

## Burglary and Housebreaking Insurance

### Why Burglary and or Housebreaking Insurance?

Burglary and Housebreaking Insurance policy provides financial compensation against loss or damage to property contained in your premises by acts of Burglary and or Housebreaking.

### What is covered?

Raheja QBE's Burglary and/or Housebreaking Policy covers property contained in your premises, stocks/goods owned by you or held in trust and/or commission. It also covers cash, valuables, securities kept in a locked safe or cash box in locked steel cupboard on specific request.

It covers the property against loss/damage by burglary/house breaking. It also covers damage to your premises caused by burglars during burglary or attempts at burglary. The Policy pays actual loss/damage to your insured property caused by burglary/house breaking subject to the limit of Sum Insured. If Sum Insured is not adequate, Policy pays only proportionate loss. There is also a provision in the Policy to cover bulk items on 'first loss' basis wherein a percentage of total stock stored can be taken as that exposed to the risk of burglary and housebreaking. The premium is charged on this percentage selected only.

### What can be covered on payment of additional premium?

The Policy can be extended to cover Riot, Strike, Malicious Damage and Theft. Further, policies can be issued on declaration basis and on floater basis for stocks.

### What is not covered?

The Policy will not pay for loss/damage

- To goods held in trust/commission, jewellery, curios, title deeds, business books unless specifically insured.
- Recoverable under Fire/Plate glass insurance policy
- By abstraction from a safe using a key or duplicate key, unless it is obtained by violence or threat
- Due to shop lifting, acts involving you/your family members/ your employees
- Due to War perils, Riot & Strike ( covered by payment of additional premium), Acts of God, Nuclear perils

The details furnished above do not constitute the entire terms and conditions. For details please refer to our Policy document.

### What to do in the event of a claim?

- Initiate Loss minimization measures.
- Call Raheja QBE Call Centre on Toll Free No: 1800-102-7723 OR
- Report claim on Raheja QBE's Website [www.rahejqabe.com](http://www.rahejqabe.com) OR
- Send Letter or Fax to Raheja QBE office
- Please provide necessary assistance to surveyor or company officials for finalization of loss.
- Ensure first-aid/medical help for the injured persons.
- Inform incident to Public Authorities.

#### RAHEJA QBE GENERAL INSURANCE COMPANY LIMITED

Windsor House, 5th Floor, CST Road Kalina, Santacruz (East), Mumbai - 400 098, India

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- Notify loss by email to [claims@rahejaqbe.com](mailto:claims@rahejaqbe.com) OR
- Raheja QBE will depute an IRDA licensed surveyor to attend to the loss
- Please furnish required documents and any clarifications that may be sought.

### **Duty of Disclosure:**

We rely on information that you provide while accepting your proposal for insurance cover .If that information is not accurate, we can reduce or deny any claim you may make or cancel your policy. We never want to have to do that, so you must answer honestly, correctly and completely the questions asked.

### **Dispute Resolution:**

Raheja QBE will take all steps to meet your expectations from this policy. However it is possible, that there could be a complaint relating to any of the following:

- Any partial or total repudiation of claims by the insurance companies
- Dispute on the legal construction of the policy wordings in case such dispute relates to claims
- Delay in settlement of claims
- Non-issuance of any insurance document to customers after receipt of premium
- Dispute with regard to premium paid or payable in terms of the policy

For resolution of such complaints RQBE has developed a Grievance Redressal mechanism.

At your request, the Dispute will be considered afresh by the Grievance Redressal Committee of RQBE. If you are not satisfied with the decision of the Grievance Redressal Committee you may refer your case to the Insurance Ombudsman\*. Please call RQBE offices to ascertain if you are eligible for such a reference.

\* The insurance Ombudsman is empowered to receive and consider complaints in respect of personal lines of insurance from any person who has any grievance against an insurer

### **Product Information Statement:**

This Product Information Statement is intended to facilitate an easier understanding of the policy terms, conditions and exclusions. It only gives a summary of the significant benefits and risks associated with this product. The policy attached with this statement represents the legal contract between yourself and Raheja QBE General Insurance Co. Ltd and should be seen for complete details.

If you need any clarification on coverage please call your nearest RQBE office or your insurance advisor.

### **Important Note:**

The details furnished above are only a summary of product features and do not describe the entire terms, conditions and exclusions of the Policy. For further details or clarifications on the Policy, contact RQBE officials or your insurance advisor. We shall be pleased to furnish further details.

## **SECTION 41 OF 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 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 published prospectuses or tables of the Insurer.

Any person making default in complying with the provisions of this section shall be punishable with fine, which may extend to Five Hundred Rupees.

**Insurance is the subject matter of solicitation.**