

IC-34- Work Book

GENERAL INSURANCE WORK BOOK

ACKNOWLEDGEMENT

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GENERAL INSURANCE WORK BOOK

IC-34 - Work Book

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FOREWORD

The opening up of the insurance market in India for private participation, and the subsequent major amendments brought out a discernible shift in the process of the way insurance is understood as also the focus of the business segments. Particularly, in the domain of non-life insurance, the shift has been more emphatic from a predominantly corporate base to the retail sector. Market segments that were hitherto not strong contenders for the top slots have managed to upstage the areas that were historically known for their place of prominence in the non-life insurance market.

This significant shift in the market trends brought along with it the increased need for enabling the customer to make an informed decision while choosing between different players; and from among different products. For this to happen, it is absolutely essential that the distributor, who is the first point of contact with the clientele, is well-informed about all the nuances of the contracts that he proposes to sell. It is no secret that the Indian insurance industry has been suffering from complaints of the wrong products being sold to the consumers - either inadvertently or deliberately. Quite often, it has been the case of the distributor himself or she not knowing the details of what is in store for the customer; and this has led to avoidable friction between the insurers and the insured.

It is felt that a better equipped distributor would make a great deal of difference to avoid such undesirable situations; and for this to happen, it is vital that the knowledge skills of the agents and other intermediaries are updated from time to time with all the relevant information. This would greatly reduce the level of a client buying a policy without knowing its features, and the subsequent heartburn. Further, it would also lead to the clientele seeking insurance on their own volition; rather than being pushed to it each time.

The present course material - IC 34 - taken up by the Insurance Institute of India (III) is a great step in this direction; and I have no doubt that after studying the course in detail and getting through the examination successfully, the agent will gain substantially in accomplishing the tasks that are assigned to him or her. I congratulate III, the various authors and other professionals that were involved in the finalization of the material for a job well done. I would keenly look forward to its huge success in the Indian insurance domain in the days to come.

T.S. VIJAYAN,
Chairman, IRDA.

PREFACE

A critical element of financial sector reforms is the development of a pool of human resources having right skills and expertise in each segment of the industry to provide quality intermediation to market participants.

Quality intermediation requires personnel working in the industry to:

- a) follow a certain code of conduct and
- b) have an understanding of business and skills to connect with different constituents in the market

Accordingly, the Institute has developed the course material for pre-recruitment test for general insurance agents in consultation with the industry. The course material is prepared based on the syllabus approved by IRDA.

In the context of multiplicity of products and practices among insurers, the study course has adopted a generic treatment of fundamental principles of insurance, regulatory aspects, selling and marketing, policy documentations, various products and their coverage, extensions of cover, theory and practice of premium rating, claims procedures, customer service etc. The focus is on conceptual knowledge rather than any specific individual approach of insurers.

The study course, thus, provides basic knowledge of insurance that enables agents to understand and appreciate their professional career in the right perspective. Needless to say, insurance business operates in a dynamic environment the agents will have to keep abreast of changes in law and practice, through personal study and participation in in-house training given by insurers.

Agents would do well to realize that passing of examination and obtaining the license is only a beginning and the career of insurance agency is a profoundly rewarding one, not only in terms of money but in terms of prestige and satisfaction of having done good to others.

Value-addition is represented by the inclusion of a model questions in the study course. This will give the students an idea of the format and types of objective questions that may appear in the examination. The model questions will also serve the purpose of revision and re-enforcement of knowledge acquired during the training. Irrespective of varying practices of insurers, the licensing examination of non-life insurance agents will be based on the contents of this study course and questions will be framed and answers evaluated accordingly.

We thank IRDA for entrusting this work to III. We acknowledge the efforts made by the Secretary- General of General Insurance Council in finalizing the syllabus and reviewing the course content.

The Institute wishes all those who study this course and pass the examination, very bright careers as insurance agents.

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CHAPTER 1

INTRODUCTION TO INSURANCE

Chapter Introduction

Insurance, through the ages, has been used as a mechanism whereby the insurer organizes the process by which the unfortunate few, who suffer losses, share the burden with many who are exposed to risk of similar losses. Such burden would include the primary burden of direct losses like damage due to fire and indirect losses like loss of production following such damage. It also includes secondary burden like physical and mental strain caused by anxiety of probable losses and the cost of maintaining reserves to mitigate such losses, if they occur.

Thus we face risk in our everyday life and learn to manage these risks, so as to mitigate our losses.

Risks are managed through

- a) **Avoidance:** doing away with the very activity that is risk prone,
- b) **Retention:** keeping the risk on one's own account,
- c) **reduction and control** through loss prevention, financing by creating reserves or
- d) **Risk transfer:** where risk is transferred to some other entity.

Insurance is the best risk transfer methodology.

The cost of risk is based on the factors of probability and impact of the perils occurring and causing loss.

Insurance activity is advantageous as it facilitates economic growth by investing the premium funds, by protecting individuals, industry and commerce, community and nation from economic impact of losses, removing anxiety of losses and promotes investment.

Cases

1. Mr. Singh has insured his house for fire from 09.11.2012 to 08.11.2013. He sent his renewal cheque dated 8.11.2013 by courier on 10.11.2013. It was received by the insurance company on 14.11.2013. The insurance company issued a receipt on the same day with a condition 'subject to realization of cheque'. There was a fire on 9.11.2013 which destroyed Mr. Singh's house. Is the insurance company liable to pay the claim? Please give reasons for your answer.

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2. Mr. Ahuja has several pieces of expensive electronic equipment in his office but has not been insuring them since he feels the premium is very high. In what ways can he handle the risk of their destruction?

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3. Mr. Suresh Verma maintains regular habits, does not smoke or drink, exercises regularly, eats moderately and nutritive food avoiding junk food, etc. He maintains he does not need health insurance because of his robust health. Do you agree with him?

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4. Mr. Srinivasan is convinced that insurance is irrational because while the insurance rate for the fire & special perils policy for his house is just about Rs. 50/- per lac, the rate for his factory building is Rs. 500/- per lac. After all, when both are buildings constructed of RCC, why should there be such high premium for his factory building? What would be your answer to Mr. Srinivasan?

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Questions

1. Explain probability of risk and narrate how it affects premium in non-life insurance.

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2. Explain the ways of handling risk and what is the importance of insurance in managing risk?

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3. Enumerate five ways in which insurance works as a tool for economic development.

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CHAPTER 2

PRINCIPLES OF INSURANCE

Chapter Introduction

The purpose of insurance is to make good the financial losses suffered by the insured due to loss or damage to assets, having some economic value, owned by him. These losses occur due to the happening of an uncertain event called **risk** to which the asset is exposed. **Risks**, in terms of impact, can be:

- a) critical / catastrophic,
- b) major or
- c) minor / insignificant

Risks, in terms of nature, can be:

- a) static (always present) or
- b) dynamic (changing with circumstances)

Risks, in terms of who they affect, can be:

- a) fundamental (affecting entire community) or
- b) particular (affecting individuals)

Risk, in terms of results, can be

- a) speculative (loss or gain) or
- b) pure (no gain, only loss if peril occurs).

The conditions that increase the probability or severity of a loss are known as **hazard**, which could be physical, moral or legal. Insurance pools a large number of similar fortuitous risks so long as losses caused by such risks are measurable and such pooling are economically feasible.

Thus insurance facilitates **sharing of losses of a few by many**. Like any other contract, insurance contracts are subject to offer & acceptance (by proposer & Insurance company respectively), consideration by way of premium, agreement between parties (consensus ad idem) through contents of proposal form and policy wordings, legal competencies of parties like proposer being a major and legality of contract being enforceable in law as it prevails. As a corollary, insurance contracts where coercion, undue influence, fraud and / or mistakes in understanding occur are held to be void or voidable. Insurance seeks to put the policyholder who suffers a loss in the same economic position she occupied prior to occurrence of such loss. (**principle of indemnity**)

This is done through repairing, replacing / reinstating the damaged asset or cash payment towards the cost thereto. Once this is done, any rights of recovery, the policyholder has from any third party, are transferred to the insurance company. This process is known as **subrogation**. It prevents the policyholder from claiming from both insurer and the third party. Insurance contracts are also governed by the concept of **Uberrima Fides (Utmost good faith)** since the policy terms are based on information or facts provided by proposer.

Any non-disclosure or wrong declaration by proposer will render the insurance contract void / voidable. Only such person who has **Insurable Interest** can avail insurance. It's necessary in some policies for the interest to be present both at the time of taking the policy as well as at the time of loss. However, in some policies it's essential that the insurable interest is there only at the time of loss. And finally, for insurance to trigger, an insured peril ought to have proximately, not remotely, caused the loss. **Causa Proxima**, which means it's the most active and efficient cause which sets into motion the chain of events leading to the loss.

Cases

1. A factory owner has three factory premises containing stocks only in one of them. The entire property catches fire and losses are covered under the policy. The owner has taken fire insurance. The value of the property along with the sum insured and amount of loss incurred is given below. Work out the amount payable.

Property	Value (Rs.)	Sum Insured (Rs.)	Loss (Rs.)	Amount Payable
Building	1000000	1000000	70000	?
Building	1000000	500000	60000	?

Property	Value (Rs.)	Sum insured (Rs.)	Loss (Rs.)	Amount payable (Rs.)
Building	40000	45000	40000	?
Stocks	10000	5000	2000	?
Total	50000	50000	42000	?

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2. While taking the policy, occupancy shown by the proposer is that of a residential / dwelling house. But during the currency of the policy the occupancy is changed to that of a godown or a shop. Will this increase the hazard and attract extra premium. Are these changes material facts?

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3. A proposer wanted a Householders' Policy for her residence. She deliberately does not mention that she has four air conditioners and shows the value of two only. As an agent what would be your advice as regards misrepresentation of facts?

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4. Mr. Shekhar owns machinery valued at Rs. 5,00,00,000/-. He has taken a loan of Rs. 3,00, 00,000/- from the State Bank of India against these. He has repaid loan to the extent of Rs. 1,00,00,000 to the bank. In the meantime Mr. Shekar, suffers a loss to the machinery to the extent of Rs. 50,00,000. What would be the extent of insurable interest of the bank in the claim amount?

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5. A person insured under a personal accident policy went out hunting and met with an accident. Due to shock and weakness, he was unable to walk. Whilst lying on the wet ground he contracted cold which developed into pneumonia which caused his death. His family claimed under the Personal Accident Policy. Is this claim payable? Give reasons for your answer.

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Questions

- 1. Discuss the principle of “proximate cause” and its applicability in the event of a loss.

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- 2. What is a material fact? What bearing does it have on the underwriter’s decision while accepting the risk?

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- 3. Explain the principle of contribution in a fire policy and a personal accident policy.

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- 4. Differentiate between the different types of methods by which indemnity is provided by the insurer .

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CHAPTER 3

SELLING AND MARKETING INSURANCE

Chapter Introduction

Sale is an ancient art of giving a product or service in return for money, unlike marketing which is the process of identifying prospects, converting them as customers, serving them satisfactorily and retaining them. Insurance agents are sales persons who use persuasive skills to sell insurance.

Insurance marketing involves:

- a) identifying and segmenting the market geographically, demographically,
- b) targeting each segment according to their needs and positioning relevant products and selling through a competitive strategy that involves product, price, promotion and place, also known as the 4Ps of marketing

The steps involved in insurance sales process include:

- a) prospecting - through immediate and natural markets, use of centers of influence / other service providers, referencing, introductions & testimonials, conducting seminars & events, reaching out through information pieces, newsletters, blogs & web based networking and cold calling,
- b) pre-interview to create interest,
- c) sales interview that identifies & highlights the need,
- d) determining & presenting appropriate solutions and
- e) closing the sale

The post sales steps include follow-through and service by setting expectations of service deliverables & ensuring they are met, staying in continuous contact and periodic review of insurance program. The agent should understand the need for insurance by the proposer and the various insurance products offering the plausible solution.

Non-life insurance selling also brings with it the finesse of fine tuning between individual (retail), small medium enterprises and corporate customers. For business to survive, security in form of insurance is necessary. More sales to the same prospect become possible through analyzing gaps in their existing insurance and cross-selling of products that bridge such gaps. It's however essential that long term customer relations are maintained along with a reputation for professionalism by the agents. Parameters that define Insurance market development include Premium, Insurance penetration and Density.

Cases

1. Pearl Insurance Company is operating in Mumbai and now wants to start operations in Nagpur. Its focus is on motor and health insurance. What segment of the market would you target as an agent?

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2. Mr. Narain is a Chief Executive in his Company. He owns a luxury car. He also carries his laptop and mobile with him. He wears an expensive Rolex wrist watch and always attends meetings in business suit. He travels to the United States on business trips at least 5 times in a year. What are the insurance products you believe he needs?

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3. Mrs. Iyer is a housewife and uses many domestic appliances in her house including a fridge. She also does a lot of shopping hence needs to travel in an auto / car. She possesses many antiques, Kanchipuram sarees and precious jewelry, some of which is worn daily and the rest is kept in her house to be worn on some special family occasion. What are her insurance needs according to you?

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4. An industrial unit for cold drink is setting up base near your locality and it's considered that substantial premium could be generated by selling various insurance coverages to them. What selling techniques will you employ to close the deal?

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- 5. What does the travel policy of your company cover? Compare the product available with your competitors.

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Questions

- 1. Briefly explain the difference between selling and marketing.

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- 2. Make a list of the various steps in the sales process.

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- 3. Who can be the centre of influence and how can they help an agent in prospecting?

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- 4. What are the main ingredients of a pre approach communication?

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5. What does the programme for commitment to service consist of?

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CHAPTER 4

LEGAL AND REGULATORY ASPECTS OF INSURANCE AGENCY

Chapter Introduction

Insurance regulations primarily help to address common concerns that insuring public has towards insurance, mainly regarding the payment of claims. In India, such regulation has grown through The Insurance Act, 1938 and The Insurance Regulatory & Development Authority Act, 1999.

The Insurance Act 1938 is the basic insurance legislation of the country, which governs insurance business in India. Insurance Regulatory and Development Authority (IRDA) was established in 2000 as an independent authority to regulate and develop the insurance industry by an act of Parliament.

Insurance is also impacted by other Acts / Legislations like

- a) The Employees' Compensation Act, 1923 & various amendments thereof, latest being of 2009 effective, Jan 2010,
- b) The Employees State Insurance Act, 1948,
- c) The Marine Insurance Act, 1963,
- d) The Motor Vehicles Act, 1988,
- e) The Public Liability Insurance Act, 1991, etc.

The purpose of IRDA is to protect the interest of the policyholder, by scrutinizing the policy wordings, rates and issuing guidelines regarding prompt settlement of claims. Proper grievance handling systems have also been put into place. IRDA has prescribed regulations stipulating obligations on both insurers as well as intermediaries. These regulations prescribe insurers' obligations at the point of sale, towards policy servicing, claims servicing, and control on their expenses, investment and financial strength to meet the commitments to policy holders

IRDA has also mandated the compulsory business to be done in the rural areas.

All people dealing with selling and servicing of insurance policies, viz. agents, corporate agents, brokers, surveyors, Third Party Administrators and insurance companies are licensed as well as regulated by IRDA as per various regulations.

IRDA also deals with matters relating to agents recruitment, in terms of who can be an agent, their responsibility towards disclosures in proposal, the trainings an agent has to undergo.

IRDA has issued separate guidelines for different type of agents, individual and corporate, as also for agents operating for stands alone health companies and for Agricultural Insurance Corporation. It also provides regulations regarding the code of conduct to be followed by the agents.

Some of the do's of such code of conduct include:

- a) offer clear identity of self and the insurance company to prospects,
- b) disclose validity of license,
- c) provide all information on all relevant products, indicate premium to be charged,
- d) explain questions in proposal form,
- e) invite insurance company's attention to adverse risk features in proposal,
- f) render assistance in claims, assignment etc.

Some of the don'ts include:

- a) soliciting business without valid license,
- b) omission of material information,
- c) indulging in discourteous behavior,
- d) interfering with prospects of other agents, and distorting rates and terms offered by insurance company,
- e) demanding share in claims and migrating insured from one policy to another without valid reasons

An agent cannot offer any rebates on premium as an inducement to the policyholder, except as allowed by the insurer.

Apart from the agents, there are other insurance intermediaries like corporate agents, banks and brokers who intermediate between the customer and the insurance company.

The Indian Contract Act prescribes the role of an agent. It talks about who can be an agent, his duty towards the principal, skills expected and the termination of agency. It also enumerates the rights of a principal when the agent deals in the business of agency without the principal's consent, and how the agent is to be indemnified against consequences of acts done in good faith.

Cases

1. A person has passed tenth standard. and resides in a place with a population of 7000 people. He wants to become an agent. What would you advise him?

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2. A house wife who is a graduate would like to become a non-life insurance agent. What guidance will you give her on licensing? State briefly.

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3. A senior executive of a company promises you individual health insurance policy of his colleagues provided you are ready to share 50% of the commission you earn with him. You need to meet your business target desperately. How will you act in such a situation?

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4. A Non life insurance agent wants to become the agent of a standalone health insurance company. He has completed IC-34 certification course. Is it possible to do so and if so, what further steps need to be taken by him?

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5. What is the official website of IRDA? Visit the same and mention dropdown menus. Does the IRDA regulate commission of agents?

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Questions

1. What is the necessity of regulating the insurance industry?

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2. Who are agents and what role do they play in the insurance industry?

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3. What are the criteria in terms of education, qualification and training required to become an insurance agent?

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4. How should an agent conduct herself / himself?

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5. What are the norms for becoming an agent of Agricultural Insurance Company of India?

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CHAPTER 5

DOCUMENTATION

Chapter Introduction

The purpose of insurance documentation is to bring understanding and clarity between the insured and insurer. Common documents include **proposal form** filled by proposer, providing details of material facts and containing proposer's declarations, The agent has to get these filled up from the proposer.

Others are premium receipt, cover note / certificate of insurance / policy document enshrining terms and conditions, endorsements that incorporate changes during policy period and renewal notices, inviting renewal of insurance.

A proposal form contains details of proposer's identity, the subject matter of insurance, sum insured, details of past and concurrent insurance and previous loss experience. Based on such information in proposal and any further documents called for, the insurance company processes the proposal in what is known as the underwriting process.

The number and nature of questions in a proposal form vary according to the class of insurance concerned. Where a proposal form is not used, the insurer records the information obtained orally or in writing, and confirms it within a period of 15 days with the proposer and incorporates the information in its cover note or policy.

An agent or a broker, who acts as the intermediary between the insurance company and the insured has the responsibility to ensure that all material information about the risk is provided by the insured to insurer. The principle of utmost good faith and the duty of disclosure of material information begin with the proposal form. The company will not be on risk until the proposal has been accepted by the company and full premium paid. Premium receipt gains significance since, in India, as per Section 64VB of The Insurance Act, 1938, no insurance company can assume a risk without having received premium in advance.

Cover notes are used predominantly in marine and motor insurance to signify cover prior to availability of all material information like name of the vessel, exact value of the consignment, registration number of vehicle, etc.

Certificate of Insurance is issued in motor insurance as evidence of insurance to Police & Registration authorities.

A standard policy document is a stamped document and contains details of insured, subject matter & sum insured, perils covered, exclusions, premium, terms, conditions & warranties. It also provides details of action to be taken by insured in event of loss, special conditions, if any, cancellation provisions, contact details of insurance company and survey / claim settling agents, and details of grievance mechanisms available to insured.

Warranties are incorporated in policy to better define insured's obligations, so as to limit the liability of the insurer under a contract, non-compliance of which will render the insurance

contract void. Any change/s during the course of the policy period is incorporated in the policy through **endorsements**.

While interpreting the policy, express conditions override implied conditions, handwritten content overrules typewritten content that overrules printed conditions, endorsement overrules policy wordings, italics overrides ordinary print, margin prints have greater significance than body prints, clauses attached override original content and ordinary rules of grammar and punctuation are applied in event of ambiguity.

Though there is no obligation on part of insurance company to send renewal notices, insurance companies always send those detailing relevant particulars of policy at the time of expiry and the renewal premium, and also stating that renewal premium is to be paid on or before the expiry date of policy and that risk cannot be renewed until renewal premium is received.

Cases

1. You have submitted a proposal to your company. The company's underwriting department reviews the proposal and collects all information and comes up with a decision to:
 - a) Accept the risk
 - b) Accept the risk subject to certain condition such as:
 - i. Lower limit of insurance
 - ii. Amended and restrictive policy provisions
 - iii. Fewer perils to be covered
 - iv. Subject to proposer carrying out specific risk improvements

What would be your role and duty in each of the above situations?

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2. Premium payable for an insurance policy was Rs. 18,980/-. However, while writing the premium cheque, the proposer by mistake wrote Rs. 18,890/-. Insurance company issued the premium receipt for Rs. 18,890/- and had called for the difference of Rs. 90/- from the proposer. Before the proposer's payment of Rs. 90/- could reach the insurance company, a claim occurred. Is this claim payable? Please give reasons for your answer

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3. Your client has been holding a health insurance policy for a sum insured of Rs. 10 Lacs for the last 8 years. She has started suffering from hypertension, but does not inform the insurer. During this renewal, she wants the sum insured to be increased to Rs. 15 lacs. What will you advise her?

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4. The printed wordings in the fire policy issued to your client states that earthquake peril is excluded from scope of cover. However, it is typewritten in the policy schedule 'Extended to cover Earthquake perils'. The client suffered a loss due to earthquake. Is this claim payable? Please give reasons for your answer.

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5. Which of the following endorsement would attract additional premium / refund?

a) Change in sum insured.

The original policy was taken for a sum insured of Rs. 4,00,000/- from 1.1.2013 to 31.12. 2013. The client would like to increase the sum insured to Rs. 5,00,000/- with effect from 5.5.2013.

b) Change of insurable interest

Mr. Suresh sold his sole proprietary concern to Mr. Kapoor. Original policy was from 1.4.2013 to 31.3.2014. The sale took place on 1.7.2013.

c) Extension of insurance to cover additional perils.

d) Mr. Ramesh had taken a fire policy without the riot and strike cover. The policy period was from 1.1.2013 to 31.12.2013. On 3.1.2013 while going through the policy, he feels it would have been advisable to avail the riot and strike cover also. He therefore approaches you for amendment in the policy to cover this additional peril.

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6. In private car policy the insured's declared value for the period 1st Jan 2012 to 31st December 2012 was Rs. 400,000. How is the revised IDV calculated on renewal?

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7. Mr. Chandran's private car package policy was issued for the period 19.09.2012 to 18.09.2013. The car met with an accident on 19.09.2013 @ 08.00 hours. Mr. Chandran

realized that the policy had expired on midnight of the previous day. So he personally went to the insurance company and paid the renewal premium. Insurance company issued the renewal policy with period of insurance reading 10.07 hours (time of receipt of premium) on 19.09.2013 to midnight on 18.09.2014.

After receiving the policy, Mr. Chandran gave his claim intimation to the insurance company stating that he had been continuously insuring his car without a break for the last 4 years; every year the insurance company sent him the renewal notice based on which he had paid the renewal premium well in advance. This year insurance company has failed to send the renewal notice which is a fault on their part. Immediately on realizing the policy has expired, he has promptly paid the renewal premium at the earliest possible therefore insurance company has to accept its fault and pay his claim.

What are the repercussions of Mr. Chandran’s above action?

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8. From the following details fill up the proposal forms. Use the correct proposal form

Sr. No	Name	Address	Property to be covered	Period of Insurance	Sum Insured	Cover required
					(Rupees)	
1	Mr. Naik	20, Industrial Estate, Koregaon Park, Pune	1) Factory 2) Plant and machinery 3) Stocks	1.4.2013 to 31.3.2014	90,00,000/-	Fire and burglary Earthquake
					84,00,000/-	
					20,00,000/-	
2	Mr. Dsouza	Golden Nest, 18, Beach Road, Miramar, Goa	Furniture and other interior design articles	2.2.2013 to 1.2.2014	8,00,000/-	Fire and burglary

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9. In an insurance policy what are:

- a) General conditions,
- b) General exclusions,
- c) Special conditions,
- d) Special exclusions

e) Warranties?

With reference to fire policy please give examples.

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Questions

1. After 5 years how is IDV fixed?

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2. Which of the following would attract discount in premium in Motor vehicle insurance?

- a) Voluntary excess
- b) Membership of Automobile Association of India
- c) Anti-theft device

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3. Will the following attract additional premium or become eligible for discount in case of a private car policy?

- a) Personal Accident cover for named persons
- b) Nil depreciation

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4. What are the questions in the proposal form which identifies the insured? Why is it necessary to identify the insured?

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5. A general insurance policy usually contains:

- a) Name of the insured
- b) Address of the insured
- c) Full description of the property
- d) Location of the property
- e) Period of insurance
- f) Sum insured

What purpose does each of these details serve?

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6. What is a warranty? What is the impact, when a warranty is violated by the insured?

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CHAPTER 6

PRACTICE OF PREMIUM RATING

Chapter Introduction

Insurance involves creating a **pool of premiums** paid by many, such premium depending on a **rate**, which is determined by **probability of loss** due to operation of a **peril** and the **quantum of loss** that may be thus caused. Therefore, to arrive at a rate, a **large number of identical risks** need to be involved which is rarely the case. Determining a specific rate for each risk would be cumbersome & time consuming. Insurers therefore create **risk classifications** depending on the degree of risk present and apply rates (price or premium per unit of insurance) for each such classification.

Underwriting is the process for determining acceptability of a risk, along with the rate, terms and conditions for insurance cover. Careful underwriting is required as all risks are not equal. Therefore, underwriting primarily involves assessment and evaluation of risks, formulating coverage for such risks and fixing adequate and reasonable premium rates in an equitable and sustainable way. The mathematical value of the risk arrived at by applying ratio of past losses to the value at risk known as pure premium.

This is loaded for **cost of administration** (expenses of Management), **cost of procurement** (agency commission), cost of funds to provide for **unexpected large losses** and **margin of profit** to arrive at **final premium**. Since arriving at common pure premium rates is rendered difficult by the subjectivities of each risk, a **base rate** is arrived at which is loaded or discounted based on adverse/favorable features specific to each risk.

The premium = (sum insured) x (premium rate) is the price of a given risk of insurance. Rates vary according to the likelihood and potential size of loss. Each rate is established after looking at past trends and changes in the current environment that may affect potential losses in the future.

The rate charged to the insured should be adequate and reasonable, sufficient to provide for the payment of claims, expenses and taxation and leave an adequate margin for catastrophes and for profit. Rating factors and the information given in the proposal form as also any pre inspection survey helps the insurer to decide on the rate.

There may be certain features that may enhance the risk of the subject matter of insurance. These are known as hazards. Varying presence of **hazards** in risks is addressed by loading of premium and/or through **warranties and clauses** that create obligation on insured to better manage such hazards, by imposing **deductibles** restricting coverage and, at times, even declining cover for a specific hazard, the insurers are able to limit their exposure.

On the other hand, to promote reduction / control over hazards, discounts are offered where such control features exist and when insured has a claim free year. While the above work in case of physical hazards, declining cover is the only resort in case of moral hazard.

To prevent insured taking cover only during part of the year when the risk is high, or for periods less than a year, insurers charge **short period rates** of premium that is more than the proportionate premium for the period of cover. To cover administrative costs, insurance companies also prescribe **minimum premium per policy** to cover costs involved.

The sum insured is fixed by the insured keeping in the view the exposure to his asset and the financial and legal loss he is likely to suffer. This is the maximum liability that an insurer is going to pay in the eventuality of a claim. The selection of sum insured is based on the type of policy taken; for health insurance it's based on age, income, occupation, whereas in case of liability, it would depend on legal exposure.

Cases

1. Out of 2000 two wheelers each costing 30000, 100 are stolen in all during the last 10 years. The insurance company aims to cover not less than 2000 vehicles against theft. How much premium rate should they charge for each vehicle if they have to stay in business?

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2. An insurer has a rate of 0.50‰ for insurance for one year to cover dwelling houses against fire and allied perils. To insure a dwelling house for Rs. 2,50,00,000/- (Two Cores and Fifty Lacs) what would be the premium required annually?

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3. Mr. Jag Mohan has private car with an IDV 5,00,000, plying in Mumbai, with a cubic capacity 1000cc. He is your valued client and is looking for insurance. What other details would be required for rating purpose?

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4. A factory owned by your client is under construction. He approaches you for the insurance coverage. After meeting him you realise that he will be storing hazardous goods. What measures will you advise him to take to reduce the hazards involved so that he gets a good rate of premium?

State any five measures.

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5. In a village there are 400 houses, each valued at Rs. 20,000. It is expected that on an average, 4 houses may catch fire in a year, resulting into a total loss of Rs.80,000. If you are to insure these houses, how will you fix the premium per house?

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Questions

1. Evaluate the various steps followed while underwriting?

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2. Discuss in brief how rating is done and what are its objectives.

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3. What are the main components of premium and their importance?

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4. Define hazard. Give some examples of the hazards in health insurance.

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5. What measures are taken by the insurers to reduce their losses from the hazard?

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CHAPTER 7

PERSONAL AND RETAIL INSURANCE

Chapter Introduction

It is not only large commercial entities and business houses that have assets of monetary value; even common people and small businesses have various assets like **residences, vehicles, personal belongings, appliances**, etc. that have monetary value. In any economy, the sum total of values of such assets owned by individuals would far surpass the value of assets of commercial establishments. A peril that causes damage to assets does not differentiate between assets of commercial houses and those of individuals. So, such **assets of individuals and small businesses** are also exposed to loss / damage by operation of perils, putting the owner to financial loss.

Even in matters like **contingencies and liabilities**, the exposure of common people is same as it exists for commercial / business houses. **Burglaries in homes** are as common as burglaries in shops; and **small shops** are more exposed to such risks than large ones. A flower pot accidentally falling off a terrace of a householder and damaging a car parked below would make the resident liable in law to make good the damage to the car.

It is but natural, therefore, that insurance companies have developed products that serve such **insurance needs of common people and small businesses**. Insurances like **Personal Accident and Health** are by definition people-oriented. Personal Accident insurance provides coverage for Death, PTD PPD arising out of accidents. A group may also be provided with PA cover as long as it is centrally monitored.

Similarly health insurance coverage provides cover for all age groups and there are many plans and products from OPD to hospitalisation and day care surgeries, available for various segments of the market. IRDA comes out with various regulations for the health insurance industry from time to time. It provides for cashless facility with the help of TPAs and network of hospitals which has made things easier for the customers.

There is travel insurance coverage offering various options for students, businessmen, holiday makers, travelling to different countries to take care of medical exigencies. This cover also has extensions to cover travel related risks like repatriation, emergency dental relief, loss of checked-in baggage, delay or cancellation of trip, delay of baggage, loss of passport, personal liability, etc. A householder or a shopkeeper may need various different kinds of insurances, like fire, theft, mechanical breakdown of appliances or equipment. These insurances can be given as a package, which makes it administratively easier for both the parties and reduces the premium also.

It is mandatory under the Motor Vehicles Act, 1988 with amendments to take a motor policy to cover Third Party Liability (bodily injury and property damage) by anyone who uses a motor vehicle on public roads.

Package policies are available to cover even damage to the vehicle due to accident / loss due to theft. Personal accident cover is available for owner, driver and passengers. Employees compensation liability to paid drivers and cleaners is also covered.

The above insurances together constitute personal and retail insurances. All these coverage's have perils that are either covered or excluded or can be added after paying extra premium. They all have different methodologies for deciding the sum insured and calculation of premium. Again it may vary from insurer to insurer.

Cases

- 1. Mr. Ram Prakash has taken PA policies from Insurance Company 'A' for a capital sum insured of Rs. 5,00,000/- and from Insurance Company 'B' for a capital sum insured of Rs. 2,50,000/-. He died in a road accident.

Which company will pay his claim, how much would be paid and under what head of benefit?

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- 2. Mr. Rathaur who was engaged in administrative work moves to that, involving factory work. When he took the PA policy, the premium rate was 0.30‰.

What will be the rate? How?

- a) Equal to 0.30‰
- b) More than 0.30‰
- c) Less than 0.30‰

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- 3. Mr. Dutta has taken an insurance policy for health which is serviced by a TPA and network of hospitals. On visit to Sholapur for his cousins wedding, he suddenly falls ill and gets admitted in a nearby clinic where he is kept under observation for two days.

Will the claim be accepted by the insurer? Justify your answer with reasons.

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- 4. Mr. Mahipal has a family of six, including wife, two kids, and parents. He wants to purchase a health insurance product. He approaches you for advice. Please guide him.

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5. Mr. Chavan has taken a health insurance policy from you and has to suddenly undergo an appendix operation. He does not have enough cash with him immediately and does not know the procedure to be followed and contacts you. Please guide him.

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6. Ms. Kavita who is a resident of India, wants a Personal Accident cover for her entire family including her dependent daughter who is studying abroad. How will you guide her on the cover for her daughter?

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Questions

1. What do you understand from the terms: PPD, PTD and TTD?

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2. What is the advantage of taking a family floater policy?

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3. In what way does cash less facility operate?

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4. What are the different sections under shopkeeper's policy?

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5. What is the deciding factor for the premium rates charged under travel insurance?

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CHAPTER 8

COMMERCIAL INSURANCE

Chapter Introduction

Commercial general insurance deals with the policies which suit commercial establishments and **business firms**. These insurances provide cover against perils and hazards that properties and assets, (financial as well as human) are exposed to and also in respect of potential liabilities.

It has to be noted that in modern world there is a clear trend for making certain classes of **insurance compulsory by legislation and sometimes as an aspect of business prudence**. For example, there may be a contractual requirement for property insurance or liability insurance for mortgages, leases, supply of products or finances. In the context of modern complexities, it has become necessary for commercial establishments to arrange for an appropriate insurance to safeguard the interest of the establishments against heavy possible losses

Common commercial insurances include:

- a) Fire insurance,
- b) Consequential loss insurance,
- c) Burglary insurance,
- d) Money insurance,
- e) Fidelity guarantee insurance,
- f) Bankers' indemnity insurance,
- g) Jewelers' block insurance,
- h) Industrial All Risks insurance,
- i) Marine insurance and
- j) Liability insurance

Fire insurance is a named peril policy covering fire, explosion / implosion, and large number of other perils suitable for commercial establishments as well as for the owner of other types of property. Some losses are excluded but can be covered by other policies and some can be covered on payment of additional premium, like earth quake, (fire and shock), deterioration of stock in the cold storages following power failure as a result of insured peril. There are market value / reinstatement / floater or declaration basis policies.

Fire could result in interruption of business and cause loss of profits for which the insured can take a business interruption cover by a separate policy . Burglary insurance policy covers contents against loss or damage by burglary housebreaking, theft, robbery and is available to commercial establishments, shops etc. For a claim to get triggered off under this policy actual, forcible and violent entry exit or hold up has to be established.

Money insurance covers mainly money in transit between the insured's premises and banks or other specified places including branch offices. This also covers money in safe. Fidelity guarantee insurance covers the employer in respect of any direct financial loss which he may suffer as a result of employees' dishonesty. The majority of policies issued are to commercial and manufacturing organization.

Bankers' indemnity insurance is a combination of several covers and provides protection to banks against losses involving money and securities

- a) on premises,
- b) in-transit
- c) due to forgery or alteration
- d) due to dishonesty of any employee
- e) due to fraud by employees in respect of hypothecated goods
- f) due to fraud of appraisers and
- g) while money in the hands of Janata agents
- h) during despatches by registered post.

Jewelers block policy was initially devised for establishment dealing with diamonds. However now it is also given to shops dealing in jewellery. It covers loss or damage to specified property by fire and allied perils including burglary when in the premises or when property is in custody of persons not in regular employment of the insured and property in transit

Engineering insurance includes several policies:

- a) All risk cover for contractors in civil engineering projects, building bridges, tunnels etc.
- b) All risk cover for erection of electrical plants, equipment and structure.
- c) Machinery breakdown and boiler explosion
- d) Machinery Loss of Profits
- e) Advance loss of profits

Industrial all risk insurance cover fire, burglary, machinery breakdown, business interruption and are issued on All Risks terms. These are generally allowed for large industries

Marine cargo insurance provides cover for goods in transit by sea, air, rail or road. Export and import shipments are covered for perils of fire /explosion, stranding of vessel, theft, pilferage, loss of package during loading and unloading. War, strikes, riots and civil commotion can be given as added cover.

Marine Hull insurance covers loss or damage to ocean going ships and fishing and, sailing vessels. Freight and stores are also covered under disbursement policies. War cover is also given separately. All the Covers are provided in terms of the Institute time clauses.

Liability policies: public liability policies provide indemnity in respect of damages payable by insured under law for injuries to third parties or damage to their property. Covers for professional indemnity to doctors, hospitals, engineers and products liability for manufactured products causing harm are also available. Directors and officers liability provides coverage for them for any wrongful acts in performance of their duties. Some insurance are compulsory that under the Public Liability Insurance Act 1991 for those as handling hazardous goods.

Cases

1. Mr. Bhatia is the Managing Director of Refrigeration & Cooling Systems Pvt. Ltd.

- a) His SME is functioning from Gala 10 & Gala 11 of Industrial Estate, Andheri.
- b) He employs more than 15 persons:

Manager	1
Cashier	1
Stenographer	1
Drivers	2
Cleaner	1
Accountant	1
Skilled Labourers	6
Salesmen	2
Sweeper	1

- i. He has computers - 4 in number where details of clients are entered; accounting work is also done on the computers
- ii. He has one pickup truck
- iii. He is also sending assembled refrigeration systems to Chandigarh, Hyderabad, Kochi, Chennai & Ahmedabad
- iv. He deposits his cash collection in Union Bank of India. On salary day he has cash of more than Rs. 2,00,000/- in his above premises.

He has asked you to meet him in his office so that he can finalize his insurance program.

What are the types insurances that you would suggest to him?

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2. MN Limited is contracted by a bank for their inclusive banking program under which MN Limited will collect large sums of money and reach them in small amounts to farmers in remote rural areas that have no bank branches.

Towards this purpose, MN Limited will use their employees in collecting the money from the bank, who will then reach them to agents who work on commission basis at various towns, who in turn will distribute the amounts to farmers in nearby villages.

MN Limited has approached you seeking a complete insurance cover for their operations.

What are the insurances you would suggest to MN Limited and how will you convince MN Limited about their need to have each such insurance?

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3. Soma Auto-components Limited is a dedicated component supplier to a large automobile manufacturer who have production facilities in 4 locations. Soma’s job is to manufacture specified components in their factories at 2 locations and reach them to the 4 factories of their client.

The stock of raw materials and finished components are stored in Soma’s warehouses attached to their factories. While it is known that the total value across all locations at any given point in time will be Rs. 200 crores, there will be huge fluctuation in the value of stocks in each location from time to time.

Soma has approached you seeking a cover for all the stocks in a comprehensive manner.

Please explain how you will structure an insurance cover for Soma’s stocks.

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4. Two persons entered Ms. Saraswati’s shop normally along with other customers. An employee of Ms. Saraswati’s found them surreptitiously pocketing some small items of high value. She raised an alarm and other employees cordoned the exit to prevent the culprits getting away. However, the culprits broke through the display window and escaped.

Will the claim be payable under the policy terms?

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5. A bottle manufacturer wants to set up a plant in your locality. He is importing all the automated machinery from Germany. The contract has been handed over to M/s Hankeman and Sons for the construction of the plant. The manufacturer wants to understand the insurance coverages he should take and wants to know the advantages of a pre risk inspection survey.

How would you guide him?

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Questions

1. What is the coverage under Machinery Breakdown policy?

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2. Name and discuss different types of Marine Cargo Policies?

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3. What is liability insurance? Briefly discuss three types of liability policies.

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4. What does Fidelity Guarantee insurance cover and what it excludes?

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5. Briefly enumerate different types of fire policies.

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CHAPTER 9

CLAIMS PROCEDURE

Chapter Introduction

Prompt and professional claim settlement is the very cornerstone of insurance process. Various steps in claims processing include **intimation of claim** to insurance company as well as to other agencies like Police, Carrier, Fire Brigade, et al, The purpose of an immediate notice is to allow the insurer to investigate a loss in its early stages as delays may result in loss of valuable information.

Further, it requires submission of claim related information through claim form which may vary with each class of insurance. It enables to get full information regarding the circumstances, estimate, time and date of loss and details of damaged property.

Then the insurance company carries out investigation to ascertain the cause and the quantum of loss through surveyors who are unbiased in their opinion. These surveyors are licensed by the IRDA. Different policies require different documents or reports to be submitted as per the requirement of the insurers.

Thereafter, the assessment of insurer's liability is essential as it quantifies the amount the insurers have to pay the claimant keeping in view the indemnity principle and the other policy terms and conditions. Settlement of claim is made based on these inputs after ascertaining if the loss actually occurred, if the peril is covered under the policy, if **any exclusions** apply and, if payable, what is the **quantum of claim payable**.

Settlement of claims has to be based on consideration of fairness and equity. If all is fine, claim is settled as a standard claim; however, if there are minor deviations that do not directly contribute to loss, claims are settled on **Non-standard basis also known as Negotiable Settlement**. If the loss is big and delay in proper assessment is expected, **on account settlements** are made to facilitate cash flow for insured. Each company has internal guidelines based on IRDA regulations about time taken for claims processing, which its employees would follow. This is generally known by the term "Turnaround Time - i.e. TAT.

Post settlement, Insurance Company seeks to mitigate their loss by disposing off the **salvage** (damaged material) and by claiming from third parties responsible for the loss by getting subrogated to such **rights of recovery** as available to insured claimant.

If claimant is dissatisfied with the settlement, the **grievance mechanisms** available include Insurance companies' internal grievance cells, Insurance ombudsman in case of Personal line claims, Consumer forums and civil courts and arbitration generally, only if the dispute is only on the quantum of claim.

Cases

1. Following a fire claim, Mr. Vijay had intimated the loss to the Police and in the First Information Report, Mr. Vijay had mentioned the quantum of loss to be Rs. 50,00,000/-.

What steps should Mr. Vijay follow immediately and what are his responsibilities.

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2. A bus had suffered frontal damage as a result of being hit by an oncoming truck, when it was parked on the road side, without any passengers.

What documents will have to be submitted along with the claim form to the insurer?

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3. Sheena exporters trade cotton textile and send their consignment to all major countries of the world. They approach you for marine cargo insurance; however they are worried how the claim will be paid in a foreign country to their buyers. Please explain the procedure of claim settlement to them.

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4. Mr. Ujawal Singh has a warehouse where he regularly stocks goods worth Rs. 2 Crores. However, he has a bank loan of Rs. 80 Lacs against stocks. Since the bank insists on an insurance to cover the loan, Mr. Ujawal Singh asks you to get him insurance for Rs. 80 Lacs.

What would be your advice to him and why?

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- 5. Mr. Shayam Sunder has insured his shop for Rs. 40,00,000 and his residence for Rs. 20,00,000. Following a massive short circuit his shop catches fire. The total loss is estimated at Rs. 25,00,000. At the time of survey it is discovered that the actual value of his shop is Rs. 75,00,000. He sends in a request that the total sum insured be calculated taking the sum total of both his shop and residence.

How will his claim be calculated?

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- 6. Mrs. Kulkarni, has taken a health insurance cover for Rs. 15,00,000 on 12.1.13. She is hospitalised following a knee ailment and undergoes an operation on 6.5.13, costing Rs. 4,65,786. Her claim is rejected by the company on the grounds of preexisting condition of knee problem. She approaches you for advice. Please guide her regarding the grievance redressal mechanism available to her at all levels.

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Questions

- 1. What qualities are required to become a good professional handling claim?

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- 2. When is investigation of loss necessary?

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- 3. What are the documents required to be submitted in PA, motor and health claim?

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4. What role does a surveyor play in the insurance industry?

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5. What are the most important aspects to be considered in an insurance claim?

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CHAPTER 10

CUSTOMER SERVICE

Chapter Introduction

Customer is the reason why business exists. Insurance being a service sector, is more customer oriented and hence the emphasis on customer service. The quality of service needs to reflect reliability, responsiveness, assurance, empathy of the agent and ambience of the insurance company's office.

The patronage and support of existing clients also helps to build business. In fact a large part of agent's income comes from the commissions for renewal of the contracts. These clients are also the source for acquiring new customers. **Commitment to serving their customers is the mantra for the success.**

Customer service becomes paramount at the same level by understanding the needs of the customer. At the stage of point of sale it's important for agents to understand that recommendations have to be based on the risk perceptions, probability of loss and laws of the land. The agent needs to advise the various ways by which the risk can be managed by the customer, like using deductible, risk retention, copayment to reduce the cost of handling the risk.

Hence he needs to be a risk assessor, underwriter, risk management counselor, designer of customized solutions and a relationship builder who thrives on building trust and long-term relationships. Then comes the proposal stage at which support is required by the customer to fill the proposal form. The acceptance stage results in issuance of cover note, policy document or renewal of policy, wherein an agent is in touch with the customer to ensure smoothness of the process.

The claims stage is where the agent has a crucial role to play in terms of prompt reporting and procedural advice given to the customer. In order to ensure long term retention of clients all insurers are mandated by IRDA to have in place Grievance redressal mechanism. Role of agent gets activated at this stage as there may be negative emotions involved.

A complaint is a crucial “**moment of truth**” in the customer relationship; if the company gets it right there is potential to actually improve customer loyalty. Despite all efforts if there are disputes, the following mechanism is there to deal with it.

Integrated Grievance Management System [IGMS]: is the central depository of the insurance grievance data launched by IRDA as a tool for monitoring grievance redressal in the industry.

Customer Protection Act, 1986: An Act passed to provide for better protection of the interest of consumers and to make provision for the establishment of consumer councils and other authorities for the settlement of consumers' disputes. The act has been amended by the Consumer Protection (Amendment) Act 2002.

District Consumer Redressal Forum: Insurance is included as a service. Hence if there is deficiency of service in terms of policy issuance or claim settlement then the insured can seek redressal in the District consumer redressal forum if the claim amount is up to Rs. 20 lacs, and thereafter with State commission up to 1 crore and National commission for larger claims. The last 2 would look into appeal arising from decision of the lower forum/commission.

Insurance Ombudsman: are appointed under the Redressal of Public Grievances Rules, 1998 to resolve complaints in respect of dispute between policy holders and insurer relating to only personal lines of insurances up to 20 lacs in a cost effective, efficient and impartial manner. The decision of the ombudsman is binding on the insurance company.

Cases

1. During the term of the policy the owner of a private car dies. If the legal heirs approach you to assist them to have the insurance policy transferred in their name, what are the documents you would ask them to keep ready before approaching the insurance company and how would you assist them in this tragic moment?

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2. The policy issued to your client is due for renewal and the insurance company has not issued a renewal notice in advance of the date of expiry. What should be your action as an agent?

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3. Your client who has taken a health insurance policy calls you at 2 a.m. to report that he needs to be hospitalized for acute chest pain.

What would be your duty and how would you guide him?

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4. Your client, who has taken car insurance, calls to inform that his car has met with an accident while he was proceeding to the airport to board an international flight. As he is necessarily required to be out of India on an important business meet, would you help his son and his driver with the claim procedures?

How would you deal with the situation?

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- 5. In spite of repeated requests the insurance company has not given your client an endorsement correcting the spelling of his name and his age in his health insurance policy. Your client is of the opinion these corrections are absolutely necessary if any hospitalization arises in the future.

How will you handle this?

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- 6. More than 15 days have lapsed from the submission of proposal and the insurance company has not communicated anything.

How would you help the client?

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Questions

- 1. Why is great customer service important in the insurance industry?

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- 2. What are the barriers to effective communication?

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- 3. What are the various stages in the role of agents for effective service delivery, state briefly?

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4. Explain the provisions of Consumer Protection Act 1986.

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5. What is the role of non-verbal communication?

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CHAPTER 11

CAREER

Chapter Introduction

For an agent to have a successful career, two qualities are paramount, empathy and ego drive. The major rewards of a career in insurance sales includes **social recognition** as a knowledgeable worker and a professional, with satisfaction of providing solutions to problems of people around, along with the prestige that comes from being instrumental in financially helping out people who are affected by a misfortune, the ability to protect people from financial impact of accidents, illness, etc.

Thus they have the unique advantage to work as per their own career ambitions and decide the level they want to reach. The insurance environment is constantly changing and hence awareness is essential in terms of distribution channels, products offered. Insurance selling career opportunities are available as corporate agents, insurance brokers and bancassurance channel also.

A firm, Banking Company, Rural Banks, Co-operative Societies and Banks, along with Panchayats and Local Authorities can also become corporate agents.

With experience a successful agent can also branch off within the insurance industry into domains like branch manager, sales trainer for pre recruitment training, product, sales, soft skills training, marketing research, brand management and product development. Thus there is a wide array of choices available with someone who has chosen insurance agency as a career.

Cases

- 1. You have been a successful agent for the last twenty years. You are invited to address a gathering of newly recruited agents. What tips would you give to encourage them in their career choice?

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- 2. Your friend who sells consumer durables tells you that you should rather sell things whose performance can be demonstrated to prospects instead of selling an abstract thing like insurance. What will be your response?

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- 3. Your uncle tries to dissuade you from taking up insurance agency saying you could be running after people begging for premium. How would you explain unique advantages of agency as career?

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- 4. The distribution channels of insurance companies have now diversified to brokers and bancassurance. How would an agent compete with them?

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- 5. People think insurance agents as nuisance. They look upon them with distrust. In spite of this agents are a crucial link in the marketing channel. As an agent, how will you overcome the distrust referred?

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Questions

1. What are the rewards and recognition of being a sales agent?

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2. Who all can become a corporate agent?

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3. What is the difference between a broker and an agent?

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4. What are alternative career choices available to an insurance agent?

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5. What is bancaassurance?

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KEY TERMS

Active listening:	It is letting the other person know you hear and understand what they are saying by asking pointed questions and summarizing. The main points to active listening are paying attention, acknowledging that the other person is talking, and giving feedback. Active listening enables a person to make need based selling and avoid mis-selling.
Adjustment and Settlement:	After a claim on receipt of the survey report, the insurer ascertains if the loss suffered by the insured is caused by an insured peril, if there is no breach of any policy condition or warranties, thereafter the claim amount is adjusted and settled taking into account/adjusting the underinsurance, deductible / excess, depreciation, salvage to arrive at the final amount.
Advance payment of premium:	Premium is the consideration paid by the proposer to purchase the insurance. In the Indian context the Insurance Act, 1938 and amendments thereof under Section 64(V) (B) makes it compulsory for its payment in advance.
Agent:	The Insurance Act defines an insurance agent as one who is licensed under Section 42 of the Act and is paid by way of commission or otherwise, in consideration for soliciting or procuring insurance business, including business relating to the continuance ,renewal or revival of policies. In short an agent is an authorized sales person for insurance and needs a license from IRDA to do so.
Arbitration:	It is a condition of some insurance policies and it is invoked where the insurance company has accepted liability but there is a dispute regarding the amount claimed by the insured and the amount offered for settlement by the insurance company. The procedure for sorting out the differences is as per the Arbitration and Conciliation Act, 1996.
Asset:	Anything tangible or intangible that gives benefit and has an economic value for the owner, by way of generating income or adding value.
Bancassurance:	It is a tie up between banks and insurance company to enable banks to distribute the insurance products to the bank's customer base. It has emerged as an important distribution channel globally and has operational cost effectiveness and efficiency.
Bankers' indemnity Insurance:	It is a combination of several covers and provides protection to banks against losses to money, securities on premises, in transit, against forgery or alteration, dishonesty of any employee, fraud in respect of hypothecated goods, and fraud of appraisers.
Body Language:	reflects the way we talk, walk, sit and stand. All these mannerisms say something about us, and what is happening inside us. Positive body language creates confidence and trust in prospects which translates into policy holders.
Brokers:	are intermediaries representing the insured in all their interactions with the insurance company specifically in helping them choose the right product and company that would best fit their particular needs. An insurance broker has the liberty to deal with many insurance companies
Burden of risk:	Costs, losses and liabilities one has to bear by being exposed to a loss situation/event.
Burglary	The policy covers contents against loss or damage by burglary,

Insurance:	housebreaking, theft, robbery as defined under appropriate sections of the Indian penal code. And is available to commercial establishment, factories and shops.
Caveat emptor:	Commercial contracts are normally subject to the principle of caveat emptor i.e. let the buyer beware. It is assumed that each party to the contract can examine the item or service which is the subject matter of the contract. Each party can verify the correctness of the statement of the other party. There is no need to take the statements on trust. Proof can be asked for.
Certificate of insurance:	Provides proof of existence of insurance policy. In Motor Insurance, the form is as prescribed under the motor vehicles Act 1988. This certificate provides evidence of insurance to the Police and Registration Authorities.
Claim forms:	A form designed to get full information regarding the circumstances, estimate, time and date of the loss along with details of damage to property, details of sickness /injury in respect of personal insurances.
Closing the sales:	is the process of persuading the prospect to buy insurance now after all the earlier steps of sale have been through.
Cold calling:	Cold calling is soliciting potential customers who were not expecting to speak with you. The term 'cold' refers to the fact that you haven't laid any groundwork for your call. In this process the agent may find customers reluctant to listen to them and even if they listen they may turn down the proposal.
Consensus ad idem:	For a valid contract both the parties to the contract must be of the same mind. The insurance given should match the insurance asked for with reference to the subject matter, perils and add on cover if any.
Contribution:	Ensures that the indemnity provided is proportionately borne by other insurers in case of multiple policies where the subject matter is covered for the same peril and duration and the claim occurs within the same policy period as of the other insurers.
Cover note:	Also known as Interim Protection Note, Cover Note is issued by Insurance Companies as proof of cover once premium is paid till the Insurance Policy is ready and issued.
Customer Protection Act, 1986	An Act passed to provide for protection of the interest of consumers and to make provision for the establishment of consumer councils and other authorities for the settlement of consumers' disputes. The act has been amended by the Consumer Protection (Amendment) Act 2002.
Deductibles	A deductible is a sum of money the insured pays before a company will provide the benefits outlined in an insurance policy. The object of these clauses is to eliminate small claims. Further, as the insured is made to pay part of a loss, he is encouraged to exercise more care and to practice loss prevention.
Disputes in Claim Settlement:	Disputes in claim settlement can arise out of the following; a) denial of liability b) underinsurance c) depreciation d) salvage e) excess.
District Consumer Forum	Established under the consumer protection act. It's a forum where insured can seek redressal for claims up to Rs. 20 lacs.
Ego drive:	refers to the salesperson's intense drive and effort to make the sale successful not merely for the money but for personal satisfaction and to fulfill an internal emotional need to excel in one's chosen profession.
Empathy:	The ability to feel as the other person does by putting oneself in the

	other's shoes. This enables the agent to sell the right kind of product and to provide appropriate level of service especially in event of a claim and grievance.
Engineering Insurance:	Includes several policies: (a) All risk cover for contractors in civil engineering projects, building bridges, tunnels etc. (b) All risk cover for erection of electrical plants, equipment and structure. (c) Machinery breakdown and boiler explosion (d) Machinery Loss of Profits
Ethical behavior:	involves showing concern for others and keeping the best interests of the client in mind, keeping their information confidential and disclosure of all material facts, above one's own direct or indirect benefits.
Excess	helps in better claims management by taking care of small losses. Claims get triggered only if the assessed loss amount exceeds the excess amount, thereby reducing the administrative work and also discouraging the insured from preferring small claims which he /she can bear.
Family covers:	are health insurance covers given to families. The definition of family varies according to different insurers. They are available on individual sum insured basis / floater basis . The premium may attract a family discount.
Fidelity guarantee insurance:	This policy covers the employer in respect of any direct financial loss suffered as a result of employees' dishonesty. The majority of policies issued are to commercial or financial organization.
Fire insurance of Property:	Fire insurance covers loss or damage to property insured arising on account of any perils listed therein and consequential loss following thereafter. Variants of this insurance are reinstatement value insurance, declaration policies and floater policies. Consequential loss insurance pays for loss of profits resulting from an event that leads to a payable claim towards Material Damage.
Group policy:	In a group policy a large number of individuals are covered under a single policy called a master policy . The insurance contract is entered into with the body that represents the individuals, the employer or the association, who is the policy holder. The individuals are beneficiaries . Both Personal Accident and Health insurances are available for groups on the above basis.
Hazard:	Condition or situation that creates or increases chance of loss in an insured risk, separated into two kinds Physical and Moral hazard.
Health insurance:	A contract between the insurer and the insured wherein insurer agrees to pay hospitalization expenses to the extent of an agreed sum insured in the event of any medical treatment arising out of an illness or an injury.
Householders Insurance:	This is a package policy meant for householders, which cover the residential building and contents of the insured for fire, and contents against burglary. Domestic appliances, Television and other electronic items are also covered. Since this is a package policy the insured gets discount for availing covers under more than one section.
Indemnity:	means placing the insured in the same financial position after a loss as he enjoyed before it, not better, with no allowances for any

	improvements.
Industrial all Risk:	Coverage is for Mega risk policies and on all risks terms with exclusions. Requires risk inspection before insuring and wordings guided by the reinsurance market
Insurable interest:	Insurable interest arises out of financial relationship between the insured and the subject matter of the insurance, such that he stands to lose by the destruction of the same. Insurable interest is required at the time of taking a policy and continues throughout the policy term. Marine insurance being an exception.
Insurance density:	It is measured by premium per head of population and is arrived at by dividing the total amount of premiums in a country [or given market] by its population. Density is a measure of the reach and spread of insurance in a given population.
Insurance Ombudsman:	are appointed under the Redressal of public grievances rules 1998 to resolve complaints in respect of dispute between policy holders and insurer relating to only personal lines of insurances in a cost effective, efficient and impartial manner. The decision of the ombudsman is binding on the insurance company.
Insurance penetration:	it is given by the ratio of total premiums to gross domestic product [or premium/GDP]. Penetration is a measure of the economic significance of insurance. It tells us what portion of an economy's income is spent on insurance
Integrated Grievance Management System [IGMS]:	is the central depository of the insurance grievance data launched by IRDA as a tool for monitoring grievance redressal in the industry.
Intimation of loss:	As per the policy condition, any event that triggers a claim should be forthwith intimated/ informed to the insurance company. Delay in intimation may result in the claim being denied.
Investigation and assessment:	The insurance company on receipt of intimation of loss will verify the policy for liability in respect of the period of insurance and peril covered and would send an investigator if there is any doubt regarding the genuineness of cause of loss. They will also send a surveyor depending on the estimate of loss to assess the loss within the term of the policy. Assessment is essential as it quantifies the amount keeping in view the indemnity principle. Investigation is also done in respect of personal accident claims.
Jewelers block policy:	The policy was initially devised for establishment dealing with diamonds. However now it is also given to shops dealing in Jewelry. It covers damage to specified property by fire and allied perils and burglary when in the premises, property in custody of persons not in regular employment of the insured and property in transit.
Lawful consideration:	Premium paid by the insured must be from known source of income and legal income. It cannot be from unknown source or amount to money laundering.
Liability policies:	These policies provide indemnity to insured in respect of damages payable under law for injuries to third parties or their property. Covers for professional indemnity to doctors, hospitals, engineers, accountants, advocates, are also available
Loading of	is resorted to by the insurer to take care of any adverse feature or bad

premiums:	claims experience.
Marine Hull Insurance	covers loss or damage to ocean going ships and other vessels against perils of sea. Freight and stores are also covered under disbursement policies.
Marine cargo insurance:	Marine cargo insurance provides cover for goods in transit by sea, air, rail or road, for fortuitous maritime perils
Material facts:	Information relating to the subject matter of insurance that have a bearing on the decision regarding acceptance/rejection of risk by insurance company
Money insurance:	covers mainly money in transit between the insured's premises and banks or other specified places including branch offices. This also covers money in safe premises.
Moral Hazard:	means character of persons proposing for insurance. Dishonest persons are likely to attempt frauds and make money by misusing insurance.
Motor Insurance:	provides coverage to two wheelers/ private cars/ commercial vehicles, both passenger /goods carriers. It's mandatory under the Motor Vehicles Act to cover third party liability (bodily injury and property damage) by anyone who uses a motor vehicle on public roads. Personal accident cover is available for owner driver and passengers. Employees compensation liability to paid drivers and cleaners is also covered.
Negotiation:	a methodology used to reconcile the differences between the requirements of the insured and the offer of the insurer. The agent needs to deftly act to reconcile these differences so as to arrive at a win-win situation.
Offer and Acceptance:	For a valid insurance contract there has to be a legal offer and the acceptance of the same to be conveyed to the insured. Here the Proposer offers his asset/property for insurance. The insurance company accepts the offer if it is satisfied with the risk elements.
Overseas Mediclaim /Travel Policy:	An insurance that covers medical expenses incurred arising out of illness or accident occurring while travelling abroad along with extensions. Customized plans to suit certain types of travel such as business trips, family trips etc. are available.
Personal accident Insurance:	Personal accident policy is available for residents of India and their dependent family members, and covers accidental death, permanent total disability, permanent partial disability and temporary total disability arising from sudden, unforeseen & unexpected events caused by external, violent & visible means.
Physical Hazard:	consist of those physical attributes of the subject matter of insurance that increase the exposure and quantum of loss from the risk(E.g.) Huts located near coasts where tidal waves occur frequently are physical hazard for flood related perils as the probability of damage is greater in this case.
Policy form:	The stamped and legal document that evidences the contract between the insured and the insurer specifying the subject matter, the peril, the liability of insurer and the amount of premium payment.
Pooling:	relating to risks. Collecting numerous individual contributions (called premium) from various persons having similar assets exposed to similar risks.
Prohibition of Rebates:	as per the Insurance Act no person can induce someone to take insurance by offering rebate of the commission or premium payable,

	except as allowed in accordance with the published prospectus or tables of the Insurer.
Prospecting:	Prospects are people to whom we can sell insurance. Prospecting is the process of gathering names of people whom we can approach and secure a sales interview with. Continuous prospecting is absolutely vital to a successful agency career.
Proximate cause:	Active, direct, and efficient cause of loss in insurance that sets in motion an unbroken chain of events which bring damage, destruction, or injury without the intervention of a new and independent force.
Quality of service:	Refers to reliability, responsiveness, assurance, empathy of the agent and ambience of the insurance company's office.
Rate making:	a procedure for fixing rate of premium according to exposure and dependent on classification of risk and past loss experience.
Renewal notice:	insurers issue a renewal notice ahead of the date of expiry of the policy inviting renewal of the policy. This is more as a courtesy rather than statutory. It also advises the insured to intimate material changes if any so that actual premium can be charged.
Risk Avoidance:	option of doing away with the activity that is risk prone.
Risk control:	Taking steps to reduce the chance of occurrence of a loss and/or to minimize severity of its impact, should a loss occur.
Risk financing:	Creating funds to meet losses that may occur, by way of Self-fund, risk transfer to insurance.
Risk:	Means the happening or not happening of an event. Quite often the term "Risk" is used to denote the 'property i.e. subject matter of insurance'. It is also used to denote a peril. The student should understand this in the context in which it is used.
Risk retention:	Paying for one's losses from one's own means and funds.
Risk transfer:	Transferring the burden of loss to another party i.e. to the insurer
Shop Keepers Insurance	This is a package policy meant basically for small shopkeepers. It covers the building and stock and other contents of the insured for fire, and burglary. Appliances, Electronic Equipment like computers; laptops are covered against mechanical/electronic breakdown. Money belonging to insured's shop, Personal Baggage and Personal accident cover is also included; workmen compensation to workers is also available.
Subrogation:	refers to transfer of the insured's right of action against a third party to the insurer who pays the loss. Insurer can take the insured's place and sue the party that caused the loss to recover Subrogation comes in the picture only in case of damage due to a third party.
Surveyors:	Surveyors are service providers to a general insurance company, usually at the time of claim or carrying out pre inspection of risk. They carry out claim surveys and estimate the quantum of loss.
Uberrima fides:	means Utmost good faith: applies to both the insured and the insurer. The former must disclose everything within their knowledge about the risk involved, which would affect the contract of insurance. The latter, the details of terms & conditions of cover.
Underwriting:	Is an important process in the insurance office. Once the proposal is

	received it is scrutinized to decide if the risk is to be accepted or rejected, subject to what rate, terms and conditions. Assessing and classifying the risk is an important aspect of underwriting.
Warranty:	these are express or implied warranties. These may be printed on the policy itself, or more commonly, attached to the policy in separate warranty forms. The insurer would like to ensure that the risk remains the same as it existed at the time of the proposal and be protected against the introduction of some feature which may increase the risk. For this purpose, warranties are inserted in the policy.

Answers

Chapter 1

Cases

1. The insurance company is not liable to pay the claim as the risk can commence only from the date on which cheque is posted as per sec 64 VB of Insurance Act. Here the fire took place on 9.11.13 and the cheque was posted on 10.11.13. The earlier policy had expired on the midnight of 08/11/13.
2. The electronic equipment carries a relatively high rate is because of higher probability of loss/damage to such equipment. He can do a risk assessment of the office and find out probable causes of loss and if it occurs, ways of minimizing them. He can have a service maintenance contract, follow safe housekeeping practices. However it would be advisable to insure the equipment.
3. No, I do not agree with him. First of all Health Insurance also covers hospitalization resulting from accident. Further, one cannot predict ill health. Good health can only reduce the incidence of falling ill. People, with robust health, developing ailments are not unheard of.

The risk profile of a flat and factory is completely different. The probability and impact of risk is going to be more in a factory and the extent of which will depend on the manufacturing process carried on.

Chapter 2

Cases

1. The amount payable would be calculated keeping the underinsurance in view and applying the condition of Average. This applies to each item separately. Hence,
 - a) Building Rs. 70000 full
 - b) Building Rs. 30000 (50% of 60,000)
 - c) Building Rs. 40000 full
Stocks Rs. 1000 (50% of 2,000)
Total Rs. 41,000
2. Yes, it will increase the hazard and attract the extra premium. The godown /shop could also be storing hazardous goods, thus enhancing the risks further.
3. It would be advisable to insure all four A/Cs since at any given time all four could be damaged due to fire explosion etc. Further, selection of risk is not acceptable, in most insurance contracts.
4. The bank will have full insurable interest to the extent of the loss as the loan still remains unpaid, to the extent of Rs. 2,00,00,000.
5. The proximate cause of death was the original accident and pneumonia (disease not covered under the policy) is only a remote cause. Accordingly, even though diseases are not covered under such policies, the claim is payable.

Chapter 3

Cases

1. The insurer should initially tap the segment of young executives who take loans for purchasing car and house. The other segments would be Motor Dealers, Industrial houses and high net worth individuals.
2. He would require a motor insurance, personal accident, electronic equipment, and all risk cover for mobile and wrist watch. Overseas Travel and also Baggage insurance. He could also need Householder's Package Policy, Health Insurance.
3. She would require a Householders' Package policy, since the same takes care of all her requirement . Her domestic appliances against breakdown, personal accident cover for accident risks considering she travels a lot. All risk cover for Jewellery & Valuables. She needs to get a valuation done for her jewelry, especially for which she does not have the purchase invoice and to specifically declare details of items of jewelry whose value exceed 5% of the sum insured under the all risk section.
4. Since it is an industrial unit, it will be appropriate to fix an appointment with the decision makers and make presentation to them. An analysis of risks in the operations and some advices on risk management will increase their interest.
5. Travel policy covers any unforeseen exigency due to illness and accident resulting in medical hospitalization expenses whilst on tour/holiday abroad apart from loss of passport, loss of checked in baggage etc. Comparison may be made from various websites.

Chapter 4

Cases

1. The applicant must possess the minimum qualification of a pass in 12th Standard or equivalent examination conducted by any recognized Board/ Institution, where the applicant resides in a place with a population of five thousand or more as per the last census.
2. Since she is a graduate, and assuming she is above 18 years of age, she meets the criteria to become an agent. She has to:
 - a) Undergo 50 hours practical training in general insurance
 - b) Pass the pre-recruitment examination
 - c) Pay the fees of Rs.250/-
3. Sharing the commission proceeds with the proposer is prohibited and can lead to cancellation of license and other punitive actions. The offer will have to be refused and opportunities explored to complete the business target through legal and ethical ways.
4. Non life agents have now been permitted to become agent of one stand alone health insurance company also.
5. Please go to IRDA site - www.irda.gov.in through internet. Yes, the commissions are regulated.

Chapter 5

Cases

1.
 - a) Educate client about impact of the restrictions imposed by underwriter
 - b) Ensure that a properly worded and correctly executed policy document is delivered to client, if the proposer is satisfied with insurer's response. If not, convey the reaction of the proposer to the insurer for review.
2. One of the situations where Section 64 VB is considered complied even where the total premium is not received by insurance company is where premium is short paid due to genuine clerical error. In the subject case, therefore, the claim is payable.
3. The client should disclose the material fact of change in risk specifically when there is an enhancement of sum insured. Completion of fresh proposal form may also be required, if called for by the insurer.
4. The rules of interpretation of policy are clear that what is typewritten will overrule the printed matter. The claim is therefore payable.
5.
 - a) Additional premium
 - b) No additional premium. However, refund if policy discontinued by insured and no claim had occurred till then.
 - c) Additional premium
 - d) Additional premium
6. Revised IDV is arrived at by adjusting the current manufacturer's listed selling price of the vehicle with depreciation percentage as prescribed. Manufacturer's listed selling price will also include local duties / taxes excluding registration and insurance.
7. Insurance companies send renewal notice as a service and it is not obligatory on their part to do so. Mr. Chandran cannot hold his non-receipt of renewal notice against the insurance company to justify his claim. And by renewing the policy without revealing to the insurance company that the car has already met with an accident, he has breached the principle of utmost good faith. Insurance company therefore has a right to void his renewed policy.
8. Fire and burglary proposal forms to be filled up by Mr. Naik, the proposer and signed by him.

A house holder's policy may be suggested to Mr. D'souza. Further indicating that he may have to choose additional sections of cover to ensure that minimum numbers of covers are obtained by him as required by the insurance company.

9. **General conditions:** Conditions that apply to all policies of the particular type of insurance.

General exclusions: Exclusions that apply to all policies of the particular type of insurance.

Specific conditions: Conditions that apply only to that particular policy.

Specific exclusions: Exclusions that apply only to that particular policy

Warranties: Compliances specifically applicable to the particular policy.

Example: Condition of average/exclusion Consequential losses/Condition that no goods are stored in open/Exclusion of inundation on property lying in low lying areas/Warranted goods are stored only on stacks at a height of not less than 1 foot respectively.

Incidentally, in respect of package policies, the general conditions/general exclusions apply to all the sections of the policy whereas the special conditions and special exclusions apply to specific sections only. Warranties may be incorporated for certain risks/acceptance only.

Chapter 6

Cases

1. As per given details:

Total value of two wheelers covered i.e. total value at risk:
 $\text{Rs.}30,000 \times 2000 = \text{Rs.}6,00,00,000$

Total annual loss experience:

Total number of two wheelers stolen in 10 years: 100
 Average loss per year $100/10 = 10$

Value of 10 two wheelers: $\text{Rs.}30,000 \times 10 = \text{Rs.}3,00,000$

Risk Rate applicable: $\text{Annual loss experience} / \text{total value at risk} = 3,00,000 / 6,00,00,000$ as a percentage = 0.50%

Insurance company may load this risk rate for factors like management expenses, marketing costs, buffer for unexpected large number of losses and margin of profit.

2. Sum Insured: Rs.2,50,00,000/-
 Rate: 0.50‰ i.e. Rs.0.50 per thousand
 Premium: $\text{Sum Insured} \times \text{Rate}$ i.e. $\text{Rs.}2,50,00,000/- \times 0.50‰ = \text{Rs.}12,500/-$
3. More details required for rating: 1) NCB earned, 2) Eligibility for discounts like Anti-theft devices, Automobile Association membership, etc. and 3) Option for wider covers like Personal Accident, Zero depreciation, etc. Some companies also load for factors like color of the car, years of experience of driver, make of the vehicle, etc.
4. Regular fire risk inspection, follow fire drills, internal automatic sprinklers, safe house keeping. Segregating the hazardous goods are some of the measures which can be suggested to him.
5. If all the 400 owners come together and contribute Rs. 200 each, the common fund would be Rs. 80,000. This would be enough to pay Rs. 20,000 to each of the 4 owners whose houses got burnt. Rs. 200 per house will be the pure risk premium. This will have to be loaded, as shown in case 1 above, by the insurance company.

Chapter 7

Cases

1. Each company will pay to the full extent as there is no contribution involved. Under the Death benefit, Company A will pay Rs 5,00,000/ and Company B will pay Rs 2,50,000.
2. Since the risk has gone up the rate will be more than 0.30%
3. Yes, it will be accepted if he intimates the TPA or insurance company either before or during the duration of the hospitalisation. The geographical limit is India.
4. Since the sum Insured required for the parents will be high, if a family floater is taken for all six, the premium will go up. It may be that the parents themselves would exhaust the floater sum insured. Hence Mr. Mahipal should cover his parents separately and then take a family floater for the rest.
5. In view of emergency he should approach a network hospital and the card issued either by the insurer or by TPA has to be presented. The hospital would give admission and get in touch with insurer/TPA. The insurer/ TPA will process the claim as cashless settlement after verification of policy details. Normally along with the card, TPA send procedure details to the insured, for planned as well as emergency situations.

A Personal Accident policy provides a 24 hour cover on worldwide basis. Hence the daughter gets automatically covered while studying abroad if her name is included but the sum insured would be very small as a part of a family cover. However, to provide a better coverage it would be advisable if she considers taking a Travel or overseas Mediclaim type of policy plan covering students for medical/accidental exigencies and various other coverages suitable for students abroad.

Chapter 8

Cases

1. For Mr. Bhatia's SME, the following are to be offered:
 - a) Standard Fire & Special Perils policy for his building, plant & machinery, stocks, office equipment, furniture & fixtures. With add-on cover like Earthquake if needed.
 - b) Burglary policy for his plant & machinery, stocks, office equipment, furniture & fixtures.
 - c) For his employees & himself, Group Personal Accident, Group Health policies, especially since he is interested in Employee Welfare
 - d) The Fidelity/Guarantee Insurance to take care of losses which may be caused to him due to dishonesty of employees.
 - e) For his computers, Electronic Equipment Insurance
 - f) For his pick-up truck, a Commercial Vehicles (Goods Carrying) Motor Package Insurance
 - g) For his sending's to various locations, a Marine Cargo Policy on I.C.C. (A) terms with SRCC.
 - h) For his cash, a Money policy covering transit risks as well as whilst money contained in his office.
 - i) Relevant liability covers like public products/Employee's Compensation.

(Safety and security aspects will also be discussed, which would have a bearing on the policy terms and conditions)
2. Since the most important risk exposure for MN Limited is the Money in transit, they will need a money insurance covering monies whilst in transit & in safes at various locations. They will also need a Fidelity Insurance policy covering cash handling employees & agents. Since an error/omission by MN Limited's employees/agents in their functions can lead a loss, cover for such risk also to be considered. They could explore possibility of covering loss due to error/negligence.
3. Soma's stock insurance has to take into consideration the following:
 - a) Storage will be at various locations with values fluctuating largely.
 - b) Soma will also be storing goods not belonging to them.
 - c) Their stock insurance will therefore have to be on Floater Declaration basis with a specific extension to cover goods held in trust.

Covers should be for Fire& Special perils and also for Burglary losses.
4. The burglary policy pays for loss/damage caused following violent forcible entry as well as exit. In this case, though the culprits entered freely, their exit was violent & forcible. The claim will be payable under the policy. The policy also pays for repairing damage caused during violent entry/exit, In addition to the value of stolen goods, the cost of repairing the premises will also be paid for, except for breakage of plate glass of windows.

5. Contractors All Risk policy along with erection all risk and Marine transit risks .Covers are important. The actual contractor would have to take these policies. Supervision at the time of handling/unloading equipment will be important as a risk minimization measure. The manufacturer would need an advance loss of profit policy, to take care of possible delay in beginning production. Pre inspection of risk will enable his insurer to understand the risk exposure and also guide him about the risk minimization measures that he can take, thereby reducing his exposure and the premium also.

Chapter 9

Cases

1. After having filed a FIR, he has to intimate the loss to the company, so that a surveyor could be appointed immediately. He should adopt all loss minimization measures and submit the required documents and cooperate with the surveyor. Obviously fire brigade was contacted. Their report would be very useful.
2. The documents to be submitted would be bus plying permit, policy copy, registration certificate, fitness certificate, and FIR.
3. The loss will be assessed and the claim will be paid by the settling agents usually named in the policy in the country of destination. The insurance companies have an arrangement of reimbursing these agents.
4. If the proposer takes insurance only for Rs. 80 Lacs for whatever reason, such proportion works out to 40%. Therefore, in the event of a claim, even if the claim is for less than Rs. 80 Lacs, amount payable would be only 40% of the claim amount. In view of under insurance only the proportionate claim will be payable. The client should therefore take insurance for the actual value i.e. Rs. 2 Crores, irrespective of the amount of his bank loan. Also if loss exceeds 80 lacs, the insured may have to bear a huge amount of loss, if sum insured taken is only Rs. 80 lacs.
5. His claim will be calculated taking the insured value of the shop separately. There will be underinsurance applicable, since each item in the policy is viewed separately on the aspect of under insurance.
6. The first step would be to approach the Grievance cell of the Insurer itself. If it does not get resolved, then she could approach the Ombudsman. The consumer forum is also available for the purpose.

Chapter 10

Cases

1. The documents to be submitted are Death Certificate, Legal heir Certificate, Succession Certificate, Original Policy, Registration copy. Liaise with the insurers for any further requirements and full empathy towards insured would be required.
2. Collect from the insurance company the renewal notice and provide the same to client.
3. Comfort the client and ask her to take care of her health with an assurance that the insurance procedures will be taken care of. Then advise client to provide initial token advance to hospital, if demanded, with an assurance it will be reimbursed. Register claim by calling TPA's Toll Free Number and providing customer's ID number and details of hospital where emergency admission is being taken. Subsequently a follow up with TPA for providing preauthorization for cashless is required. Once client is discharged, help client get reimbursement of any deposit paid to hospital.
4. If any Third Party was involved in the accident the client's son/driver has to lodge a police complaint. The car has to be taken to the nearest approved garage that has cashless facility. The claim has to be intimated to insurance company. Ensure prompt appointment of surveyor and help the client to fill the claim form and ensure submission of documents so that claim is settled promptly.
5. It's better to personally visit the insurance company, and get the endorsement issued. Provide copy of the endorsement to TPA and ensure corrected TPA card is issued on surrender of the old card.
6. Personally visit insurance company and enquire about acceptance. If insurance company has further requirements, ensure client submits the same promptly to facilitate early acceptance. Proposals are required to be processed by the insurer with speed and efficiency and all decisions be communicated by it in writing within a reasonable period not exceeding 15 days from receipt of proposals by the insurer as per IRDA regulations. It is further stipulated that within 30 days a copy of proposal form is sent to Insured free of cost, when proposal is accepted.

Chapter 11

Cases

1. That selling insurance can be challenging since it's an intangible product. One has to often create a need in the prospect's mind and motivate the latter to buy insurance. This involves a very high level of concept selling and hence these agents are considered among the most accomplished of sales professionals. They would be remunerated through commissions so that there is no limit to what an agent can earn. They will also enjoy tremendous amount of job satisfaction and social respect if one's job is done in an ethical and professional manner.
2. Real challenge and resultant satisfaction exists only in selling intangibles. Selling tangibles generally provides instant gratification to clients but selling an intangible like insurance provides client with the incomparable and essential succor at the times of crisis and creates a long term relation.
3. An insurance agent is a solutions provider and a support in the event of crisis, not beggar for premium. He is a knowledgeable person well versed with insurance coverages, risk solutions and hence holds a very prestigious position.
4. Though Brokers and Bancassurance provide larger set up, however only an agent can provide a personalized service. Further, agents have the ability to reach the remotest corners. They have more personalised relations with clients. So an agent can easily compete with brokers and bancassurance by constantly upgrading product and process knowledge, becoming organized and maintaining the personal touch.
5. The distrust is primarily because of unfortunate events of communication gaps and wrong selling that has happened. An agent who offers products based on clients' needs and not just to earn more commissions will never be distrusted. He should also be available for after sales service and help at the time of claim.

ANNEXURES – I

PROPOSAL FORMS – A

A. PROPOSAL FORM FOR BURGLARY AND HOUSE-BREAKING INSURANCE (BUSINESS PREMISES)

CODE DEV OFFICER AGENT ADDRESS OF ISSUING OFFICE
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FOR OFFICE USE ONLY ACCEPTED BY _____ DATE AND TIME _____ RATE _____ REMARKS _____ POLICY NO. _____ COLLECTION/SCROLL NO. _____

NOTE: PLEASE ANSWER EVERY QUESTION AND FULLY

1.	a)	Name and address of the Proposer in full (BLOCK LETTERS)	ABC LIMITED, #1,2 Road, Juhu, Mumbai-400 054.
	b)	Name of the Financial Institution/s (if any financial interest is involved):	None
	c)	Nature of Trade or Business:	Manufacturers of Industrial Machinery
2.		Address of the premises to be insured	Godown #2, Thane Road, Bhiwandi
3.	a)	Whether Warehouse, godown, Shop or Office?	Godown
	b)	How long have you been an occupant Of premises	7 years
	c)	Are you the sole occupant?	Yes
	d)	If not, who are other occupants?	Not Applicable
4.		What materials are used for construction? e.g. Concrete, Bricks, Iron Sheet or Timber etc.	
	a)	Walls	RCC
	b)	Roof	Iron Sheet
	c)	Floor	RCC

5.	<p>What protection is provided to ;</p> <p>a) Doors</p> <p>b) Windows</p> <p>c) Skylights, Ventilators, Exhaust Fans, Lights, Air conditioners Trap Doors?</p> <p>d) Any other opening</p> <p>e) Mention any special precautions you have adopted for safeguarding your property</p>	<p>Locks</p> <p>Latches</p> <p>Latches</p> <p>None</p> <p>24 Hours security</p>
6.	<p>a) Are the premises occupied by you at night? If not, by whom?</p> <p>b) Will the premises be guarded by Watchman?</p> <p>c) Will the premises at any time be left un-occupied?</p> <p>d) If so, how often and for how long?</p>	<p>Only security stays at night</p> <p>Yes</p> <p>No</p> <p>Not applicable</p>
7.	<p>a) Are all valuables secured in safe(s) outside business hours?</p> <p>b) Give (1) Maker's Name (2) Height (3) Width (4) Depth and (5) Weight of Safe(s)</p> <p>c) How many keys are there to the safe(s) and with who are they kept? Can the safe(s) be opened by a single key or by a combination of two or more keys?</p>	<p>No Valuables stored</p> <p>Not applicable, since there is no safe</p> <p>Not applicable</p>
8.	<p>a) Are Stock and Sales books maintained?</p> <p>b) How frequently are these entered?</p> <p>c) How often is inventory or stock taking done?</p> <p>d) Where are these books kept outside business hours?</p>	<p>Yes</p> <p>Daily</p> <p>Quarterly</p> <p>Godown Office</p>
9.	<p>a) Have any premises occupied by you been entered by thieves?</p> <p>b) If so, give full particulars stating when and how access was obtained and the extent of the loss.</p> <p>c) What precautions have been adopted to prevent such a recurrence?</p>	<p>No</p> <p>Not applicable</p> <p>Not applicable</p>

10.		Is the risk currently insured against burglary? If so	No
	a)	The name of Insurance Company	Not applicable
	b)	Policy No.	Not applicable
	c)	Period	Not applicable
11.		Has any Company in respect of your Burglary Insurance	
	a)	Declined your proposal?	No
	b)	Cancelled or refused to renew your policy?	No
	c)	Accepted your proposal on Special terms and conditions?	No
12.		Have you ever claimed upon any company for loss by Burglary or House breaking? If so, give details	No
13.		Amount for which contents are currently insured against fire and name of the Company	Rs. 1 Crore. The New India Assurance Company
14.		Give full description of contents (i.e. the property to be insured) of the premises	Raw Materials, Finished Goods
15.		Do you need cover against Riot and Strike, terrorist activities on payment Of additional premium?	Yes
16.		PROPERTY TO BE INSURED (give full details)	SUM TO BE INSURED (Rs.)
	a)	Stock-in-Trade (as described in Item 14 above)	Rs. 95,00,00,000/-
	b)	Goods held by the Proposer in Trust or on commission for which he is responsible.	Rs. 5,00,00,000/-
	c)	Furniture, Fixtures, Fittings, Utensils and Appliances in trade.	NIL
	d)	Coins and/or Currency Notes in Locked safe	NIL
	e)	Others (to be specified)	NIL
			Total Rs. 100,00,000/-

N.B. To obtain full indemnity it is necessary to insure for the full value of the property in the premises.

17. From 15.09.2013 To 14.09.2014

I/We do hereby declare that the above statements and answers are true and that I/we have not withheld any information whatsoever regarding the Proposal. I/We agree that this proposal and declaration shall be the basis of the contract between me/us and The New India Assurance Co., Ltd. whose Policy for the Insurance proposed is acceptable to me/us. I/we undertake to exercise all ordinary and reasonable precautions for safety of the property as if it were uninsured.

Place:

Date: 14.09.2013

Signature of Proposer

Note:

1. The liability of the Company does not commence until the proposal has been accepted by the Company and the premium paid.
2. Premium will be quoted on application.

DEVELOPMENT OFFICER'S REPORT

The proposer is known to me/my agent for _____ years and I recommend acceptance of this proposal.

Date:

Place:

Signature of Dev. Officer

Name and Code No.

PROHIBITION OF REBATE

Section 41 of the Insurance Act 1938

No person shall allow or offer to allow, either directly or indirectly, as an inducement to any person to take out or renew or continue an insurance in respect of any kind of risk relating to lives or property in India any rebate of the whole or part of the commission payable or any rebate of the premium shown on the policy nor shall any person taking out or renewing or continuing a policy accept any rebate except such rebate as may be allowed in accordance with the prospectus or tables of the insurers.

Any person making default in complying with the provisions of the section **shall** be punishable with fine which may extend to five hundred rupees.

B. PROPOSAL FORM FOR STANDARD FIRE & SPECIAL PERILS POLICY

The property is not covered until the risk is accepted and premium paid.

Divisional Office Address & Code	
Development Officer's Name & Code	
Agent's Name & Code	

Details about Proposer

1. Name of Proposer	ABC Limited	
2. Address of Proposer including Phone, Fax, E-mail & Pin code	# 1, Second Road Juhu, Mumbai 400 054, Ph.022 26508900 Fax: 022-26508910 Email-info@abeltd.com	
3. Business of Proposer	Manufacture of Industrial Equipment	
4. Paid up Capital of the Firm	INR 500000000/-	
5. Policy to be Issued in favour of (List out all the parties who have insurable interest including the Financial Institutions)	State Bank of India, Andheri (W), Branch a/c ABC Ltd	
6. Location to be covered - (Full Postal Address with Pin code)	#2, Lakshmi Industrial Estate, Andheri, (W), Mumbai-400 053	
7. Period of Insurance	From 15.09.2013 To 14.09.2014	
8. Would you like to delete these perils from the basic cover?	a) Flood, Cyclone group of perils	Yes / No
	b) Riot, Strike, Malicious and Terrorism Damage	Yes / No
9. Would you like to cover the following along with your buildings?	Plinth & Foundation	Yes / No
10. Add-On Covers Required as under		
Architects, Surveyors & Consulting Engineers Fees (in excess of 3% of the claim amount)	Yes / No	
Debris Removal (in excess of 1% of claim amount)	Yes / No	
Deterioration of Stocks in cold storage premises due to failure of Electrical Supply at terminal ends of Electric Service Feeders	Yes / No	
Forest Fire	Yes / No	
Impact damage due to insured's own vehicles	Yes / No	
Spontaneous Combustion	Yes / No	

Omission to Insure additions	Yes / No
Earthquake (Fire & Shock)	Yes / No

11. Whether you have insured the same property with any other Insurance Company with identical coverage. (Give details)	No
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12. Whether Insurance cover was declined by any other Company or imposed any Special Conditions (Give details)	No
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13. Premium / Incurred Claim details for the past three preceding policy periods	Premium	Incurred Claims
2010-11	1200000/-	8567000/-
2011-12	2550000	Nil
2012-13	1100000	Nil

Details about proposer's business covered at the location

14. The Insured property is	
Dwellings, Offices, Shops, Hotels etc.	Yes / No
Industrial / Manufacturing Risks	Yes / No
Storages outside Industrial Manufacturing Risks	Yes / No
Tanks / Gas Holders outside Industrial Manufacturing Risks	Yes / No
Utilities located outside Industrial Manufacturing Risks	Yes / No

15. If used as Shop, please declare whether the stocks stored include any stocks appearing in the list given below. If yes, whether the value of such stocks exceed 5% of total value of stocks	Yes / No Not applicable
1.Celluloid Goods, 2.Coir Loose, 3.Crackers & Fire Works, 4.Explosives of any kind, 5.Hay / Straw, 6.Hemp, 7.Jute Loose, 8.Matches, 9.Methylated Spirit, 10.Nitro-Cellulose Plastics, 11.Oils / Ether / Industrial Solvents and other inflammable liquids flashing at and below 32 Degree Celsius (Closed Cup test), 12.Paints with inflammable base having flash point below 32 Degree Celsius (Closed Cup test) - other than in sealed tins or drums, 13.Varnishes having a Flash point below 32 Degree Celsius (Closed Cup test) - other than in sealed tins or drums,14.Disinfectant liquids and liquid insecticides - other than in sealed tins or drums,15.Vegetable fibers of any kind including Rayon Fiber.	
16. If used as warehouse / godown (not located in a manufacturing unit) please give the list of goods stored	Not applicable

17. If used as an Industrial Manufacturing unit, state the details of products manufactured at the location proposed.	Manufacture of Industrial Machinery
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18. If used as an Industrial Manufacturing unit, please state whether the factory is working or silent?	Working
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19. Fire Extinguishing Appliances installed	Please Tick in the box below
Portable Extinguishers	Yes
Trailer Pumps	No
Fire Engine	No
Hydrant System	No
Sprinkler System	Yes
Fixed Water Spray System	Yes

20. The basis proposed for insurance (Building / Machinery / Furniture Fixtures & Fittings)	
Market Value basis	Yes /No
Reinstatement Value Basis	Yes / No

21. Construction Details		
	Please state material used	i. Walls RCC
		ii. Floor RCC
		iii. Roof RCC
	Height of the Building	21 Meters 2 Floors
	Age of Building	Less than 5 Years <input type="checkbox"/> 5 - 10 Years <input type="checkbox"/> 10 – 20 Years <input type="checkbox"/> Above 20 Years <input type="checkbox"/>
<p><u>Note:</u> Buildings having walls and/ or roofs of wooden planks/thatched leaves and/or grass/hay of any kind/bamboo/plastic cloth/asphalt cloth/canvas/tarpaulin and the like are treated as “Kutchha” construction.</p>		

22. Building wise values (Please include the Kutcha buildings also in this list and give individual values against such buildings)									
Description Of Block	Amount in Rs								
	Age Yrs	Height Mts	Construction	Building including plinth	MACHINERY & ACCESSORIES	F&F, office and other equipment	Stocks and Stocks in process **	Other Property to be insured specifically	Total
Manufacturing	14	21	RCC	10000000	98000000	5000000	2000000000	None	2995000000
Total				10000000	98000000	5000000	2000000000		2995000000
<p>Note</p> <p>** Indicates those stocks which are covered on normal basis and do not fall under Serial No.23 A, B, C and D below</p>									

23. Special Coverage for Stocks only	
Please Tick in the box below and give the amount to be insured against each	
<p>A. On Floater Basis</p> <p>Stocks at various <u>locations</u> (Process blocks, warehouses / godowns and /or in open etc.) can be covered on floater basis under single Sum Insured.</p>	
Locations (Postal Address with Pin code)	Amount Rs.
B. On declaration basis	
Stocks which fluctuate in value can be covered on (monthly) declaration basis.	
Locations (Postal Address with Pin code)	Amount Rs.
<p><u>Note:</u></p> <p>1. Minimum sum insured per policy should be rs.1 crore, and policy not to be issued on short period basis</p> <p>2. Stocks in process & stocks stored at railway sidings cannot be covered</p>	

C. On Floater Declaration Basis

Stocks which fluctuate in value as well as stored at various locations under single Sum Insured can be covered on (monthly) floater declaration basis.

Locations (Postal Address with Pin code)	Amount Rs.
<u>Note:</u> 1. Minimum sum insured should be rs. 2 crores 2. Stocks in process & stocks stored at railway sidings cannot be covered	

D. Stocks stored in OPEN (located outside the factory compound)

Details of stocks stored in the open

Locations (Postal Address with Pin code)	Amount Rs.

E. Tank Farm and Gas HOLDERS (located outside the factory compound)

Details of stocks stored

Locations (Postal Address with Pin code)	Amount Rs.

24. Add-On Covers	Clause Code	Risk Code	Rate Code	Rate	Amount to be Insured/Percentage wherever applicable
Architects, Surveyors & Consulting Engineer's Fees					10%
Debris Removal					5%
Spontaneous Combustion					
Omission to Insure additions (%)					5%

DECLARATION BY INSURED

I/ We hereby declare that the statements made by me / us in this Proposal Form are true to the best of my / our knowledge and belief and I / We hereby agree that this declaration shall form the basis of the contract between me / us and the “----- COMPANT LIMITED”.

If any additions or alterations are carried out in the risk proposed after the submission of this proposal form then the same would be conveyed to the insurers immediately.

Date	14.09.2013	Place	
Recommendations of Development Officer / Agent		Signature of Proposer	

PROHIBITION OF REBATES (SECTION 41 OF THE INSURANCE ACT)

1. No person shall allow or offer to allow either directly or indirectly as inducement to any person to take out renew or continue an insurance in respect of any kind of risk relating to lives or property in India any rebate of the whole or part of the commission payable or any rebates as of the premium shown on the policy, nor shall any person taking out or renewing or continuing a Policy accept any rebate except such rebate as may be allowed in accordance with the published prospectuses or tables of the Insurer.

2. Any person making default in complying with the provision of this section shall be punishable with fine which may extend to five hundred rupees.

C. PROPOSAL FORM FOR HOUSEHOLDER'S INSURANCE

Proposal form cum schedule attached to & forming part of policy no.

AGENCY

PERIOD OF INSURANCE

FROM : 15.09.2013
TO : 14.09.2014

INSURED:

1. NAME OF PROPOSER IN FULL : Dr. Sarada Chandramouli
2. RESIDENTIAL ADDRESS : #3, 4th Road, Juhu, Mumbai-400 054.
3. OCCUPATION : Surgeon

Sr. No.	SECTION NO.	DESCRIPTION OF PROPERTY	SUM INSURED	RATES (per mille)	PREMIUM (for the use of the company) Rs.
i	FIRE AND ALLIED PERILS	(A) BUILDING (OF CLASS-A CONSTRUCTION ONLY)	20000000/-	0.50	
		(B) CONTENTS: (Excluding Jewellery/Valuables) residing with him. Belonging to the proposer and members of his family permanently	10000000	0.50	
ii	burglary and housebreaking INCLUDING LARCENY OR THEFT	All contents in the Premises stated at the address above. NOTE: Insurance on contents should be for value equivalent to the value mentioned under item I (B) above	10000000/-	2.40	
iii	jewellery & VALUABLES: ALL RISKS	Description of jewellery and valuables-value.	1500000	10.00	
iv	PLATE GLASS	Description of plate glass and its value	200000	10.00	
v	BREAKDOWN OF DOMESTIC APPLIANCES	Description of all Electrical, Electronic and Year of Make Values of Mechanical Appliances, Apparatuses or Gadgets belonging to the proposer	300000	2.50	
		Total			

VI TV SET

Name of Manufacturer	Make	Model Make	Year of	Value	10.00
Onida 48"	Onida	o181	2012	73000/-	
Videocon 42"	Videocon	vx12	2009	55000/-	

VII PEDAL CYCLES

Make & name of Manufacturer	Year of manufacturing.	Frame No.	Value including accessories
1.			Rs.
2.			Rs.

3.			Rs.
4.			Rs. 20 %

VIII
BAGGAGE Details of Personal Baggage's, Personal effects and other articles carried (During the period of Travel anywhere in India). 7.50 %
INSURANCE Total.....Value 200000/-

IX PERSONAL ACCIDENT [As per Schedule]

Name	Age	Occupation	Relationship with proposer	Details of Existing infirmity/ disability	Table opted	Name of Assignee & relation-ship
Mr. Chandramouli	53	Architect	Spouse	Nil	III	Mrs. Sarada (Spouse)
Mrs.Sarada	47	Surgeon	Self	Nil	III	Mr. Chandramouli (Spouse)

NOTE:

- (i) For Table of Benefit refer information sheet.
- (ii) For assignment of benefit in case of death (Please see below)

X

(A) Public Liability 1000000/- 0.50 %
(B) E.C. Liability for domestic servants 500000/- as per companies internal tariff

Note:

1. The liability of the company does not commence until the proposal has been accepted by the company and the full premium paid.
2. If space found is insufficient please attach separate sheets for details

TOTAL PREMIUM	Rs.	TOTAL PREMIUM	Rs.
Less: Discount for covering more than 4 Sections	Rs.		
service Tax 5%	Rs		
	-----.		Rs

I/we hereby declare that the particulars contained herein are true and correct and that no material fact has been withheld, misstated or misrepresented and also that this Proposal-cum-Schedule forming part of the company's standard policy shall be the basis of the contract between me/us and the company. I/we further declare that the sum insured herein represents the full value of the property described herein.

Place: Mumbai

Date : 14.09.2013

Signature of Proposer

D. MEDICLAIM INSURANCE PROPOSAL FORM

Photograph

AGENCY CODE: _____ DEV. OFFICER CODE: _____

POLICY NO.: _____ ANNUAL PREMIUM RS. _____

IMPORTANT

- a) The Company will not be on risk until the Proposal and Insured person's details have been accepted by the Company and communication of the acceptance has been given to the proposer in writing and full payment of premium.
- b) If other family members residing with proposer i.e. spouse, eligible dependent children and dependent parents required to be covered, separate Insured Person details forms should be completed for each of such family members.

PROPOSER DETAILS

- 1. Name of Proposer: Chandramouli Sarada
(Surname) (Name)
- 2. Address and Telephone No:
 - a) Residence: #3, 4thRoad, Juhu, Mumbai 400 054
 - b) Office: Same as above
- 3. Total number of members to be covered (in figures): 2
(in words): Two
(Separate Insured Person Details forms to be enclosed)
- 4. Period of Insurance: From 15.09.2013 to 14.09.2014 (midnight)

Place:

Date:

Signature of the proposer

Specimen signature table

S.N.	Name of Insured Person	Age	Sex	Relation	CSI	Signature
1	Mrs.Sarada	47	F	Self	200000/-	
2	Mr. Chandramouli	53	M	Spouse	500000/-	
3						
4						
5						

Photographs of Insured persons:

Photograph	Photograph	Photograph	Photograph	Photograph
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PROHIBITION OF REBATE

Section 41 of the Insurance Act 1938

- i. No person shall allow or offer to allow, either directly or indirectly, as an inducement to any person to take out or renew or continue an insurance in respect of any kind of risk relating to lives or property in India any rebate of the whole or part of the commission payable or any rebate of the premium shown on the policy nor shall any person taking out or renewing or continuing a policy accept any rebate except such rebate as may be allowed in accordance with the prospectus or tables of the insurers.
- ii. Any person making default in complying with the provisions of the section **shall** be punishable with fine which may extend to five hundred rupees.

INSURED PERSON DETAILS

Policy No. :

Insured Person No.:

Annual Premium:

To be completed separately including Questionnaire form for each insured person. (If more than one insured Person is required to be covered please obtain additional forms from the company).

FOR OFFICE USE

1.	Name of the Insured Person Address	Mrs. Sarada Chandrmouli #3, 4 th Road, Juhu, Mumbai 400 054 State/U. Territory: Maharashtra
2.	Sex (Strike out whichever is not applicable):	Male /Female
3.	Relationship with the proposer	Self
4.	Date of Birth and age	24.03.1966 47
5.	a) Average monthly income Rs. b) Income Tax PAN No.	2500000/- AHEDS2403F
6.	Profession/Occupation/Trade or Business (Please describe fully with nature of duties) Pin Code: Tel No. : State/U. Territory:	Surgeon
7.	Name and address of the Medical Practitioner, his qualification & Telephone No. Pin Code State./U. Territory	Dr.Philip Henry, M.D. 022-23468901
8.	Medical Practitioner's Registration. No.	MAH3690
9.	Are you at present or at any other time in the past covered under any other Insurance Type (PA, Cancer Insurance, Hospitalisation Insurance or other Medical Insurance) If so, give particulars of a) Insurer, policy No. and period of cover b) Claim Amt. Recd./receivable Period.....FromTo	No Not Applicable Not Applicable
10.	Any proposal for this Insurance or any other similar insurance refused or cancelled or higher premium charged, If so, give details.	No
11.	Medical history to be completed by the proposer/insured person	
12.	Are you in good health and free from physical and mental disease or infirmity or medical complaints? If not in good health give full details	Yes Not applicable
13.	Please answer the following questions in yes or no (A dash is not sufficient) and give full details if answer is yes. Have you ever suffered from any of the diseases/illness? If yes, give details a) any nervous, mental or psychiatric disease b) Slipped disc or other spinal disorder	No No

	<p>or (fainting episode, blackout, fit) paralysis of any kind.</p> <p>c) High blood pressure, heart diseases, including ischemic heart disease, other circulatory disorder etc. (rheumatic fever)</p> <p>d) Fistula, piles, hernia, varicose veins</p> <p>e) Any disease of the bones or joints including rheumatic disease</p> <p>f) Disease of uterus, ovaries or breast or any specific gynecological disorders.</p> <p>g) Any respiratory or allergic disease bowel or gall bladder, kidney stones etc.</p> <p>h) Any disorder of the stomach, ulcer, wound etc. which does not heal or improve despite treatment.</p> <p>i) Any cancer, malignant growth, boil, cyst or wound etc. Which does not heal or improve despite treatment</p> <p>j) Any other complaint requiring specialist's consultation or surgical or hospital treatment or investigations.</p> <p>k) Any complaint or tendency that may necessitate such consultation or treatment in the future</p> <p>l) Any dimness of vision/cataract</p> <p>m) Any disease of ears or difficulty or interference with hearing</p> <p>n) Diabetes or any urinary diseases</p> <p>o) Any other illness or disease or accident or operation sustained by you</p>	<p>Yes</p> <p>No</p> <p>No</p> <p>No</p> <p>No</p> <p>No</p> <p>No</p> <p>No</p> <p>No</p> <p>No</p>		
14.	<p>Have you ever suffered from dental problems?</p> <p>a) If yes, specify same</p> <p>b) When were you treated last for same</p>	-No.		
<p>15. Give particulars in table below of any other illness or disease or accident or operation sustained by you in the past.</p>				
Sr. No.	Nature of illness/disease injury and treatment received	Date first treated	Name of attending medical practitioner, surgeon with his address and Telephone No.	Whether fully cured
1	Fracture of elbow	Feb 2007	Dr.J.M.Deshpande, #5,6 th Road, Juhu, Mumbai 54	Yes
2				
3				
4				

16.	Are there any additional facts affecting the proposed insurance which should be disclosed to Insurers?	None
17.	Please give details of any knowledge of any positive existence or presence of any ailment, sickness or injury which may require medical attention. 1. None 2. 3. 4.	
18.	Please specify Sum Insured opted	Rs.2,00,000/-

I hereby declare and warrant that the above statements are true and complete. I consent and authorise the Insurers to seek medical information from any Hospital/Medical Practitioner who has at any time attended or may attend concerning any disease or illness which affects my physical or mental health. I agree that this proposal shall form the basis of the contract should the insurance be effected. If after the insurance is effected, it is found that the statements, answers or particulars stated in the Proposal form and its Questionnaires are incorrect or untrue in any respect, the Insurance Company shall incur no liability under this insurance.

I have read the Prospectus and I am willing to accept the coverage subject to the terms, conditions and exceptions prescribed by the Insurance Company therein.

Date:.....14.09.2013

Place:.....Mumbai. **Signature:**.....

DD MM YY

Name of the proposer/ insured person (IN BLOCK LETTERS)

.....

N:B This should necessarily be signed by insured. In case of minor, guardian or proposer may sign.

FOR OFFICE USE

Basic Premium for Scheme Rs.

Family Discount Rs.

Staff Discount Rs.

**TO BE COMPLETED BY PROPOSER IN CASE OF ADVERSE
HISTORY IN THE PROPOSAL FORM IN RESPECT OF APPLICABLE ILLNESS**

Annexure-A

DIABETES QUESTIONNAIRE

1. Date of diagnosis of Diabetes:
2. Did you suffer from coma or procoma?
3. Do you take any antidiabetic drugs? If so, please give names with dose:
4. Please give details of fasting and postprandial Blood sugar Readings: ECG findings and other investigation reports with dates. Please also send reports:
5. Do you suffer or have suffered from any complication of Diabetes or any other diseases?

HYPERTENSION QUESTIONNAIRE

1. What is your Blood pressure reading, please state with dates?
2. Please state names of antihypertensive drugs with dose:
3. Are you a smoker?
4. Is It Essential/Secondary/Malignant Hypertension?
5. Please state whether you have suffered from any complications or other diseases:
6. Please give findings of all investigation reports:

**CHEST PAIN OR CORONARY INSUFFICIENCY OR MYOCARDIAL INFARCTION
QUESTIONNAIRE**

1. Did you ever suffer from chest pain or coronary insufficiency or any coronary Infection? If so, please give diagnosis and date:
2. Please state the names and dose of drugs you are taking at present:
3. Please state the findings with dates of Investigations done like ECG, Stress test, coronary angiography, X-ray pathology reports etc. Please send reports with the proposal form:
4. Please state the date of hospitalisation and names of hospitals and consultants:
5. Please state complications and other diseases suffered:
6. Please state whether you can do your regular work and whether you have any limitation of activity:
7. Are you advised any special treatment? If so, please give Information:

Place: Mumbai
Date: 14.09.2013

Signature of Proposer

**TO BE COMPLETED BY CONSULTING PHYSICIAN / SURGEON
(IN CASE OF ADVERSE MEDICAL HISTORY)**

Annexure- "B"

1. Name of the Insured: Mrs. Sarada Chandramouli
2. History
 - a) Present complaints and Investigation, if any:
 - b) Any past history of diseases, operations, accidents, Investigations with date, major medical complaints or hospitalisation:
 - c) Details of present and past medication with duration:
 - d) Is he cured of diseases, if any, given, stopped?
3. General Examination:
4. Systemic Examination:

Signature of Proposer:

Signature of Consulting Physician:

Date: 14.09.2013
Place: Mumbai

Name of Consulting Physician: Dr. John Henry
Qualification: M.D.
Address: #5, 6th Road, Juhu, Mumbai-54
Telephone Number: 022-23469087

E. PROPOSAL FORM FOR OVERSEAS MEDICLAIM POLICY

(Business & Holiday)
(To be submitted in original with 2 copies)
(Available to persons in the age group of 6 months to 70 years)

IMPORTANT

PLEASE MAKE SURE YOU READ AND FULLY UNDERSTAND THIS DOCUMENT BEFORE YOU TRAVEL FROM THE REPUBLIC OF INDIA

FAILURE TO FOLLOW THE INSTRUCTIONS GIVEN COULD RESULT IN REJECTION OF ANY CLAIM THAT MIGHT BE MADE

THE OVERSEAS MEDICLAIM POLICY PROVIDES INDEMNITY FOR EXPENSES NECESSARILY INCURRED FOR IMMEDIATE TREATMENT OF ILLNESS, DISEASES CONTRACTED OR INJURY FIRST SUSTAINED (DURING THE PERIOD OF INSURANCE OF OVERSEAS TRAVEL SUBJECT TO POLICY TERMS AND CONDITIONS) AND IN ADDITION ALSO PROVIDES FOR PERSONAL ACCIDENT, TOTAL LOSS OF CHECKED BAGGAGE, DELAY OF CHECKED BAGGAGE, LOSS OF PASSPORT AND PERSONAL LIABILITY COVERS. (DURING THE PERIOD OF INSURANCE OF OVERSEAS TRAVEL SUBJECT TO POLICY TERMS AND CONDITIONS)

—IN THE ABSENCE OF MEDICAL REPORTS AS SPECIFIED IN ITEM IIB SUM INSURED WILL STAND REDUCED TO AN EQUIVALENT AMOUNT OF US\$ 10000 IN RESPECT OF MEDICAL EXPENSES INCURRED THROUGH ILLNESS OR DISEASE ONLY. SUBJECT TO EXCLUSION OF PRE-EXISTING DISEASE.

THE ATTENTION OF THE PROPOSER IS DRAWN TO ITEM II (MEDICAL HISTORY) OF THE PROPOSAL FORM ESPECIALLY IN RELATION TO PREVIOUS TREATMENT FOR ILLNESS OR DISEASES SUCH AS RENAL DISORDERS OR DISEASES. CEREBRAL OR VASCULAR STROKES, HEART AILMENTS OF ANY KIND, MALIGNANCY, TUBERCULOSIS, ENCEPHALITIS, NEUROLOGICAL DISORDERS, GALL BLADDER DISORDERS ARTHRITIS REQUIRING SURGERY AND IF ANY TREATMENT HAS BEEN RECEIVED FOR ANY OF THE ABOVE DISORDERS AT ANY TIME IN THE PAST SUCH TREATMENT MUST BE DISCLOSED TO THE POLICY ISSUING OFFICE.

NEITHER THE INSURERS NOR CLAIMS SETTLING AGENTS SHALL BE RESPONSIBLE FOR THE AVAILABILITY, QUALITY OR RESULTS OF ANY MEDICAL TREATMENT OR THE FAILURE OF THE INSURED TO OBTAIN MEDICAL TREATMENT.

THE PROPOSAL FORM SHOULD BE COMPLETED TO THE BEST OF YOUR KNOWLEDGE AND BELIEF, AND ALL MATERIAL FACTS SHOULD BE DISCLOSED. FAILURE TO DO SO MAY NULLIFY COVER UNDER THE POLICY ISSUED.

Note: Plan A-1 & A-2(Worldwide travel excluding USA and Canada)
Plan B-1 & B-2(Worldwide travel including USA and Canada)
Plan E-1 & E-2 (Corporate Frequent travel cover to all destinations including USA & Canada)

Plan A, B & E - These Standard covers comprise of medical expenses cover in flight personal accident and loss of passport cover.

Plane F,G & H - The VIDESH YATRA MITRA cover offer enhanced medical expenses cover as also personal accident, hospitalisation benefit, total loss of checked in baggage, delay of checked in baggage, loss of passport, personal liability.

- a) IF the proposer is traveling to USA and /or Canada is above 40 years. OR
- b) The proposer is traveling to any other countries and is above 60 years. OR
- c) Answer to question in II (A) reveal that the proposer had suffered any time in the past or is suffering from any disease/illness.

The proposal Form should be accompanied with (1) ECG printout with report and (2) Fasting Blood Sugar and Urine Sugar or Urine Strip Test Report or any other medical report required by the company etc. along with the attached questionnaire II (B) to be completed and signed by the Doctor with minimum M.D. qualification conducting the test. ECG to be carried out by cardiologist. In the absence of such medical tests and reports due to a shortage of time before travel, cover may still be granted subject to a satisfactory proposal form but the sum-insured under policy, in respect of expenses incurred for the treatment of illness or disease shall be restricted to US \$ 10,000 only which shall not cover the cost of medical treatment of pre-existing disease. In case of accident however the full sum insured benefit would be available.

I. GENERAL INFORMATION

1.	NAME OF THE PROPOSER (IN BLOCK LETTERS) AS STATED IN THE PASSPORT	MR./ MRS./MISS. — /MASTER SARADA CHANDRAMOULI
2.	HOME ADDRESS & TELEPHONE NO.	#2, 3 rd Road, Juhu, Mumbai-54
3.	PROPOSER’S ACTUAL OCCUPATION (Specify)	Surgeon
4.	OFFICE ADDRESS	As in 2 above
5.	TELEPHONE NO.	022-23479087
6.	AGE (IN COMPLETED YEARS)	47 DATE OF BIRTH- 24.03.1966
7.	PASSPORT NO. DATE OF EXPIRY & NAME OF PASSPORT ISSUING AUTHORITY	MHS201354 24.03.2016 Regional Passports Authority, Mumbai
8.	PLAN OPTED FOR (Please tick relevant plan)	A-1 <input type="checkbox"/> A-2 <input type="checkbox"/> B-1 <input type="checkbox"/> B-2 <input type="checkbox"/> E-1 <input type="checkbox"/> E-2 <input type="checkbox"/>

9.	PURPOSE OF VISIT (BUSINESS/HOLIDAY TRAVEL)	Holiday
10.	PROPOSED DATE OF DEPARTURE FROM REPUBLIC OF INDIA i.e. FIRST DAY OF INSURANCE	DAY 29 MONTH September YEAR 2013
11.	INSURANCE REQUIRED FOR (Number of days)	14
12.	COUNTRIES TO BE VISITED (State appropriate number of days at each place)	USA – 13 days
13.	NAME, REGISTRATION NO. ADDRESS & TELEPHONE NO OF FAMILY PHYSICIAN	Dr. John Henry #3, 4 th Road, Juhu, Mumbai-54 022-23468790

II MEDICAL HISTORY

(A) TO BE COMPLETED BY THE PROPOSER

PLEASE ANSWER THE FOLLOWING QUESTIONS WITH ‘YES’ OR ‘NO’ (A DASH IS NOT SUFFICIENT) AND GIVE FULL DETAILS

1.	Are you in good health and free from physical and mental disease or infirmity	Yes
2.	Have you ever suffered from any illness or disease up to the date of making this proposal	Yes
3.	Do you have any physical defect or deformity	No
4.	Have you ever been admitted to any hospital/ nursing home/clinic for treatment or observation	No
5.	Have you suffered from any illness/disease or had an accident in the 12 months preceding the first day of insurance	No
6. If answer is ‘yes’ to any of the foregoing questions please give full details as under:		
	Nature of illness/ medical disease/injury & treatment received	Date on which first treatment taken
	First treatment completed/ continuing is	Name of attending Medical practitioner / surgeon with his address and telephone number
	Hypertension	May 2007
		Under medication
		As in 13 Above
7.	a) Have you any intention of engaging in professional sports? b) If so, give details	
8.	Please give details of any knowledge of any positive existence of any ailment, sickness or injury which may require medical attention whilst on tour abroad	

I HEREBY DECLARE THAT

1. I will not be traveling against the advice of a physician
2. I am not on the waiting list for any medical treatment
3. I will not be traveling for the purpose of obtaining medical treatment
4. I have not received a terminal prognosis for a medical condition before this day.
- 5.

Assignment:

I Mrs. Sarada Chandramouli do hereby assign the monies payable under the policy in the event of my death to my Mr. Chandramouli Spouse (relation to the insured) mr/miss/master.....I further declare that his/her receipt shall be sufficient discharge to the company.

I further declare and warrant that the above statements are true and complete. I consent to the insurers seeking medical information from any doctor who has at any time attended concerning anything which affects my physical or mental health, and I authorise the giving of such information to Mercury International Assistance and Claims Ltd, & / or their programme medical advisors. I agree that this proposal shall form the basis of the contract should the Insurance be affected.

I am willing to accept the policy, subject to the terms, exceptions and conditions prescribed therein.

Signature of Proposer:

Date 14/09/2013

Place: Mumbai

Day Month Year

(B) TO BE COMPLETED BY THE DOCTOR [To be completed by M.D. only]

1.	a) History b) Any past history of disease, operation, accidents, investigations etc. c) General Examination d) Systemic Examination	Hypertension under control Stable health Stable health
2.	a) Does the attached Electrocardiogram in your professional opinion show any abnormalities and if so, please describe. b) Does the abnormality represent a current illness or disease which may possibly require medical treatment during proposer's forthcoming trip? c) Does the proposer now or did he/she in the past, require medication for this abnormality? d) Please describe any treatment taken by Proposer in the past or being taken at present e) Do you recommend Stress Test? If so please obtain the report on such test	No Not applicable Not applicable Mazetol 5 mg thrice daily No
3.	Does the urine Strip Test shows any sugar?	
4.	Do you consider that proposer is fit to travel anywhere abroad, due account being taken of the stress of air travel adversely affecting his health/medical condition?	

Signature of the Doctor :

Name of the Doctor : Dr. John Henry
Qualifications : M.D.
Address : #3, 4th Road, Juhu, Mumbai -54
Telephone No. :

PROHIBITION OF REBATE

Section 41 of the Insurance Act 1938

No person shall allow or offer to allow, either directly or indirectly, as an inducement to any person to take out or renew or continue an insurance in respect of any kind of risk relating to lives or property in India any rebate of the whole or part of the commission payable or any rebate of the premium shown on the policy nor shall any person taking out or renewing or continuing a policy accept any rebate except such rebate as may be allowed in accordance with the prospectus or tables of the insurers.

Any person making default in complying with the provisions of the section shall be punishable with fine which may extend to five hundred rupees.

F. PROPOSAL FORM FOR SHOPKEEPERS' INSURANCE

AGENCY
INSURED:

PERIOD OF INSURANCE FROM:

1. NAME OF PROPOSER IN FULL TO:
2. FULL BUSINESS (SHOP) ADDRESS
3. NATURE OF BUSINESS / TRADE

SECTION NO.	DESCRIPTION OF PROPERTY				SUM INSURED Rs.	RATE S Per Mille	PREMIUM Rs.
I FIRE AND ALLIED PERILS	(A) BUILDING (OF CLASS-A CONSTRUCTION ONLY) SHOP OWNED BY INSURED				100000	2.25	
	SOLELY OCCUPIED/PARTIALLY OCCUPIED (B) CONTENTS : (Excluding Money/Valuables) (1) Furniture Fixture Fittings (2) Stock in trade consisting of readymade garments Note : Total Sum Insured under items A & B above should not exceed Rs.10.00,000/-				800000	2.25	
II BURGLARY AND HOUSE BREAKING	CONTENTS: All contents in the shop Premises stated at the address above NOTE: Insurance on contents should be for value equivalent to the value mentioned under Item I (B) above.				900000/-	2.5	
III MONEY INSURANCE	(A) In transit (Not exceeding Rs.50,000/- per any one carrying) (B) In safe (2% of the sum insured under Section-I or Rs.20,000/- whichever is less). (C) In till/counter (1% of the Sum Insured under Section-I or Rs.10,000/- whichever is less)					2.5 2.5 2.5	
IV PEDAL CYCLE	Make & Name of Manufacturer	Year of Mfg.	Frame No	Accessories attached if any		20	
	1						
	2						
	3						
V PLATE GLASS	DESCRIPTION OF PLATE GLASS INCLUSIVE DIMENSIONS (10% of the Sum Insured under Section-I or Rs.1,00,000/- whichever is less)				6.5'x4' at entrance 30000/-	10	

VI NEON & GLOW SIGN (Incl. Theft of the whole sign)	Description Neon Sing (2% of the Sum Insured under Section-I or Rs.20,000/- whichever is less)	Year of Mfg.	Price Paid	Mfgr.by		10		
VII BAGGAGE INSURANCE	Carrying trade samples and/or personal effects of Insured/Partner (2% of the Sum Insured under Section-I or Rs.20,000/- whichever is less)				20000/ -	7.5		
VIII PERSONAL ACCIDENT	(Age between Name 1 MAHESH 2	Group 16-65) Age	Details of Existing infirmity/ Disability	Occupati on	Table of Benefits opted	Name of Assignee & Relations hip	100000 0/-	
IX FIDELITY GUARANTEE	(Excluding Salesmen & Commission Agent)				Amount of Guarantee	100000	10	
	Name	Designatio n	Salary (P.M.)					
	1 2 (10% of the Sum Insured under Section-I or Rs.1,00,000/- whichever is less)							
X PUBLIC LIABILITY	(A) Public Liability (5% of the Sum Insured under Section-I (1) or Rs.50,000/- whichever is less) Nature Monthly (B) Workmen's Name of Employee of work Wages Compensation Liability : List attached 60000/-				50000/ -			
XI BUSINESS INTERRUPTI ON	As mentioned under Section I				As in Section IB	As in Sectio n IB		

CLAIM FORM-B

G. BURGLARY CLAIM FORM

THE ISSUE OF THIS FORM IS NOT TO BE TAKEN AS AN ADMISSION OF LIABILITY
ANSWER ALL QUESTIONS FULLY

1.	Name of Insured in full	ABC Limited
2.	Address	#3,4 th Road, 5 th Avenue, Andheri (W), Mumbai 400053
3.	Occupation	Manufacturer of machinery
4.	Full Address of Premises broken into The day and hour the Premises were broken into How the entrance was effected? Which rooms were entered?	As in 1 above Night between 05.09.2013 & 06.09.2013 By breaking open the ventilator Godown
5.	Whether the premises were inhabited at the time of the Burglary? If not, for what periods have they been Uninhabited since the last premium was due	Yes Not applicable
6.	When did you inform the Police Authorities of the theft and at which Police Station	On 06.09.2013 morning to D.N Nagar Police Station
7.	Whether you are the sole owner of the property stolen?	Yes
8.	State the estimated value of the total contents of the premises at the time of the Burglary	Rs. 12000000/-
9.	For what sum you insured the contents against Fire and with which company?	Rs. 12000000/- with The New India Assurance Co. Ltd.
10.	Are there any other insurance against Burglary upon the same property? If so give full particular	Rs.In the.....Insurance Company Policy No..... Rs.In the.....Insurance Company Policy No.....
11.	Have you ever before sustained loss by Fire or Burglary? If so give particulars.	No

I / We above named being insured under the above Policy do hereby declare and set forth that at or about night O' clock a.m. / p.m. ~~on the~~ between 05.09.2013 & 06.09.2013 a theft was committed at above described Premises in the manner stated and articles enumerated in the within list and valued at sum or Rs. 5000000/- were stolen therefrom and I / we further declare that no other person has any interest in the said property, as Owner Mortgage, Trustee or otherwise, and that it is not otherwise insured against Burglary, with this or any other Office, except as above stated.

Witness my hand this _____ day of _____ 20

Witness
Occupation
Address

Signature of Insured

H. FIRE INSURANCE CLAIM FORM

1.	Name and address of insured	X Y Ltd.			
2.	Please give following details pertaining to all the policies involved in fire accident				
	Policy Number	Risk Covered	Location	Sum Insured	Estimated amount of loss
	i.	8769	Building	#4, JH Industrial Area, Andheri(W) Mumbai	10000000 8000000
	ii.	4558	Plant & Machinery	-do-	200000000 190000000
	iii.	3601	Stocks	-do-	150000000 150000000
3.	Period of Insurance		01.04.2013 to 31.03.2014		
4.	Date and Time of Loss		Night between 05.09.2013 & 06.09.2013		
5.	Nature and Cause of Loss (Please describe the circumstances leading to the loss)		Fire caused by short circuit in a control panel spread and destroyed the entire plant		
6.	Give details of insurance with any other insurance company on the risk involved in fire/accident		None		
7.	If insured is not sole owner, the nature of his/their interest in the property and details of other interests		Sole owner but hypothecated to SBI		
8.	Whether loss intimated to a) Police b) Fire Brigade		Yes Yes		
9.	(i) Was any claim reported in the past on the same property during current policy period. (ii) If so, give details regarding a) Cause b) Date of incident c) Claim d) Policy Issuing Office e) Amount of claim paid/Outstanding Rs.		No Not applicable		

I hereby declare that the particulars furnished above are true and correct to the best of my knowledge.

Place: Mumbai

Date: 07.09.2013

Signature of Insured

I. HOUSEHOLDER'S INSURANCE CLAIM FORM
--

1.	Name and address of insured	X Y LTD				
2.	Please give following details pertaining to all the policies involved in the loss					
		Policy Number	Risk Covered	Location	Sum Insured	Estimated amount of loss
	i.	2345	Household goods	#5,6 th Road, Juhu, Mumbai	Rs.1700000	Rs.55000
	ii.					
	iii.					
3.	Period of Insurance		17.04.2013 to 16.04.2014			
4.	Date and Time of Loss		06.09.2013 20.00 HRs			
5.	Nature and Cause of Loss (Please describe the circumstances leading to the loss)			It was raining heavily with thunder suddenly power went off. When power resumed, TV had stopped working		
6.	Give details of insurance with any other insurance company on the risk involved in fire/accident			None		
7.	If insured is not sole owner, the nature of his/their interest in the property and details of other interests			Yes		
8.	Whether loss intimated to					
	a) Police			No		
	b) Fire Brigade			No		
9.	(i) Was any claim reported in the past on the same property during current policy period.			No		
	(ii) If so, give details regarding			Not applicable		
	1. Cause					
	2. Date of incident					
	3. Claim					
	4. Policy Issuing Office					
	5. Amount of claim paid/Outstanding Rs.					

I hereby declare that the particulars furnished above are true and correct to the best of my knowledge.

Place: Mumbai

Date: 07.09.2013

Signature of Insured

K. CLAIM FORM FOR OVERSEAS MEDICLAIM POLICY

(To be submitted at the nearest office of CORIS)

(FOR ADDRESSES SEE POLICY DOCKET)

Name of Persons Claiming: ~~Mr.~~ / Mrs. Sarada Chandramouli
 Home Address in India: #6 7th Road, Juhu, Mumbai 400 054

Occupation: Surgeon Date _____ Time _____ Tel. No. +91 9167980509

DETAILS OF CERTIFICATE	C.O. CODE	D. O. CODE	PLAN CATEGORY
Certificate No. 5690			
SERIAL NUMBER 5691			
Date - Policy Issued 01.09.2013			
Date - Trip Commenced 03.09.2013			

No. of Days 14
 Scheduled Date of Return 15.09.2013

Geographical Limits ~~Worldwide Excl.~~ Worldwide Including
 USA & CANADA USA & CANADA

NAME AND AGE OF EACH PERSON INCLUDED IN THE CLAIM

Mr./Mrs./Miss.	Initials	Surname	Date of Birth		
			Day	Month	Year
Mrs. Chandramouli Sarada			24	03	1967

POLICY SECTION RELATING TO CLAIM (Tick Boxes)

Personal Accident
 Medical Expenses
 Loss of Passport
 Loss of Checked in Baggage Personal Effects
 Delay of Checked Baggage
 Personal Liability

DATE OF CLAIM OCCURRENCE: 06.09.2013 TRIP DESTINATION New york

PLEASE COMPLETE APPROPRIATE SECTION OF CLAIM FORM AND READ CAREFULLY THE INSTRUCTIONS RELATING TO SUPPORTING DOCUMENTS REQUIRED. WHEN COMPLETED PLEASE SIGN DECLARATION:

I declare that to the best of my knowledge all particulars contained in this form are true. I also authorise Coris International to obtain any medical records or information necessary to process the claim.

Signed: Date: 10.09.2013 Place: New York
 MEDICAL AND EMERGENCY EXPENSES / HOSPITAL
 BENEFIT/ PERSONAL ACCIDENT
 (INCLUDING ADDITIONAL TRAVEL, ACCOMMODATION EXPENSE)

i. DOCUMENTS REQUIRED:

The following documents must be enclosed with your completed claim from

- ✓ Original Certificate of Insurance Together with Any COPIES OF AIRLINE TICKETS
- ✓ Original Bills or Receipts for full amount of claim (Photocopies Not Acceptable)
- ✓ Confirmation By Hospital of Dates of Hospitalisation (For Claims for Hospital Benefits)
- ✓ Death Certificate (for compensation claims of death by accident)
- ✓ The Medical Certificate Does not need to be completed for minor accidents or. Illness
- ✓ Physician's report (Original) Attached to the policy If applicable.

These documents must be supplied with the completed claim form at the Claimant's expense. Failure to do so will delay the processing of your claim and could result in it being declined.

ii. TO BE COMPLETED BY THE CLAIMANT OR THE CLAIMANTS LEGAL REPRESENTATIVE:

- 1) Name of Sick or Injured Person: Mrs. Sarada Chandramouli
- 2) Nature of Injury / Illness: Sprained ankle
- 3) Date of Injury / Illness: 06.09.2013
- 4) Place of Injury / Illness: New York
- 5) Circumstances of Injury: Sprained ankle while playing tennis
- 6) If claim was due to hospitalisation or curtailment, was the Emergency Assistance Department contacted YES/NO. If not, please advice, why, on an additional information Sheet.
- 7) Dates of Hospitalisation: From 06.09.2013 To: 07.09.2013
- 8) Details of Claim: Stabilisation of sprained ankle
- 9) Details of any third parties involved in accidental injury or death of insured person.
- 10) Details of Private Health Insurance
- 11)
 - a) Name of Insurer: The New India Assurance Company Limited
 - b) Address of Insurer: 12th Floor, New India Center, Cooperage, Mumbai 400 001
 - c) Policy Number: 5678
 - d) Telephone Number: 022 22324576

Details of Claimed Expense, Providers Name, Prescription Charges, etc.	Amount Charged in Local Currency	IMPORTANT Has Bill Been Paid by You*
Hospitalisation charges	US \$ 4580/-	YES / NO
Medicines	US \$ 430/-	YES / NO
		YES / NO
		YES / NO
		YES / NO
		YES / NO
		YES / NO
TOTAL AMOUNT	US \$ 5010/-	*Delete where Applicable

**BAGGAGE, PERSONAL EFFECTS
(INC. BAGGAGE DELAY)**

i. DOCUMENTS REQUIRED:

- ✓ Original Certificate of Insurance (PHOTOCOPIES NOT ACCEPTABLE UNLESS AN ANNUAL POLICY)
- ✓ AIRLINE TICKETS
- ✓ ANY AVAILABLE RECEIPTS FOR THE LOST BAGGAGE IF UNAVAILABLE SUPPLY ANY OTHER DOCUMENTATION WHICH COULD ASSIST IN GIVING PROOF OF VALUE, eg. VALUATIONS, SALES LITERATURE, ETC.
- ✓ ORIGINALS OF ALL WRITTEN REPORTS RECEIVED FROM CARRIER IF VERBAL REPORTS ONLY WAS MADE PLEASE SPECIFY.
- ✓ Please Supply property irregularity report and copies of your correspondence with the airline.
- ✓ If claim is for delayed baggage, please supply property irregularity report and letter from carrier confirming reason for delay and duration of the delay.

These documents must be supplied with the completed claim form at the claimant's EXPENSE; failure to do so will delay the processing of your claim and could result in it being declined.

ii. To be completed by the claimant or the claimant's legal personal representative.

- 1) Time, Date and Place of Loss / Delay :
- 2) Full Circumstances of Loss / Delay :
- 3) Loss / Delay occurred in the custody of an airline.
 - a) Date reported to Carrier :
 - b) Name and address of carrier
- 4) Name and Position of any other person in authority to whom the matter was reported.
- 5) Details of Household Contents or All Risks Policy or any other Policy in force which may cover this loss including Private Policy Travel Extension (THIS SECTION MUST NOT BE LEFT BLANK).

Name of Insurer:

Address:

Policy No.:

Tel. No.:

Additional information you may wish to give in support of your claim under any section of the policy

Once a claim becomes payable under the terms and conditions of the policy and any costs have been met by you or any person on your behalf please indicate below to whom you would like cheque payable and their full address:

Payee's Name: Mrs. Sarada Chandramouli
Address: # 6, 7th Road, Juhu, Mumbai 400 054

Date: 10.09.2013

Place: Mumbai

Signature:

L. SHOPKEEPER'S INSURANCE CLAIM FORM

1	Name and Address of Insured	XYZ Stores, #1, A Road, B Colony, Andheri, Mumbai				
2	Please give following details pertaining to all the policies involved in fire accident					
		Policy Number	Risk Covered	Location	Sum Insured	Estimated amount of loss
	i.	1234	Stocks	As in 1 Above	800000	90000
	ii.					
	iii.					
3	Period of Insurance	01.04.2013 to 31.03.2014				
4	Date and Time of Loss	6 th November, 2013 15.00 HRs				
5	Nature and Cause of Loss (Please describe the circumstances leading to the loss)	Electrical short circuit in one of the fans led to flames that engulfed the stock				
6	Give details of insurance with any other insurance company on the risk involved in fire/accident	None				
7	If insured is not sole owner, the nature of his/their interest in the property and details of other interests	Sole owner				
8	Whether loss intimated to					
	i)	Police				Yes
	ii)	Fire Brigade				No
9	(i) Was any claim reported in the past on the same property during current policy period.					No
	(ii) If so, give details regarding					
	a)	Cause				Not applicable
	b)	Date of incident				Not applicable
	c)	Claim				Not applicable
	e)	Policy Issuing Office				Not applicable
	f)	Amount of claim paid/Outstanding Rs.				Not applicable

I hereby declare that the particulars furnished above are true and correct to the best of my knowledge.

Place-
Date-

Signature of Insured

ANNEXURE II

PROPOSAL FORM- A (i)

M. FOR BURGLARY AND HOUSE-BREAKING INSURANCE(BUSINESS PREMISES)

CODE
DEV OFFICER AGENT
ADDRESS OF ISSUING OFFICE

FOR OFFICE USE ONLY
ACCEPTED BY _____
DATE and TIME _____
RATE _____
REMARKS _____
POLICY NO. _____
COLLECTION/SCROLL NO. _____

NOTE: PLEASE ANSWER EVERY QUESTION AND FULLY

1.		a) Name and address of the Proposer in full (BLOCK LETTERS) b) Name of the Financial Institution/s (if any financial interest is involved): c) Nature of Trade or Business:	
2.		Address of the premises to be insured	
3.		a) Whether Warehouse, godown, Shop or Office? b) How long have you been an occupant of the premises c) Are you the sole occupant? d) If not, who are the other occupants?	
4.		What materials are used for construction? e.g. Concrete, Bricks, Iron Sheet or Timber etc. a) Walls b) Roof c) Floor	
5.		What protection is provided to ; a) Doors b) Windows c) Skylights, Ventilators, Exhaust Fans, Lights, Air conditioners Trap Doors? d) Any other opening	

	e)	Mention any special precautions you have adopted for safeguarding your property	
6.	a)	Are the premises occupied by you at night? If not, by whom?	
	b)	Will the premises be guarded by Watchman?	
	c)	Will the premises at any time be left un-occupied?	
	d)	If so, how often and for how long?	
7.	a)	Are all valuables secured in safe(s) outside business hours?	
	b)	Give (1) Maker's Name (2) Height (3) Width (4) Depth and (5) Weight of Safe(s)	
	c)	How many keys are there to the Safe(s) and with whom are they kept? Can the safe(s) be opened by a single key or by a combination of two or more keys?	
8.	a)	Are Stock and Sales books maintained?	
	b)	How frequently are these entered?	
	c)	How often is stock taking done?	
	d)	Where are these books kept outside Business hours?	
9.	a)	Have any premises occupied by you been entered by thieves?	
	b)	If so, give full particulars stating when and how access was obtained and the extent of the loss.	
	c)	What precautions have been adopted to prevent such a recurrence?	
10.		Is the risk currently insured against Burglary? If so	
	a)	The name of Insurance Company	
	b)	Policy No.	
	c)	Period	
11.		Has any Company in respect of your Burglary Insurance	
	a)	Declined your proposal?	
	b)	Cancelled or refused to renew your policy?	
	c)	Accepted your proposal on Special terms and conditions?	

12.		Have you ever claimed upon any Company for loss by Burglary or House breaking? If so, give details	
13.		Amount for which contents are currently Insured against fire and name of the Company	
14.		Give full description of contents (i.e. the Property to be insured) of the premises	
15.		Do you need cover against Riot and Strike, terrorist activities on payment Of additional premium?	
16.		PROPERTY TO BE INSURED (give full Details)	
	a)	Stock-in-Trade (as described in Item 14 above)	
	b)	Goods held by the Proposer in Trust or on commission for which he is responsible.	
	c)	Furniture, Fixtures, Fittings, Utensils and Appliances in trade.	
	d)	Coins and/or Currency Notes in Locked safe	
	e)	Others (to be specified)	
			Total Rs.

N.B. To obtain full indemnity it is necessary to insure for the full value of the property in the premises.

17. From _____ To _____

I/We do hereby declare that the above statements and answers are true and that I/we have not withheld any information whatsoever regarding the Proposal. I/We agree that this proposal and declaration shall be the basis of the contract between me/us and The New India Assurance Co., Ltd. whose Policy for the Insurance proposed is acceptable to me/us. I/we undertake to exercise all ordinary and reasonable precautions for safety of the property as if it were uninsured.

Place:

Date:

Signature of Proposer

- Note: 1. The liability of the Company does not commence until the proposal has been accepted by the Company and the premium paid.
 2. Premium will be quoted on application.

DEVELOPMENT OFFICER'S REPORT

The Proposer is known to me/my agent for _____years and I recommend acceptance of this proposal.

Date:

Place:

Signature of Dev. Officer

Name and Code No.

PROHIBITION OF REBATE

Section 41 of the Insurance Act 1938

No person shall allow or offer to allow, either directly or indirectly, as an inducement to any person to take out or renew or continue an insurance in respect of any kind of risk relating to lives or property in India any rebate of the whole or part of the commission payable or any rebate of the premium shown on the policy nor shall any person taking out or renewing or continuing a policy accept any rebate except such rebate as may be allowed in accordance with the prospectus or tables of the insurers.

Any person making default in complying with the provisions of the section **shall** be punishable with fine which may extend to five hundred rupees.

N. PROPOSAL FOR STANDARS FIRE & SPECIAL PERILS POLICY

The property is not covered until the risk is accepted and premium paid.

Divisional Office Address & Code	
Development Officer's Name & Code	
Agent's Name & Code	

DETAILS ABOUT PROPOSER

1. Name of Proposer		
2. Address of Proposer including Phone, Fax, E-mail & Pin code		
3. Business of Proposer		
4. Paid up Capital of the Firm		
5. Policy to be Issued in favour of (List out all the parties who have insurable interest including the Financial Institutions)		
6. Location to be covered - (Full Postal Address with Pin code)		
7. Period of Insurance	From	To
8. Would you like to delete these perils from the basic cover?	a) Flood, Cyclone group of perils	Yes / No
	b) Riot, Strike, Malicious and Terrorism Damage	Yes / No
9. Would you like to cover the following along with your buildings?	Plinth & Foundation	Yes / No

10. Add-On Covers Required as under	
Architects, Surveyors & Consulting Engineers Fees (in excess of 3% of the claim amount)	Yes / No
Debris Removal (in excess of 1% of claim amount)	Yes / No
Deterioration of Stocks in cold storage premises due to failure of Electrical Supply at terminal ends of Electric Service Feeders	Yes / No
Forest Fire	Yes / No
Impact damage due to insured's own vehicles	Yes / No
Spontaneous Combustion	Yes / No
Omission to Insure additions	Yes / No
Earthquake (Fire & Shock)	Yes / No

11. Whether you have insured the same property with any other Insurance Company	Yes / No
---	----------

with identical coverage. (Give details)	
---	--

12. Whether Insurance cover was declined by any other Company or imposed any Special Conditions (Give details)	Yes / No
--	----------

13. Premium / Incurred Claim details for the past three preceding policy periods	Premium	Incurred Claims

DETAILS ABOUT PROPOSER’S BUSINESS COVERED AT THE LOCATION

14. The Insured property is	
Dwellings, Offices, Shops, Hotels etc.	Yes / No
Industrial / Manufacturing Risks	Yes / No
Storages outside Industrial Manufacturing Risks	Yes / No
Tanks / Gas Holders outside Industrial Manufacturing Risks	Yes / No
Utilities located outside Industrial Manufacturing Risks	Yes / No

15. If used as Shop, please declare whether the stocks stored include any stocks appearing in the list given below. If yes, whether the value of such stocks exceed 5% of total value of stocks	Yes / No
1.Celluloid Goods, 2.Coir Loose, 3.Crackers & Fire Works, 4.Explosives of any kind, 5.Hay / Straw, 6.Hemp, 7.Jute Loose, 8.Matches, 9.Methylated Spirit, 10.Nitro-Cellulose Plastics, 11.Oils / Ether / Industrial Solvents and other inflammable liquids flashing at and below 32 Degree Celsius (Closed Cup test), 12.Paints with inflammable base having flash point below 32 Degree Celsius (Closed Cup test) - other than in sealed tins or drums, 13.Varnishes having a Flash point below 32 Degree Celsius (Closed Cup test) - other than in sealed tins or drums,14.Disinfectant liquids and liquid insecticides - other than in sealed tins or drums,15.Vegetable fibres of any kind including Rayon Fibre.	
16. 16.If used as warehouse / godown(not located in a manufacturing unit) please give the list of goods stored	

17. If used as an Industrial Manufacturing unit, state the details of products manufactured at the location proposed.	
18. If used as an Industrial Manufacturing unit, please state whether the factory is working or silent?	

19. Fire Extinguishing Appliances installed	Please Tick in the box below
Portable Extinguishers	
Trailer Pumps	
Fire Engine	
Hydrant System	

Sprinkler System	
Fixed Water Spray System	

20. The basis proposed for insurance (Building / Machinery / Furniture Fixtures & Fittings)	
Market Value basis	Yes /No
Reinstatement Value Basis	Yes /No

21. Construction Details		
a)	Please state material used	i. Walls
		ii. Floor
		iii. Roof
b)	Height of the Building	_____ Meters _____ Floors
c)	Age of Building	Less than 5 Yrs <input type="checkbox"/> 5 - 10 Yrs <input type="checkbox"/> 10 – 20 Yrs <input type="checkbox"/> Above 20Yrs <input type="checkbox"/>
Note: Buildings having walls and/ or roofs of wooden planks/thatched leaves and/or grass/hay of any kind/bamboo/plastic cloth/asphalt cloth/canvas/tarpaulin and the like are treated as “Kutchha” construction.		

22. Building wise values (Please include the Kutchha buildings also in this list and give individual values against such buildings)									
Description Of Block	Amount in Rs								
	Age Yrs	Height Mts	Construction	Building including plinth	MACHINERY & ACCESSORIES	F&F, office and other equipment	Stocks and Stocks in process**	Other Property to be insured specifically	Total
Total									
Note: ** Indicates those stocks which are covered on normal basis and do not fall under Serial No.23 A, B, C and D below									

23. Special Coverage for Stocks only Please Tick in the box below and give the amount to be insured against each

A. On Floater Basis	
Stocks at various <u>locations</u> (Process blocks, warehouses / godowns and /or in open etc.) can be covered on floater basis under single Sum Insured.	
Locations (Postal Address with Pin code)	Amount Rs.

B. On declaration basis	
Stocks which fluctuate in value can be covered on (monthly) declaration basis.	
Locations (Postal Address with Pin code)	Amount Rs.
<p><u>NOTE:</u></p> <p>1. MINIMUM SUM INSURED PER POLICY SHOULD BE RS.1 CRORE, AND POLICY NOT TO BE ISSUED ON SHORT PERIOD BASIS</p> <p>2. STOCKS IN PROCESS & STOCKS STORED AT RAILWAY SIDINGS CANNOT BE COVERED</p>	

C. On Floater Declaration Basis	
Stocks which fluctuate in value as well as stored at various locations under single Sum Insured can be covered on (monthly) floater declaration basis.	
Locations (Postal Address with Pin code)	Amount Rs.
<p><u>NOTE:</u></p> <p>1. MINIMUM SUM INSURED SHOULD BE RS. 2 CRORES</p> <p>2. STOCKS IN PROCESS & STOCKS STORED AT RAILWAY SIDINGS CANNOT BE COVERED</p>	

D. Stocks stored in OPEN (located outside the factory compound)	
Details of stocks stored in the open	
Locations (Postal Address with Pin code)	Amount Rs.

E. Tank Farm and Gas HOLDERS (located outside the factory compound)	
Details of stocks stored	
Locations (Postal Address with Pin code)	Amount Rs.

24. Add-On Covers	Clause Code	Risk Code	Rate Code	Rate	Amount to be Insured/Percentage wherever applicable
Architects, Surveyors & Consulting Engineer's Fees					10%
Debris Removal					5%
Spontaneous Combustion					
Omission to Insure additions (%)					5%

DECLARATION BY INSURED

I/ We hereby declare that the statements made by me / us in this Proposal Form are true to the best of my / our knowledge and belief and I / We hereby agree that this declaration shall form the basis of the contract between me / us and the "----- COMPANY LIMITED".

If any additions or alterations are carried out in the risk proposed after the submission of this proposal form then the same would be conveyed to the insurers immediately.

Date :	Place :
	Signature of Proposer :

PROHIBITION OF REBATES (SECTION 41 OF THE INSURANCE ACT)

1. No person shall allow or offer to allow either directly or indirectly as inducement to any person to take out renew or continue an insurance in respect of any kind of risk relating to lives or property in India any rebate of the whole or part of the commission payable any rebates as of the premium shown on the policy, nor shall any person taking out or renewing or continuing a Policy accept any rebate except such rebate as may be allowed in accordance with the published prospectuses or tables of the Insurer.
2. Any person making default in complying with the provision of this section shall be punishable with fine which may extend to five hundred rupees.

O. HOUSEHOLDER'S INSURANCE

Proposal form cum schedule attached to & forming part of policy no.

AGENCY

PERIOD OF INSURANCE

FROM:

TO :

INSURED:

1. NAME OF PROPOSER IN FULL
2. RESIDENTIAL ADDRESS
3. OCCUPATION

Sr. No.	SECTION NO.	DESCRIPTION OF PROPERTY	SUM INSURED	RATES (per mille)	PREMIUM (for the use of the company) Rs.
I	FIRE AND ALLIED PERILS	(C) BUILDING (OF CLASS-A CONSTRUCTION ONLY) (D) CONTENTS: (Excluding Jewellery/Valuables) residing with him. Belonging to the proposer and members of his family permanently		0.50 0.50	
II	burglary and housebreaking INCLUDING LARCENY OR THEFT	All contents in the Premises stated at the address above. NOTE: Insurance on contents should be for value equivalent to the value mentioned under item I (B) above		2.40	
III	jewellery & VALUABLES: ALL RISKS	Description of jewellery and valuables-value.		10.00	
IV	PLATE GLASS	Description of plate glass and its value		10.00	
V	BREAKDOWN OF DOMESTIC APPLIANCES	Description of all Electrical, Electronic and Year of Make Values of Mechanical Appliances, Apparatuses or Gadgets belonging to the proposer		2.50	
				Total	

VI

TV SET	Name of Manufacturer	Make	Model	Year of Manufacturing	Value	10.00

VII PEDAL CYCLE INSURANCE

Make & name of Manufacturer	Year of mfr.	Frame No.	Value including accessories
pedal cycles	1.		Rs.
	2.		Rs.
	3.		Rs.
	4.		Rs. 20%

VIII Details of Personal Baggage, Personal effects and other articles carried
 BAGGAGE (During the period of Travel anywhere in India)..... 7.50

IX Personal Accident AS PER SCHEDULE

Name	Age	Occupation	Relationship with proposer	Details of Existing infirmity/ disability	Table opted	Name of Assignee & relation-ship	Sum Insured

NOTE:

- i. For Table of Benefit refer information sheet.
- ii. for assignment of benefit in case of death (Please see below)

X PUBLIC

- (A) Public Liability 0.50
- (B) E.C. Liability for domestic servants as per company's internal tariff

Note:

- 1. The liability of the company does not commence until the proposal has been accepted by the company and the full premium paid.
- 2. If space found is insufficient please attach separate sheets for details

TOTAL PREMIUM Rs.
 Less: Discount for covering more than 4 SectionsRs.
 Service Tax 5%..... Rs.
 -----Rs.

I/we hereby declare that the particulars contained herein are true and correct and that no material fact has been withheld, misstated or misrepresented and also that this Proposal-cum-Schedule forming part of the company's standard policy shall be the basis of the contract between me/us and the company. I/we further declare that the sum insured herein represents the full value of the property described herein.

Place:

Date :

Signature of Proposer

P. MEDICLAIM INSURANCE PROPOSAL FORM

Photograph

IMPORTANT

- a) The Company will not be on risk until the Proposal and Insured person’s details have been accepted by the Company and communication of the acceptance has been given to the proposer in writing and full payment of premiums made.
- b) If other family members residing with proposer i.e. spouse, eligible dependent children and dependent parents required to be covered, separate Insured Person details forms should be completed for each of such family members.

PROPOSER DETAILS

- 1. Name of Proposer: _____
 (Surname) (Name)
- 2. Address and Telephone No:
- 3. Total number of members to be covered (in figures):
 (in words):
(Separate Insured Person Details forms to be enclosed)
- 4. Period of Insurance:

Place:

Date:

Signature of the proposer

SPECIMEN SIGNATURE TABLE

S.N.	Name of Insured Person	Age	Sex	Relation	CSI	Signature
1						
2						
3						
4						
5						

Photographs of Insured persons:

Photograph	Photograph	Photograph	Photograph	Photograph
------------	------------	------------	------------	------------

PROHIBITION OF REBATE

Section 41 of the Insurance Act 1938

- i. No person shall allow or offer to allow, either directly or indirectly, as an inducement to any person to take out or renew or continue an insurance in respect of any kind of risk relating to lives or property in India any rebate of the whole or part of the commission payable or any rebate of the premium shown on the policy nor shall any person taking out or renewing or continuing a policy accept any rebate except such rebate as may be allowed in accordance with the prospectus or tables of the insurers.
- ii. Any person making default in complying with the provisions of the section **shall** be punishable with fine which may extend to five hundred rupees.

INSURED PERSON DETAILS

Policy No. :

Insured Person No.:

Annual Premium:

To be completed separately including Questionnaire form for each insured person. (If more than one insured Person is required to be covered please obtain additional forms from the company).

FOR OFFICE USE

1.	Name of the Insured Person Address	
2.	Sex (Strike out whichever is not applicable):	MALE/FEMALE
3.	Relationship with the proposer	
4.	Date of Birth and age	
5.	a) Average monthly income Rs. b) Income Tax PAN No.	
6.	Profession/Occupation/Trade or Business (Please describe fully with nature of duties) Pin Code Tel No. State/U. Territory	
7.	Name and address of the Medical Practitioner, his qualifications & Telephone No. Pin Code State./U. Territory	
8.	Medical Practitioner's Registration. No.	
9.	Are you at present or any other time in the	

	<p>past covered under any other Insurance Type (PA, Cancer Insurance? Hospitalisation Insurance or other Medical Insurance) If so, give particulars of</p> <p>a) Insurer, policy No. and period of cover</p> <p>b) Claim Amt. Recd./receivable</p> <p>Period.....FromTo.....</p>	
10.	Any proposal for this Insurance or any other similar insurance refused or cancelled or higher premium charged, if so, give details.	
11.	Medical history to be completed by the proposer/insured person	
12.	Are you in good health and free from physical and mental disease or infirmity or medical complaints? If not in good health give full details	
13.	<p>Please answer the following questions in yes or no (A dash is not sufficient) and give full details if answer is yes.</p> <p>Have you ever suffered from any of the diseases/illness? If yes, give details</p> <p>a) any nervous, mental or psychiatric disease</p> <p>b) Slipped disc or other spinal disorder or (fainting episode, blackout, fit) paralysis of any kind.</p> <p>c) High blood pressure, heart diseases, including ischemic heart disease, other circulatory disorder etc. (rheumatic fever)</p> <p>d) Fistula, piles, hernia, varicose veins</p> <p>e) Any disease of the bones or joints including rheumatic disease</p> <p>f) Disease of uterus, ovaries or breast or any specific gynecological disorders.</p> <p>g) Any respiratory or allergic disease bowel or gall bladder, kidney stones etc.</p> <p>h) Any disorder of the stomach, ulcer, wound etc. which does not heal or improve despite treatment.</p> <p>i) Any cancer, malignant growth, boil, cyst or wound etc. Which does not heal or improve despite treatment</p> <p>j) Any other complaint requiring specialist's consultation or surgical or hospital treatment or investigations.</p>	

	k) Any complaint or tendency that may necessitate such consultation or treatment in the future l) Any dimness of vision/cataract m) Any disease of ears or difficulty or interference with hearing n) Diabetes or any urinary diseases o) Any other illness or disease or accident or operation sustained by you			
14.	Have you ever suffered from dental problems? c) If yes, specify same d) When were you treated last for same			
15. Give particulars in table below of any other illness or disease or accident or operation sustained by you in the past.				
Sr. No.	Nature of illness/disease injury and treatment received	Date first treated	Name of attending medical practitioner, surgeon with his address and Telephone No.	Whether fully cured
1				
2				
3				
4				
16.	Are there any additional facts affecting the proposed insurance which should be disclosed to Insurers?			
17.	Please give details of any knowledge of any positive existence or presence of any ailment, sickness or injury which may require medical attention. 1. 2. 3.			
18.	Please specify Sum Insured opted			

I hereby declare and warrant that the above statements are true and complete. I consent and authorise the Insurers to seek medical information from any Hospital/Medical Practitioner who has at any time attended or may attend concerning any disease or illness which affects my physical or mental health. I agree that this proposal shall form the basis of the contract should the insurance be effected. If after the insurance is effected, it is found that the statements, answers or particulars stated in the Proposal form and its Questionnaires are incorrect or untrue in any respect, the Insurance Company shall incur no liability under this insurance.

I have read the Prospectus and I am willing to accept the coverage subject to the terms, conditions and exceptions prescribed by the Insurance Company therein.

Date:
Place:

Signature:

DD | MM YY |

Name of the proposer/ insured person (IN BLOCK LETTERS)

.....

NB: This should necessarily be signed by insured. In case of minor, guardian or proposer may sign.

FOR OFFICE USE

Basic Premium for Scheme Rs.
Family Discount Rs.
Staff Discount Rs.

TO BE COMPLETED BY PROPOSER IN CASE OF ADVERSE HISTORY IN THE PROPOSAL FORM IN RESPECT OF APPLICABLE ILLNESS

Annexure-A

DIABETES QUESTIONNAIRE

1. Date of diagnosis of Diabetes:
2. Did you suffer from coma or procoma?
3. Do you take any antidiabetic drugs? If so, please give names with dose:
4. Please give details of fasting and postprandial Blood sugar Readings: ECG findings and other investigation reports with dates. Please also send reports:
5. Do you suffer or have suffered from any complication of Diabetes or any other diseases?

HYPERTENSION QUESTIONNAIRE

1. What is your Blood pressure reading, please state with dates?
2. Please state names of antihypertensive drugs with dose:
3. Are you a smoker?
4. Is It Essential/Secondary/Malignant Hypertension?
5. Please state whether you have suffered from any complications or other diseases:
6. Please give findings of all investigation reports:

CHEST PAIN OR CORONARY INSUFFICIENCY OR MYOCARDIAL INFARCTION QUESTIONNAIRE

1. Did you ever suffer from chest pain or coronary insufficiency or any coronary Infarction? If so, please give diagnosis and date:
2. Please state the names and dose of drugs you are taking at present:
3. Please state the findings with dates of Investigations done like ECG, Stress test, coronary angiography, X-ray pathology reports etc. Please send reports with the proposal form:
4. Please state the date of hospitalisation and names of hospitals and consultants:
5. Please state complications and other diseases suffered:

6. Please state whether you can do your regular work and whether you have any limitation of activity:
7. Are you advised any special treatment? If so, please give Information:

Place:

Date:

Signature of Proposer

**TO BE COMPLETED BY CONSULTING PHYSICIAN / SURGEON
(IN CASE OF ADVERSE MEDICAL HISTORY)**

Annexure- "B"

1. Name of the Insured:
2. History
 - a) Present complaints and Investigation, if any:
 - b) Any past history of diseases, operations, accidents,
Investigations with date, major medical complaints or hospitalisation:
 - c) Details of present and past medication with duration:
 - d) Is he cured of diseases, if any, given, stopped?
3. General Examination:
4. Systemic Examination:

Signature of Proposer:

Signature of Consulting Physician:

Date:

Name of Consulting Physician:

Place:

Qualification:

Address:

Telephone Number:

Q. OVERSEAS MEDICLAIM POLICY PROPOSAL FORM

(Business & Holiday)
(To be submitted in original with 2 copies)
(Available to persons in the age group of 6 months to 70 years)

IMPORTANT
PLEASE MAKE SURE YOU READ AND FULLY UNDERSTAND THIS DOCUMENT BEFORE
YOU TRAVEL FROM THE REPUBLIC OF INDIA

FAILURE TO FOLLOW THE INSTRUCTIONS GIVEN COULD RESULT IN REJECTION OF ANY CLAIM
THAT MIGHT BE MADE

THE OVERSEAS MEDICLAIM POLICY PROVIDES INDEMNITY FOR EXPENSES NECESSARILY INCURRED FOR IMMEDIATE TREATMENT OF ILLNESS, DISEASES CONTRACTED OR INJURY FIRST SUSTAINED (DURING THE PERIOD OF INSURANCE OF OVERSEAS TRAVEL SUBJECT TO POLICY TERMS AND CONDITIONS) AND IN ADDITION ALSO PROVIDED FOR PERSONAL ACCIDENT, TOTAL LOSS OF CHECKED BAGGAGE, DELAY OF CHECKED BAGGAGE, LOSS OF PASSPORT AND PERSONAL LIABILITY COVERS. (DURING THE PERIOD OF INSURANCE OF OVERSEAS TRAVEL SUBJECT TO POLICY TERMS AND CONDITIONS)

~~IN THE ABSENCE OF MEDICAL REPORTS AS SPECIFIED IN ITEM IIB SUM INSURED WILL~~ STAND REDUCED TO AN EQUIVALENT AMOUNT OF US\$ 10000 IN RESPECT OF MEDICAL EXPENSES INCURRED THROUGH ILLNESS OR DISEASE ONLY. SUBJECT TO EXCLUSION OF PRE-EXISTING DISEASE.

THE ATTENTION OF THE PROPOSER IS DRAWN TO ITEM II (MEDICAL HISTORY) OF THE PROPOSAL FORM ESPECIALLY IN RELATION TO PREVIOUS TREATMENT FOR ILLNESS OR DISEASES SUCH AS RENAL DISORDERS OR DISEASES. CEREBRAL OR VASCULAR STROKES, HEART AILMENTS OF ANY KIND, MALIGNANCY, TUBERCULOSIS, ENCEPHALITIS, NEUROLOGICAL DISORDERS, GALL BLADDER DISORDERS ARTHRITIS REQUIRING SURGERY AND IF ANY TREATMENT HAS BEEN RECEIVED FOR ANY OF THE ABOVE DISORDERS AT ANY TIME IN THE PAST SUCH TREATMENT MUST BE DISCLOSED TO THE POLICY ISSUING OFFICE.

NEITHER THE INSURERS NOR CLAIMS SETTLING AGENTS SHALL BE RESPONSIBLE FOR THE AVAILABILITY, QUALITY OR RESULTS OF ANY MEDICAL TREATMENT OR THE FAILURE OF THE INSURED TO OBTAIN MEDICAL TREATMENT.

THE PROPOSAL FORM SHOULD BE COMPLETED TO THE BEST OF YOUR KNOWLEDGE AND BELIEF, AND ALL MATERIAL FACTS SHOULD BE DISCLOSED. FAILURE TO DO SO MAY NULLIFY COVER UNDER THE POLICY ISSUED.

Note: Plan A-1 & A-2(Worldwide travel excluding USA and Canada)
Plan B-1 & B-2(Worldwide travel including USA and Canada)
Plan E-1 & E-2 (Corporate Frequent travel cover to all destinations including USA & Canada)

Plan A, B,&E - These Standard covers comprise of medical expenses cover in flight personal accident and loss of passport cover.

Plan F,G& H - These VIDESH YATRA MITRA cover offer enhanced medical expenses cover as also personal accident, hospitalisation benefit, total loss of checked in baggage, delay of checked in baggage, loss of passport – personal liability.

- a) If the proposer is traveling to USA and /or Canada is above 40 years. **OR**
- b) The proposer is traveling to any other countries and is above 60 years. **OR**
- c) Answer to question in II (A) reveal that the proposer had suffered any time in the past or is suffering from any disease/illness.

The proposal Form should be accompanied with (1) ECG printout with report and (2) Fasting Blood Sugar and Urine Sugar or Urine Strip Test Report or any other medical report required by the company etc. along with the attached questionnaire II (B) to be completed and signed by the Doctor with minimum M.D. qualification conducting the test. ECG to be carried out by cardiologist. In the absence of such medical tests and reports due to a shortage of time before travel, cover may still be granted subject to a satisfactory proposal form but the sum-insured under policy, in respect of expenses incurred for the treatment of illness or disease shall be restricted to US \$ 10,000 only which shall not cover the cost of medical treatment of pre-existing disease. In case of accident however the full sum insured benefit would be available.

I. GENERAL INFORMATION

1.	NAME OF THE PROPOSER (IN BLOCK LETTERS) AS STATED IN THE PASSPORT	
2.	HOME ADDRESS & TELEPHONE NO.	
3.	PROPOSER’S ACTUAL OCCUPATION (Specify)	
4.	OFFICE ADDRESS	
5.	TELEPHONE NO.	
6.	AGE (IN COMPLETED YEARS)	
7.	PASSPORT NO. DATE OF EXPIRY & NAME OF PASSPORT ISSUING AUTHORITY	
8.	PLAN OPTED FOR (Please tick relevant plan)	
9.	PURPOSE OF VISIT (BUSINESS/HOLIDAY TRAVEL)	
10.	PROPOSED DATE OF DEPARTURE FROM REPUBLIC OF INDIA i.e. FIRST DAY OF INSURANCE	
11.	INSURANCE REQUIRED FOR (Number of days)	
12.	COUNTRIES TO BE VISITED (State appropriate number of days at each place)	
13.	NAME, REGISTRATION NO. ADDRESS & TELEPHONE NO OF FAMILY PHYSICIAN	

II MEDICAL HISTORY

(A) TO BE COMPLETED BY THE PROPOSER

PLEASE ANSWER THE FOLLOWING QUESTIONS WITH 'YES' OR 'NO' (A DASH IS NOT SUFFICIENT) AND GIVE FULL DETAILS

1.	Are you in good health and free from physical and mental disease or infirmity	
2.	Have you ever suffered from any illness or disease up to the date of making this proposal	
3.	Do you have any physical defect or deformity	
4.	Have you ever been admitted to any hospital/ nursing home/clinic for treatment or observation	
5.	Have you suffered from any illness/disease or had an accident in the 12 months preceding the first day of insurance	
6. If answer is 'yes' to any of the foregoing questions please give full details as under:		
	Nature of illness/ medical disease/injury & treatment received	Date on which first treatment taken
		First treatment completed/ continuing is
		Name of attending Medical practitioner / surgeon with his address and telephone number
7.	a) Have you any intention of engaging in professional sports? b) If so, give details	
8.	Please give details of any knowledge of any positive existence of any ailment, sickness or injury which may require medical attention whilst on tour abroad	

I HEREBY DECLARE THAT

1. I will not be traveling against the advice of a physician
2. I am not on the waiting list for any medical treatment
3. I will not be traveling for the purpose of obtaining medical treatment
4. I have not received a terminal prognosis for a medical condition before this day.

Assignment:

I _____ hereby assign the monies payable under the policy in the event of my death to my _____ (relation to the insured) mr/miss/master.....I further declare that his/her receipt shall be sufficient discharge to the company.

I further declare and warrant that the above statements are true and complete. I consent to the insurers seeking medical information from any doctor who has at any time attended concerning anything which affects my physical or mental health, and I authorise the giving of such information to Mercury

International Assistance and Claims Ltd, & / or their programme medical advisors. I agree that this proposal shall form the basis of the contract should the Insurance be affected.

I am willing to accept the policy, subject to the terms, exceptions and conditions prescribed therein.

Signature of Proposer:

Date:

Place:

Day Month Year

(B) TO BE COMPLETED BY THE DOCTOR [To be completed by M.D. only]

	a) History b) Any past history of disease, operation, accidents, investigations etc. c) General Examination d) Systemic Examination	
	Electrocardiography : a) Does the attached Electrocardiogram in your professional opinion show any abnormalities and if so, please describe. b) Does the abnormality represent a current illness or disease which may possibly require medical treatment during proposer's forthcoming trip? c) Does the proposer now or did he/she in the past, require medication for this abnormality? d) Please describe any treatment taken by Proposer in the past or being taken at present e) Do you recommend Stress Test? If so please obtain the report on such test	
	Does the urine Strip Test show any sugar?	
	Do you consider that proposer is fit to travel anywhere abroad, due account being taken of the stress of air travel adversely affecting his health/medical condition?	

Signature of the Doctor :

Name of the Doctor :

Qualifications :

Address : Telephone No. :

PROHIBITION OF REBATE

Section 41 of the Insurance Act 1938

No person shall allow or offer to allow, either directly or indirectly, as an inducement to any person to take out or renew or continue an insurance in respect of any kind of risk relating to lives or property in India any rebate of the whole or part of the commission payable or any rebate of the premium shown on the policy nor shall any person taking out or renewing or continuing a policy accept any rebate except such rebate as may be allowed in accordance with the prospectus or tables of the insurers.

Any person making default in complying with the provisions of the section shall be punishable with fine which may extend to five hundred rupees.

R. SHOPKEEPERS' INSURANCE PROPOSAL FORM

AGENCY
INSURED:

PERIOD OF INSURANCE FROM:

1. NAME OF PROPOSER IN FULL
4. FULL BUSINESS (SHOP) ADDRESS
5. NATURE OF BUSINESS / TRADE

TO:

SECTION NO.	DESCRIPTION OF PROPERTY	SUM INSURED Rs.	RATES Per Mille	PREMIUM Rs.
I FIRE AND ALLIED PERILS	(A) BUILDING (OF CLASS-A CONSTRUCTION ONLY) SHOP OWNED BY INSURED SOLELY OCCUPIED/PARTIALLY OCCUPIED		2.25	
	(B) CONTENTS : (Excluding Money/Valuables) (1) Furniture Fixture Fittings (2) Stock in trade consisting of readymade garments Note : Total Sum Insured under items A & B above should not exceed Rs.10,00,000/-		2.25	
II BURGLARY AND HOUSE BREAKING	CONTENTS: All contents in the shop Premises stated at the address above NOTE: Insurance on contents should be for value equivalent to the value mentioned under Item I (B) above.		2.5	
III MONEY INSURANCE	(A) In transit (Not exceeding Rs.50,000/- per any one carrying)		2.5	
	(B) In safe (2% of the sum insured under Section-I or Rs.20,000/- whichever is less).		2.5	
	(C) In till/counter (1% of the Sum Insured under Section-I or Rs.10,000/- whichever is less)		2.5	
IV PEDAL CYCLE	Make & Name of Manufacturer	Year of Mfg.	Frame No	Accessories attached if any
	1			
	2			
	3			
V PLATE GLASS	DESCRIPTION OF PLATE GLASS INCLUSIVE DIMENSIONS (10% of the Sum Insured under Section-I or Rs.1,00,000/- whichever is less)		10.00	

VI NEON & GLOW SIGN (Incl. Theft of the whole sign)	Description Neon Sing (2% of the Sum Insured under Section-1 or Rs.20,000/- whichever is less)	Year of Mfg.	Price Paid	Mfgr.by		10.00		
VII BAGGAGE INSURANCE	Carrying trade samples and/or personal effects of Insured/Partner (2% of the Sum Insured under Section-I or Rs.20,000/- whichever is less)					7.5		
VIII PERSONAL ACCIDENT	(Age between Name 1 2	Group 16-65) Age	Details of Existing infirmity/ Disability	Occupati on	Table of Benefits opted	Name of Assignee & Relations hip		
IX FIDELITY GUARANT EE	(Excluding Salesmen & Commission Agent) Name Designation Salary (P.M.)				Amount of Guarantee	10.00		
X PUBLIC LIABILITY	(A) Public Liability (5% of the Sum Insured under Section-I (1) or Rs.50,000/- whichever is less) Nature Monthly (B) Employees Name of Emp. Of work Wages Compensation Liability : List attached							
XI BUSINESS INTERRUPT ION	As mentioned under Section I					As in Section IB	As in Secti on IB	

TOTAL PREMIUM	Rs.
Less : Discount for covering more than 4 sections %	
NET PREMIUM	Rs.
	Rs.

Note:

1. The liability of the Company does not commence until the proposal has been accepted by the Company and full premium paid.
2. If space is found insufficient please attach separate sheets for details.

I/WE HEREBY DECLARE THAT THE PARTICULARS CONTAINED HEREIN ARE TRUE AND CORRECT AND THAT NO MATERIAL FACT HAS BEEN WITH HELD, MISSTATED OR MISREPRESENTED AND ALSO THAT THIS PROPOSAL-CUM-SCHEDULE FORMING PART OF THE COMPANY'S STANDARD POLICY SHALL BE BASIS OF CONTRACT BETWEEN ME/US AND THE INSURANCE COMPANY. I WE FURTHER DECLARE THAT THE SUM INSURED HEREIN REPRESENT THE FULL VALUE OF THE PROPERTY DESCRIBED HEREIN.

I/We also declare that the aggregate value of the Building and contents/stock-in trade relevant to section of the cover does not exceed Rs.10,00,000/- (Rupees ten lacs) whether insured under one or more policies.

Place: _____ Date:----- Signature of Proposer

ASSIGNMENT CLAUSE FOR PERSONAL ACCIDENT INSURANCE-SECTION VIII

I _____ do hereby assign the money payable in the event of my death by The ---- CO. LTD., to _____ (relation to the Insured) and I further declare that his/her receipt shall be sufficient discharge to the Company.

Dated this _____ day _____ 2013 _____ at _____.
Witness

3. Name
4. Address _____ Signature of the Proposer

(TO BE COMPLETED BY INSURANCE COMPANY)

SPECIAL CONDITION: INSURANCE COVER HEREIN APPLIES TO SECTION NOS _____ ABOVE _____

DATE:

CLAIM FORM -B (i)

S. BURGLARY CLAIM FORM

THE ISSUE OF THIS FORM IS NOT TO BE TAKEN AS AN ADMISSION OF LIABILITY
ANSWER ALL QUESTIONS FULLY

1.	Name of Insured in full	
2.	Address	
3.	Occupation	
4.	a) Full Address of Premises broken into b) The day and hour the Premises were broken into c) How the entrance was effected? d) Which rooms were entered?	
5.	c) Whether the premises were inhabited at the time of the Burglary? d) If not, for what periods have they been Uninhabited since the last premium was due	
6.	b) When did you inform the Police Authorities of the theft and at Which Police Station	
7.	Whether you are the sole owner of the property stolen?	
8.	State the estimated value of the total Contents of the premises at the time of The Burglary	
9.	For what sum you insured the contents Against Fire and with which company?	
10.	Are there any other insurance against Burglary upon the same property? If so give full particular	Rs.....In the.....Insurance Company Policy No..... Rs.....In the.....Insurance Company Policy No.....
11.	Have you ever before sustained loss by Fire or Burglary? If so give particulars.	

I / We above named being insured under the above Policy do hereby declare and set forth that at or about _____ O' clock a.m. / p.m. ~~on the~~ ___ a theft was committed at above described Premises in the manner stated and articles enumerated in the within list and valued at sum of Rs_ were stolen therefrom and I / we further declare that no other person has any interest in the said property, as Owner Mortgage, Trustee or otherwise, and that it is not otherwise insured against Burglary, with this or any other Office, except as above stated.

Witness my hand this _____ day of _____ 20_____

Witness
Occupation
Address

Signature of Insured

T. FIRE INSURANCE CLAIM FORM

1.	Name and Address of Insured				
2.	Please give following details pertaining to all the policies involved in fire accident				
		Policy Number	Risk Covered	Location	Sum Insured
	i.				Estimated amount of loss
	ii.				
	iii.				
3.	Period of Insurance				
4.	Date and Time of Loss				
5.	Nature and Cause of Loss (Please describe the circumstances leading to the loss)				
6.	Give details of insurance with any other insurance company on the risk involved in fire/accident				
7.	If insured is not sole owner, the nature of his/their interest in the property and details of other interests				
8.	Whether loss intimated to a) Police b) Fire Brigade				
9.	(i) Was any claim reported in the past on the same property during current policy period? (ii) If so, give details regarding a) Cause b) Date of incident c) Claim d) Policy Issuing Office e) Amount of claim paid/Outstanding Rs.				

I hereby declare that the particulars furnished above are true and correct to the best of my knowledge.

PLACE:

DATE:

Signature of Insured

U. HOUSEHOLDERS' INSURANCE CLAIM FORM

1.	Name and Address of Insured					
2.	Please give following details pertaining to all the policies involved in the loss.					
		Policy Number	Risk Covered	Location	Sum Insured	Estimated amount of loss
	i.					
	ii.					
	iii.					
3.	Period of Insurance					
4.	Date and Time of Loss					
5.	Nature and Cause of Loss (Please describe the circumstances leading to the loss)					
6.	Give details of insurance with any other insurance company on the risk involved in fire/accident					
7.	If insured is not sole owner, the nature of his/their interest in the property and details of other interests					
8.	Whether loss intimated to Police Fire Brigade					
9.	(i) Was any claim reported in the past on the same property during current policy period? (ii) If so, give details regarding Cause Date of incident Claim Policy Issuing Office Amount of claim paid/Outstanding Rs.					

I hereby declare that the particulars furnished above are true and correct to the best of my knowledge.

Place-
Date-

Signature of Insured

V. HOSPITALISATION AND DOMICILIARY HOSPITALISATION BENEFIT POLICY CLAIM FORM

Claim Number

Issuance of this form does not amount to admission of any liability under the policy on the part of the insurers

Please give the following information correctly and completely to enable us process your claim promptly. All dates to be entered as Date / Month / Year

1.	Name of the Insured <input type="text"/> <input type="text"/> (in whose name policy is issued) SURNAME INITIALS
2.	Details of the Insured person (in respect of whom claim is made) a) Name & Relationship with the Insured b) Present completed age c) Occupation d) Residential Address
3.	Policy Number (in Full) <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
4.	Nature of Disease/Illness contracted or injury sustained
5.	Date on which injury was sustained / Disease Or illness first detected
6.	a) Name and Address of the attending Medical Practitioner b) Qualification & Telephone No c) Registration No. d) Name & Address of the Hospital/Nursing Home / Clinic e) Date of Admission f) Date of Discharge Pin Code State/ U. Territory
7.	If the Claim is for Domiciliary Hospitalisation, Please indicate a) Date of Commencement of treatment b) Date of Completion of treatment c) Name & Address of attending Medical Practitioner d) Telephone No. e) Registration No. Pin Code: State / U. Territory:
8.	Are you at <u>present</u> covered under any other similar type of scheme like P.A. Cancer Insurance, Mediciam (Individual or Group), Health Insurance, etc.? If Yes. Please give particulars of each

**MEDICAL AND EMERGENCY EXPENSES / HOSPITAL
BENEFIT/ PERSONAL ACCIDENT
(INCLUDING ADDITIONAL TRAVEL, ACCOMMODATION EXPENSE)**

i. DOCUMENTS REQUIRED:

The following documents must be enclosed with your completed claim from

- ✓ Original Certificate of Insurance Together with Any COPIES OF AIRLINE TICKETS
- ✓ Original Bills or Receipts for full amount of claim (Photocopies Not Acceptable)
- ✓ Confirmation By Hospital of Dates of Hospitalisation (For Claims for Hospital Benefits)
- ✓ Death Certificate (for compensation claims of death by accident)
- ✓ The Medical Certificate Does not need to be completed for minor accidents or. Illness
- ✓ Physician's report (Original) Attached to the policy If applicable.

These documents must be supplied with the completed claim form at the Claimant's expense. Failure to do so will delay the processing of your claim and could result in it being declined.

ii. TO BE COMPLETED BY THE CLAIMANT OR THE CLAIMANTS LEGAL REPRESENTATIVE:

- 1) Name of Sick or Injured Person:
- 2) Nature of Injury / Illness:
- 3) Date of Injury / Illness:
- 4) Place of Injury / Illness:
- 5) Circumstances of Injury:
- 6) If claim was due to hospitalisation or curtailment, was the Emergency Assistance Departmental contacted YES/NO. If not, please advice, why, on an additional information Sheet.
- 7) Dates of Hospitalisation:
- 8) Details of Claim:
- 9) Details of any third parties involved in accidental injury or death of insured person.
- 10) Details of Private Health Insurance
- 11)
 - a) Name of Insurer:
 - b) Address of Insurer:
 - c) Policy Number:
 - d) Telephone Number:

Details of Claimed Expense, Providers Name, Prescription Charges, etc.	Amount Charged in Local Currency	IMPORTANT Has Bill been Paid by You*
		YES / NO
		YES / NO
		YES / NO
		YES / NO
		YES / NO
TOTAL AMOUNT		*Delete where Applicable

**BAGGAGE, PERSONAL EFFECTS
(INC. BAGGAGE DELAY)**

iii. DOCUMENTS REQUIRED:

- ✓ Original Certificate of Insurance (PHOTOCOPIES NOT ACCEPTABLE UNLESS AN ANNUAL POLICY)
- ✓ AIRLINE TICKETS
- ✓ ANY AVAILABLE RECEIPTS FOR THE LOST BAGGAGE IF UNAVAILABLE SUPPLY ANY OTHER DOCUMENTATION WHICH COULD ASSIST IN GIVING PROOF OF VALUE, eg. VALUATIONS, SALES LITERATURE, ETC.
- ✓ ORIGINALS OF ALL WRITTEN REPORTS RECEIVED FROM CARRIER IF VERBAL REPORTS ONLY WAS MADE PLEASE SPECIFY.
- ✓ Please Supply property irregularity report and copies of your correspondence with the airline.
- ✓ If claim is for delayed baggage, please supply property irregularity report and letter from carrier confirming reason for delay and duration of the delay.

These documents must be supplied with the completed claim form at the claimant's EXPENSE; failure to do so will delay the processing of your claim and could result in it being declined.

iv. To be completed by the claimant or the claimant's legal personal representative.

- 1) Time, Date and Place of Loss / Delay :
- 2) Full Circumstances of Loss / Delay :
- 3) Loss / Delay occurred in the custody of an airline.
 - a) Date reported to Carrier :
 - b) Name and address of carrier
- 4) Name and Position of any other person in authority to whom the matter was reported.
- 5) Details of Household Contents or All Risks Policy or any other Policy in force which may cover this loss including Private Policy Travel Extension (THIS SECTION MUST NOT BE LEFT BLANK).

Name of Insurer:

Address:

Policy No.:

Tel. No.:

Additional information you may wish to give in support of your claim under any section of the policy

Once a claim becomes payable under the terms and conditions of the policy and any costs have been met by you or any person on your behalf please indicate below to whom you would like cheque payable and their full address:

Payee's Name:

Address:

Date:

Place:

Signature:

X. SHOPKEEPERS' INSURANCE CLAIM FORM

1.	Name and Address of Insured				
2.	Please give following details pertaining to all the policies involved in the loss.				
	Policy Number	Risk Covered	Location	Sum Insured	Estimated amount of loss
	i.				
	ii.				
	iii.				
3.	Period of Insurance				
4.	Date and Time of Loss				
5.	Nature and Cause of Loss (Please describe the circumstances leading to the loss)				
6.	Give details of insurance with any other insurance company on the risk involved in fire/accident				
7.	If insured is not sole owner, the nature of his/their interest in the property and details of other interests				
8.	Whether loss intimated to a) Police b) Fire Brigade				
9.	(i) Was any claim reported in the past on the same property during current policy period? (ii) If so, give details regarding a) Cause b) Date of incident c) Claim d) Policy Issuing Office e) Amount of claim paid/Outstanding Rs.				

I hereby declare that the particulars furnished above are true and correct to the best of my knowledge.

Place-
Date-

Signature of Insured