

# HDFC ERGO General Insurance Company Limited

## Frequently Asked Questions(FAQ's) - Home Insurance Policy



### WHAT ARE THE ELIGIBILITY CRITERIA TO AVAIL A HOME INSURANCE POLICY?

Any resident Indian who is the owner and / or occupant of the property located in India can purchase a Home Insurance Policy.

### WHAT ARE THE CHECKS TO BE DONE AFTER RECEIVING THE POLICY?

Check the correctness and completeness of below in the policy schedule.

- Insured's name and proposer's name (salutation, gender, spelling)
- Correspondence address (door no, street name, locality, pin code, city, village landmark, etc)
- Risk location address i.e, address of property insured
- Mobile number, landline number and personal email id
- Policy period
- Coverage or sum insured details

### WHOM DO I NEED TO CONTACT TO EFFECT CHANGES OR CORRECTIONS IN MY POLICY?

- 1) You can send signed request by
  - Fax to: 022-66383669
  - Email to : care@hdfcergo.com
  - Post/courier to: Corporate office at Andheri (East) in Mumbai.
- 2) Call our toll free number 1800-2-700-700 (from any mobile and landline) / 1800-226-226 (from BSNL/MTNL)

Please do mention your policy number, correspondence address and contact numbers in the communication.

Note: Supporting documents may be required for such corrections whereby change of premium amount is involved or otherwise in the policy on case to case basis.

### WOULD I RECEIVE ANY CONFIRMATION ON THE CHANGES DONE IN MY POLICY?

You will receive copy of endorsement as per revision required on your correspondence address.

### HOW DO I FILE A CLAIM?

- Call our customer care toll free number on 1800-2-700-700 (from any mobile and landline) / 1800-226-226 (from BSNL/MTNL)
- Write to care@hdfcergo.com, mentioning your policy no, contact details and nature of loss

Surveyor contacts the customer in 48 hours time. Claim form is sent to customer correspondence address.

The form is also available on the website.

### WHAT ARE THE DOCUMENTS REQUIRED IN CASE OF A CLAIM?

- Duly filled and signed claim form
- List of items lost in the event with their purchase bill or receipt
- Police FIR / Charge Sheet (notarized copy)
- Occupancy certificate (notarized copy)
- Fire Brigade report (notarized copy)
- Invoices (in case available for contents)
- Repair Bills (in original)

Note: This is not an exhaustive list but an indicative list. Additional documents may be required for on case to case basis.

### WHOM SHOULD I SEND THE CLAIM DOCUMENTS TO?

Claim documents can be sent to corporate office address of HDFC ERGO in Mumbai.

### HOW TO CONTACT US?

Call Toll-free : 1800 2 700 700 / 1800 226 226

Fax : 022-66383669

E-Mail : care@hdfcergo.com

Write to us at : HDFC ERGO General Insurance Company Limited  
(Corporate Office) 6th floor, Leela Business Park, Andheri Kurla Road,  
Andheri (East), Mumbai - 400 059

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- Track your claim status online

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\* supports smart phone based on Blackberry, iPhone, Windows 8, Android & Symbian platform.

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### HOME INSURANCE POLICY

#### PREAMBLE

WHEREAS the Insured described in the Schedule hereto (hereinafter called the Insured.) by a proposal and declaration which shall be the basis of this contract and is deemed to be incorporated herein has applied to HDFC ERGO General Insurance Company Limited (hereinafter called the Company) for the insurance hereinafter contained and has paid premium as consideration for such insurance during the period stated in the Schedule or during any further period for which the Company may accept payment for the renewal or extension of this policy:

#### OPERATIVE CLAUSE

The Company hereby agrees subject to the terms and conditions contained herein or endorsed or otherwise expressed hereon, to indemnify the Insured to the extent and in the manner specified herein, against any loss or damage to the property insured due to operation of any of the insured perils during the policy period.

#### DEFINITIONS

- a) Building means structure (above plinth and foundation excluding land) of standard construction unless specifically mentioned. It shall include connected utilities, sanitary fittings, fixtures and fittings therein belonging to the Insured and for which he is accountable.
- b) Contents mean all items / articles owned or held in trust by the Insured & his / her family members residing in the same household for which the Insured is accountable.
- c) Market Value means Replacement Value less depreciation.
- d) Reinstatement Value means the cost of replacing or reinstating on the same sit property of the same kind or type but not superior to or more extensive than the insured property when new.
- e) Standard construction means any construction with RCC/RBC/Tiles/ACC roof and external walls of Burnt bricks/Stone/Concrete blocks.
- f) Personal effects means clothing, spectacles, umbrellas, footwear etc.
- g) Jewellery means articles of precious stones, gold, silver or other precious metals.
- h) Valuables means carpets (other than normal wall to wall carpets), telephone instruments, photographic equipment including still & video cameras, clocks, binoculars, telescopes, musical instruments, audio and video equipment, computers (including laptops) & other peripheral equipment, watches, mobile phones, calculators, digital diaries and palmtops.
- l) Specified items means jewellery, curios, antiques, pictures and other works of art, collection of stamps, coins and medals.
- j) Single article is defined as one distinct physical object having an independent economic value.

#### INSURED PERILS

Section I Fire and Special Perils

Section I (a) - Towards Building

Section I (b) - Towards Contents

Section II - Burglary and Housebreaking including Larceny

and Theft (as defined by Indian Penal Code)

#### SECTION I FIRE AND SPECIAL PERILS

The Company will indemnify the Insured in respect of loss or damage to the building wherein the house of the Insured is situated and / or contents which shall for purposes of this Section, mean and include items of property in the Insured's house and/or items of property therein for which the Insured is accountable, due to:

1. Fire  
Excluding destruction of 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.
2. Lightning
3. Explosion/Implosion  
Excluding loss, destruction of or damage:
  - a) to boilers (other than domestic boilers), economisers 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.
4. Aircraft Damage  
Loss, destruction of or damage caused by aircraft, other aerial or space devices and articles dropped therefrom excluding those caused by pressure waves.
5. Riot, Strike and Malicious Damage  
Loss or visible physical damage or destruction by external violent means directly caused to the property insured but excluding those caused by:
  - a) permanent or temporary dispossession resulting from confiscation, commandeering, requisition or destruction by order of the Government or any lawfully constituted authority
  - b) permanent or temporary dispossession of any building resulting from the unlawful occupation by any person of such building or prevention of access to the same

- c) burglary, housebreaking, theft, larceny or any such attempt or omission of any kind by any person (whether or not such act is committed in the course of a disturbance of public peace) by any malicious act.
6. Storm, Cyclone, Typhoon, Tempest, Hurricane, Tornado, Flood and Inundation (STFI)  
Loss, destruction or damage directly caused by storm, cyclone, typhoon, tempest, hurricane, tornado, flood or inundation.
7. Impact Damage  
Loss or 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:
  - a) the Insured or any occupier of the property insured or
  - b) their employees while acting in the course of their employment
8. Subsidence and Landslide including Rockslide 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.
9. Bursting and/or overflowing of Water Tanks, Apparatus and Pipes
10. Missile Testing operations
11. 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
  - d) defects in construction known to the Insured.
12. Bush Fire  
Excluding loss, destruction or damage caused by forest fire.
13. Earthquake, Volcanic Eruption & Other Convulsions of Nature Loss, destruction or damage (including loss, destruction 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.

#### EXCLUSIONS

This Section does not cover -

1. 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 or civil commotion assuming the proportions of or amounting to a popular rising, military rising, rebellion, revolution, insurrection or military or usurped power.
2. Loss, destruction or damage, directly or indirectly, caused to the property insured by:
  - a) ionising, radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel
  - b) radio active toxic, explosives or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.
3. 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.
4. Loss, destruction or damage to manuscripts, plans, drawings, securities, documents of any kind, stamps, coins, cash/paper money, deeds, ATM cards, credit cards, charge cards, bonds, bills of exchange, promissory notes, or any other negotiable instrument, books of accounts or any other business books, and explosives.
5. Loss, destruction or damage to articles of consumable nature, livestock and motor vehicles.
6. Loss, destruction or damage to Specified items including jewellery, curios, antiques, pictures & other works of art, guns, collection of stamps, coins, & medals for an amount collectively in excess of Rs.10,000 unless specifically stated to the contrary in the Schedule.
7. 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.
8. Expenses necessarily incurred on (i) Architects, Surveyors and Consulting Engineer's Fees and (ii) debris removal by the Insured following loss, destruction or damage to the property insured by any of the insured perils in excess of 3% and 1% of the claim amount respectively.
9. Loss of earnings, or other consequential or indirect loss or damage of any kind or description whatsoever.
10. Loss by theft during or after the occurrence of any of the insured perils except as provided under riot, strike, and malicious damage cover.
11. Loss or damage occasioned by or through or in consequence, directly or indirectly, due to earthquake, volcanic eruption or other convulsions of nature.

### HOME INSURANCE POLICY

#### Terrorism Damage Exclusion Warranty

Notwithstanding any provision to the contrary within this insurance it is agreed that this insurance 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 warranty, an act of terrorism means an act, 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), committed for political, religious, ideological or similar purpose including the intention to influence any government and/or to put the public, or any section of the public in fear. The warranty also excludes loss, damage, cost or expenses 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 action taken in respect of any act of terrorism. If the Company alleges that by reason of this exclusion, any loss, damage, cost or expenses is not covered by this insurance the burden of proving the contrary shall be upon the insured. In the event any portion of this exclusion is found to be invalid or unenforceable, the remainder shall remain in full force and effect.

#### SUM INSURED

The basis of valuation shall be reinstatement value for buildings and all contents excepting personal effects, and market value for personal effects.

#### BASIS OF INDEMNITY

1. The indemnity shall be on the basis of reinstatement value or market value as applicable and as stated above.
2. In the event of property insured being damaged by any of the insured perils, the Company shall pay for the amount of damage or loss or at its option replace or repair the damaged property.
3. 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 of the insured perils 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 portion of the loss accordingly. Provided, however, that if the sum insured hereby on the property insured shall at the breaking out of such fire or at the commencement of such destruction or damage be not less than 85% (eighty five percent) of the collective value of the property insured, clause 3 of Basis of Indemnity under this Section shall not apply, notwithstanding anything to the contrary contained in the policy.

### SECTION II BURGLARY AND HOUSEBREAKING INCLUDING LARCENY AND THEFT (AS DEFINED BY INDIAN PENAL CODE)

#### What is covered

- a) The Company will indemnify the Insured in respect of loss or damage to contents, by burglary and housebreaking including larceny and theft.
- b) The Company will further indemnify the Insured in respect of damage to the Insured's house and/or safe resulting from burglary and/or housebreaking or any attempt thereat subject to a maximum of 5 % of the sum insured under this Section. Provided however that no loss under clauses a) and b) herein above, shall together exceed the sum insured under this Section

#### EXCLUSIONS

This Section does not cover loss, destruction or damage :-

1. caused by burglary and/or housebreaking and/or theft and/or larceny where any member of the Insured's family is concerned as principal or accessory.
2. to securities, documents of any kind, stamps, coins, cash/paper money, deeds, ATM cards, credit cards, charge cards, bonds, bills of exchange, promissory notes, or any other negotiable instrument, books of accounts or any other business books, and explosives.
3. to articles of consumable nature, livestock and motor vehicles.
4. to curios, antiques, pictures & other works of art, guns, collection of stamps, coins, & medals for an amount collectively in excess of ₹10,000 unless specifically stated to the contrary in the Schedule.
5. to jewellery and valuables in excess of ₹ 10,000 per single article unless stated to the contrary in the Schedule.

#### SPECIAL CONDITION

1. Jewellery is covered subject to its being kept in locked safe within the household premises.
2. Where any item insured hereunder consists of articles in pair or set the Company's liability in respect thereof shall not exceed the value of any article which may be lost or damaged without reference to any special value which such article may have as part of such pair or set.
3. The cover under this section becomes inoperative if the premises remains unoccupied for more than 60 consecutive days unless prior written notice is sent to the Company & its consent obtained, subject to fulfillment of terms & conditions that maybe stipulated by the Company for extending cover in such circumstances.

#### SUM INSURED

The basis of valuation shall be reinstatement value for all contents excepting personal effects, and market value for personal effects.

#### BASIS OF INDEMNITY

1. The indemnity shall be on the basis of reinstatement value or market value as applicable and as stated above.
2. In the event of property insured being damaged by any of the insured perils, the Company shall pay for the amount of damage or loss or at its option replace or repair the damaged property.
3. If the property hereby insured shall, at the commencement of any destruction of or damage to the property by any of the insured perils 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 portion of the loss accordingly.

Provided, however, that if the sum insured hereby on the property insured shall at the breaking out of such fire or at the commencement of such destruction or damage be not less than 85% (eighty five percent) of the collective value of the property insured, clause 3 of Basis of Indemnity under this Section shall not apply, notwithstanding anything to the contrary contained in the policy.

### GENERAL CONDITIONS AND EXCEPTIONS APPLICABLE TO BOTH SECTIONS

#### I. 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 the whole are any part of any range of buildings or any 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 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 revise 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 building is insured or containing the insured property becomes unoccupied and so remains for a period of more than 30 days.
  - (b) If the interest in the property passes from the insured otherwise than by will or operation of law.
4. 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 case of any fraud, misrepresentation, non disclosure of material fact or non cooperation of the insured as per Regulation 7(n) of IRDA (Protection on Policy Holders interests) Regulations, 2002, 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 cancellation.

Table of Short Period Scales

| Period of Risk         | Premium to be retained (% of the Annual Rate) |
|------------------------|---|
| Not exceeding 15 days  | 10%   |
| Not exceeding 1 Month  | 15%   |
| Not exceeding 2 Months | 30%   |
| Not exceeding 3 Months | 40%   |
| Not exceeding 4 Months | 50%   |
| Not exceeding 5 Months | 60%   |
| Not exceeding 6 Months | 70%   |
| Not exceeding 7 Months | 75%   |
| Not exceeding 8 Months | 80%   |
| Not exceeding 9 Months | 85%   |
| Exceeding 9 Months     | Full Annual Premium                           |

5. (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



the 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 loss 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 require by or on behalf of the company together with a declaration on oath 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 condition have been complied with

- (II) In no case whatsoever shall the company be liable for any loss or damage after the expiry of 12 months from the happening of the happening of the loss or damage unless the claim is the subject of pending action or if the company shall disclaim liability for any claim here under and such claim shall not within 12 (twelve) calendar months from the date of the disclaimer have been abandoned and shall not there after be recoverable here under.
6. On the happening of loss or damage to any property insured this policy, the company may
- Enter and take keep possession of the building or premises where the loss or damage has happened
  - Take the 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.
  - Keep possession of any such property and examine, sort arrange remove otherwise deal with the same.
  - 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 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.

7. ANY PERSON WHO, KNOWINGLY AND WITH INTENT TO FRAUD THE INSURANCE COMPANY OR OTHER PERSONS, FILES A PROPOSAL FOR INSURANCE CONTAINING ANY FALSE INFORMATION, OR CONCEALS FOR THE PURPOSE OF MISLEADING, INFORMATION CONCERNING ANY FACT MATERIAL THERETO, COMMITS A FRAUDULENT INSURANCE ACT WHICH WILL RENDER THE POLICY VOIDABLE AT THE INSURANCE COMPANY'S SOLE DISCRETION AND RESULT IN A DENIAL OF INSURANCE BENEFITS. IF A CLAIM IS IN ANY RESPECT FRAUDULENT, OR IF ANY FRAUDULENT OR FALSE PLAN, SPECIFICATION, ESTIMATE, DEED, BOOK, ACCOUNT ENTRY, VOUCHER, INVOICE OR OTHER DOCUMENT, PROOF OR EXPLANATION IS PRODUCED, OR ANY FRAUDULENT MEANS OR DEVICES ARE USED BY THE INSURED, POLICYHOLDER, BENEFICIARY, CLAIMANT OR BY ANYONE ACTING ON THEIR BEHALF TO OBTAIN ANY BENEFIT UNDER THIS POLICY, OR IF ANY FALSE STATUTORY DECLARATION IS MADE OR USED IN SUPPORT THEREOF, OR IF LOSS IS OCCASIONED BY OR THROUGH THE PROCUREMENT OR WITH THE KNOWLEDGE OR CONNIVANCE OF THE INSURED, POLICYHOLDER, BENEFICIARY, CLAIMANT OR OTHER PERSON, THEN ALL BENEFITS UNDER THIS POLICY ARE FORFEITED.
8. If the Company at its option, reinstate or replace the property damaged or destroyed, or any part thereof, instead of paying the 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 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 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 here by 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.
9. Reinstatement Value Clause: The insurance in respect of building and all contents except Personal Effects will be subject to the following provision: "It is hereby declared and agreed that in the event of the building and/or any content other than Personal Effects insured under this Policy being lost, destroyed or damaged, the basis upon which the amount payable under 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 twelve (12) months after the date of loss, destruction or damage or within such further time as the Company may in writing allow, otherwise no payment beyond the amount which would have been payable under the policy if this Reinstatement Value Clause had not been incorporated there in shall be made.
- Until expenditure has been incurred by the Insured in replacing or reinstating the property lost, destroyed or 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 Reinstatement Value Clause had not been incorporated therein.
- 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 loss, 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.
- This Reinstatement Value Clause shall be without force or effect if: Now, getting assistance with your HDFC ERGO Home Insurance is easier than ever

Toll free helpline  
**1800 2 700 700**  
(accessible from all mobiles and landlines)  
Fax **022 6638 3699**  
E-mail : [care@hdfcergo.com](mailto:care@hdfcergo.com)

**HDFC ERGO General Insurance Company Limited**  
6th Floor, Leela Business Park, Andheri-Kurla Road,  
Andheri (East), Mumbai 400 059.  
Registered Office : Ramon House, H. T. Parekh Marg, 169,  
Backbay Reclamation, Mumbai - 400 020.

- The Insured fails to intimate to the Company within six (6) months after the date of loss, destruction or damage or such further time as the Company may in writing allow his intention to replace or reinstate the property lost destroyed or damaged; or
- The insured is unable or unwilling to replace or reinstate the property lost, destroyed or damaged on the same or another site.
- 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.
- The Insured shall at the expense of the Company do and concur in doing, 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.
- 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 the parties to or if they cannot agree upon a single arbitrator to be 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 such two arbitrators shall be conducted under and in accordance with the provisions of the Arbitration and Conciliation Act, 1996, as amended. It is clearly agreed and understood that no difference or dispute shall be referable to arbitration as hereinbefore provided, if the Company has disputed 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 arbitrators of the amount of the loss or damage shall be first obtained.
- Every notice and other communication to the Company required by these conditions must be written and be addressed to the Company at its corporate office address as follows:

**HDFC ERGO General Insurance Company Limited**  
6th Floor, Leela Business Park, Andheri-Kurla Road,  
Andheri (East), Mumbai 400 059.

- 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 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

### HOME INSURANCE POLICY

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 not withstanding 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.

15. The Insured shall take all reasonable steps to safeguard the property insured against any loss or damage.
16. **Claims Procedure:**  
The Insured shall upon the occurrence of any event giving rise or likely to give rise to a claim under this policy:
  - a. In the event of theft lodge forthwith a complaint with the Police and take all practicable steps to apprehend the guilty person or persons and to recover the property lost.
  - b. Give immediate notice thereof to the Company and shall within fourteen (14) days thereafter furnish to the Company at his own expense detailed particulars of the amount of the loss or damage together with such explanations and evidence to substantiate the claim as the Company may reasonably require.
  - c. Tender to the Company all reasonable information, assistance and proof in connection with any claim.
17. **Observation of Terms and Conditions:**  
The due observance and fulfillment of the terms, conditions and endorsements of this policy insofar as they relate to anything to be done or complied with by the Insured shall be a condition precedent to any liability of the Company to make any payment under this policy.

#### GENERAL EXCEPTIONS

The Company shall not be liable in respect of:

1. Loss or damage, whether direct or indirect occasioned by happening through or arising from any consequences of war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection military or usurped power or civil commotion or loot or pillage in connection therewith.
2. Loss or damage caused by depreciation or wear and tear.
3. Consequential loss of any kind or description.
4. Loss or damage, directly or indirectly, caused by or arising from or in consequence of or contributed to by
  - a) Nuclear weapons material.
  - b) Ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel. For this purpose only combustion shall include any self-sustaining process of nuclear fission.

#### GRIEVANCE REDRESSAL PROCEDURE

If you have a grievance that you wish us to redress, you may contact us with the details of your grievance through:

- Call Center ( Toll free helpline )  
1800 2 700 700 (accessible from any Mobile and Landline within India)  
1800 226 226 (accessible from any MTNL and BSNL Lines)
- Emails – grievance@hdfcergo.com
- Designated Grievance Officer in each branch.
- Company Website – www.hdfcergo.com
- Fax : 022 - 66383699
- Courier : Any of our Branch office or corporate office

You may also approach the Complaint & Grievance (C&G) Cell at any of our branches with the details of your grievance during our working hours from Monday to Friday.

If you are not satisfied with our redressal of your grievance through one of the above methods, you may contact our Head of Customer Service at

**The Complaint & Grievance Cell ,**  
**HDFC ERGO General Insurance Company Limited**  
6th Floor, Leela Business Park,  
Andheri Kurla Road,  
Andheri, Mumbai – 400059

In case you are not satisfied with the response / resolution given / offered by the C&G cell, then you can write to the Principal Grievance Officer of the Company at the following address

**To the Principal Grievance Officer**  
**HDFC ERGO General Insurance Company Limited**  
6th floor, Leela Business Park.  
Andheri Kurla Road,  
Andheri (E), Mumbai – 400059  
e-mail: principalgrievanceofficer@hdfcergo.com

You may also approach the nearest Insurance Ombudsman for resolution of your grievance. The contact details of Ombudsman offices are mentioned below if your grievance pertains to:

- Insurance claim that has been rejected or dispute of a claim on legal construction of the policy
- Delay in settlement of claim
- Dispute with regard to premium
- Non-receipt of your insurance document

| Ombudsman Offices  |   |
|--|---|
| Jurisdiction   | Office Address  |
| Delhi, Rajasthan   | 2/2 A, 1 <sup>st</sup> Floor, Universal Insurance Bldg., Asaf Ali Road, NEW DELHI – 110 002                               |
| West Bengal, Bihar   | 29, N. S. Road, 3rd Fl., North British Bldg. KOLKATA -700 001.  |
| Maharashtra  | 3rd Flr., Jeevan Seva Annexe, S.V. Road, Santa Cruz (W), MUMBAI - 400 054   |
| Tamil Nadu, Pondicherry  | Fatima Akhtar Court, 4th Flr., 453(old 312 ), Anna Salai, Teynampet, CHENNAI -600 018                                     |
| Andhra Pradesh   | 6-2-46, 1 <sup>st</sup> Floor, Moin Court, LaneOpp.SaleemFunctionPalace A. C. Guards, Lakdi-Ka-pool, HYDERABAD - 500 004. |
| Gujarat  | 2 <sup>nd</sup> Flr., Ambica House, Nr.C.U. Shah College, 5, Navyug Colony, Ashram Road, AHMEDABAD - 380 014              |
| Kerla, Karnataka   | 2 <sup>nd</sup> Flr., CC 27/ 2603, PulinatBuilding, Opp. Cochin Shipyard, M.G. Road, ERNAKULAM – 682 015                  |
| North-Eastern States   | Aquarius, Bhaskar Nagar, R.G. Baruah Rd. GUWAHATI - 781 021   |
| Uttar Pradesh  | Jeevan Bhawan, Phase 2, 6 <sup>th</sup> Floor, Nawal Kishore Rd., Hazartganj, LUCKNOW - 226 001                           |
| Madhya Pradesh   | 1 <sup>st</sup> Floor, 117, Zone-II, (Above D.M. Motors Pvt. Ltd.) Maharana Pratap Nagar, BHOPAL - 462 011                |
| Punjab, Haryana, Himachal Pradesh, Jammu & Kashmir, Chandigarh | S.C.O. No. 101,102 & 103, 2nd Floor, BatraBuilding, Sector 17-D, CHANDIGARH - 160 017                                     |
| Orissa   | 62, Forest Park, BHUBANESWAR - 751 009  |