

CUSTOMER INFORMATION SHEET

This document provides only key information about your policy. Please refer to the policy document for detailed terms and conditions.

SI No.	Title	Description	Policy/ Clause Number
1	Product Name	Marine Cargo Insurance Policy	-
2	Unique Identification Number (UIN) allotted by IRDAI	IRDAN103RP0022V02200910	-
3	Policy No.	As per Policy Schedule	-
4	Structure	This policy primarily covers loss of or damage to cargo listed in policy schedule during transit. This is an agreed value policy and the sum assured is as per the agreement between the Insurer and Insured at the time of contract. Generally, it would consist of the estimated cost of the goods + Insurance charges + freight depending on the INCOTERMS under which the goods are shipped.	-
5	Interests Insured	This policy normally provides indemnity in respect of loss of or damage to goods during transit by rail, road, sea, air or registered post, within the country as well as abroad as per the coverage provided in the policy. Type of goods may range from household goods to bulk items like cement, grains, over dimensional cargoes for projects etc.	-
6	Sum Insured	Total Sum insured – Rs._____ This depends of INCOTERMS/Terms of Sale between buyer & seller	-
7	Policy Coverage	Generally, the cover commences from the time the goods are first lifted at the place named in the policy for its immediate loading and commencement of the transit, continues during the ordinary course of the transit and terminates upon unloading at the destination named in the policy or any other place/point as per the "Duration Clause" of the relevant Institute clause or Inland Transit clause forming part of the policy. The following clauses attached to policy governs the coverage: <ul style="list-style-type: none"> • Inland Transit Clause (ITC) A/ B or C for inland transit or • Institute Cargo Clause (ICC) A/ B, or C for voyage by sea or 	—

		<ul style="list-style-type: none"> Institute Cargo (Air) Clause for transport by air <p>ITC/ICC "C" grants the minimum cover whereas ITC/ICC "B" provides Basic Cover. All Risk cover is provided under ITC/ICC "A" wherein the coverage is administered on the basis of exclusions.</p>	
8	Add-on Cover	Marine cover can be extended by paying additional premium to cover War (other than on land), Strikes, Riots, Civil Commotion and other add on as required & agreed.	—
9	Loss Participation/ Deductible applicable	<p>This is an amount which the policyholder will have to bear under each and every claim. The balance loss amount that exceeds the deductible is payable to the insured.</p> <ul style="list-style-type: none"> Refer policy schedule 	—
10	Exclusions	<p>Institute Cargo Clause A is the widest cover as it covers all perils of B and C and loss or damage due to any other risk except some exclusion specified such as:</p> <ol style="list-style-type: none"> Loss or damage due to willful conduct of the insured Ordinary leakage, breakage, wear and tear or ordinary loss in weight / volume Insufficiency in packing Inherent vice Delays Loss due to insolvency of owners Nuclear perils <p>These exclusions are common to all clauses of inland, air and sea.</p>	—
11	Special Conditions and Warranties (if any)	<p>These are the conditions which need to be literary complied with throughout the currency of the policy and it depends on the nature of the goods in transit and type of conveyance also.</p> <p>Please refer Policy schedule for all listed conditions & warranties.</p>	-
12	Admissibility of Claim	<p>Broad principle of admissibility/denial of claims:</p> <ul style="list-style-type: none"> Premium - 64 VB should be complied Property - Subject matter (goods in transit) of claim should be covered under the policy Person - Individual or entity holding insurable interest in the property insured at the time of claim would receive the claim Place - Loss should have happened during the transit 	-

covered under the policy.

Peril - Cause of loss should be covered under the policy

Period - Loss should occur during the transit which commences within the policy period as per duration clause

Policy terms and conditions - Coverage/Exclusions as per policy wordings

Sample Claim Calculation Sheet:

Description	Amt. In Lakhs Rs.
Loss Amount (Assessed Loss)	10.00
Less : Depreciation @5% (wherever applicable)	0.50
Assessed Loss net of Depreciation	9.50
Less : Salvage (Actual realised value of salvage)	0.10
Assessed Loss net of salvage	9.40
Less : 20% Under Insurance (Will apply if actual consignment value is higher than the Policy Per Sending Limit/ Sum insured)	1.88
Gross Adjusted Loss	7.52
Less : Excess	0.10
NET ASSESSED LOSS	9.10



13	Policy Servicing - Claim Intimation and Processing	<p>If you suffer a loss because of an Insured Event/ peril, for claims intimation, you can :</p> <ul style="list-style-type: none">• Connect at our Call Center Landline No. : 022-48903009 (Paid) or WhatsApp No : 7400422200• Email us at : rgicl.services@relianceada.com• Communicate with us through our Company Website : https://www.reliancegeneral.co.in/• Contact following designated company officials: <table border="1"><tr><td>North Zone : Mr. Santosh Kushwaha(ZCM) Email: santosh.kushwaha@relianceada.com</td></tr><tr><td>South Zone : Mr. Vamsi Krishna(ZCM) Email: vamsi.kottapalli@relianceada.com</td></tr><tr><td>West Zone : Mr. Sushant Meher(ZCM) Email: sushant.meher@relianceada.com</td></tr><tr><td>East Zone : Mr. Dhruva Roy(ZCM) Email: dhruva.roy@relianceada.com</td></tr></table> <ul style="list-style-type: none">• Turn Around Time (TAT) for claims settlement - The insurer shall decide on the claim within seven days of receipt of the survey report. This condition will not apply in case of claims on the property/building insured on reinstatement value basis.• Escalation Matrix : When TAT is not satisfied, you can contact : <table border="1"><tr><td>North Zone : Mr. Prateek Sinha Email : prateek.sinha@relianceada.com</td></tr><tr><td>South Zone : Mr. Praveen Singh Email: Praveenkumar.singh@relianceada.com</td></tr><tr><td>West Zone : Mr. Ashish Awasthi Email: ashish.awasthi@relianceada.com</td></tr><tr><td>East Zone : Mr. Lokesh Pandraju Email: lokesh.pandraju@relianceada.com</td></tr></table>	North Zone : Mr. Santosh Kushwaha(ZCM) Email: santosh.kushwaha@relianceada.com	South Zone : Mr. Vamsi Krishna(ZCM) Email: vamsi.kottapalli@relianceada.com	West Zone : Mr. Sushant Meher(ZCM) Email: sushant.meher@relianceada.com	East Zone : Mr. Dhruva Roy(ZCM) Email: dhruva.roy@relianceada.com	North Zone : Mr. Prateek Sinha Email : prateek.sinha@relianceada.com	South Zone : Mr. Praveen Singh Email: Praveenkumar.singh@relianceada.com	West Zone : Mr. Ashish Awasthi Email: ashish.awasthi@relianceada.com	East Zone : Mr. Lokesh Pandraju Email: lokesh.pandraju@relianceada.com	-
North Zone : Mr. Santosh Kushwaha(ZCM) Email: santosh.kushwaha@relianceada.com											
South Zone : Mr. Vamsi Krishna(ZCM) Email: vamsi.kottapalli@relianceada.com											
West Zone : Mr. Sushant Meher(ZCM) Email: sushant.meher@relianceada.com											
East Zone : Mr. Dhruva Roy(ZCM) Email: dhruva.roy@relianceada.com											
North Zone : Mr. Prateek Sinha Email : prateek.sinha@relianceada.com											
South Zone : Mr. Praveen Singh Email: Praveenkumar.singh@relianceada.com											
West Zone : Mr. Ashish Awasthi Email: ashish.awasthi@relianceada.com											
East Zone : Mr. Lokesh Pandraju Email: lokesh.pandraju@relianceada.com											



14	Grievance Redressal and Policyholders Protection	<p>While the company takes utmost care to ensure all our touchpoints are trained to ensure qualitative delivery, in case of any lapse from our members, we request you to report it to our front end unit by:</p> <ul style="list-style-type: none"> • Calling on phone number: 22 4890 3009 or writing email at: rgicl.services@relianceada.com • Visiting any of our nearest branch • Writing to us at : Reliance General Insurance, Correspondence Unit, 2nd & 3rd Floor, Winway Building, 11/12, Block No-4, Old No-67, South Tukoganj, Near Madhumilan Square, Indore, Madhya Pradesh, India – 452001 <p>In case you are not pleased with the response received from one of the above mentioned touch points or there is a delay from our side, you may contact our Grievance Officer at rgicl.grievances@relianceada.com.</p> <p>The list of our Grievance Redressal Officers is available at our website - https://www.reliancegeneral.co.in/downloads/GRO_details_of_active_branches_Final.pdf</p> <p>Even after this, if you are not satisfied with the response received from our Grievance Officer, you may write to our Head of Grievance at rgicl.headgrievances@relianceada.com.</p> <p>Still, if you are not happy with the response received from the company, you may contact Insurance Ombudsman for redressal of grievance as per Insurance Ombudsman rules 2017. List of Ombudsman offices is mentioned in annexure attached to the policy schedule or you may visit its website@ https://cioins.co.in/ombudsman.</p> <p>Grievances can also be registered at IRDAI's Bima Bharosa portal at https://bimabharosa.irdai.gov.in/ or by calling Toll Free Number 155255 (or) 18004254 732 or by sending an e-mail at complaints@irdai.gov.in or by writing to General Manager, Insurance Regulatory</p>	-
----	--	--	---



		and Development Authority of India (IRDAI), Consumer Affairs Department - Grievance Redressal Cell, Sy.No.115/1, Financial District, Nanakramguda, Gachibowli, Hyderabad-500032	
15	Obligations of the Policyholder	<p>You must:</p> <ul style="list-style-type: none"> • Provide all relevant information about commodities to be covered, packing used, voyage details etc. to the best of your knowledge • make a claim when You suffer loss, and follow the claim procedure • make true and full disclosure in Your claim and documents supporting the claim • give us full co-operation for inspection and investigating the claim that You will make • To give notice of claim immediately on the Carriers, Port Authorities or other Bailees who are apparently responsible for loss of or damage to subject matter insured to protect recovery rights of insurer 	—

Declaration by the Policyholder:

I have read the above and confirm having noted the details.

Place:

Date:

(Signature of the Policyholder)

Note:

- The product related documents including the Customer Information sheet are available on our Company website at : [Download Insurance Proposal Form, Policy Wording, Brochures \(reliancegeneral.co.in\)](http://reliancegeneral.co.in)
- In case of any conflict, the terms and conditions mentioned in the policy document shall prevail.

