained due approval from Authority. Premium otherwise will only change if the Insured revises the Sum Insured or tenure of the policy.

4. In the likelihood of this policy being withdrawn in future, the Company will intimate the Insured about the same 3 months prior to expiry of the policy. Insured will have the option to migrate to any Individual personal accident insurance policy available with the Company at the time of renewal.

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Grievance Lodgment Stage

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 contact us through below channels:

Call us 24X7 toll free helpline 1800 266 7780

Email us at customersupport@tata-aig.com

Write to us at : Customer Support, Tata AIG General Insurance Company Limited

A-501 Building No.4 IT Infinity Park, Dindoshi, Malad (E), Mumbai - 400097

Visit the Servicing Branch mentioned in the policy document

Nodal Officer

Please visit our website at www.tataaig.com to know the contact details of the Nodal Officer for your servicing branch.

After investigating the grievance internally and subsequent closure, we will send our response within a period of 10 days from the date of receipt of the complaint by the Company or its office in Mumbai. In case the resolution is likely to take longer time, we will inform you of the same through an interim reply.

Escalation Level 1

For lack of a response or if the resolution still does not meet your expectations, you can write to manager.customersupport@tata-aig.com. After investigating the matter internally and subsequent closure, we will send our response within a period of 8 days from the date of receipt of your complaint.

Escalation Level 2

For lack of a response or if the resolution still does not meet your expectations, you can write to the Head-Customer Services at head.customerservices@tata-aig.com. After examining the matter, we will send you our response within a period of 7 days from the date of receipt of your complaint. Within 30 days of lodging a complaint with us, 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 IRDA of India under the Insurance Ombudsman Scheme. Given below are details of the Insurance Ombudsman located at various centers.

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NAMES OF OMBUDSMAN AND ADDRESSES OF OMBUDSMAN CENTRES

Office Details	Jurisdiction of Office (Union Territory, District)	Date of Taking Charge
<p>AHMEDABAD - Shri/Smt. Office of the Insurance Ombudsman, Jeevan Prakash Bldg, 6th Floor, Tilak Marg, Relief Road, Ahmedabad - 380001. Tel : 079-25501201/02/05/06 Email:bimalokpal.ahmedabad@ecoi.co.in</p>	Gujarat, Dadra & Nagar Haveli, Daman and Diu.	-
<p>BENGALURU - Shri/Smt. Office of the Insurance Ombudsman, Jeevan Soudha Building, PID No. 57-27-N-19, Ground Floor, 19/19, 24th Main Road, JP Nagar, 1st Phase, Bengaluru - 560 078. Tel.: 080 - 26652048 / 26652049 Email:bimalokpal.bengaluru@ecoi.co.in</p>	Karnataka.	-
<p>BHOPAL - Shri/Smt. Office of the Insurance Ombudsman, Janak Vihar Complex, 2nd Floor, 6, Malviya Nagar, Opp. Airtel Office, Near New Market, Bhopal – 462 003. Tel.: 0755 - 2769201 / 2769202 Fax: 0755 - 2769203 Email: bimalokpal.bhopal@ecoi.co.in</p>	Madhya Pradesh Chattisgarh	-
<p>BHUBANESHWAR - Shri/Smt. Office of the Insurance Ombudsman, 62, Forest park, Bhubneshwar – 751 009. Tel.: 0674 - 2596461 / 2596455 Fax: 0674 - 2596429 Email: bimalokpal.bhubaneswar@ecoi.co.in</p>	Orissa.	-
<p>CHANDIGARH - Shri/Smt. Office of the Insurance Ombudsman, S.C.O. No. 101, 102 & 103, 2nd Floor, Batra Building, Sector 17 – D, Chandigarh – 160 017. Tel.: 0172 - 2706196 / 2706468 Fax: 0172 - 2708274 Email: bimalokpal.chandigarh@ecoi.co.in</p>	Punjab, Haryana, Himachal Pradesh, Jammu & Kashmir, Chandigarh.	-
<p>CHENNAI - Shri/Smt. Office of the Insurance Ombudsman, Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, Chennai - 600 018. Tel.: 044 - 24333668 / 24335284 Fax: 044 - 24333664 Email: bimalokpal.chennai@ecoi.co.in</p>	Tamil Nadu, Pondicherry Town, and Karaikal (which are part of Pondicherry)	-

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Office Details	Jurisdiction of Office (Union Territory, District)	Date of Taking Charge
DELHI - Shri/Smt. Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Building, Asaf Ali Road, New Delhi-110 002. Tel.: 011 - 23239633 / 23237532 Fax: 011 - 23230858 Email: bimalokpal.delhi@ecoi.co.in	Delhi.	-
GUWAHATI - Shri/Smt. Office of the Insurance Ombudsman, Jeevan Nivesh, 5th Floor, Nr. Panbazar Overbridge, S.S. Road, Guwahati - 781 001 (ASSAM). Tel.: 0361 - 2132204 / 2132205 Fax: 0361 - 2732937 Email: bimalokpal.guwahati@ecoi.co.in	Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura.	-
HYDERABAD - Shri/Smt. Office of the Insurance Ombudsman, 6-2-46, 1st Floor, "Moin Court", Lane Opp. Saleem Function Palace, A. C. Guards, Lakdi-Ka-Pool, Hyderabad - 500 004. Tel.: 040 - 65504123 / 23312122 Fax: 040 - 23376599 Email: bimalokpal.hyderabad@ecoi.co.in	Andhra Pradesh, Telangana, Yanam and part of Territory of Pondicherry	-
JAIPUR - Shri/Smt. Office of the Insurance Ombudsman, Jeevan Nidhi – II Bldg., Gr. Floor, Bhawani Singh Marg, Jaipur - 302 005. Tel.: 0141 - 2740363 Email: Bimalokpal.jaipur@ecoi.co.in	Rajasthan.	-
ERNAKULAM - Shri/Smt. Office of the Insurance Ombudsman, 2nd Floor, Pulinat Bldg., Opp. Cochin Shipyard, M. G. Road, Ernakulam - 682 015. Tel.: 0484 - 2358759 / 2359338 Fax: 0484 - 2359336 Email: bimalokpal.ernakulam@ecoi.co.in	Kerala, Lakshadweep, Mahe-a part of Pondicherry.	-
KOLKATA - Shri/Smt. Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 4th Floor, 4, C.R. Avenue, Kolkata - 700 072. Tel.: 033 - 22124339 / 22124340 Fax: 033 - 22124341 Email: bimalokpal.kolkata@ecoi.co.in	West Bengal, Sikkim, Andaman & Nicobar Islands.	-

Office Details	Jurisdiction of Office (Union Territory, District)	Date of Taking Charge
<p>LUCKNOW - Shri/Smt. Office of the Insurance Ombudsman, 6th Floor, Jeevan Bhawan, Phase-II, Nawal Kishore Road, Hazratganj, Lucknow - 226 001. Tel.: 0522 - 2231330 / 2231331 Fax: 0522 - 2231310 Email: bimalokpal.lucknow@ecoi.co.in</p>	<p>Districts of Uttar Pradesh: Laitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhadra, Fatehpur, Pratapgarh, Jaunpur, Varanasi, Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareli, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkarnagar, Sultanpur, Maharajgang, Santkabirnagar, Azamgarh, Kushinagar, Gorkhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharathnagar.</p>	-
<p>MUMBAI - Shri/Smt. Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: 022 - 26106552 / 26106960 Fax: 022 - 26106052 Email: bimalokpal.mumbai@ecoi.co.in</p>	<p>Goa, Mumbai Metropolitan Region excluding Navi Mumbai & Thane</p>	-
<p>NOIDA - Shri. Ajesh Kumar Office of the Insurance Ombudsman, Bhagwan Sahai Palace, 4th Floor, Main Road, Naya Bans, Sector 15, Distt: Gautam Buddha Nagar, U.P-201301. Tel.: 0120-2514250/2514252/2514253 Email: bimalokpal.noida@ecoi.co.in</p>	<p>State of Uttaranchal and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshehar, Etah, Kanoor, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautambodhanagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanshiramnagar, Saharanpur.</p>	05.01.2015

Office Details	Jurisdiction of Office (Union Territory, District)	Date of Taking Charge
PATNA - Shri/Smt. Office of the Insurance Ombudsman, 1st Floor, Kalpana Arcade Building, Bazar Samiti Road, Bahadurpur, Patna - 800 006. Tel.: 0612 - 2680952 Email: bimalokpal.patna@ecoi.co.in	Bihar, Jharkhand.	-
PUNE - Shri/Smt. Office of the Insurance Ombudsman, Jeevan Darshan Bldg., 3rd Floor, C.T.S. Nos. 195 to 198, N.C. Kelkar Road, Narayan Peth, Pune - 411 030. Tel.: 020 - 41312555 Email: bimalokpal.pune@ecoi.co.in	Maharashtra, Area of Navi Mumbai and Thane excluding Mumbai Metropolitan Region	-

GOVERNING BODY OF INSURANCE COUNCIL,

3rd Floor, Jeevan Seva Annexe, S. V. Road,
 Santacruz (W), Mumbai - 400 054.
 Tel.: 022 - 26106889 / 671 / 980
 Fax: 022 - 26106949
 Email: inscoun@gbic.co.in

Smt. Moushumi Mukherji, Secretary

IRDA of India Regulation No 17: The policy is subject to regulation 17 of IRDA OF INDIA (Protection of Policyholders Interests) Regulation, 2017.

Tata AIG General Insurance Company Limited

Registered Office: Peninsula Business Park, Tower A,
 15th Floor, G. K. Marg, Lower Parel, Mumbai - 400 013.

24X7 Toll Free No: 1800 266 7780 or 1800 22 9966

(For Senior Citizens) Fax: 022 6693 8170

Email: customersupport@tata-aig.com

Website: www.tataaig.com

IRDA of India Registration No.: 108, CIN: U85110MH2000PLC128425

Ver3/Nov 2017

OBD Ver 3/November 2017

UIN: IRDAN108P0009V02100001

Tata AIG General Insurance Company Limited,
 Homesecond (Householders) Instachoice Policy, Policy Wordings

UIN: IRDAN108P0009V02100001
Tata AIG General Insurance Company Limited,
Homesecond (Householders) Instachoice Policy, Policy Wordings