

TATA AIG BHARAT GRIHA RAKSHA POLICY- MICRO INSURANCE PRODUCT

UIN- IRDAN108MP0001V01202122

KEY FEATURE DOCUMENT(KFD)

Introduction

This document gives the important features of Our **Tata Aig Bharat Griha Raksha Policy - Micro Insurance Product**. Here, We describe the policy and answer Your questions. Read it carefully before You buy this Insurance Cover, and keep it safe for future reference.

What is the Insurance Cover?

The **Tata Aig Bharat Griha Raksha Policy - Micro Insurance Product** gives insurance cover to Your Home Building, and Home Contents, that is, articles or things in Your home. Under this policy, We agree to pay You for the loss You suffer when unexpected events cause physical loss, damage or destruction of the building of Your home, and articles or things in it.

This **Policy gives three types of covers:**

- a. Home Building Cover for the building structure of Your home.
- b. Home Contents Cover for the articles or things in Your home. Where Home Building is also covered, General Contents are automatically covered for 20% of the Sum Insured of the Home Building subject to a maximum of Rs. 20,000 (Rupees Twenty Thousand) unless You opt for a higher Sum Insured for Home Contents and declare the details.

(At least one of the above 2 covers is compulsory)

- c. **Optional Cover:** The following optional covers are available under the policy on payment of additional premium.
 - i. **Cover for Valuable Contents on Agreed Value Basis:** Valuable contents of Your Home such as jewellery, silverware, paintings, works of art etc can be covered under this optional cover.
 - ii. **Personal Accident Cover:** If the insured peril causing damage to Your Home Building and/or Contents also results in the death of either You or Your spouse, a compensation of Rs.1 Lakh (Rupees One Lakh) per person would be payable.

How does the Tata AIG Bharat Griha Raksha Policy - Micro Insurance Product help me?

If Your Home Building, or Home Contents, that is, articles or things in Your home are lost, damaged or destroyed physically because of unexpected events that occur during the period of this policy, We provide insurance cover as follows:

| Name of Cover | Your Loss | We Pay | Nature of Cover |
|----------------------|---|---|------------------------|
| Home Building Cover | Building is damaged | Cost of repairs, Architect's Surveyor's, Consulting Engineer's fees, Cost of clearing debris, Loss of Rent and Rent for Alternative Accommodation | Standard |
| | Building is completely destroyed (Total Loss) | Cost of Construction | Standard |
| Home Contents Cover | Any General Content is damaged | Cost of repairs | Standard |

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| | Article or thing is lost or destroyed (Total Loss) | Cost of replacing that item with a same or similar item | You can opt out of the cover or increase the Sum Insured by declaring the details. |
| Personal Accident Cover | Unfortunate death of Your spouse or Yourself due to an insured peril that caused damage to Home Building and/or Contents. | Rs.1,00,000/- per person | Optional |
| Cover for Valuable Contents on Agreed Value Basis (under Home Contents Cover) | Valuable content is physically damaged. | Cost of repair | Optional |
| | Valuable content is a total loss. | Agreed Value | |

Which unexpected events does it cover?

We give insurance cover for physical loss or damage, or destruction caused to Insured Property by the following unforeseen events occurring during the Policy Period.

The events covered are given in Column A and those not covered in respect of these events are given in Column B.

| | Column A | Column B |
|-----|---|---|
| | We Cover physical loss or damage, or destruction caused to the Insured Property by | We do not Cover any loss or damage, or destruction caused to the Insured Property by |
| 1. | Fire | caused by burning of Insured Property by order of any Public Authority. |
| 2. | Explosion or Implosion | - |
| 3. | Lightning | - |
| 4. | Earthquake, Volcanic Eruption or other like convulsions of nature | - |
| 5. | Storm, Cyclone, Typhoon, Tempest, Hurricane, Tornado, Tsunami, Flood and Inundation | - |
| 6. | Subsidence of the land on which Your Home Building stands, Landslide, Rockslide | caused by a. 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, or e. demolition, construction, structural alterations or repair of any property, or groundworks or excavations. |
| 7. | Bush Fire, Forest Fire, Jungle Fire | - |
| 8. | Impact Damage of any kind, i.e., damage caused by impact of, or collision caused by any external physical object (e.g. vehicle, falling trees, aircraft, wall etc.) | caused by pressure waves caused by aircraft or other aerial or space devices travelling at sonic or supersonic speeds. |
| 9. | Missile testing operations | - |
| 10. | Riot, Strikes, Malicious Damages | caused by |

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| | | |
|-----|--|--|
| | | <ul style="list-style-type: none"> a. temporary or permanent dispossession, confiscation, commandeering, requisition or destruction by order of the government or any lawful authority, or b. temporary or permanent dispossession of Your Home by unlawful occupation by any person. |
| 11. | Acts of Terrorism (Coverage as per Terrorism Clause attached) | Exclusions and Excess as per Terrorism Clause attached. |
| 12. | Bursting or overflowing of water tanks, apparatus and pipes | - |
| 13. | Leakage from automatic sprinkler installations | <ul style="list-style-type: none"> a. repairs or alterations in Your Home or the building in which Your Home is located, b. repairs, removal or extension of any sprinkler installation, or c. defects in the construction known to You. |
| 14. | Theft within 7 days from the occurrence of and proximately caused by any of the above Insured Events | If it is <ul style="list-style-type: none"> a. of any article or thing outside Your Home, or b. of any article or thing attached from the outside of the outer walls or the roof of Your Home, unless securely mounted. |

Special feature: Cover for loss caused by theft within 7 days of and caused by occurrence of these events.

Does the Tata AIG Bharat Griha Raksha Policy- Micro Insurance Product cover all losses caused by these events?

Some events and losses are not covered. Some of these are:

| | |
|--|---|
| - Your deliberate, willful or intentional act, | - Loss or damage to bullion or unset precious stones, manuscripts, vehicles and explosive substances, |
| - War, invasion, war-like operations, | - Addition, extension, or alteration to Your building more than 10% of its carpet area, |
| - Ionising radiation, | - Costs, fees or expenses for preparing any claim. |
| - Pollution or contamination, | |
| - Property is missing or has been mislaid, | |
| - Consequential or indirect loss or damage, | |

(*Please refer to policy document for entire list of exclusions)

For which property can I take this policy?

The **Home Building Cover** is for the building of Your home. It may be constructed using any material. Additional structures such as garage, verandah, domestic outhouses for residence, compound walls, retaining walls, parking space, solar panels, water tanks or residence, permanent fixtures and fittings and internal roads are also covered.

The policy also pays for the following expenses:

- i. Upto 5% of the claim amount for reasonable fees of architect, surveyor, consulting engineer;
- ii. Upto 2% of the claim amount for reasonable costs of removing debris from the site.

Further, the policy also pays for Loss of Rent and Rent for Alternative Accommodation while the Home Building is not fit for living because of physical loss arising out of an Insured Event.

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The **Home Contents Cover** is for General contents of household use in Your home. Contents like television, refrigerator, furniture and other household articles are covered.

You can also cover valuable contents like jewellery, works of art, silverware, paintings, etc by paying additional premium.

How do I become eligible to buy the cover?

You can buy cover for the building if You are its owner, authorised occupier, landlord, or tenant and You are liable for insurance. You can buy the cover if Your Home Building is used for residence. If You carry on commercial activity by employing other persons, You cannot buy this policy but have to buy the appropriate policy.

You can buy cover for any item of article or thing if You are its owner, purchaser, or responsible for it.

What amount am I entitled to receive in the event of a covered loss?

Your home is covered for the amount that will be required to rebuild it, calculated at the rate of prevailing cost of construction of Your home building at the policy commencement date. This is the Sum Insured for the building.

Articles or things in Your home are covered for the amount that will be required to replace them. There is an automatic cover for General Contents for 20% of the Sum Insured for Home Building cover subject to a maximum of Rs.20,000 (Rupees Twenty Thousand) if You have purchased both Home Building and Home Contents cover. You can increase this amount by declaring the details (and that becomes the Sum Insured for contents), or decide not to buy this cover. If You have purchased only Home Contents cover You have to declare Sum Insured for General Contents.

If Your home or articles or things in Your home are damaged, We pay the amount You have spent on repairs. If Your home or articles or things are lost or completely destroyed, We pay the Sum Insured for that item.

Please note that 'underinsurance' does not apply to the **Tata AIG Bharat Griha Raksha Policy - Micro Insurance Product**. This is a special feature of this policy. Thus, if Your Sum Insured calculated on the basis of the information that You have provided Us is less than the actual value at risk, the difference will not affect the amount We pay.

The amount of Sum Insured is decided and agreed beforehand for each cover and items of property. It is shown in a document called the Policy Schedule. This is the maximum amount We will pay, in case the actual cost of repair, rebuilding or replacement is higher. This policy ends when We pay the whole Sum Insured of any cover or item insured.

How much do I pay for this cover?

The Premium for the Home Building Cover and the Home Contents Cover depends upon the amount of Sum Insured and various other factors that define the risk profile of Your Home Building and Home Contents.

*We give below an illustration of premium for these covers.

| | Cover | Description | Basis | Sum Insured (Rs) | Rate of premium per Rs.1000 | Premium Rs. |
|---|---------------------|------------------------------------|--|-------------------|-----------------------------|-------------|
| 1 | Home Building Cover | A tin shed of 15 sq.m. carpet area | Basic cost of construction `5,000 per sqm. | 75,000 | | |
| 2 | Home Contents Cover | General contents in above home | 20% of Building Sum Insured | 15,000 | | |
| 3 | Home Contents Cover | General Contents | As agreed | 20,000 | | |

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*The amounts and rates given in the table are only for the purpose of giving examples. The actual amounts and rates may be different, and can change.

How long does this cover protect me?

You can opt for a duration upto 1 year.

Can I opt for any additional covers under this policy?

You can buy the following additional covers (add-ons) that will be added to Your **Tata AIG Bharat Griha Raksha Policy - Micro Insurance Product**

How and when do I pay the premium?

You must pay premium in advance. The insurance cover begins only after We receive Your premium.

What are my obligations under the policy?

You have some obligations to fulfil. You must:

- state all and true information about Yourself and Your home and articles or things inside Your home when You submit a proposal,
- take care to prevent theft, loss or damage to Your Home Building and Home Contents, and
- ensure that unauthorised persons do not occupy Your Home Building, – make true and full disclosure in Your claim and documents supporting the claim,
- give Us full cooperation for inspection and investigating the claim that You will make,
- make a claim when You suffer loss, and follow the claim procedure,
- Inform to Us change in circumstances such as if You change Your address, You make any addition, alteration, extension to structure of Your Home Building, You change use of Your Home Building, You let out Your Home Building, Your Home Building no longer be solely occupied by You.

Dos during filling up Proposal Form

1. Give Sum Insured for:
 - a. Home Building
 - b. General Contents if Your contents are more than 20% of Sum Insured for Home Building subject to maximum of Rs.20,000.
 - c. Sum insured for Valuable Contents
2. Give Sum Insured for:
 - a. Loss of Rent and period for such loss of Rent, if You are the landlord.
 - b. Rent of Alternate Accommodation and period, if You are the tenant.

How do I make a claim?

If You suffer a loss that is covered by this policy, You must make a claim. We will verify the claim and accept it if it is according to the terms and conditions of this policy.

When You suffer loss, You must

– give notice to Us immediately, You must state in this notice

- i. the Policy Number,
- ii. Your name,
- iii. details of report to the police that You made,

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- iv. details of report to any Authority that You made,
- v. details of the Insured Event,
- vi. a brief statement of the loss,
- vii. particulars of any other insurance of Your Home Building or any of Your Home Contents,
- viii. details of loss or damage under any Optional Cover or Add-ons,
- ix. submit photographs of loss or physical damage, wherever possible.
 - report to police, fire authorities and appropriate legal Authorities,
 - take all reasonable steps to prevent further damage to Home Building and Home Contents
 - preserve and collect evidence, take and preserve photographs,
 - assist Us and Our representatives in collecting evidence and details, give Us all information, books of accounts, and other documents,
 - submit claim form at the earliest opportunity but within 30 days from the date You first notice the loss or damage.

Who will collect amounts in the unfortunate event of my death?

In case of Your death before receiving the claim amount, We will pay it to Your Nominee/Legal Representatives. Please register Your nominee with Us so that the claim is settled speedily.

Can I make changes to this policy?

You can choose to make changes to the covers of this Policy as may be permitted. You must make a proposal or request for any change. It will be effective only after We have accepted Your proposal, and You have paid the additional premium where applicable.

Can this policy be cancelled?

You may cancel this policy at any time by informing us. We shall refund the proportionate premium for the unexpired Policy period provided there is no claim(s) under the Policy.

We can cancel this policy only on the grounds of established fraud, by giving minimum notice of 7 days to the Policyholder.

In case of total loss of Your Home in a long term policy where You have decided not to reinstate Your Home in favour of a cash settlement of Your claim, We will cancel the policy for the remaining duration of the policy period. In such a case We shall refund the proportionate premium for the un-expired policy years after grossing up the premium paid by You towards long term discount, if any.

How can I obtain this Policy?

You can contact any agent of the company or an intermediary or other approved distribution channel, visit Our website for information on this product including whether it is available online, call Our call centre or contact Our office near to You.

How can this policy be renewed?

This policy will expire on end of the Policy Period. If You wish to renew the Policy, You must apply for renewal before the end of the Policy Period and pay the required premium amount.

Renewal of this policy is not automatic, We may seek relevant information from You for the purpose of renewal. We can reject Your renewal only on grounds on established fraud on Your part.

Where can I find the details of the Cover?

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We have given above the broad features of the **Tata AIG Bharat Griha Raksha Policy - Micro Insurance Product**. If You choose this policy, Your transaction with Us will have legal implications. Please also read the 'Prospectus'. Further, detailed terms and conditions of this cover will be stated in a legal document called the 'Policy'. It is therefore important to read the Prospectus and the Policy.

How do I get copies of the Prospectus and the Policy?

- You can read these two documents on Our website www.tataaig.com
- You can download them from Our web-site.
- You can send email to customersupport@tataaig.com and ask for copies. We will email to You soft copies.
- You can get copies from any branch of Our Company.

What do I do if I have a grievance?

Redressal of Grievance

At TATA AIG, We strive to provide the best service to our customers. If you're not satisfied and wish to lodge a complaint, please call our 24/7 toll-free number **1800-266-7780** or **022-66939500** (toll charges apply, or email us at customersupport@tataaig.com. We will investigate and respond within the regulatory turnaround time (TAT).

Escalation Level 1

If you do not receive a response or are not satisfied with the resolution, please contact us at manager.customersupport@tataaig.com.

Escalation Level 2

If you still need assistance, reach out to the Head of Customer Services at head.customerservices@tataaig.com. We will provide our final response within the regulatory TAT.

If you're still not satisfied after this process, you may approach the Insurance Ombudsman of concerned jurisdiction. You can also lodge a grievance on the Bima Bharosa Grievance Redressal Portal: <https://bimabharosa.irdai.gov.in/>