

SHOP INSURANCE – POLICY HANDGUIDE



Following are the policy features of Shop Insurance:

PARTICULARS	POLICY FEATURES
Sum Insured	Upto 5 Lakhs
Policy Period	1 Year
Scope	Battery swapping stations
Insurance Partner	ICICI Lombard General Insurance
Coverage	Fire & Allied Perils, Earthquake, Storm, Cyclone, Typhoon, Tempest, Hurricane, Tornado, Tsunami, Flood, Hailstorms, Inundation
Asset Covered	Building and Furniture & Fixtures
Excess / Deductible	5% of each and every claim subject to a minimum of Rs.10, 000/-

What is not covered?

- 1) Fire caused due to overheating due to increase in temperature
- 2) Basement risk
- 3) Goods held in trust
- 4) Theft
- 5) Burglary
- 6) Terrorist

SHOP INSURANCE – CLAIMS PROCESS AND DOCUMENTATION

Step 1: Claim Intimation

Inform/Report the incident on Claims Helpline No. (+91-90213 23456) or email us at care@bharatsure.com within 72 hours of the incident.

Provide the following information at the time of reporting:

Loss Description	Cause of Loss	Policy No.
Loss Date	Estimated Loss	Insured contact details

Bharatsure team will support you with a policy e-card copy in case you do not have it handy.

Sr. No.	Designation	Escalation Matrix
Level 1	Claims Helpline	Helpline No. +91 - 90213 23456 or email at care@bharatsure.com
Level 2	Claims Manager	Email to sakshi@bharatsure.com
Level 3	Program Manager	Email to ragini@bharatsure.com

Step 2: Claim Process

- Surveyor will be appointed within 5 days of receipt of intimation and visit the site to inspect the extent of damages.
- Surveyor will issue list of documents to be submitted within 3 days of site visit
- Documents to be submitted within 21 days of the surveyor intimation as mentioned in the following list:

Documents Required
<ul style="list-style-type: none"> • Incidence Note – How the loss happened • Photographs of the damage • Duly filled and signed claims form • Repairs Estimate and copy of repair bills • FIR report in case of burglary and Fire brigade report in case of fire • Meteorological report in case of flood or cyclone.

Step 3: Claim Settlement

- ICICI Lombard's in-house team will review the case and request any additional pending documents.
- Claims will be settled within 21 days of the valid submission.
- In case the documents are not received, multiple (3) reminders will be sent to the insured. Post that a closure notice will be sent to the insured and the claim will be closed without the payment.