



THE NEW INDIA ASSURANCE COMPANY LIMITED

Head Office : New India Assurance Bldg.

87, M.G. Road, Fort, Mumbai – 400 001

CIN No: L66000MH1919GOI000526 / IRDAI Regn. No.190

New India Bharat Flexi Griha Raksha Long Term Policy

UIN: IRDAN190RPPR0001V01202425

Policy Wording

This Policy and the Insurance Contract

1. To whom this Policy is issued:

- Individual Dwellings &
- Cooperative Housing Societies, Home Welfare Association, Dwellings owned by Corporates.

Special features:

- The policy can be issued to individual dwellings for a maximum of up to 40 years s based on building age.
- For Co-operative Housing Societies/Home Welfare Associations/Dwellings owned by Corporates up to 5 years s based on building age.
- Long Terms Discount for policies with policy period of more than 10 years
- Automatic appreciation of Sum insured every year by 10% & maximum of 20 years.
- No Underinsurance apply.
- Theft within 7 days from the occurrence of and proximately caused by any of the Insured Events.

Special meaning of certain words: Words stated in the table below have a special meaning throughout this Policy, the Policy Schedule and Endorsements. These words with special meaning are stated in the Policy with the first letter in capitals.

Sr. No.	Word	Meaning
1.	Bank	A bank or any Financial institution
2.	Carpet Area	• for the main building unit, it is the net usable floor area, excluding the area covered by the external walls, areas under services shafts, exclusive balcony or verandah area and exclusive open terrace area, but including the area covered by the internal partition walls of the residential unit; • for any enclosed structure on the same site, it is the net usable floor area of such structure; and



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2.	Carpet Area	for any balcony, veranda area, terrace area, parking area, or any enclosed structure that is part of Your Home, it is 25% of its net usable floor area.
3.	Commencement Date	It is the date and time from which the insurance cover under this Policy begins. It is shown in the Policy Schedule.
4.	Cost of Construction	The amount required to construct Your Home Building at the Commencement Date. This amount is calculated as follows: a. For residential structure of Your Home including Fittings and Fixtures:
4.	Cost of Construction	Carpet Area of the structure in square metres X Rate of Cost of Construction at the Commencement Date. The Rate of Cost of Construction is the prevailing rate of cost of construction of Your Home Building at the Commencement Date as declared by You and accepted by Us and shown in the Policy schedule. b. For additional structures : the amount that is based on the prevailing rate of Cost of Construction at the Commencement Date as declared by You and accepted by Us.
5.	Endorsement	A written amendment to the Policy that We make (additions, deletions, modifications, exclusions or conditions of an insurance Policy) which may change the terms or scope of the original policy.
6.	Home Contents	Those articles or things in Your Home that are not permanently attached or fixed to the structure of Your Home. Home Contents may consist of General Contents and/or Valuable Contents.
7.	General Contents	General Contents are all the contents of household use in Your Home, e.g., furniture, electronic items and goods, antennae, solar panels, water storage equipment, kitchen equipment, electrical equipment (including those fitted on walls), clothing and apparel and items of similar nature.
8.	Valuable Contents	Valuable Contents of Your Home consist of items such as jewellery , silverware, paintings, works of art, antique items, curios and items of similar nature.
9.	Insured	The Person/s who has/have purchased Insurance Cover under this Policy.
10.	Insured Property	Your Home Building and Home Contents, or any item of property covered by this Policy.
11.	Kutchra Construction	Building(s) having walls and/or roofs of wooden planks/thatched leaves and/or grass/hay of any kind/bamboo/plastic cloth/asphalt/canvas/tarpaulin and the like.



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12.	Policy Period	Policy period means the period commencing from the effective date and time as shown in the Policy Schedule and terminating at Midnight on the expiry date as shown in the Policy Schedule or on the termination of or the cancellation of insurance as provided for in Clause G (III) of this Policy, whichever is earlier.
13.	Policy Schedule	The document accompanying and forming part of the Policy that gives Your details and of Your insurance cover, as described in Clause A (3) of this Policy.
14.	Pucca Construction	Construction other than Kutcha Construction.
15.	Spouse	Your wife or husband.
16.	Sum Insured	The amount shown as Sum Insured in the Policy Schedule and as described in Clause C (4) and Clause D (2) of this Policy. It represents Our maximum liability for each cover or part of cover and for each loss.
17.	Total Loss	A situation where the Insured Property or item is completely destroyed, lost or damaged beyond retrieval or repair or the cost of repairing it is more than the Sum Insured for that item or in total
18.	We, Us, Our, Insurer	The New India Assurance Company Limited that has provided Insurance Cover under this Policy; of the Company.
19.	You, Your, Insured	The Insured Person/s who has/have purchased Insurance Cover under this Policy; of such Insured Person/s.
20.	Your Home Building	Your Home Building is a building consisting of a residential unit, having an enclosed structure and a roof, basement (if any) and used as a dwelling place described in detail as per Clause C (2) of this Policy.

Insured Events

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

	Column A	Column B
1.	Fire	caused by burning of Insured Property by order of any Public Authority.
2.	Explosion or Implosion	-
3.	Lightning	-
4.	Earthquake, volcanic eruption, or other convulsions of nature	



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5.	Storm, Cyclone, Typhoon, Tempest, Hurricane, Tornado, Tsunami, Flood and Inundation	
6.	Subsidence of the land on which Your Home Building stands, Landslide, Rockslide	caused by normal cracking, settlement or bedding down of new structures, the settlement or movement of made up ground, coastal or river erosion, defective design or workmanship or use of defective materials, or demolition, construction, structural alterations or repair of any property, or ground works or excavations.
7.	Bush fire, Forest fire, Jungle fire	-
8.	Impact damage of any kind, i.e., damage caused by impact of, or collision caused by any external physical object (e.g. vehicle, falling trees, aircraft, wall etc.)	caused by pressure waves caused by aircraft or other aerial or space devices travelling at sonic or supersonic speeds.
9.	Missile testing operations	-
10.	Riot, Strikes, Malicious Damages	caused by temporary or permanent dispossession, confiscation, commandeering, requisition or destruction by order of the government or any lawful authority, or Temporary or permanent dispossession of Your Home by unlawful occupation by any person.
11.	Bursting or overflowing of water tanks, apparatus and pipes.	-
12.	Leakage from automatic sprinkler installations.	a. repairs or alterations in Your Home or the building in which Your Home is located, b. repairs, removal or extension of any sprinkler installation, or c. defects in the construction known to You.
13.	Theft within 7 (seven)days from the occurrence of and proximately caused by any of the above Insured Events.	if it is a. of any article or thing outside Your Home, or b. of any article or thing attached from the outside of the outer walls or the roof of Your Home, unless securely mounted.



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Following covers are inbuilt covers. However, insured may opt out any of these and avail discount for the same.

1. Earthquake, volcanic eruption, or other convulsions of nature
2. Storm, Cyclone, Typhoon, Tempest, Hurricane, Tornado, Tsunami, Flood and Inundation, Lightning, Subsidence of the land, Landslide, Rockslide

Additional Covers

1. Optional Covers (with additional premium payment)

a. Acts of Terrorism: Coverage , Exclusions and Excess as per Terrorism Clause

b. Cover for Valuable Contents on Agreed Value Basis (under Home Contents cover):

c. Value based on a valuation certificate However, waiver of Valuation Certificate if the Sum Insured opted for is up to ₹ 5 Lakh (Rupees Five Lakh) and Individual item value does not exceed ₹ 1 Lakh (Rupees One Lakh).

d. Personal Accident Cover: S.I. Rs.5,00,000/- (Rupees Five Lakh) per person for Insured and Spouse, results in the unfortunate death due to insured peril. In the event of the unfortunate death of the insured, the Personal Accident cover shall continue for the spouse until expiry of the policy.

2. Add-ons:

Following add-on covers with available up to the limit mentioned in policy schedule with payment additional premium:

	Name of Add-on cover
1	Garden & Landscaping and Tree Removal cost
2	Removal of Debris [In excess of 2% and maximum upto 5% of claim amount]
3	Architects, Surveyors and consulting Engineers Fees (in excess of 5% & maximum upto 10% of the Claim amount)
4	Reimbursement of Food Expenses (applicable for individual dwellings only)
5	Loss Minimization Expenses
6	Immediate Repairs to the Property Insured
7	Claims Preparation cost
8	Omission to Insure additions, alterations or extensions (Fixed assets)
9	Brokerage for Alternate accommodation(applicable to Individual Dwellings covering Home Building)



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Wordings for Add-on Covers

1] Garden & Landscaping and Tree Removal cost

We will to restore or replace lost or damaged trees, shrubs, plants or lawns at the Residence shown in Policy Schedule, caused by: Aircraft, fire, lightning, explosion, riot or civil commotion, earthquake, a vehicle, theft, attempted theft, vandalism or malicious acts, Storm, Cyclone, Typhoon, Tempest, Hurricane, Tornado, Flood and Inundation.

Cost incurred towards removal of trees as given below will also be covered:

- a] Fallen trees at your residence b] trees that are threatening to fall and cause damage to your residence
- c] trees that are located in your garden and threaten to fall and cause damage to your neighbors building

Statutory permission required for removal of tree shall be obtained by you at your own cost.

Limit: 5% of the claim amount subject to maximum of Rs 25,000/-

2] Removal of Debris

We will pay you the cost necessarily incurred by an insured in the removal of debris from the premises of the insured, dismantling, demolishing, shoring up or propping of Insured property following destruction or damage by Insured Peril by incorporating the following clause:

On costs and expenses necessarily incurred by the insured

- (a) Removal of debris from the premises of the insured;
- (b) Dismantling or demolishing; (c) Shoring up or propping;

Of the portion or portions of the property insured by (Items of) this policy destroyed or damaged by perils hereby insured against but not exceeding in the aggregate upto 5% of claim amount. Limit: In excess of 2% and maximum up to 5% of claim amount



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3] Architects, Surveyors and consulting Engineers :

We will pay you the expenses incurred towards Architects, Surveyors and consulting Engineers Fees for plans, specification tenders , quantities and services in connection with the superintendence of the reinstatement for the Building, Machinery, Accessories and equipment insured under this policy upto 10% of the adjusted loss is covered, but it is understood that this does not include any cost in connection with the preparation of the insured's claim or estimate of loss in the event of damage by insured perils . Additional premium — Rate = 1% of policy rate charged on [5% of sum insured]

Limit: In excess of 5% and maximum up to 10% of the claim amount

4] Reimbursement of Food Expenses

We will pay reasonable food expenses upto maximum 3 days upto Rs 15000 to you or a family member need to as a result of a covered forced evacuation loss where you are unable to access your Dwelling arising out of loss or damage to the insured Building.

Limit: up to maximum 3 days up to Rs 15000

5] Loss Minimization Expenses

This Policy includes expenses for loss minimization necessarily incurred by the insured to prevent any aggravation of an insured loss following a loss or damage to the subject matter insured, due to a cause not excluded, at insured's Premises, specified in the Schedule, including moving/shining of property if this contributed to loss minimization. Limit: 5% of claim amount subject to maximum up to Rs. 10 lakhs

6] Immediate Repairs for Building :

It is agreed that in case of loss the insured, if they so elect, may immediately begin repairs or reconstruction but such work shall at all times be open to supervision by the insurer or their representative and in case of dispute as to the cost of repair and/ or reconstruction the loss shall be settled in accordance with the terms of this policy, the sole object of this condition being not to deprive the insured from the use of operating properties which may be necessary to their business. Evidence of loss to be photographed and if any damaged items are replaced the same is to be preserved for inspection by surveyors.

It is further noted and agreed that in the event of physical loss or damage to the property insured hereunder the insured, at their sole discretion shall have the option to accept repair or replacement terms as offered by the Original equipment manufacturer OEM regardless of any other terms offered from other suppliers, manufacturers or fabricators. Provided always that the difference between the OEM quote and the lowest quote does not exceed 25% of the lowest quote and quotes are based on the same technological specifications.

Housing Society including Home Welfare Association/Dwellings owned by corporates - Limit: 5% of the claim amount subject to max of Rs.50,000/-

Individual Dwellings -Limit: 5% of the claim amount subject to max of Rs.10,000/-



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7] Claims Preparation cost

In consideration of the payment of additional premium, subject to exclusions, conditions and limitations of the Policy to which this extension is attached this policy is extended to cover the necessary and reasonable professional fees as may be payable by the Insured to their accountants, architects, auditors, engineers, or other professionals, excluding insured's employees or agents, for producing and certifying any particulars or details in support of an indemnifiable claim made by the Insured

Coverage will not include the fees and costs of attorneys, public adjusters, and loss appraisers nor the fees and costs of loss consultants, (all including any of their subsidiary, related or associated entities either partially or wholly owned by them or retained by them for the purpose of assisting them), who provide consultation on coverage or negotiate claims.

Housing Society including Home Welfare Association/Dwellings owned by corporate — Limit: 5% of the claim amount subject to max of Rs. 25 lakhs

Individual Dwellings — Limit: 5% of the claim amount subject to max of Rs.50,000/-

8] Omission to Insure additions, alterations or extensions [Fixed Assets]

Omission to Insure additions, alterations or extensions “In consideration of the payment of additional premium, it is hereby agreed and declared that the Insurance by this Policy extends to cover Buildings and/or Machinery, Plant and other Contents as defined in the Schedule hereof which the insured may erect or acquire or for which they may become responsible at the within described premises

- a. The liability under this Extension shall not exceed in respect of above, 5% of the Sum Insured by each item,
- b. The Insured shall notify the Insurer of each additional insurance as soon as it shall come to their knowledge and shall pay the appropriate additional premium thereon from the date of inception
- c. Following the advice of any additional insurance as aforesaid, cover by this extension shall be fully reinstated.
- d. No liability shall attach to the insurers in respect of any Building, Machinery, Plant or other Contents while such property is otherwise insured.

9] Brokerage for Alternate accommodation (Applicable to dwellings — individual only on covering Home Building)

In the event the home building is not fit for living because of physical loss arising out of insured peril, we will pay the

Brokerage payment towards alternative accommodation of rent i.e.

Actual expenses incurred by the insured towards brokerage upto maximum of Rs.25,000/- or one month rent whichever is less.

Limit: Maximum Rs. 25,000/-



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Exclusions (What We do not cover) for all covers under this policy

We do not cover losses and expenses for any loss or damage or destruction of the Insured Property that is directly or indirectly as a result of or is caused by or arising from events, stated below:

1. Your deliberate, wilful or intentional act or omission, or of anyone on Your behalf, or with Your connivance.
2. War, invasion, act of foreign enemy hostilities or war-like operations (whether war is declared or not), civil war, mutiny, civil commotion amounting to a popular rising, military rising, rebellion, revolution, insurrection or military or usurped power.
3. Ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from combustion of nuclear fuel, or the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component that is part of it.
4. Pollution or contamination, unless
 - i. the pollution or contamination itself has resulted from an Insured Event, or ii.an Insured Event itself results from pollution or contamination.
5. Loss, damage or destruction to any electrical/electronic machine, apparatus, fixture, or fitting by overrunning, excessive pressure, short circuiting, arcing, self- heating or leakage of electricity from whatever cause (lightning included). This exclusion applies only to the particular machine so lost, damaged or destroyed.
6. Loss or damage to bullion or unset precious stones, manuscripts, plans, drawings, securities, obligations or documents of any kind, coins or paper money, cheques, vehicles, and explosive substances unless otherwise expressly stated in the policy.
7. Loss of any Insured Property which is missing or has been mislaid, or its disappearance cannot be linked to any single identifiable event.
8. Loss or damage to any Insured Property removed from Your Home to any other place.
9. Loss of earnings, loss by delay, loss of market or other consequential or indirect loss or damage of any kind or description whatsoever.
10. Any reduction in market value of any Insured Property after its repair or reinstatement.
11. Any addition, extension, or alteration to any structure of Your Home Building that increases its Carpet Area by more than 10% of the Carpet Area existing at the Commencement Date or on the date of renewal of this Policy, unless You have paid additional premium and such addition, extension or alteration is added by Endorsement.
12. Costs, fees or expenses for preparing any claim.

1. **Inform change in circumstances** : inform Us immediately
2. change the use of Home Building.

Renewal of Policy : Renewal is not automatic



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Cancellation and Termination of Policy

Rules for cancellation / Refund

1. Refund of Premium in case of Cancellation by Insured :

As per IRDAI guidelines for all retail policies the retail policyholder can cancel the policy at any time during the term, by informing the insurer.

- (i) refund proportionate premium for unexpired policy period, if the term of the policy is upto one year and there is no claim[s] made during the policy period.
- (ii) refund premium for the unexpired policy period, in respect of policy with the term more than one year and the risk coverage for such policy years has not commenced. Also any long term discount allowed for long terms policies having tenure more than 10 years the same shall be retained whilst working out the retained premium

2. Refund of premium in case of cancellation by insurers :

As per IRDAI guidelines for all retail policies the insurer can cancel the Policy during the policy period only on the grounds of established fraud, by giving minimum notice of 7 days to the retail policyholder. No refund of premium to be made.

Automatic termination of the Policy This Policy will automatically end in the following cases:

- Destruction of Your Home Building
- Exhaustion of Sum Insured:
- Change of use of Your Home Building or Home Contents:
- Sale of Your Home Building or Home Contents:
- Effect of death

In the event of the unfortunate death of the Insured during the Policy Period, the Home Building Cover and the Home Contents Cover that You have purchased will continue for the benefit of Your legal representative/s during the Policy Period subject to all the terms and conditions of this Policy.

Claims Procedure

- Inform the insurer immediately
- Minimize further damage
- Preserve evidence and take photos
- report to police, fire authorities etc
- Submit the claim form within 30 days

Grievances

If You have a grievance about any matter relating to the Policy, or Our decision on any matter, or the Our Grievance Redressal Officer

The New India Assurance Company Ltd :
87, M.G. Road, Fort, Mumbai – 400 001
E-mail customercare.ho@newindia.co.in :
Web: www.newindia.co.in



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1. Consumer Affairs Department of IRDAI

- a. In case it is not resolved within 15 days or if You are unhappy with the resolution You can approach the Grievance Redressal Cell of the Consumer Affairs Department of IRDAI by calling Toll Free Number **155255 (or) 1800 4254 732** or sending an e-mail to complaints@irdai.gov.in. You can also make use of IRDAI's online portal - Integrated Grievance Management System (IGMS) by registering Your complaint at igms.irda.gov.in.
- b. You can send a letter to IRDAI with Your complaint on a Complaint Registration Form available [by clicking here](#). You must fill and send the Complaint Registration Form along with any documents by post or courier 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.
- c. You can visit the portal <http://www.policyholder.gov.in> for more details.

2. Insurance Ombudsman

You can approach the Insurance Ombudsman depending on the nature of grievance and financial implication, if any. Information about Insurance Ombudsmen, their jurisdiction and powers is available on the website of the Insurance Regulatory and Development Authority of India (IRDAI) at www.irdai.gov.in, or of the General Insurance Council at www.generalinsurancecouncil.org.in, the Consumer Education Website of the IRDAI at <http://www.policyholder.gov.in>, or from any of Our Offices.

The link is <https://www.newindia.co.in/portal/readMore/OmbudsmenList>

Clause L. Information about Us:

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