

## COMMERCIAL PACKAGE INSURANCE POLICY PROSPECTUS

### Why Commercial Package Insurance Policy?

This package policy is designed to cater to the complete insurance requirements of Commercial establishment. A single policy offers comprehensive protection against a number of contingencies as detailed later.

### What the Policy covers?

Raheja QBE's Commercial Package Insurance Policy extends coverage against the following:

1. Fire and special perils
2. Burglary and Housebreaking
3. Money Insurance
4. Public Liability
5. Consequential Loss (Fire and allied perils)
6. Fidelity Guarantee Insurance
7. Plate Glass / Neon Sign / Glow Sign
8. Electronic Equipment (Material Damage & Terrorism)
9. Group Personal Accident
10. Machinery Breakdown
11. All Risk (Portable Equipment)
12. Workmen's Compensation

### What the Policy does not cover?

This policy does not provide coverage for losses or damages caused by or consequent to any of the following under any sections:

- |                                   |                     |
|-----------------------------------|---------------------|
| 1. Radioactive contamination      | 6. Wilful Act       |
| 2. War Risks                      | 7. Public Authority |
| 3. Sonic bangs                    | 8. Terrorism        |
| 4. Pollution and/or Contamination |                     |
| 5. Gradually occurring losses     |                     |

There are other specific exclusions pertaining to each section and the details furnished above are only General exclusions. For exclusion relating to specific sections please refer to our Policy document.

### **What to do in the event of a claim?**

- Initiate Loss minimization measures.
- Call Raheja QBE Call Centre on Toll Free No: 1800-102-7723 OR
- Report claim on Raheja QBE's Website [www.rahejaqbe.com](http://www.rahejaqbe.com) OR
- Send Letter or Fax to Raheja QBE office
- Please provide necessary assistance to surveyor or company officials for finalization of loss.
- Ensure first-aid/medical help for the injured persons.
- Inform incident to Public Authorities.
- Notify loss by email to [claims@rahejaqbe.com](mailto:claims@rahejaqbe.com) OR
- Raheja QBE will depute an IRDA licensed surveyor to attend to the loss
- Please furnish required documents and any clarifications that may be sought.

### **Duty of Disclosure:**

We rely on information that you provide while accepting your proposal for insurance cover. If that information is not accurate, we can reduce or deny any claim you may make or cancel your policy. We never want to have to do that, so you must answer honestly, correctly and completely the questions asked.

### **Dispute Resolution:**

Raheja QBE will take all steps to meet your expectations from this policy. However, it is possible, that there could be a complaint relating to any of the following:

- Any partial or total repudiation of claims by the insurance companies
- Dispute on the legal construction of the policy wordings in case such dispute relates to claims
- Delay in settlement of claims
- Non-issuance of any insurance document to customers after receipt of premium
- Dispute with regard to premium paid or payable in terms of the policy

For resolution of such complaints RQBE has developed a Grievance Redressal mechanism.

At your request, the Dispute will be considered afresh by the Grievance Redressal Committee of RQBE. If you are not satisfied with the decision of the Grievance Redressal Committee, you may refer your case to the Insurance Ombudsman\*. Please call RQBE offices to ascertain if you are eligible for such a reference.

\* The insurance Ombudsman is empowered to receive and consider complaints in respect of personal lines of insurance from any person who has any grievance against an insurer

**Product Information Statement:**

This Product Information Statement is intended to facilitate an easier understanding of the policy terms, conditions and exclusions. It only gives a summary of the significant benefits and risks associated with this product. The policy attached with this statement represents the legal contract between yourself and Raheja QBE General Insurance Co. Ltd and should be seen for complete details.

If you need any clarification on coverage please call your nearest RQBE office or your insurance advisor.

**Important Note:**

The details furnished above are only a summary of product features and do not describe the entire terms, conditions and exclusions of the Policy. For further details or clarifications on the Policy, contact RQBE officials or your insurance advisor. We shall be pleased to furnish further details.

**Insurance is the subject matter of solicitation**

**SECTION 41 OF INSURANCE ACT, 1938**

No person shall allow or offer to allow either directly or indirectly as an inducement to any person to take out or renew or continue an insurance in respect of any kind of risk relating to lives or property in India, any rebate of whole or part of the commission payable or any rebate of the premium shown on the policy, nor shall any person taking out or renewing or continuing a policy accept any rebate except such rebate as may be allowed in accordance with the published prospectuses or tables of the Insurer. Any person making default in complying with the provisions of this section shall be punishable with fine, which may extend to Ten Lakh Rupees.