



FUTURE GENERALI INDIA

Insurance Company Limited

Contractors All Risk Insurance - Policy Schedule

Policy Servicing Office	: Future Generali India Insurance Company Limited, 2nd Floor, Municipal No. 16-10-1/S/44, Plot No.44, Sri Krupa Market, Mahboob Mansion, Malakpet, Hyderabad, Andhra Pradesh, 500016, Tel_No:040-40272500		
Policy Number	: 2013-E0024271-FCA	Period of Insurance	: From 00:0010/08/2013 To midnight of 09/08/2016.
Insured	: B And C Estates	Intermediary Name/Code	: Chalapala Sekhar / 60029290
		Telephone (Hom)	: 9052238911
		Email Id	: rayashekhreddyem@gmail.com
Address	: 5-4-187/3 & 4, Soham Mansion, 2nd Floor, M G Road, Secunderabad, Andhra Pradesh, 500003		

In consideration of the Policyholder named herein paying to the Future Generali India Insurance Company Limited (hereinafter called the Insurer) the premium as stated in the Schedule and in reliance upon the statements made by the Policyholder in the proposal including its attachments or otherwise, and the material incorporated therein, the Insurer agrees to provide insurance against loss damage liability or expense to the extent and in the manner herein provided subject to all terms, conditions, exceptions and warranties hereinafter set forth.

Co-insurance Details

Insurer	Share (%)
Future Generali India Insurance Company Limited	100%

Project Details

Principal Name & Address	: B And C Estates
Business Description	: Contractor
Contractor Name & Address	: B And C Estates
Project Description	: Construction of Residential Building (G+9 Floors)
Project Location	: Sy no 2/1/1,183,184,190 & 191,Mallapur, GHMC,KapraCircle, Hyderabad.
Project Period	: 10/08/2013 To 09/08/2016
Financial Interest	: :N.A.

Section I - Material Damage

Sr. No	Description	Sum Insured (Rs.)
01	Contract Works	10,000,000

Section II - Third Party Liability

Sr. No	Description	Limit of Liability
1	Limit of indemnity in respect of any one accident or series of accidents arising out of one event (AOA)	0
2	Limit of indemnity for all accidents during the period (AOY)	0

Additional Coverages

Sr. No	Description	Sum Insured (Rs.)
Excess		
01	Normal Perils	5% OF CLAIMS MINIMUM OF RS.1,25,000/-
02	AOG Perils / Collapse	5% OF CLAIMS MINIMUM OF RS.5,00,000/-

Schedule Of Premium

Gross Premium	18,260.00
Add Service Tax including Cess	2,257.00
Total Premium	20,517.00

Additional Clauses, Conditions, Warranties & Exclusions

Terrorism Damage Exclusion Warranty
 Earthquake (Fire & Shock) Damage Clause
 Warranty for 24 Hrs watch and ward arrangement
 Endorsement regarding safety measures with respect to Flood,
 Precipitation and Inundation
 Warranty concerning Civil Engineering Works

Important:-

1. All other Terms, Conditions and Exclusions as per attached Policy Wordings. 2. In case of payment by cheque, in the event of dishonour of cheque for any reason whatsoever, insurance provided under this document automatically stands cancelled from the inception irrespective of whether a separate communication is sent or not.

For FUTURE GENERALI INDIA INSURANCE CO. LTD.



Receipt No : Z3553250
 Date of Issue : 13/08/2013
 Place of Issuance : Mumbai*

*Address as mentioned below.



FUTURE GENERALI INDIA

Insurance Company Limited

Risk Held Cover Letter

Date: 10.08.2013

To

**B AND C Estates,
5-4-187/3 & 4 Soham Mansion,
2nd Floor, M G Road, Secunderabad – 500003**

Ref: Contractor All Risk Insurance.

Dear Sir,

We acknowledge for your payment of Rs. 20,515/- through Chq No: 826127 dated 07.08.2013 drawn on HDFC Bank, towards Contractor All Risk Insurance coverage for above said policy.

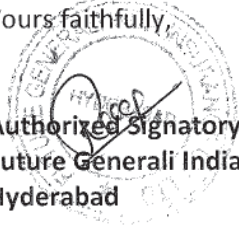
Name	:	B AND C Estates.
Sum Insured	:	Rs.1, 000, 00, 00/-
Subject Matter insured is	:	Construction of Residential Building
Risk Address	:	B AND C Estates Sy. No: 2/1/1, 183, 184, 190 & 191 Mallapur, GHMC, Kapra Circle, Hyderabad
Terms of Coverage	:	As per our Contractor All Risk insurance Policy
Policy Period	:	10.08.2013 to 09.08.2016

We hereby confirm holding the risk covered as shown above:

The policy documents is under preparation and shall be sent to you shortly.

Thanking and assuring you of best services at all times.

Yours faithfully,


**Authorized Signatory
Future Generali India Insurance Co. Ltd
Hyderabad**

FUTURE GENERALI INDIA INSURANCE COMPANY LIMITED

Branch Office : Door No:- 7-1-21A, APDL Estates, 1st Floor, Opp. Country Club, Begumpet, Hyderabad - 500 016, India. Tel : +91 40 3312 1900, Fax : +91 40 3312 1998, www.futuregenerali.in

Registered Office : 001, Delta Plaza, 414, VeerSavarkar Marg, Prabhadevi, Mumbai - 400 025.



FUTURE GENERALI INDIA

Insurance Company Limited

Policy No.: 2013-E0024271-FCA

Customer ID: 19834335

Date: 13/08/2013

B And C Estates

5-4-187/3 & 4,

Soham Mansion, 2nd Floor,

M G Road,

Secunderabad,

Andhra Pradesh 500003

Intermediary Name: Chalapala Sekhar-MTD

Dear B And C Estates

Welcome to the Future Generali Experience.

We thank you for choosing us for your insurance requirements. Your Policy No. is **2013-E0024271-FCA**.

Our initiatives will provide you with the highest standards of service, convenience and quality in insurance and it is our endeavour to constantly better your experience by innovating and evolving our basket of conveniences.

In case of any service requirement, do call our care lines below:
1800-220-233, 1860-500-3333, 022-67837800.

For registration of your Motor claims SMS MOTORCLAIM to 9222211100 (Standard SMS charges applicable)

Once again, thank you for choosing to insure with Future Generali and we look forward to being of service to you.

Assuring you of our best services at all times.

For Future Generali India Insurance Co. Ltd.

Authorised Signatory

Please review the communication address, email or contact nos. noted on this letter for correctness. In case of any change please contact our nearest branch or call our care lines mentioned above. This will ensure you do not miss out on 'Service Updates' and 'Renewal Reminders'.

For instant renewal of your Motor - Private Car Insurance Policy log on to www.futuregenerali.in

Now you can get Health, Personal Accident, Travel and Home Insurance Online. Visit us at www.futuregenerali.in



FUTURE GENERALI INDIA

Insurance Company Limited

PREMIUM RECEIPT

INSURED DETAILS			
Policy Number	: 2013-E0024271-FCA	Issuing Office	: Future Generali India Insurance Company Limited, 2nd Floor, Municipal No. 16-10-1/S/44, Plot No.44, Sri Krupa Market, Mahboob Mansion, Malakpet, Hyderabad, Andhra Pradesh, 500016
Customer Id	: 19834335	Area Code	: Dilsukhnag
Name of Insured	: B And C Estates	Intermediary Name/Code	: Chalapala Sekhar / 60029290
Address	: 5-4-187/3 & 4 Soham Mansion, 2nd Floor M G Road Secunderabad Andhra Pradesh 500003		
Period of Insurance	: From 10/08/2013 to 09/08/2016		

Received with thanks from B And C Estates a sum of Rs. 20,517.00 towards Premium on the above mentioned Policy.

PARTICULARS

PREMIUM

Gross Premium	Rs. 18,260.00
Add : Service Tax	2,191.26
Add : Education Cess	43.83
Add : Higher Education Cess	21.91
Stamp Duty	0.00
Total	20,517.00

NOTE :

1. This is a computer generated receipt and does not require a signature.
2. In case of payment by cheque, in the event of dishonour of cheque for any reason whatsoever, insurance cover provided under this receipt automatically stands cancelled from the inception irrespective of whether a separate communication is sent or not.
3. Upon issuance of this receipt, all previously issued temporary receipts, if any related to this policy, are considered null and void.
4. Excess amount, if any, will be adjusted against subsequent policies, or will be refunded on demand.



FUTURE GENERALI INDIA

Insurance Company Limited

Contractors All Risk Insurance - Endorsement

Insured : B And C Estates	Intermediary Code : 60029290
Address : 5-4-187/3 & 4, Soham Mansion, 2nd Floor, M G Road, Secunderabad, Andhra Pradesh 500003	Period of Insurance : 10/08/2013 to 09/08/2016

Policy No.	2013-E0024271-FCA-E001
Endorsement effective date	10/08/2013
Endorsement no.	001

Notwithstanding anything stated therein to the contrary, it is hereby declared and agreed that the following changes are made under the above mentioned policy-

Excess should be read as mentioned below and not as mentioned therein.

Normal Perils: 10% of Claims minimum of Rs.1,25,000/-.

AOG Perils/Collapse: 10% of Claims minimum of Rs.5,00,000/-.

All other terms, conditions and exclusions remain unaltered.

Place : Dilsukhnag

Date : 19/08/2013

For Future Generali India Insurance Co. Ltd.



Authorised Signatory



FUTURE GENERALI INDIA

Insurance Company Limited

Contractors All Risk Insurance - Policy Schedule

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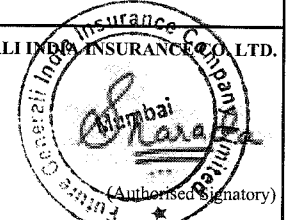
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For FUTURE GENERALI INDIA INSURANCE CO. LTD.

Receipt No : Z3553250
 Date of Issue : 13/08/2013
 Place of Issuance : Mumbai*

*Address as mentioned below.





FUTURE GENERALI INDIA

Insurance Company Limited

This policy is not valid unless it is countersigned by an authorised signatory

The stamp duty of Rs. 0.50 paid by GRASS DEFACE NO.0000015641201314, dated 16/05/2013.Mudrank 2004/4125/CR/690/M-1,dated 31/12/2004.



FUTURE GENERALI INDIA

Insurance Company Limited

CONTRACTOR'S ALL RISK POLICY WORDINGS

Whereas the insured named in the schedule hereto had made to **FUTURE GENERALI INDIA INSURANCE COMPANY LTD.** (hereinafter called "the Company") a written proposal by completing a proposal form which together with any other statements made in writing by the Insured for the purpose of this Policy, is deemed to be incorporated hereto.

NOW THIS POLICY OF INSURANCE WITNESSETH that subject to and in consideration of the insured having paid to Company, the premium mentioned in the Schedule and subject to the terms, exclusions, provisions and conditions contained herein or endorsed hereon the Company will indemnify the Insured in the manner and to the extent here in after provided.

GENERAL EXCLUSIONS:

The Company will not indemnify the Insured in respect of loss, damage or liability directly or indirectly caused by or arising out of or aggravated by -

- a) War, Invasion, Act of foreign enemy, hostilities or War like operations (whether war be declared or not), Civil War, rebellion, revolution, insurrection, mutiny, Civil commotion, Military or usurped power, martial law, conspiracy confiscation, commandeering a group of malicious person or persons acting on behalf of or in connection with any political organisation, requisition or destruction or damage by order of any Government de jure or defacto or by any Public, Municipal or Local Authority;
- b) Nuclear reaction, Nuclear radiation or Radioactive contamination;
- c) Wilful act or wilful negligence of the Insured or of his responsible representative.
- d) Cessation of work whether total or partial.

In any action, suit or other proceedings whether the Company, allege that by reason of the provisions of exclusion (a) above any loss, destruction, damage or liability is not covered by this insurance, the burden of proving that such loss, destruction, damage or liability is covered shall be upon the Insured.

PERIOD OF COVER:

CONSTRUCTION PERIOD:

The liability of the Company shall commence, (notwithstanding any date to the contrary specified in the Schedule) only from the time of commencement of work after the unloading of the property specified in the schedule from any conveyance at the site specified in the schedule whichever is earlier and shall expire on the date specified in the schedule. However, the Company's liability expires also for parts of the insured contract works, taken over or put into service by the Principal prior to the expiry date specified in the policy whichever shall be earlier.

If actual construction period is shorter than the period indicated in the schedule, no refund of premium shall be allowed unless specifically allowed by Insurers.

At the latest, the insurance shall expire on the date specified in the Schedule but if the work of construction included in the insurance is not completed within the time specified hereunder, the Company may extend the period of insurance but the insured shall pay to the Company additional premium at rates to be prescribed by the Company.

GENERAL CONDITIONS:

1. The due observance and fulfilment of the terms of this Policy in so far as they relate to anything to be done or complied with by the insured and the truth of the statements and answers in the questionnaire and proposal made by the Insured shall be a condition precedent to any liability of the company.

2. The Schedule and the Section(s) shall be deemed to be incorporated in and form part of this Policy and the expression "this Policy" wherever used in this contract shall be read as including the Schedule and the Section(s). Any word or expression to which a specific meaning has been attached in any part of this Policy or of the Schedule or of the Section(s) shall bear such meaning wherever it may appear.

3. The Insured shall at his own expense take all reasonable precautions and comply with all reasonable recommendations of the Company to prevent loss, damage or liability and comply with statutory requirements and manufacturers' recommendations.

4.
 - (a) Representatives of the Company shall at any reasonable time have the right to inspect and examine the risk and the Insured shall provide the representatives of the Company with all details and information necessary for the assessment of the risk.
 - (b) The Insured shall immediately notify the Company by Telegram and in writing of any material change in the risk and cause at his own expense such additional precautions to be taken as circumstances may require and the scope of cover and/or premium shall, if necessary, be adjusted accordingly.

No material alteration shall be made or admitted by the Insured where by the risk is increased unless the continuance of the Insurance be confirmed in writing by the Company.

5. In the event of any occurrence, which might give rise to a claim under this Policy, the Insured shall:
 - (a) Immediately notify the Company by Telephone or Telegram as well as in writing giving an indication as to the nature and extent of loss or damage;
 - (b) Take all steps within his power to minimize the extent of the loss or damage;
 - (c) Preserve the parts affected and made them available for inspection by a representative or Surveyor deputed by the Company;
 - (d) Furnish all such information and documentary evidence as the Company may require;
 - (e) Inform the police authorities in case of loss or damage due to theft or burglary; The Company shall not in any case be liable for loss, damage or liability of which no notice has been received by the Company within 14 days of its occurrence.

Upon notification being given to the Company under this condition the Insured may carry out the repair or replacement of any minor damage not exceeding Rs. 2,500/-. In all other cases a representative of the Company shall have the opportunity of inspecting the loss or damage before any repairs or alterations are affected. If a representative of the Company does not carry out the inspection within a period of time which could be considered as adequate under the circumstances the Insured is entitled to proceed with the repairs or replacement.

The liability of the Company under this Policy in respect of item sustaining damage shall cease if said item is not repaired properly without delay.

6. The Insured shall at the expense of the Company do and concur in doing and permit to be done all such acts and things as may be necessary or required by the Company in the interest of any rights or remedies, or of obtaining relief or indemnity from parties (other than those Insured under this Policy) to which the Company shall be or would become entitled or subrogated upon their 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 the Insured's indemnification by the Company.



FUTURE GENERALI INDIA

Insurance Company Limited

7. 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 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 each of the parties to the dispute/difference, and the third Arbitrators to be appointed by such two Arbitrators and arbitration shall be conducted under and in accordance with the provisions of the Arbitration and Conciliation Act, 1996.

It is clearly agreed and understood that no difference or dispute shall be referable to arbitration as herein before provided, if the Company has disputed or not accepted 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 Arbitrator/Arbitrators of the amount of the loss or damage shall be first obtained.

8. If a claim is in any respect fraudulent, or if any false declaration is made or used in support thereof, or if any fraudulent means or devices are used by the Insured or any one acting on his behalf to obtain any benefit under this Policy, or if a claim is made and rejected and no action or suit is commenced within three months after such rejection or, in case of arbitration taking place as provided therein, within three months after the Arbitrator or Arbitrators or Umpire have made their award, all benefits under this Policy shall be forfeited.
9. If at the time of any claim arises under this Policy there be any other insurance covering the same loss, damage or liability the Company shall not be liable to pay or contribute more than their rateable proportion of any claim for such loss, damage or liability.
10. This Insurance may be terminated at the request of the Insured at any time in which case the Insurers will refund appropriate premium amount subject to following conditions -
- Claims experience under the policy as on date of cancellation should be less than 60% of reworked premium.
 - The unexpired period under is not less than 3 months or 25% of the policy period whichever is less.
 - Testing period should not have commenced.

This insurance may also at any time be terminated at the option of the Company by 15 days notice to that effect being given to the Insured in which case the insurer shall be liable to repay on demand a rateable proportion of the premium for the unexpired term from the date of the cancellation.

SECTION-1 MATERIAL DAMAGE

The Company hereby agrees with the Insured (subject to the exclusions and conditions contained herein or endorsed hereon) that if, at any time during the period of Insurance stated in the said Schedule, or during any further period of extension thereof the property (except packing materials of any kind) or any part thereof described in the said Schedule be lost, damaged or destroyed by any cause, other than those specifically excluded hereunder, in a manner necessitating replacement or repair the Company will pay or make good all such loss or damage upto an amount not exceeding in respect of each of the items specified in the Schedule the sum set opposite thereto and not exceeding in the whole the total sum insured hereby.

The Company will also reimburse the insured for the cost of clearance and removal of debris following upon any event giving rise to an admissible claim under this Policy but not exceeding in all the sum (if any) set opposite thereto in the Schedule.

EXCLUSIONS TO SECTION - I

The Company, shall not, however, be liable for:

- a) the first amount of the loss arising out of each and every occurrence shown as Excess in the Schedule;

- b) loss discovered only at the time of taking an inventory;
- c) normal wear and tear, gradual deterioration due to atmospheric conditions or lack of use or obsolescence or otherwise, rust, scratching of painted or polished surfaces or breakage of glass;
- d) loss or damage due to faulty design;
- e) the cost of replacement, repair or rectification of defective material and/or workmanship, but this exclusion shall be limited to the items immediately affected and shall not be deemed to exclude loss of or damage to correctly executed items resulting from an accident due to such defective material and/or workmanship;
- f) the cost necessary for rectification or correction of any error during construction unless resulting in physical loss or damage;
- g) loss of or damage to files, drawings, accounts, bills, currency, stamps deeds, evidence of debt, notes, securities, cheques, packing materials such as cases, boxes, crates;
- h) any damage or penalties on account of the Insured's non-fulfilment of the terms of delivery or completion under his Contract of construction or of any obligations assumed there under or lack of performance including consequential loss of any kind or description or for any aesthetic defects or operational deficiencies;
- I) loss of or damage to vehicles licensed for general road use or water borne vessels or Machinery/Equipment mounted or operated or fixed on floating vessels /craft /barges or aircraft.

PROVISIONS APPLYING TO SECTION - I

MEMO 1. SUM INSURED:

It is a requirement of this insurance that the sum of insurance stated in the schedule shall not be less than the completely erected value of the property inclusive of freights, custom duty, erection cost and the insured undertakes to increase or decrease the amount of insurance in the event of any material fluctuation in the level of wages or prices. Provided always that such increase or decrease shall take effect only after the same has been recorded on the policy by the company.

If in the event of the occurrence of a loss, or damage it is found that the sum insured representing the completely erected value of the property and / or of particular item involved is less than the amount required to be insured, then the amount recoverable by the insured under this policy shall be reduced in such proportion as the sums insured bear to the amounts required to be insured.

MEMO 2. PREMIUM ADJUSTMENT:

The Sum Insured under the Policy representing the complete value of the contract works shall be adjustable at completion of the construction on the basis of actual values to be declared by the insured in respect of freight and handling charges, custom dues and construction cost and difference in premium shall be met with by payment at the rate agreed to or by the Insured as the case may be. Any increase or decrease in the prime cost of materials shall not be the subject matter of premium adjustment.

MEMO 3. REINSTATEMENT OF SUM INSURED:

In the event of loss or damage the Insurance shall notwithstanding be maintained in force during the period of Insurance for the Sum Insured the Insured undertaking to pay a pro-rata additional premium on the full amount of each claim for the loss or damage from the date of such loss to the expiry of the period of Insurance.

MEMO 4. BASIS OF LOSS SETTLEMENT:

In the event of any loss or damage the basis of any settlement under this Policy shall be:

- a) In the case of damage which can be repaired the cost of repairs necessary to restore the property to their condition immediately before the occurrence of the damage less salvage, or
- b) In the case of a total loss - the actual value of the property immediately before the occurrence of the loss less salvage;



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However, only to the extent the cost claimed has to be borne by the insured and to the extent they are included in the Sum Insured and provided always that the provisions and conditions have been complied with.

All damages, which can be repaired, shall be repaired, but if the cost of repairing any damage equals or exceeds the value of the property immediately before the occurrence of the damage, the settlement shall be made on the basis provided for in (b) above.

The cost of any provisional repairs will be borne by the Company if such repairs constitute part of the final repairs and do not increase total repair expenses.

The cost of any alteration, additions and/or improvements shall not be recoverable under this Policy.

MEMO 5. EXTENSION OF COVER:

Any extra charges incurred for overtime, work on holidays, express freight (excluding air freight) are not covered by this Insurance unless agreed upon at an additional premium to be prescribed by the company.

MEMO 6. CONSTRUCTION, PLANT AND MACHINERY:

Loss of or damage to Construction Plant and Machinery excludes loss or damage directly caused by its own explosion or its own mechanical or electrical breakdown or derangement.

MEMO 7. SURROUNDING PROPERTY:

Loss of or damage to property located on or adjacent to the site and belonging to or held in care, custody or control of the Principal(s) or the Contractor(s) shall only be covered if occurring directly due to the construction of the items insured under Section I and happening during the period of cover, and provided that a separate Sum therefore has been entered in the Schedule under Section I, for Principal's specified surrounding property. This cover does not apply to construction / erection machinery, plants and equipment.

MEMO 8. MAJOR PERILS / AOG PERILS:

The major perils / Acts Of God claims shall mean the claims arising out of

- a) Earthquake-Fire & Shock
- b) Landslide / Rockslide / subsidence
- c) Flood / Inundation
- d) Storm / Tempest / Hurricane / Typhoon / Cyclone / Lightning or other atmospheric disturbances.
- e) Collapse
- f) Water damage for 'Wet' risk i.e. contract-involving works in rivers, canals, lakes, or sea.

MEMO 9. REINSTATEMENT OF THE INDEMNITY LIMIT:

Reinstatement of the indemnity limit on payment of additional premium after occurrence of claim can be allowed for extensions like express freight, overtime, surrounding property, and airfreight. However in respect of Third Party Liability reinstatement can be allowed up to overall limit of Rs. 1 crore during the entire policy period.

MEMO 10. THIRD PARTY LIABILITY:

Third party liability cover cannot be granted during extended maintenance

SECTION -II THIRD PARTY LIABILITY:

THE COMPANY WILL INDEMNIFY THE INSURED AGAINST:

- a) Legal liability for accidental loss or damage caused to property of other persons including property held in trust by or under custody of the Insured for which he is

responsible excluding any such property used in connection with construction thereon.

- b) Legal liability (liability under contract excepted) for fatal or non-fatal injury to any persons other than the Insured's own employees or workmen or employees of the owner of the works or premises or other firms connected with any other construction work thereon, or members of the Insured's family or of any of the aforesaid; directly consequent upon or solely due to the construction of any property described in the Schedule. Provided that the total liability of the Company during the period of the insurance under this clause shall not exceed the limits of Indemnity set opposite thereto in the Schedule.

In respect of a claim for compensation to which the indemnity provided herein applies, the Company will, in addition, indemnify the Insured against -

- a) all costs and expenses of litigation recovered by any claimant from the Insured,
- b) all costs and expenses incurred with the written consent of the Company.

The exclusion contained in paragraphs (d), (f) & (g) in Section I of this Policy shall apply also to this Section.

EXCLUSION TO SECTION II

The Company will not indemnify the insured in respect of -

1. The Excess stated in the Schedule to be borne by the Insured in any one occurrence related to property damage.
2. Expenditure Incurred in doing or redoing or making good or repairing or replacing anything covered or coverable under Section I of this Policy;
3. Liability consequent upon -
 - a) bodily injury to or illness of employees of workmen of the Contractor(s) or the Principal(s) or any other firm connected with the project which or part of which is insured under section I, or members of their families.
 - b) loss of or damage to property belonging to or held in care, custody or control of the Contractor(s), the Principal(s) or any other firm connected with the project which or part of which is insured under Section - I, or an employee or workman of the aforesaid.
 - c) any accident caused by vehicles licensed for general road use or by waterborne vessels or aircraft.
 - d) any agreement by the Insured to pay any sum by way of indemnity or otherwise unless such liability would have attached also in the absence of such agreement.

CONDITIONS APPLYING TO SECTION II

1. No admission, offer, promise, payment or indemnity shall be made or given by or on behalf of the Insured without the written consent of the Company whom shall be entitled, if they so desire, to take over and conduct in the name of the Insured the defence or settlement of any claim or to prosecute for their own benefit in the name of the insured any claim for indemnity or damage or otherwise and shall have full discretion in the conduct of any proceeding or in the settlement of any claim and the insured shall give all such information and assistance as the company may require.
2. The Company may, so far as any accident is concerned, pay to the Insured the limit of indemnity for anyone accident /anyone period, but deducting there from in such case any sum/s already paid as compensation in respect thereof or any lesser sum for which the claim or claims arising from such accident can be settled and the company shall thereafter be under no further liability in respect of such accident under this section.



FUTURE GENERALI INDIA

Insurance Company Limited

Grievance Redressal Procedures

Dear Customer,

At **Future Generali** we are committed to provide "Exceptional Customer-Experience" that you remember and return to fondly. We encourage you to read your policy & schedule carefully. We want to make sure the plan is working for you and welcome your feedback.

What Constitutes a Grievance?

A "Grievance/Complaint" is defined as any communication that expresses dissatisfaction about an action or lack of action, about the standard service/deficiency of service from Future Generali or its intermediary or asks for remedial action.

If you have a complaint or grievance you may reach us through the following avenues:

	Help - Lines	1800-220-233 / 1860-500-3333 / 022-67837800		Email	Fgcare@futuregenerali.in
				Website	www.futuregenerali.in
	GRO at each Branch	Walk-in to any of our branches and request to meet the Grievance Redressal Officer (GRO) .			

What can I expect after logging a Grievance?

- We will acknowledge receipt of your concern within 3 - business days.
- Within 2 - weeks of receiving your grievance, we shall revert to you the final resolution.
- We shall regard the complaint as closed if we do not receive a reply within 8 weeks from the date of receipt of response.

What do I do, if I am unhappy with the Resolution?

- You can write directly to our **Customer Service Cell at our Head office:**

	Customer Service Cell	Customer Service Cell, Future Generali India Insurance Company Ltd. Corporate & Registered Office:- 6th Floor, Tower 3, Indiabulls Finance Center, Senapati Bapat Marg, Elphinstone Road, Mumbai - 400013 Please send your complaint in writing. You can use the complaint form, annexed with your policy. Kindly quote your policy number in all communication with us. This will help us to deal with the matter faster.
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How do I Escalate?

While we constantly endeavor to promptly register, acknowledge & resolve your grievance, if you feel that you are experiencing difficulty in registering your complaint, you may register your complaint through the **IRDA (Insurance Regulatory and Development Authority)**.

- **CALL CENTER: TOLL FREE NUMBER (155255).**
- **REGISTER YOUR COMPLAINT ONLINE AT: [HTTP://WWW.IGMS.IRDA.GOV.IN/](http://www.igms.irda.gov.in/)**

Insurance Ombudsman:

If you are still not satisfied with the resolution to the complaint as provided by our **GRO**, you may approach the Insurance Ombudsman for a review. The Insurance Ombudsman is an organization that addresses grievances that are not settled to your satisfaction. You may reach the nearest insurance ombudsman office. The list of Insurance Ombudsmen offices is as mentioned below.

Office of the Ombudsman	Contact Details	Areas of Jurisdiction
AHMEDABAD	Insurance Ombudsman Office of the Insurance Ombudsman 2nd Floor, Ambica House, Nr. C.U.Shah College, 5, Navyug Colony, Ashram Road, AHMEDABAD - 380 014 Tel: 079- 27546840 Fax: 079-27546142 E-mail: ins.omb@rediffmail.com	Gujarat, UT of Dadra & Nagar Haveli, Daman and Diu
BHOPAL	Insurance Ombudsman Office of the Insurance Ombudsman Janak Vihar Complex, 2nd Floor, 6, Malviya Nagar, Opp. Airtel, Near New Market, BHOPAL - 462 023 Tel: 0755-2569201 Fax: 0755-2769203 E-mail: bimalokpalbhopal@airtelmail.in	Madhya Pradesh & Chhattisgarh
BHUBANESHWAR	Insurance Ombudsman Office of the Insurance Ombudsman 62, Forest Park, BHUBANESHWAR - 751 009 Tel: 0674-2596455 Fax: 0674-2596429 E-mail: loobbsr@dataone.in	Orissa
CHANDIGARH	Insurance Ombudsman Office of the Insurance Ombudsman S.C.O. No.101, 102 & 103, 2nd Floor, Batra Building, Sector 17-D, CHANDIGARH - 160 017 Tel: 0172-2706468 Fax: 0172-2708274 E-mail: ombchd@yahoo.co.in	Punjab, Haryana, Himachal Pradesh, Jammu & Kashmir, UT of Chandigarh
CHENNAI	Insurance Ombudsman Office of the Insurance Ombudsman Fatima Akhtar Court, 4th Floor, 453 (old 312), Anna Salai, Teynampet, CHENNAI - 600 018 Tel:044-24333668 /5284 Fax: 044-24333664 E-mail: chennaiinsuranceombudsman@gmail.com	Tamilnadu, UT- Pondicherry Town and Karaikal (which are part of UT of Pondicherry)
NEW DELHI	Insurance Ombudsman Office of the Insurance Ombudsman 2/2 A, Universal Insurance Bldg. Asaf Ali Road, NEW DELHI - 110 002 Tel: 011-23239633 Fax: 011-23230858 E-mail: lobdelraj@rediffmail.com	Delhi & Rajasthan
GUWAHATI	Insurance Ombudsman Office of the Insurance Ombudsman Jeevan Nivesh, 5th floor Nr. Panbazar Overbridge, S.S. Road, GUWAHATI - 781 001 Tel:0361-2132204/5 Fax: 0361-2732937 E-mail: ombudsmanghy@rediffmail.com	Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura
HYDERABAD	Insurance Ombudsman Office of the Insurance Ombudsman 6-2-46 , 1st Floor, Moin Court Lane, Opp. Saleem Function Palace, A.C.Guards, Lakdi-Ka-Pool, HYDERABAD - 500 004 Tel: 040-65504123 Fax: 040-23376599 E-mail: insombudhyd@gmail.com	Andhra Pradesh, Karnataka and UT of Yanam - a part of UT of Pondicherry
ERNAKULAM	Insurance Ombudsman Office of the Insurance Ombudsman 2nd Floor, CC 27/2603, Pulinat Building, Opp. Cochin Shipyard, M.G. Road, ERNAKULAM - 682 015 Tel: 0484-2358759 Fax: 0484-2359336 E-mail: lokochi@asianetindia.com	Kerala, UT of (a) Lakshadweep, (b) Mahe - a part of UT of Pondicherry
KOLKATA	Insurance Ombudsman Office of the Insurance Ombudsman 4th Floor, Hindusthan Bldg., Annexe, 4, C.R.Avenue, KOLKATA - 700 072 Tel: 033-22124346 / (40) Fax: 033-22124341 E-mail: iombsbpa@bsnl.in	West Bengal, Bihar, Jharkhand and UT of Andaman & Nicobar Islands, Sikkim
LUCKNOW	Insurance Ombudsman Office of the Insurance Ombudsman Jeevan Bhawan, Phase 2, 6th Floor, Nawal Kishore Road, Hazratganj, LUCKNOW - 226 001 Tel: 0522-2231331 Fax: 0522-2231310 E-mail: insombudsman@rediffmail.com	Uttar Pradesh and Uttaranchal
MUMBAI	Insurance Ombudsman Office of the Insurance Ombudsman Jeevan Seva Annexe, 3rd Floor, S.V.Road, Santacruz (W), MUMBAI - 400 054 Tel: 022-26106928 Fax: 022-26106052 E-mail: ombudsmanmumbai@gmail.com	Maharashtra, Goa

The updated details of Insurance Ombudsman are available on IRDA website: www.irda.gov.in , on the website of General Insurance Council: www.generalinsurancecouncil.org.in, our website www.futuregenerali.in or from any of our offices.



FUTURE GENERALI INDIA

Insurance Company Limited

COMPLAINT FORM

POLICY TYPE

<input type="checkbox"/> MOTOR	<input type="checkbox"/> HEALTH	<input type="checkbox"/> PERSONAL ACCIDENT
<input type="checkbox"/> TRAVEL	<input type="checkbox"/> HOME	<input type="checkbox"/> MARINE
<input type="checkbox"/> OTHERS _____		

POLICY DETAILS

<input type="checkbox"/> EXISTING SERVICE REQUEST	<input type="checkbox"/> POLICY NO	<input type="checkbox"/> CUSTOMER ID
<input type="checkbox"/> COVER NOTE	<input type="checkbox"/> HEALTH CARD	<input type="checkbox"/> APPLICATION NO
[Grid for details]		

CUSTOMER NAME

FIRST NAME	MIDDLE NAME	LAST NAME
[Grid]	[Grid]	[Grid]

ADDRESS

[Grid]

[Grid]

CITY [Grid] PIN CODE [Grid]

TEL NO. [Grid] MOBILE NO. [Grid]

Detailed description of the problem:

Customer's Signature _____ Date [Grid]

You may submit your complaint to the Nearest Branch Office or mail to our Customer Cell at:

Customer Service Cell
Future Generali India Insurance Company Ltd.
Corporate & Registered Office:- 6th Floor, Tower 3, Indiabulls Finance Center, Senapati Bapat Marg, Elphinstone Road, Mumbai - 400013
Care Lines:- 1800-220-233 / 1860-500-3333 / 022-67837800 Email:-fgcare@futuregenerali.in Website:-www.futuregenerali.in.

Office Use Only:

Comments: _____ Service / Case # _____



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