

Welcome to your Policy. Your cargo is now in safe hands !

## EDELWEISS MARINE INSURANCE-CARGO (RETAIL)



### Customer Information Sheet

DESCRIPTION IS ILLUSTRATIVE AND NOT EXHAUSTIVE

Sr. No.	Title	Description	Refer to Policy Clause Number
1.	Product Name	<b>Edelweiss Marine Insurance - Cargo</b>	
2.	What am I (customer) covered for?	<p>Loss/ damage caused to the cargo during the course of transit. The cargo may be carried by rail/road/air/sea/RPP/courier etc. or in combination of these.</p> <p>Coverage is available for both, transits within India and overseas (namely, export and import). Other risks incidental to and in connection with marine transits can also be covered.</p> <p>It covers loss/ damage to the cargo caused by:</p> <ul style="list-style-type: none"> <li>• Fire or explosion;</li> <li>• Natural disasters like cyclone, earthquake, lightning, etc.;</li> <li>• Man-made risks like theft, violence, and piracy of ships;</li> <li>• Collision, overturning or derailment of road / rail conveyance;</li> <li>• Sinking or stranding of ships;</li> <li>• Expenses such as survey fees, forwarding costs, and reconditioning costs.</li> </ul> <p>These are applicable to basic and restricted covers. While the All Risk clause is one that covers all risks, but for the exclusions mentioned.</p>	Annexure – Institute Clauses
3.	What are the major exclusions in the Policy?	<p>Loss/ damage caused by the following reasons are not covered:</p> <ul style="list-style-type: none"> <li>• Willful misconduct by the Insured;</li> <li>• Ordinary leakage, ordinary loss in weight or volume, or ordinary wear and tear of the insured cargo;</li> <li>• Insufficiency or unsuitability of packing or preparation of the insured cargo;</li> <li>• Inherent vice or nature of the insured cargo ;</li> <li>• Proximate delay;</li> <li>• Insolvency or financial default by the owner, managers, charterers or operators of the vessel/ conveyance;</li> <li>• Atomic or nuclear weapon;</li> <li>• Unseaworthiness or Unfitness of vessel/ conveyance;</li> <li>• War;</li> <li>• Strikes.</li> </ul>	Annexure – Institute Clauses
4.	Payment Basis	<p>In the event of any loss or damage, the claim will be paid as under: For total loss or non-delivery of the entire insured goods, as specified in the Policy Schedule; the Sum Insured. For partial non-delivery; the proportionate amount of the Sum Insured.</p> <p>For shortage of insured goods; proportionate Sum Insured.</p> <p>For damage to insured cargo:</p> <ul style="list-style-type: none"> <li>• Repairable: Cost of repairs in full, subject to Sum Insured being found adequate; otherwise settlement will be in the same proportion as the Sum Insured bears to the full insurable value.</li> <li>• Not Repairable: Proportionate Sum Insured for the damaged cargo.</li> </ul> <p>For Duty Insurance, the sum insured for duty or actual custom duty paid, whichever is less.</p>	Annexure – Claims Guide

Sr. No.	Title	Description	Refer to Policy Clause Number
5.	Cancellation / Termination	<p>This Policy may be cancelled/ reviewed at any time by either the Company or the Insured, except in respect of any insurance which shall have attached in accordance to the cover granted before the cancellation becomes effective, subject to written notice as follows:-</p> <p>MARINE AND/ OR STORAGE RISKS : 30 DAYS WAR AND STRIKES RISKS : 07 DAYS</p> <p>BUT WAR &amp; STRIKES RISKS in respect of shipments and/or transactions to and/ or from United States of America (if any) : 48 HOURS</p> <p>STRIKES RISKS in respect of Domestic Transit : 07 DAYS From the midnight of the day on which notice of cancellation is received by the Insured/ Company (served at the respective addresses mentioned herein).</p>	Annexure – Institute Clauses
6.	Claims	In the event of claims, please send the relevant documents to: Commercial Claims Department, Edelweiss General Insurance Company Limited, 5th Floor, Tower 3, Kohinoor City Mall, Kohinoor City, Kiroi Road, Kurla West, Mumbai – 400070	
7.	Policy Servicing / Grievances / Complaints	<p>For resolution of any query or grievance, Insured may contact the respective branch office of the Company or may call the toll free number-1800 12000.</p> <p>However, if the resolution provided by the Insurer is not satisfactory, the Insured may approach Insurance Regulatory and Development Authority of India (IRDAI) through the Integrated Grievance Management Section (IGMS) or IRDAI Grievance Call Centre (IGCC) at the toll free no. 155255.</p> <p>Insured may also approach the Insurance Ombudsman, subject to vested jurisdiction, for redressal of the grievance. The updated details of Insurance Ombudsman offices may be accessed at the Insurer's website (<a href="http://www.edelweissinsurance.com">www.edelweissinsurance.com</a>) and are also available on the website of the Executive Council of Insurers (<a href="http://www.ecoi.co.in/ombudsman.html">www.ecoi.co.in/ombudsman.html</a>).</p>	Policy Wordings - Grievance

**DISCLAIMER :** THE ABOVEMENTIONED INFORMATION IS ONLY A SUMMARY OF THE PRODUCT FEATURES. THE COMPLETE TERMS AND CONDITIONS CAN BE FOUND IN THE POLICY WORDING. IT IS ADVISED THAT THE POLICY WORDING BE READ COMPLETELY FOR A FULL DESCRIPTION OF THE TERMS AND CONDITIONS OF COVERAGE AND THE EXCLUSIONS RELATING THERETO