

CUSTOMER INFORMATION SHEET

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

Sr. No.	TITLE	DESCRIPTION	POLICY CLAUSE NUMBER
1.	Name of Insurance Product/Policy	IndusInd Agricultural Pumpset	
2.	Unique Identification Number (UIN) allotted by IRDAI	IRDAN103RP0001V01200203	
3.	Policy Number	XXXXXXXXXXXXXXXXXX	
4.	Structure	Indemnity Based	
5.	Interests Insured	Agricultural Pumpset Insurance provides cover to Centrifugal and Submersible pump sets used for agricultural purpose against the covered perils. The policy will be applicable only to pump sets having capacity up to 25 HP.	
6.	Sum Insured	The SI will be 100% market value of new pumpset of the same kind and capacity at the time of issue of cover. The SI should include provision for freight, packing, duties, if any. The rewinding charges (Coil & Labour and parts) for each type of pumpset will be policy specific.	
7.	Policy Coverage	<ol style="list-style-type: none"> 1. Fire and / or Lightning. 2. Burglary / theft (due to violent forcible entry provided the pumpset is kept in a locked enclosure). The risk of burglary of the pumpset is held covered only when the set is housed in a permanent enclosure with a provision of lock and key and not otherwise 3. Mechanical / electrical breakdown including damage by external means. 4. Riot, strike, malicious damage. 5. Terrorism. 	Under "Coverage" in Policy Wording
8.	Add-on Cover	NA	
9.	Loss Participation/ Deductible applicable	The deductible franchise in respect of machine breakdown will depend upon type of motor and HP capacity.	Under "Coverage" in Policy Wording
10.	Exclusions	<p>Policy Exclusions:</p> <ol style="list-style-type: none"> 1. Normal wear and tear, gradual deterioration due to atmospheric condition or otherwise. 2. Wilful act or gross negligence of the Insured or his representative. 3. Faults or defect existing at the time of commencement and known to the Insured or his representative regardless of whether such faults or defects were known to the Company or not. 4. Loss or damage for which the manufacture or supplier is responsible either by law or under contract. 5. Cost of dismantling, transport to workshop and back, as also cost of re-erection. 6. War and allied perils. 7. Ionizing radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel or from any nuclear weapons material 	Under "Exclusion" in Policy Wording



11.	Special Conditions and Warranties (if any)	As per Policy Wordings																				
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 of claim should be covered under the policy Person - Individual or entity named in the policy should have insurable interest in the property insured Place - Risk location should be covered under the policy Peril - Cause of loss should be covered under the policy Period - Loss should occur within the policy period as specified in the policy Policy terms and conditions - Coverage/Exclusions as per policy wordings <p>Sample Claim Calculation Sheet:</p> <table border="1"> <thead> <tr> <th>Description</th> <th>Amt. in Lakhs (₹)</th> </tr> </thead> <tbody> <tr> <td>Loss Amount (Assessed Loss)</td> <td>10.00</td> </tr> <tr> <td>Less : Depreciation @ 10 % (Applicable as per elapsed life of asset and to be deducted in case of the claim settlement on Market Value basis)</td> <td>1.00</td> </tr> <tr> <td>Assessed Loss net of Depreciation</td> <td>9.00</td> </tr> <tr> <td>Less : Salvage (Actual realised value of salvage)</td> <td>0.10</td> </tr> <tr> <td>Assessed Loss net of salvage</td> <td>8.90</td> </tr> <tr> <td>Less : Under Insurance @ 17.5%</td> <td>1.56</td> </tr> <tr> <td>Gross Adjusted Loss</td> <td>7.34</td> </tr> <tr> <td>Less : Excess under the policy</td> <td>0.05</td> </tr> <tr> <td>NET ASSESSED LOSS</td> <td>7.29</td> </tr> </tbody> </table>	Description	Amt. in Lakhs (₹)	Loss Amount (Assessed Loss)	10.00	Less : Depreciation @ 10 % (Applicable as per elapsed life of asset and to be deducted in case of the claim settlement on Market Value basis)	1.00	Assessed Loss net of Depreciation	9.00	Less : Salvage (Actual realised value of salvage)	0.10	Assessed Loss net of salvage	8.90	Less : Under Insurance @ 17.5%	1.56	Gross Adjusted Loss	7.34	Less : Excess under the policy	0.05	NET ASSESSED LOSS	7.29
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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"> Call Center Landline No. : 022-48903009 (Paid) or WhatsApp No : 7400422200 Email us at : services@indusindinsurance.com Communicate with us through our Company Website : https://www.indusindinsurance.com/ Contact following designated company officials: <p>North Zone : Mr. Santosh Kushwaha (ZCM) Email: santosh.kushwaha@indusindinsurance.com</p> <p>South Zone : Mr. Karthigayan Selvaraj (ZCM) Email: karthigayan.selvaraj@indusindinsurance.com</p> <p>West Zone : Mr. Sushant Meher (ZCM) Email: sushant.meher@indusindinsurance.com</p>																				



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		<p>East Zone : Mr. Dhruva Roy (ZCM) Email: dhruva.roy@indusindinsurance.com</p> <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 : <p>North Zone : Mr. Prateek Sinha Email : prateek.sinha@indusindinsurance.com</p> <p>South Zone : Mr. Praveen Singh Email: Praveenkumar.singh@indusindinsurance.com</p> <p>West Zone : Mr. Ashish Awasthi Email: ashish.awasthi@indusindinsurance.com</p> <p>East Zone : Mr. Prateek Sinha Email: prateek.sinha@indusindinsurance.com</p>	
14.	<p>Grievance Redressal and Policyholders Protection</p>	<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: services@indusindinsurance.com • Visiting any of our nearest branch • Writing to us at : IndusInd 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 grievances@indusindinsurance.com.</p> <p>The list of our Grievance Redressal Officers is available at our website - https://www.indusindinsurance.com/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 Headgrievances@indusindinsurance.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 and Development Authority of India (IRDAI), Consumer Affairs Department - Grievance Redressal Cell, Sy. No. 115/1, Financial District, Nanakramguda, Gachibowli, Hyderabad - 500032</p>	

15.	Obligations of the Policyholder	<p>You must:</p> <ol style="list-style-type: none"> 1. Make true and full disclosure in the proposal and related documents <ol style="list-style-type: none"> a. You have a duty of disclosure to tell Us everything You know, or could reasonably be expected to know, that is relevant to Us for deciding whether to give You insurance cover and on what terms. You owe this duty to disclose such relevant material information even if We have not specifically asked for it. This duty extends to any information or declaration given by anyone else on Your behalf. b. We have agreed to give You insurance cover entirely on the basis of the information You, or anyone on Your behalf, have given Us in the proposal, statements and other declarations and documents (in writing or electronic) about the insured life/ item in The correct and complete informthe proposal You give is the basis of Our contract with You. Our promise to pay is conditional upon the truth of these statements and on the assumption that You, or anyone on Your behalf, has not withheld any material information about the same. 2. Obligation to take care- You must: <ol style="list-style-type: none"> a. Keep the pumpset in good condition and well maintained. b. Take care to prevent theft, loss or damage. 3. Upon happening of any event which may give rise to a claim under the policy, immediate written notice with full details to be given to nearest office of the Company. 4. Adequate evidence must be furnished on all matters upon which a claim is based like repair bills etc. 	"Your Obligations" under Clause G: Conditions of policy wording
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Declaration by the Policy Holder;

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

Place: _____

Date: _____

(Signature of the Policyholder)

Note :

- i. The product related documents including the Customer Information sheet are available on our Company website at : Download Insurance Proposal Form, Policy Wording, Brochures (<https://www.indusindinsurance.com>)
- ii. In case of any conflict, the terms and conditions mentioned in the policy document shall prevail.



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