



**KIDNAP AND RANSOM INSURANCE**

## Schedule

PLEASE NOTE:

THIS IS AN EVENT OCCURRENCE POLICY

THE COVER PROVIDED BY THIS POLICY IS AFFORDED SOLELY WITH RESPECT TO INSURED EVENTS AND ADDITIONAL COVERED EVENTS FIRST OCCURRING DURING THE POLICY PERIOD AND NOTIFIED IN ACCORDANCE WITH THE NOTIFICATION PROVISIONS.

THE INSURED IS REQUESTED TO READ THIS POLICY AND SCHEDULE CAREFULLY

|        |  |  |
|--------|--|--|
| Item 1 | <b>Named Insured</b>                         | Name:<br>Permanent Address:<br>Correspondence Address:<br>Email:   |
|        | <b>Intermediary</b>                          | Name:<br>Address:  |
| Item 2 | <b>Insured Persons:</b>                      | All officers, Directors and Employees  |
| Item 3 | <b>Insurer</b>                               | Raheja QBE General Insurance Company Limited   |
| Item 4 | <b>Policy Period</b>                         | a) Inception Date: •<br>b) Expiration Date: •<br>both days inclusive at local standard time at the Principal Address stated in ITEM 1. |
| Item 5 | <b>Coverage Territory</b>                    |  |
| Item 6 | <b>Limit of Liability for Insured losses</b> | a) Ransom<br>b) Personal Belongings<br>c) Transit Loss<br>d) Legal Liability<br>e) Additional Expenses                                 |

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Kidnap And Ransom Insurance

UIN IRDAN141CPLB0001V01202526

**RAHEJA QBE GENERAL INSURANCE COMPANY LIMITED**

WING-A, 501-502, 5th Floor, Fulcrum, IA Project Rd, Sahar Village, Andheri East, Mumbai, Maharashtra 400059

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Email: [customercare@rahejqbe.com](mailto:customercare@rahejqbe.com)

Corporate Identity Number: U66030MH2007PLC173129

IRDA Reg. No. 141

|                            |   | <ul style="list-style-type: none"> <li>f) Crisis Response Fees and Expenses</li> <li>g) Recall Expenses</li> <li>h) Accidental Death and Dismemberment</li> <li>i) Maximum Indemnity           <ul style="list-style-type: none"> <li>1) INR XXX per Insured Person</li> <li>2) INR XXX per Insured Event</li> </ul> </li> <li>ii) Indemnity per Type of Loss:</li> </ul> <table border="0" style="width: 100%;"> <thead> <tr> <th style="text-align: left;"><u>Description of Loss</u></th><th style="text-align: left;"><u>% of Maximum Indemnity</u></th></tr> </thead> <tbody> <tr> <td>Death</td><td></td></tr> <tr> <td>Loss of Limb</td><td></td></tr> <tr> <td>Loss of Sight</td><td></td></tr> <tr> <td>Loss of Speech</td><td></td></tr> <tr> <td>Permanent Total Disability</td><td></td></tr> <tr> <td>Mutilation</td><td></td></tr> <tr> <td></td><td>i) Annual Aggregate for all Insured Losses (except Accidental Death and Dismemberment)</td></tr> <tr> <td></td><td>Annual Aggregate: XXXXX</td></tr> <tr> <td></td><td>Note: if Crisis Response Fees and Expenses are provided on an "unlimited" basis, they shall not be part of, and will be in addition to, the Annual Aggregate stated for all Insured Losses.</td></tr> </tbody> </table> | <u>Description of Loss</u> | <u>% of Maximum Indemnity</u> | Death |  | Loss of Limb |  | Loss of Sight |  | Loss of Speech |  | Permanent Total Disability |  | Mutilation |  |  | i) Annual Aggregate for all Insured Losses (except Accidental Death and Dismemberment) |  | Annual Aggregate: XXXXX |  | Note: if Crisis Response Fees and Expenses are provided on an "unlimited" basis, they shall not be part of, and will be in addition to, the Annual Aggregate stated for all Insured Losses. |
|----------------------------|---|---|----------------------------|-------------------------------|-------|--|--------------|--|---------------|--|----------------|--|----------------------------|--|------------|--|--|--|--|-------------------------|--|---|
| <u>Description of Loss</u> | <u>% of Maximum Indemnity</u>   |   |                            |                               |       |  |              |  |               |  |                |  |                            |  |            |  |  |  |  |                         |  |   |
| Death                      |   |   |                            |                               |       |  |              |  |               |  |                |  |                            |  |            |  |  |  |  |                         |  |   |
| Loss of Limb               |   |   |                            |                               |       |  |              |  |               |  |                |  |                            |  |            |  |  |  |  |                         |  |   |
| Loss of Sight              |   |   |                            |                               |       |  |              |  |               |  |                |  |                            |  |            |  |  |  |  |                         |  |   |
| Loss of Speech             |   |   |                            |                               |       |  |              |  |               |  |                |  |                            |  |            |  |  |  |  |                         |  |   |
| Permanent Total Disability |   |   |                            |                               |       |  |              |  |               |  |                |  |                            |  |            |  |  |  |  |                         |  |   |
| Mutilation                 |   |   |                            |                               |       |  |              |  |               |  |                |  |                            |  |            |  |  |  |  |                         |  |   |
|                            | i) Annual Aggregate for all Insured Losses (except Accidental Death and Dismemberment)  |   |                            |                               |       |  |              |  |               |  |                |  |                            |  |            |  |  |  |  |                         |  |   |
|                            | Annual Aggregate: XXXXX   |   |                            |                               |       |  |              |  |               |  |                |  |                            |  |            |  |  |  |  |                         |  |   |
|                            | Note: if Crisis Response Fees and Expenses are provided on an "unlimited" basis, they shall not be part of, and will be in addition to, the Annual Aggregate stated for all Insured Losses. |   |                            |                               |       |  |              |  |               |  |                |  |                            |  |            |  |  |  |  |                         |  |   |
| Item 7                     | <b>Limit of Liability for Additional Covered Event Expenses</b>   | <ul style="list-style-type: none"> <li>a) Threat Response Expenses</li> <li>i) Limit of Liability:           <ul style="list-style-type: none"> <li>(1) XXXX per Threat Event</li> <li>(2) Annual Aggregate: XXXX</li> </ul> </li> </ul>  |                            |                               |       |  |              |  |               |  |                |  |                            |  |            |  |  |  |  |                         |  |   |

|         |   |   |
|---------|---|---|
|         |   | ii) Indemnity Period<br>a) Disappearance Investigation Expenses<br>i) Limit of Liability:<br>1)XXXX per Disappearance Event<br>2) Annual Aggregate:XXX<br>ii) Indemnity Period:<br>ii) Waiting Period |
| Item 8  | <b>Ransom Deductible</b>  |   |
| Item 9  | <b>Notice of Insured Event/Additional Covered Event shall be given to</b> |   |
| Item 10 | <b>PREMIUM:</b>   |   |
| Item 11 | <b>Applicable Law and Jurisdiction</b>                                    |   |
| Item 12 | <b>Endorsements taken out at Issuance</b>                                 | 1. Enhanced Travel Security Evacuation Endorsement<br>2. Cyber Exclusion Endorsement  |

**THIS IS AN EVENT OCCURRENCE POLICY**

In consideration of the payment of the premium or agreement to pay the premium, in reliance upon the representations and statements contained in the Proposal and subject to the terms, conditions, definitions and exclusions contained in this Policy and any endorsements attached thereto, the Insurer and the Insured agree as follows:

**1. INSURING AGREEMENT**

**(A) INSURED EVENTS COVER**

The Insurer shall indemnify the Insured and/or Insured Persons for any Insured Losses in excess of the Deductible and subject to the Limits of Liability set forth in **ITEM 6** of the SCHEDULE incurred directly and as a result of an Insured Event which first occurs during the Policy Period.

**(B) ADDITIONAL COVERED EVENTS COVER**

The Insurer shall indemnify the Insured and/or Insured Persons for any Additional Covered Event Expenses subject to the Limits of Liability set forth in **ITEM 7** of the SCHEDULE incurred directly and as a result of an Additional Covered Event which first occurs during the Policy Period.

**2. COVERED EVENTS**

**(A) Insured Event shall consist of the following:**

**(a) Kidnapping; or**

**(b) Express Kidnapping; or**

**(c) Hijacking; or**

**(d) Detention; or**

**(e) Extortion.**

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**RAHEJA QBE GENERAL INSURANCE COMPANY LIMITED**  
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Corporate Identity Number: U66030MH2007PLC173129 IRDA Reg. No. 141

All Insured Events resulting from any one **Insured Event** or connected series of **Insured Events** will be deemed to be one **Insured Event**.

**(B) Additional Covered Event** shall consist of the following:

- (a) **Threat Event**; or
- (b) **Disappearance Event**.

All **Additional Covered Events** resulting from any one **Additional Covered Event** or connected series of **Additional Covered Events** will be deemed to be one **Additional Covered Event**.

### **3. COVERED LOSSES AND EXPENSES**

**(A) Insured Losses** shall consist of the following:

- (a) **Ransom**; or
- (b) **Personal Belongings**; or
- (c) **Transit Loss**; or
- (d) **Legal Liability**; or
- (e) **Additional Expenses**; or
- (f) **Crisis Response Fees and Expenses**; or
- (g) **Accidental Death and Dismemberment**; or
- (h) **Recall Expenses**.

**(B) Additional Covered Event Expenses** shall consist of the following:

- (a) **Threat Response Expenses**; or
- (b) **Disappearance Investigation Expenses**.

#### 4. **DEFINITIONS**

In this Policy the following words in bold shall have the definitions that follow

1. **Accidental Death and Dismemberment** means **Loss of Limb, Mutilation, Loss of Sight, Loss of Speech, Permanent Total Disability**, or death sustained by an Insured Person directly and solely as a result of an **Insured Event** provided that such injury or death occurs within 365 days following the conclusion of an **Insured Event**.

For the purposes of coverage of **Accidental Death and Dismemberment** hereunder

- (a) **Loss of Limb** means the severance or the total and irrecoverable loss of use of the arm through or above the wrist, or leg through or above the ankle.
- (b) **Mutilation** means the permanent severance or total irrecoverable loss of use of a finger, toe, ear, nose, genital organ, or part the foregoing.
- (c) **Loss of Sight** means entire and irrevocable the loss of sight in one or both eyes.
- (d) **Loss of Speech** means the permanent total loss of the capacity of speech.
- (e) **Permanent Total Disability** means any mental or physical condition that necessarily and continuously disables an **Insured Person** from attending to every aspect of his or her normal business or occupation for a period of twelve (12) calendar months following the conclusion of an **Insured Event** and, at the end of such period is certified by two qualified medical practitioners approved by the Insurer as being beyond hope of improvement. If the **Insured Person** has no business occupation, the disablement must confine the **Insured Person** immediately and continuously to the house and disable him or her from attending to his or her normal duties.
- (f) The **Insurer** shall pay the death indemnity in one sum to the estate of the deceased.
- (g) Any indemnity for **Loss of Limb, Mutilation, Loss of Sight, Loss of Speech or Permanent Total Disability** will be payable to the victim.

(h) The **Insurer** agrees to pay the death indemnity in the event that the victim's body is not recovered within twelve (12) months following the **Insured Event** and sufficient evidence exists for the **Insurer** to conclude that the victim has died solely and directly as a result of an otherwise covered **Insured Event** or attempt thereat. Notwithstanding the foregoing, it shall be a specific condition precedent to such payment that the intended beneficiary duly executes an undertaking or agreement to refund such amount, promptly and in its entirety, to the **Insurer** if the victim is subsequently found to be alive.

2. **Additional Covered Event** means any of the events listed under COVERED EVENTS (B).
3. **Additional Covered Event Expenses** means any of the expenses listed under COVERED LOSSES AND EXPENSES (B).
4. **Additional Expenses** means any reasonable and necessary expenses incurred by the **Insured or Insured Person** directly and solely as a result of an **Insured Event**, and shall be limited to:
  - (a) Reward monies paid by the **Insured or Insured Persons** to an Informant for information that leads to the arrest and conviction of parties responsible for any Insured Event or the return of an Express Kidnapping, Kidnapping, Hijacking, or Detention victim or the remains of said victim,
  - (b) Fees and expenses of persons retained by the **Insured or Insured Persons** to aid in the investigation and conclusion of an **Insured Event**, provided that the **Insurer** has given its prior consent for the use of said persons,
  - (c) Interest on any loan made to the **Insured or Insured Persons** for the purpose of paying any **Insured Losses**. The Insurer's liability for such interest will cease at the time it tenders payment to the Insured for **Insured Losses**. Furthermore, the Insurer shall not be liable for interest on any loan obtained more than ninety (90) days prior to payment of any **Insured Losses** nor shall the Insurer be liable for any interest incurred beyond the date that the Insured receives reimbursement from the Insurer for any **Insured Losses**,
  - (d) Travel and/or accommodation expenses, including the travel and/or accommodation expenses of the victim of an **Insured Event** to rejoin his or her family upon the release of said victim and travel and accommodation expenses of any individual temporary performing the duties of said victim,

**(e) The Salary of:**

- (i) An **Insured Person** while said **Insured Person** is the victim of an **Insured Event** and for a period of ninety (90) days following the conclusion of an **Insured Event**, provided said **Insured Person** is unable to perform his or her normal employment duties or has returned to work and not yet completed job re-training;
- (ii) Any individual temporarily performing the duties of an **Insured Person** who is a victim of an **Insured Event** up to a period of ninety (90) days following the conclusion of an **Insured Event**, provided that such Salary does not exceed that of the victim and provided that the victim has not yet returned to work or has returned to work and not yet completed job retraining; and/or
- (iii) Any **Relative** of the victim of an Insured Event who leaves his or her employment to assist in the investigation or negotiation of the release of the victim of an **Insured Event** or is otherwise unable to perform his or her normal duties up to a period of ninety (90) days following the conclusion of an **Insured Event**.
- (f) Any personal financial loss suffered by an **Insured Person** solely and directly as a result of the physical inability of the **Insured Person** to attend to personal financial matters during the period of confinement. Coverage as provided hereunder shall include, but not be limited to, failure to renew insurance contracts, failure to exercise stock options, and failure to respond to margin or loan calls by financial institutions;
- (g) **Salary** and expenses of the **Insured's** salaried employees specifically assigned to assist in investigating or negotiating any **Insured Event** not to exceed the employee's base hourly rate of pay, provided that the **Insured** furnishes an itemised account of such employee's time, services and expenses;
- (h) Fees and expenses of security guards retained by the **Insured** for the purpose of protecting **Insured Persons or Property**, provided that those persons specified in ITEM 9 of the SCHEDULE have recommended the use of said security guards;
- (i) Costs of advertising, communication and recording equipment to aid in the conclusion of an **Insured Event**;
- (j) Legal fees and related expenses, fees and expenses of independent public relations consultants, interpreters, and independent forensic analysts;

- (k) Job retraining costs of an **Insured Person** who is the victim of an Insured Event, including the cost of external training courses;
- (l) Rest and rehabilitation expenses incurred by an **Insured Person** who is the victim of an **Insured Event** and said victim's spouse, common-law spouse, domestic partner, fiancé, fiancée and/or children incurred within twenty-four (24) months following the conclusion of an **Insured Event**;
- (m) Medical, psychiatric and/or cosmetic or plastic surgery expenses incurred by an **Insured Person** who is the victim of an **Insured Event** within thirty-six (36) months following the conclusion of an **Insured Event**.
- (n) Expenses to repatriate the body of an **Insured Person** as a result of a death in the course of an **Insured Event**;
- (o) Burial expenses as a result of the death of an **Insured Person** in the course of an **Insured Event**; and/or
- (p) Any other reasonable expenses incurred in negotiating an **Insured Event**.
- 5. Crisis Response Fees and Expenses** means all fees and expenses of the Crisis Response firm specified in ITEM 9 of the SCHEDULE.
- 6. Cyber extortion** means a threat, communicated directly or indirectly to the insured or to an insured person by a person or persons who demand a **ransom** as a condition for not carrying out such a threat, to introduce unauthorised instructions that are designed to alter, damage, or destroy information within a computer system, including those that are **self-replicating** or **self-propagating** and are designed to contaminate computer programs or computer data, consume system resources, or usurp the normal operation of the computer system.
- 7. Detention** means an arbitrary and capricious act of confinement of an **Insured Person** against such **Insured Person's** will.
- 8. Disappearance Event** means the disappearance of an **Insured Person** for a period exceeding

the Waiting Period stated in ITEM 7(b)(iii) of the SCHEDULE from the time of the last reported contact with said **Insured Person**.

**9. Disappearance Investigation Expenses** means the reasonable and necessary investigation expenses of the Crisis Response firm specified in ITEM 9 of the SCHEDULE to investigate a **Disappearance Event**.

**10. Express Kidnapping** means the actual or attempted abduction and holding of an **Insured Person** against such Insured Person's will where **Personal Belongings** and/or readily available assets of the captive person are surrendered by the captive person in exchange for his or her release.

**11. Extortion means**

**1) a threat, communicated directly or indirectly to the Insured or to an Insured Person by a person or persons who demand a Ransom as a condition for not carrying out such a threat, to:**

**(a) Kill, injure, or Kidnap an Insured Person; or**

**(b) Cause physical damage to or loss of Property, including:**

**(i) The pollution, contamination or alteration of stock and/or raw materials and/or finished goods;**

**(ii) The dissemination of Publicity to the effect that the Insured's products will be or have been contaminated, polluted or altered;**

**(iii) The dissemination, divulgence, or utilisation of Trade Secrets; or**

**2) a Cyber extortion**

**12. Guest means:**

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- (a) Any customer or invitee of the Insured while on the premises of the Insured or while traveling with a person identified in ITEM 2 of the SCHEDULE; or
  - (b) Any person while accompanying a person identified in ITEM 2 of the SCHEDULE in a motor vehicle, aircraft, watercraft, train or railcar or any other form of public or private transportation; or
  - (c) Any person while in the home of a person identified in ITEM 2 of the SCHEDULE to whom the Insured and/or a person identified in ITEM 2 of the SCHEDULE has extended hospitality without compensation; or
  - (d) Any person temporarily employed for the purpose of negotiating and/or delivering a Ransom; or
  - (e) Any person normally resident or employed in the home of a person identified in ITEM 2 of the SCHEDULE.
13. **Hijacking** means the attempted or actual illegal holding of an **Insured Person** against such **Insured Person's** will on board an aircraft, watercraft, motor vehicle, train, railcar, or any other form of public or private transportation.
14. **Informant** means any person providing information not otherwise obtainable through any other means.

**15. Insured means:**

- (a) The individual or company designated in ITEM 1 of the SCHEDULE; and, where applicable,
- (b) Any Subsidiary existing at the Inception Date stated in ITEM 4(a) of the SCHEDULE or created thereafter; and
- (c) Any Subsidiary acquired after the Inception Date stated in ITEM 4(a) of the SCHEDULE, provided that
  - (i) no similar insurance is in existence for such newly acquired Subsidiary; and

(ii) at the time of acquisition, the total assets do not exceed 10% of the total assets of the company designated in ITEM 1 of the SCHEDULE as reported in the latest financial statement thereof.

If the total assets exceed 10% of the total assets of the company designated in ITEM 1 of the SCHEDULE, then coverage hereunder shall be amended to include as Insured the newly acquired Subsidiary for a period of ninety (90) days from the effective date of acquisition, provided that no similar insurance is in existence for such newly acquired Subsidiary. If coverage is desired beyond the ninety (90) day period, written notice must be given to the Insurer and inclusion specifically endorsed on the Policy.

16. **Insured Event** means any of the events listed under COVERED EVENTS (A).

17. **Insured Loss** means any of the losses and expenses listed under COVERED LOSSES AND EXPENSES (B).

18. **Insured Persons** means:

(a) Any natural person identified in ITEM 2 of the SCHEDULE; and

(b) Any Relative; and

(c) Any Guest

19. **Insurer** means Raheja QBE General Insurance Co Ltd.

20. **Kidnap or Kidnapping** means the actual, alleged, or attempted abduction and holding of an **Insured Person** against such Insured Person's will by a person or persons who demand a **Ransom** specifically from the assets of an **Insured or Insured Person** in exchange for the release of the captive person.

21. **Legal Liability** means the amount of any legal fees, final judgements and settlements that the Insured or Insured Persons are legally obliged to pay as a result of litigation against such Insured or Insured Person based on or arising out of an Insured Event.
22. **Personal Belongings** means monies and/or property of monetary value that:
- (a) are being carried or transported by the victim when an **Express Kidnapping, Kidnapping, Hijacking, or Detention first occurs; and**
  - (b) are surrendered during the course of an **Express Kidnapping, Kidnapping, Hijacking, or Detention.**
23. **Property** means all real and personal property owned, controlled, or leased by the **Insured** or **Insured Persons**, or for which the **Insured** or **Insured Person** is legally liable, including but not limited to, **Trade Secrets**, fixtures, fittings, machinery and electronic data processing equipment and other contents.
24. **Publicity** means the reporting in local, regional, national or international media, including but not limited to, radio, television, newspapers, magazines or the Internet.
25. **Ransom** means monies and/or other consideration of monetary value that are surrendered or to be surrendered by or on behalf of any Insured or Insured Person to meet the demand of the perpetrator(s) of an Express Kidnapping, Kidnapping, Extortion, Hijacking or Detention in exchange of putting an end thereto.
26. **Recall Expenses** means any reasonable and necessary expenses incurred by the Insured to recall and/or destroy products manufactured or distributed by the Insured arising solely and directly out of an Extortion in the sense of DEFINITION 11(b)(i) or 11(b)(ii).
27. **Relative** means the spouse, domestic partner, common-law spouse, siblings, brothers-in-law, sisters-in-law, fiancé, fiancée, aunts, uncles, nieces, nephews, living ancestors, step-parents, step-siblings, parents-in-law, lineal descendants, adopted children, foster children, or step-children of any natural person identified in ITEM 2 of the SCHEDULE.
28. **Salary** means the direct compensation, including but not limited to, bonuses and allowances for

personal services rendered, including foreign tax reimbursements, cost of living adjustments and the cost of any health, welfare or pension benefits, and will be based upon the rate of compensation being paid at the time of the **Insured Event**.

**29. Subsidiary** means any entity in which the company designated in ITEM 1 of the SCHEDULE directly or indirectly owns more than 50% of the voting stock.

**30. Threat Event** means a threat in the absence of a Ransom demand made by a person or persons to commit or attempt to:

- (a) Inflict bodily harm to, wrongfully abduct, or detain an **Insured Person**;
- (b) Damage, destroy, or contaminate **Property**; or
- (c) Disseminate, divulge, or utilise **Trade Secrets**.

**31. Threat Response Expense** means the reasonable and necessary costs of a threat assessment and the temporary protection of the threatened **Insured**, **Insured Person** or **Property** provided by the Crisis Response firm specified in ITEM 9 of the SCHEDULE solely and directly as a result of a **Threat Event**.

**32. Trade Secret means:**

- (a) Any confidential or proprietary information of the **Insured**; and/or
- (b) A formula, pattern, compilation, program, device, method, technique, or process, which is used in the **Insured's** business, that derives from not being generally known to, and not being readily ascertainable by proper means by persons other than **Insured Persons**, who can obtain economic value from its disclosure or use and, further, is the subject of reasonable efforts under the circumstances to maintain its secrecy.

**33. Transit Loss** means the actual damage, destruction, disappearance, confiscation, or wrongful abstraction of a Ransom while being conveyed or transported by an Insured Person or any person who is authorised by the Insured or Insured Persons to have custody thereof.

## 5. EXCLUSIONS

Cover under this Policy does not apply to any Insured Losses arising out of, attributable to, or involving directly or indirectly any of the following

### 1. THEFT AND ROBBERY

- (a) The surrender of **Personal Belongings** at the time and location where an **Express Kidnapping, Kidnapping, Hijacking or Detention** first occurs.
- (b) The surrender of a **Ransom**:
  - (i) That is being carried by, transported by or otherwise in the possession of an **Insured Person** at the time an **Express Kidnapping, Kidnapping, Hijacking or Detention** first occurs; or
  - (ii) At the location where an **Express Kidnapping, Kidnapping, Hijacking or Detention** first occurs, unless brought to such location for the sole purpose of conveying a previously communicated **Ransom** demand

### 2. CONDUCT

Any **Express Kidnapping, Kidnapping, Hijacking or Extortion** as a result of fraudulent, dishonest or criminal act(s) by an **Insured Person** or authorised representative of the **Insured** or **Insured Person** (whether acting alone or in collusion with others) unless the person authorising the **Ransom** payment had, prior to payment, made every reasonable attempt to determine that the **Ransom** demand was genuine

### 3. PRODUCT-INDUCED BODILY INJURY AND PROPERTY DAMAGE

Any bodily injury, sickness, disease, or death of any person or animal, or damage to or destruction of any property, including loss of use thereof, arising out of the use or disposal (whether incurring covered **Recall Expenses** or otherwise) of any products manufactured or distributed by the **Insured**

#### 4. CONTRIBUTED DETENTION

Any **Detention** resulting from:

- (a) Any violation or alleged violation of the criminal laws of the host country by the **Insured**, provided that said violation would also be considered a violation of the laws of the country in which the **Insured's** headquarters are located, had said violation or alleged violation been committed there; or
- (b) Any violation or alleged violation of the criminal laws of the host country by the **Insured Person**, provided that said violation would also be considered a violation of the laws of the country in which the **Insured Person** is a national, had said violation or alleged violation been committed there; or
- (c) Failure of the **Insured** or an **Insured Person** to maintain and possess duly authorised and issued required documents and visas.

However, this exclusion does not apply if the **Insurer** determines that allegations of such violations or failures were intentionally false, fraudulent and malicious and made solely to achieve a political, propaganda, and/or coercive effect upon or at the expense of the **Insured** or an **Insured Person**.

#### 6. CONDITIONS

##### 1. POLICY PERIOD

This Policy shall become effective upon the Inception Date stated in ITEM 4(a) of the SCHEDULE, at 12:01 A.M. standard time at the address of the **Insured** stated in the SCHEDULE. thereof and shall continue in force, unless cancelled in accordance with CONDITION 12 below, until the Expiration Date stated in ITEM 4(b) of the SCHEDULE.

##### 2. LIMITS OF LIABILITY:

###### (a) Limit per **Insured Event** or **Additional Covered Event**:

With respect to **Insured Losses** or **Additional Covered Event Expenses** or any combination thereof as set forth in Section 3 COVERED LOSSES AND EXPENSES, the **Insurer's** total liability arising out of any **Insured Event** or **Additional Covered Event** first occurring during the Policy Period shall not exceed the amounts stated in ITEM 6, ITEM 7 or ITEM 12 (if applicable) of the SCHEDULE.

For the avoidance of doubt

- (i) Any Limit of Liability or Sub-limit stated in the SCHEDULE per **Insured Event or Additional Covered Event** (or per event assimilated thereto by endorsement) is aggregate for all **Insureds** and/or **Insured Persons** and/ or victims involved in one same **Insured Event or Additional Covered Event**;
- (ii) Any Limit of Liability or Sub-limit stated in the SCHEDULE per **Insured Person** is for one same **Insured Event or Additional Covered Event**;
- (iii) Any Sub-Limit stated in the SCHEDULE is part of, and not in addition to, the Limit(s) of Liability stated in the same section of the SCHEDULE.

(b) Annual Aggregates:

The **Insurer's** total liability for **Insured Losses** and/or **Additional Covered Event Expenses** within a period of one year from the Inception date stated in ITEM 4(a) of the SCHEDULE shall not exceed the amount of any applicable Annual Aggregate stated in ITEM 6, ITEM 7 or ITEM 12 (as applicable) of the SCHEDULE.

In case the Policy Period stated in ITEM 4 of the SCHEDULE exceeds one year, Annual Aggregates will be replenished at each anniversary date of the Inception Date during the Policy Period.

The Annual Aggregate stated in ITEM 6(i) of the SCHEDULE for all Insured Losses shall not apply to Accidental Death and Dismemberment.

(c) Crisis Response Costs, Fees and Expenses:

Where the costs, fees and expenses of the Crisis Response firm specified in ITEM 9 of the SCHEDULE are provided, whether as part of **Insured Losses** or under any Endorsement, on an “unlimited” basis as per the SCHEDULE, they shall not be part of, and will be in addition to, any Limit of Liability per **Insured Person**, per **Insured Event** and/or per **Additional Covered Event**, and/or any Annual Aggregate specified for **Insured Losses** or under such Endorsement.

(d) Non-accumulation of Limits

In the event any **Insured or Insured Person** is covered by two or more Special Coverages Policies issued by the **Insurer**, at least one of which was issued to another **Insured or Insured Person**, it is agreed that the **Insurer's** aggregate liability for **Insured Losses and Additional Covered Event Expenses** sustained by any such **Insured or Insured Person** shall not be cumulative and shall in no event exceed the largest amount available under any one of the policies.

### 3. RANSOM DEDUCTIBLE

- (a) Subject to the applicable Limit(s) of Liability, the **Insurer** will be liable only for the amount of **Ransom** which exceeds the Deductible stated in ITEM 8 of the SCHEDULE. Such Deductible is to be borne by the **Insured** and remains uninsured hereunder.
- (b) A single Deductible amount shall apply to any single **Insured Event**.
- (c) No Deductible shall be applied against any **Insured Loss** or **Additional Covered Event Expenses** other than **Ransom**.

### 4. OTHER INSURANCE

Unless otherwise required by law, this insurance shall only apply in excess of any other valid and collectible insurance available to the **Insured** or **Insured Person**, whether such other insurance is stated to be primary, contributory, excess, contingent or otherwise, unless such other insurance is written only as specific excess insurance over the Limits of Liability provided in this Policy.

### 5. VALUATION

The **Insurer** shall not be liable for more than the actual cash value of any consideration at the time of its surrender. If **Insured Losses** and/or **Additional Covered Event Expenses** involve currency other than that of the country to which this Policy is issued, the **Insurer** shall not be liable for more than the equivalent of foreign currency based on the rate of exchange of the central bank having authority on the rate of the currency of the country to which the Policy is issued on the day the monies are surrendered and/or expenses incurred.

### 6. RECOVERIES AND SALVAGES

If the **Insured** or **Insured Person** shall sustain any **Insured Losses** and/or **Additional Covered Event Expenses** covered by this Policy, all recoveries and/or salvages (except from suretyship, insurance, reinsurance or indemnity taken by or for the benefit of the **Insurer**) on account of the **Insured Losses** and/or **Additional Covered Event Expenses**, less the actual cost of recovery, shall be distributed as follows unless otherwise required by law:

- (a) The **Insured** or **Insured Person** shall first be reimbursed for any **Insured Losses** and/or **Additional Covered Event Expenses** which exceeds the Limit of Liability provided by this Policy less any Deductible amount applicable to **Ransom**, the balance applied to reimbursement of the **Insurer** to the extent of its payment and any remainder paid to the **Insured** or **Insured Person**.

(b) If there are no **Insured Losses** or **Additional Covered Event Expenses** in excess of the Limit of Liability provided by this Policy, any such recoveries shall be distributed first in reimbursement to the **Insurer** to the extent of its payment and any remainder paid to the **Insured** or **Insured Person**.

## **7. NOTIFICATION**

Before surrendering a **Ransom**, the person authorising the surrender shall have notified or made every reasonable attempt to notify:

- (a) The local law enforcement agencies as soon as practicable bearing in mind the safety of the person(s) held or threatened; and
- (b) At least one other official of the **Insured** if the property to be surrendered is owned or held by the **Insured** or **Insured Person** or is property for which the **Insured** or **Insured Person** is legally liable

## **8. CHANGES**

Notice to any agent or knowledge possessed by any agent or other person acting on behalf of the **Insurer** shall not effect a waiver or a change in any part of this Policy or estop the **Insurer** from asserting any right under the terms of this Policy, nor shall the terms of this Policy be waived or changed, except by endorsement issued to form a part of this Policy.

## **9. ASSIGNMENT**

Assignment of interest under this Policy shall not bind the **Insurer** unless its consent is endorsed hereon in writing.

## **10. NOTICE OF OCCURRENCE**

Notice of an **Insured Event** and/or **Additional Covered Event** must be given to the Crisis Response firm identified in ITEM 9 of the SCHEDULE as soon as possible after any occurrence which may lead to **Insured Losses** and/or **Additional Covered Event Expenses** covered by this Policy

## **11. PROOF OF LOSS**

Written proof of any **Insured Losses** and/or **Additional Covered Event Expenses** must be furnished to RAHEJA QBE GENERAL INSURANCE COMPANY LIMITED

WING-A, 501-502, 5th Floor, Fulcrum, IA Project Rd, Sahar Village, Andheri East, Mumbai, Maharashtra 400059, within ninety (90) days after the **Insured or Insured Person** became aware or should have become aware of any **Insured Losses or Additional Covered Event Expenses**, or as soon as possible thereafter. This requirement applies equally to any **Insured Losses or Additional Covered Event Expenses** discovered after the expiry of the Policy Period

## **12. CANCELLATIONS**

This Policy may be cancelled:

- (a) by the **Insured** by mailing to the **Insurer** written notice stating when thereafter such cancellation shall be effective; or
- (b) by the **Insurer** only for non-payment of premium by mailing to the **Insured** written notice stating when, not less than thirty (30) days thereafter, such cancellation shall be effective.

This mailing shall be sufficient notice and the effective date of cancellation stated in the notice shall become the end of the Policy Period. Electronic delivery of such written notice by the **Insured** or the **Insurer** shall be equivalent to mailing. If cancelled by the **Insured**, the **Insurer** shall retain the pro-rata proportion of the premium.

If cancelled by the Insured, the Insurer shall retain the pro-rata proportion of the premium

## **13. COOPERATION**

In the event of any **Insured Event, Additional Covered Event, Insured Losses** and/or **Additional Covered Event Expenses**, the **Insured** and **Insured Persons** shall cooperate with the **Insurer** in all matters relating to this insurance. This may include attending hearings and trials, obtaining the attendance of witnesses, securing and giving evidence, assisting in conducting arbitration or other proceedings

## **14. LEGAL LIABILITY**

As respects coverage provided in Section3(A)(d), Legal Liability, the Insured and/or Insured Person:

- (a) Shall not, except at their own cost, admit any liability, settle any claim, or incur any costs or expenses, without the prior authorisation of the **Insurer**; and
- (b) Shall cooperate with the **Insurer** in conducting the defence or in negotiating the settlement of any suit.

Furthermore, legal fees incurred by the **Insurer** (or by the **Insured or Insured Person** with prior authorization of the Insurer) in defending litigation based on or arising out of an Insured Event will be payable in addition to the Limit of Liability for **Legal Liability**. However, if the total amount of final judgments and settlements exceeds the Limit of Liability for Legal Liability, the Insurer's Limit of Liability for legal fees will not exceed the proportion to which the Limit of Liability for **Legal Liability** bears to the total of such final judgments and settlements

## 15. SUBROGATION

In the event of any payment under this Policy, the **Insurer** shall be subrogated to all of the **Insured's** or **Insured Person's** rights of recovery against any person or organisation and the **Insured** and/or **Insured Person** shall execute and deliver instruments and papers and do whatever else is necessary to secure such rights

## 16. LEGAL ACTIONS UNDER THE POLICY

Unless otherwise required by applicable law, no action at law or in equity shall be brought to recover under this Policy:

- (a) after thirty-six (36) months following the conclusion of an **Insured Event** or **Additional Covered Event**; or
- (b) if written proof of loss has not been furnished in accordance with the requirements of CONDITION 11 (PROOF OF LOSS) of this Policy.

## 17. APPLICABLE LAW AND JURISDICTION

This Policy is to be governed by, and its terms are to be construed in accordance with, the applicable law stated in ITEM 11(a)of the SCHEDULE. Any dispute or difference arising under or in respect of this Policy is to be subject to and determined within the exclusive jurisdiction stated in ITEM 11(b)of the SCHEDULE.

## 18. CONFORMITY WITH LAW

Any provision of this Policy which, on its effective date, is in conflict with the laws of the country in which this Policy was issued is hereby amended to conform to the minimum requirements of such laws.

#### **19. CONFIDENTIALITY**

The Insured and Insured Persons must at all times use best efforts to ensure that knowledge of the existence of this insurance is restricted as far as possible.

#### **20. TRADE SANCTIONS**

This Policy does not apply to the extent any applicable trade or economic sanctions, or other laws or regulations prohibit the **Insurer** from providing insurance, including, but not limited, to the payment of claims.

#### **21. PERSONAL DATA PROTECTION**

The Insured is hereby informed that all personal data, including all data provided in this document and all subsequent data provided by the Insured related to the fulfilment of the insurance contract, will be used for the management of your insurance contract and for the needs of our insurance activities.

The Insured hereby provides its express consent for the data to be transferred to appropriate third parties such as other insurers or reinsurers, insurance and reinsurance brokers, regulatory authorities for co-insurance, reinsurance, portfolio assignment or management or for the adoption of anti-fraud measures purposes.

Should the Insured provide Raheja QBE General Insurance Co. Ltd, with information related to the Insured, any damaged parties or any third person, the Insured hereby declares that all the data related to the Insured, the damaged parties or any third person given to the Insurer have been provided by them, and that the Insured, the damaged parties or any third person have provided their consent for their data to be transferred by the Insured to the Insurer for the fulfilment of the insurance contract in the terms established in this clause.

#### **22. Grievance Redressal**

If You have a grievance about any matter relating to the Policy, or Our decision on any matter, or the claim, you can address Your grievance as follows:

**a) Our Grievance Redressal Officer**

You can send Your grievance in writing by post or email to Our Grievance Redressal Officer at the following address:

The Grievance Cell, Raheja QBE General Insurance Co. Ltd., WING-A, 501-502,

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Kidnap And Ransom Insurance

UIN IRDAN141CPLB0001V01202526

**RAHEJA QBE GENERAL INSURANCE COMPANY LIMITED**

WING-A, 501-502, 5th Floor, Fulcrum, IA Project Rd, Sahar Village, Andheri East, Mumbai, Maharashtra 400059

**Tel:** +91 22 022-69155050    **Website:** [www.rahejqbe.com](http://www.rahejqbe.com)

**Email:** [customercare@rahejaqbe.com](mailto:customercare@rahejaqbe.com)

**Corporate Identity Number:** U66030MH2007PLC173129

**IRDA Reg. No.** 141

5th Floor, Fulcrum, IA Project Rd, Sahar Village, Andheri East, Mumbai, Maharashtra 400059 or  
Call us 24\*7 toll free helpline **1800-102-7723** or  
Email us at **complaintsofficer@rahejqbe.com**

**b) Consumer Affairs Department of IRDAI**

- i) In case it is not resolved or if You are unhappy with the resolution. You can approach the Grievance Redressal Cell of the Consumer Affairs Department of IRDAI by calling Toll Free Number 155255 (or) 1800 4254 732 or sending an e-mail to [complaints@irdai.gov.in](mailto:complaints@irdai.gov.in).
- ii) You can call on Toll Free No. 155255 or 1800 4254 732. You can send the communication in physical form addressed to IRDAI as below:  
General Manager Insurance Regulatory and Development Authority of India(IRDAI)  
Policyholder's Protection & Grievance Redressal Department –  
Grievance Redressal Cell.  
Sy.No.115/1, Financial District, Nanakramguda, Gachibowli,  
Hyderabad – 500 032.
- iii) If You are not satisfied with Raheja QBE's redressal of the complaint/grievance through the above channel, You may approach the nearest Insurance Ombudsman for resolution of the grievance/complaint. The contact details of the Insurance Ombudsman offices have been provided as Annexure-I of Policy document.

**22. Appointment of arbitrators**

**Endorsement wordings**

**LOSS OF EARNINGS ENDORSEMENT**

The Insurer hereby agrees, subject to the terms, limitations and conditions set forth in this Endorsement and in the Policy, and subject to the Limits of Liability set forth in the SCHEDULE, to indemnify the Insured and/or Insured Persons for any Loss of Earnings incurred directly and solely as a result of an Insured Event which first occurs during the Policy Period.

For the purposes of this Endorsement only, it is agreed that:

1. Section 3(A) COVERED LOSSES AND EXPENSES is amended to include Loss of Earnings in Insured Losses;

2. Section 4 DEFINITIONS is amended to include the following:

Loss of Earnings means (i) the reduction in net profit, (ii) plus payroll expenses, taxes, interest, rents and all other operating expenses earned and incurred by the business of the Insured,(iii) less charges and expenses which do not necessarily continue during the interruption of business, of the Insured, resulting from the necessary interruption of business following an Insured Event or as the result of an order by a civil authority to cease, wholly or in part, the Insured's business as a result of an Extortion in the sense of DEFINITION 11(b)in respect of Property contiguous to the Insured's premises.

ALL OTHER TERMS AND CONDITIONS OF THE POLICY REMAIN UNCHANGED.

**CYBER EXCLUSION ENDORSEMENT**

It is hereby agreed that cover under this Policy does not apply to any Insured Losses arising out of, attributable to, or involving directly or indirectly Cyber Extortion.

Therefore, for the purposes of this Endorsement only, it is agreed that:

1. DEFINITION 11 is deleted in its entirety and replaced with the following:

Extortion means a threat, communicated directly or indirectly to the Insured or to an Insured Person by a person or persons who demand a Ransom as a condition for not carrying out such a threat, to:

- (a) Kill, injure, or Kidnap an Insured Person; or
- (b) Cause physical damage to or loss of Property, exclusively through:
  - (i) The pollution, contamination or alteration of stock and/or raw materials and/or finished goods;
  - (ii) The dissemination of Publicity to the effect that the Insured's products will be or have been contaminated, polluted or altered;
  - (iii) The dissemination, divulgence, or utilisation of Trade Secrets.

**2. DEFINITION 23 is deleted in its entirety and replaced with the following:**

Property means all real and personal property owned, controlled, or leased by the Insured or Insured Persons, or for which the Insured or Insured Person is legally liable, including but not limited to, Trade Secrets, fixtures, fittings, machinery.

**3. SECTION 5 EXCLUSIONS is amended to include the following: UNAUTHORIZED COMPUTER INSTRUCTIONS**

Any threat, communicated directly or indirectly to the Insured or to an Insured Person by a person or persons who demand a Ransom as a condition for not carrying out such a threat, to cause physical damage or loss to Property, through the introduction of unauthorized instructions that are designed to alter, damage, or destroy information within a computer system, including those that are self-replicating or self-propagating and are designed to contaminate computer programs or computer data, consume system resources, or usurp the normal operation of the computer system.

**LOSS OF ELECTRONIC DATA**

Any loss, damage, destruction, distortion, erasure, corruption or alteration of Electronic Data from any cause whatsoever (including but not limited to Computer Virus) or loss of use, reduction in functionality, cost, expense of whatsoever nature resulting therefrom, regardless of any other cause or event contributing concurrently or in any other sequence to the loss.

**4. Section 4 DEFINITIONS, is amended to include the following :**

Electronic Data shall mean facts, concepts and information converted to a form useable for communications, interpretation or processing by electronic and electromechanical data processing or electronically controlled equipment and includes programs, software and other coded instructions for the processing and manipulation of data or the direction and manipulation of such equipment.

Computer Virus shall mean a set of corrupting, harmful or otherwise unauthorized instructions or code including a set of maliciously introduced unauthorized instructions or code, programmatic or otherwise, that propagate themselves through a computer system or network of whatsoever nature. Computer virus includes but is not limited to 'Trojan Horses', 'worms' and 'time or logic bombs'.

**ALL OTHER TERMS AND CONDITIONS OF THE POLICY REMAIN UNCHANGED.**

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Kidnap And Ransom Insurance  
UIN IRDAN141CPLB0001V01202526  
**RAHEJA QBE GENERAL INSURANCE COMPANY LIMITED**  
WING-A, 501-502, 5th Floor, Fulcrum, IA Project Rd, Sahar Village, Andheri East, Mumbai, Maharashtra 400059  
Tel: +91 22 022-69155050 Website: [www.rahejqbe.com](http://www.rahejqbe.com) Email: [customercare@rahejaqbe.com](mailto:customercare@rahejaqbe.com)  
Corporate Identity Number: U66030MH2007PLC173129 IRDA Reg. No. 141

## ENHANCED TRAVEL SECURITY EVACUATION ENDORSEMENT

The **Insurer** hereby agrees, subject to the terms, limitations and conditions set forth in this Endorsement and in the Policy, and subject to the Limits of Liability set forth in ITEM 12.1 of the SCHEDULE, to indemnify the **Insured** and/or **Insured Persons** for any **Travel Security Expenses** incurred directly and solely as a result of a **Travel Security Evacuation** which first occurs during the Policy Period.

For the purposes of this Endorsement only, it is agreed that:

1. Section 2(B) COVERED EVENTS is amended to include **Travel Security Evacuation** in **Additional Covered Events**.
2. Section 3(B) COVERED LOSSES AND EXPENSES is amended to include **Travel Security Expenses** in **Additional Covered Event Expenses**.
3. Section 4 DEFINITIONS is amended to include the following:

**Travel Security Evacuation** means a **Repatriation** necessitated by:

- (a) Officials of the **Resident Country** issuing, for security related reasons, a recommendation that categories of persons which include **Insured Persons** should leave the country in which **Insured Persons** are travelling; or
- (b) An **Insured Person** being expelled or declared 'persona non grata' on the written authority of the recognised government of the country of travel; or
- (c) The wholesale seizure, confiscation or expropriation of the property, plant and equipment of the **Insured**; or
- (d) The **Insured** and the Crisis Response firm specified in ITEM 9 of the SCHEDULE agreeing that, for security related reasons, **Insured Persons** should leave the country.

**Travel Security Expenses** means expenses and costs incurred by the **Insured** or **Insured Person** as a result of a **Travel Security Evacuation** and shall be limited to:

- (a) Repatriation Costs consisting of:

- (i) reasonable costs of an **Insured Person** to travel to the nearest place of safety or to the **Resident Country**; and

- (ii) reasonable accommodation costs of an **Insured Person**, while he or she is the subject of a **Travel Security Evacuation**, for a maximum of seven (7) days,  
up to the Sub-Limit stated in ITEM 12.2(a) of the SCHEDULE; and
- (b) Personal effects left behind and irretrievably lost by the evacuated **Insured Person**, up to the Sub-Limit stated in ITEM 12.2(b) of the SCHEDULE; and
- (c) Fees and expenses of the Crisis Response firm specified in ITEM 9 of the SCHEDULE, up to the Sub-Limit stated in ITEM 12.2(c) of the SCHEDULE; and
- (d) Fees and expenses of any alternate security consultants with prior approval by the **Insurer**.

**Repatriation** means the return of an **Insured Person**, or his or her remains in the event of death, to the **Resident Country**.

**Resident Country** means the country of which an **Insured Person** is a national or a legally authorised resident

4. Section 5 EXCLUSIONS is amended to include the following:

This Policy does not apply to any **Travel Security Expenses** sustained by the

**Insured** and/or **Insured Person** arising from or attributable to:

1. A violation by the **Insured** or **Insured Person** of the laws or regulations of the country in which the **Travel Security Evacuation** takes place.

2. The failure of the **Insured** or **Insured Person** to properly procure or maintain immigration, work, residence, or similar type visas, permits, or documents.

3. A debt, insolvency, commercial failure, or repossession of any property by a title holder or any other financial cause.

4. The failure of the **Insured** or **Insured Person** to honour any contractual obligation or bond or to adhere to any condition(s) in a license.

5. **Insured Persons** who are nationals of the country from which the **Travel Security Evacuation** takes place.

6. Natural disasters including, but not limited to, earthquake, flood, fire, famine, volcanic eruption and windstorm.

7. Ionising radiations or contamination by radio activity from any irradiated nuclear fuel or from any nuclear waste from the combustion of nuclear fuel.

8. The radioactive, toxic, explosive or other hazardous properties of any nuclear assembly or nuclear component thereof.

9. A **Repatriation** from an excluded country as stated in ITEM 12.3 of the SCHEDULE.

5. Section 6 CONDITIONS is amended to include the following: As respects **Travel Security Evacuations** only: (a) Any covered travel costs and/or expenses shall be indemnified to the **Insured** and/or **Insured Persons** solely up to the costs of transportation by economy class fares of any licensed common carrier operating from a published timetable, unless unavailable or clearly impractical, or unless travel by any other class of service is essential to ensure the safety of an **Insured Person**.

(b) Coverage shall apply once per **Insured Person** per **Travel Security Evacuation**.

ALL OTHER TERMS AND CONDITIONS OF THE POLICY REMAIN UNCHANGED.

**Annexure – I**

| <b>Office of the Ombudsman</b> | <b>Contact Details</b>  | <b>Jurisdiction</b>                           |
|--------------------------------|---|---|
| Ahmedabad                      | Office of the Insurance Ombudsman,<br>Jeevan Prakash Building, 6th floor,<br>Tilak Marg, Relief Road,<br>Ahmedabad – 380 001.<br>Tel.: 079 - 25501201/02/05/06<br>Email: <a href="mailto:bimalokpal.ahmedabad@ecoi.co.in">bimalokpal.ahmedabad@ecoi.co.in</a>   | Gujarat, Dadra & Nagar Haveli, Daman and Diu. |
| Bengaluru                      | Office of the Insurance Ombudsman,<br>Jeevan Soudha Building,PID No. 57-27-N-19<br>Ground Floor, 19/19, 24th Main Road,<br>JP Nagar, 1st Phase,<br>Bengaluru – 560 078.<br>Tel.: 080 - 26652048 / 26652049<br>Email: <a href="mailto:bimalokpal.bengaluru@ecoi.co.in">bimalokpal.bengaluru@ecoi.co.in</a> | Karnataka.                                    |
| Bhopal                         | Office of the Insurance Ombudsman,<br>Janak Vihar Complex, 2nd Floor,<br>6, Malviya Nagar, Opp. Airtel Office,<br>Near New Market,<br>Bhopal – 462 003.<br>Tel.: 0755 - 2769201 / 2769202<br>Fax: 0755 - 2769203<br>Email: <a href="mailto:bimalokpal.bhopal@ecoi.co.in">bimalokpal.bhopal@ecoi.co.in</a> | Madhya Pradesh and Chhattisgarh               |
| Bhubaneshwar                   | Office of the Insurance Ombudsman,<br>62, Forest park,<br>Bhubneshwar – 751 009.<br>Tel.: 0674 - 2596461 /2596455<br>Fax: 0674 - 2596429<br>Email: <a href="mailto:bimalokpal.bhubaneswar@ecoi.co.in">bimalokpal.bhubaneswar@ecoi.co.in</a>   | Orissa.                                       |

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| Chandigarh | Office of the Insurance Ombudsman,<br>S.C.O. No. 101, 102 & 103, 2nd Floor,<br>Batra Building, Sector 17 – D,<br>Chandigarh – 160 017.<br>Tel.: 0172 - 2706196 / 2706468<br>Fax: 0172 - 2708274<br>Email: <a href="mailto:bimalokpal.chandigarh@ecoi.co.in">bimalokpal.chandigarh@ecoi.co.in</a> | Punjab, Haryana,<br>Himachal Pradesh,<br>Jammu & Kashmir and<br>Chandigarh.                                  |
| Chennai    | Office of the Insurance Ombudsman,<br>Fatima Akhtar Court, 4th Floor, 453,<br>Anna Salai, Teynampet,<br>CHENNAI – 600 018.<br>Tel.: 044 - 24333668 / 24335284<br>Fax: 044 - 24333664<br>Email: <a href="mailto:bimalokpal.chennai@ecoi.co.in">bimalokpal.chennai@ecoi.co.in</a>                  | Tamil Nadu and<br>Pondicherry Town and<br>Karaikal (which are part<br>of Union Territory of<br>Pondicherry). |
| Delhi      | Office of the Insurance Ombudsman,<br>2/2 A, Universal Insurance Building,<br>Asaf Ali Road,<br>New Delhi – 110 002.<br>Tel.: 011 - 23232481/23213504<br>Email: <a href="mailto:bimalokpal.delhi@ecoi.co.in">bimalokpal.delhi@ecoi.co.in</a>   | Delhi.   |
| Guwahati   | Office of the Insurance Ombudsman,<br>Jeevan Nivesh, 5th Floor,<br>Nr. Panbazar over bridge, S.S. Road,<br>Guwahati – 781001(ASSAM).<br>Tel.: 0361 - 2632204 / 2602205<br>Email: <a href="mailto:bimalokpal.guwahati@ecoi.co.in">bimalokpal.guwahati@ecoi.co.in</a>                              | Assam, Meghalaya,<br>Manipur, Mizoram,<br>Arunachal Pradesh,<br>Nagaland and Tripura.                        |
| Hyderabad  | Office of the Insurance Ombudsman,<br>6-2-46, 1st floor, "Moin Court",<br>Lane Opp. Saleem Function Palace,<br>A. C. Guards, Lakdi-Ka-Pool,<br>Hyderabad - 500 004.<br>Tel.: 040 - 67504123 / 23312122   | Andhra Pradesh,<br>Telangana, Yanam and<br>part of the Territory of<br>Pondicherry.                          |

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|-----------|--|---|
|           | Fax: 040 - 23376599<br>Email: <a href="mailto:bimalokpal.hyderabad@ecoi.co.in">bimalokpal.hyderabad@ecoi.co.in</a>   |   |
| Jaipur    | Office of the Insurance Ombudsman,<br>Jeevan Nidhi – II Bldg., Gr. Floor,<br>Bhawani Singh Marg,<br>Jaipur - 302 005.<br>Tel.: 0141 - 2740363<br>Email: <a href="mailto:Bimalokpal.jaipur@ecoi.co.in">Bimalokpal.jaipur@ecoi.co.in</a>   | Rajasthan.  |
| Ernakulam | Office of the Insurance Ombudsman,<br>2nd Floor, Pulinat Bldg.,<br>Opp. Cochin Shipyard, M. G. Road,<br>Ernakulam - 682 015.<br>Tel.: 0484 - 2358759 / 2359338<br>Fax: 0484 - 2359336<br>Email: <a href="mailto:bimalokpal.ernakulam@ecoi.co.in">bimalokpal.ernakulam@ecoi.co.in</a>   | Kerala, Lakshadweep,<br>Mahe-a part of<br>Pondicherry.  |
| Kolkata   | Office of the Insurance Ombudsman,<br>Hindustan Bldg. Annexe, 4th Floor,<br>4, C.R. Avenue,<br>KOLKATA - 700 072.<br>Tel.: 033 - 22124339 / 22124340<br>Fax : 033 - 22124341<br>Email: <a href="mailto:bimalokpal.kolkata@ecoi.co.in">bimalokpal.kolkata@ecoi.co.in</a>                | West Bengal, , Sikkim,<br>and Andaman and<br>Nicobar Islands.   |
| Lucknow   | Office of the Insurance Ombudsman,<br>6th Floor, Jeevan Bhawan, Phase-II,<br>Nawal Kishore Road, Hazratganj,<br>Lucknow - 226 001.<br>Tel.: 0522 - 2231330 / 2231331<br>Fax: 0522 - 2231310<br>Email: <a href="mailto:bimalokpal.lucknow@ecoi.co.in">bimalokpal.lucknow@ecoi.co.in</a> | Districts of Uttar<br>Pradesh:<br><br>Laitpur, Jhansi, Mahoba,<br>Hamirpur, Banda,<br>Chitrakoot, Allahabad,<br>Mirzapur, Sonbhadra,<br>Fatehpur, Pratapgarh,<br>Jaunpur, Varanasi,<br>Gazipur, Jalaun, Kanpur,<br>Lucknow, Unnao,<br>Sitapur, Lakhimpur, |

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|        |  | Bahraich, Barabanki,<br>Raebareli, Saranpur,<br>Gonda, Faizabad,<br>Amethi, Kaushambi,<br>Balrampur, Basti,<br>Ambedkarnagar,<br>Sultanpur,<br>Maharajgang,<br>Santkabirnagar,<br>Azamgarh, Kushinagar,<br>Gorkhpur, Deoria, Mau,<br>Ghazipur, Chandauli,<br>Ballia, Sidharathnagar.   |
| Mumbai | Office of the Insurance Ombudsman,<br>3rd Floor, Jeevan Seva Annexe,<br>S. V. Road, Santacruz (W),<br>Mumbai - 400 054.<br>Tel.: 022 - 26106552 / 26106960<br>Fax: 022 - 26106052<br>Email: <a href="mailto:bimalokpal.mumbai@ecoi.co.in">bimalokpal.mumbai@ecoi.co.in</a>                 | Goa, Mumbai<br>Metropolitan Region<br>excluding Navi Mumbai<br>& Thane   |
| Noida  | Office of the Insurance Ombudsman,<br>Bhagwan Sahai Palace<br>4th Floor, Main Road,<br>Naya Bans, Sector 15,<br>Distt: Gautam Buddh Nagar,<br>U.P-201301.<br>Tel.: 0120-2514250 / 2514252 / 2514253<br>Email: <a href="mailto:bimalokpal.noida@ecoi.co.in">bimalokpal.noida@ecoi.co.in</a> | State of Uttaranchal and<br>the following Districts of<br>Uttar Pradesh:<br><br>Agra, Aligarh, Bagpat,<br>Bareilly, Bijnor, Budaun,<br>Bulandshehar, Etah,<br>Kanooj, Mainpuri,<br>Mathura, Meerut,<br>Moradabad,<br>Muzaffarnagar, Oraiyya,<br>Pilibhit, Etawah,<br>Farrukhabad, Firozbad,<br>Gautambodhanagar,<br>Ghaziabad, Hardoi,<br>Shahjahanpur, Hapur, |

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|       |  | Shamli, Rampur,<br>Kashganj, Sambhal,<br>Amroha, Hathras,<br>Kanshiramnagar,<br>Saharanpur. |
| PATNA | Office of the Insurance Ombudsman,<br>1st Floor, Kalpana Arcade Building,,<br>Bazar Samiti Road,<br>Bahadurpur,<br>Patna 800 006.<br>Tel.: 0612-2680952<br>Email: <a href="mailto:bimalokpal.patna@ecoi.co.in">bimalokpal.patna@ecoi.co.in</a>                     | Bihar, Jharkhand  |
| PUNE  | Office of the Insurance Ombudsman,<br>Jeevan Darshan Bldg., 3rd Floor,<br>C.T.S. Nos. 195 to 198,<br>N.C. Kelkar Road, Narayan Peth,<br>Pune – 411 030.<br>Tel.: 020-41312555<br>Email: <a href="mailto:bimalokpal.pune@ecoi.co.in">bimalokpal.pune@ecoi.co.in</a> | Maharashtra, Area of<br>Navi Mumbai and Thane<br>excluding Mumbai<br>Metropolitan Region    |