

**RAHEJA QBE GENERAL INSURANCE COMPANY LIMITED**

Corporate Office: Fulcrum, 501 & 502, A wing, 5th Floor, International Airport project road, Sahar, Andheri East, Mumbai 400059

Toll Free number – 1800 102 7723 (9 am to 8 pm, Monday to Saturday)

Website: [www.rahejaqbe.com](http://www.rahejaqbe.com)

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

Number: U66030MH2007PLC173129,

IRDA Reg. No. 141

GSTIN - 27AADCR7145R1ZN (Mumbai Branch)

GST Service Code - 997139 [claims@rahejaqbe.com](mailto:claims@rahejaqbe.com)

## **Raheja QBE Homeowners Package policy Prospectus**

### ***Why Homeowners Package Insurance Policy?***

This package policy is designed to cater to the complete insurance requirements of Your Home Building, and/or Home Contents. A single policy offers comprehensive protection against several contingencies as detailed later.

### ***Introduction***

This prospectus gives basic information about the **Homeowners Package Policy** that You can purchase from Us, i.e. the Raheja QBE General Insurance Co. Ltd. The **Homeowners Package Policy** provides insurance cover for Your Home Building, and/or Home Contents.

In this Prospectus, You will find information about the following insurance covers:

#### **1. Fire and allied perils**

- a) **Home Building Cover, that covers any loss, damage or destruction of Your Home Building,**
- b) **Home Contents Cover, that covers articles or things in Your home,**
- c) **Optional Covers:**

#### **2. Burglary and Housebreaking**

#### **3. Machinery Breakdown**

#### **4. Electronic Equipment**

#### **5. All Risk**

### ***What the Policy covers?***

Raheja QBE's Homeowners Package Policy extends coverage against the following

- 1. Fire and allied perils
- 2. Burglary and Housebreaking
- 3. Machinery Breakdown
- 4. Electronic Equipment

### ***What the Policy does not cover?***

This policy does not provide coverage for losses or damages caused by or consequent to any of the following under any sections:

- |                                   |                     |
|-----------------------------------|---------------------|
| 1. Radioactive contamination      | 6. Wilful Act       |
| 2. War Risks                      | 7. Public Authority |
| 3. Sonic bangs                    | 8. Terrorism        |
| 4. Pollution and/or Contamination |                     |
| 5. Gradually occurring losses     |                     |

There are other specific exclusions pertaining to each section and the details furnished above are only General exclusions. For exclusion relating to specific sections please refer to our Policy document.

### ***Important Dos and Don'ts***

1.	<b>While filling up the Proposal Form</b>	<ul style="list-style-type: none"> <li>• Read the instructions in the proposal form carefully before filling up the details.</li> <li>• Understand the basis for arriving at the Sum Insured for both Home Building and Home Contents before filling up the details. This is given below in this Prospectus under the heading 'Sum Insured'. It is also explained in the Proposal Form.</li> <li>• Fill up the proposal form completely and answer all the questions truthfully.</li> </ul>
2.	<b>Your Obligations during the Policy Period</b>	<ul style="list-style-type: none"> <li>• Take care to prevent theft, loss or damage to Your Home Building and Home Contents.</li> <li>• Inform Us of any change in circumstances such as change of address, details of additions or alterations to Home Building etc.</li> <li>• Do not allow unauthorized persons to occupy Your Home Building.</li> </ul>
3.	<b>Your Obligations when You have a</b>	<ul style="list-style-type: none"> <li>• Initiate Loss minimization measures</li> </ul>

	<b>Claim</b>	<ul style="list-style-type: none"> <li>• Give notice of loss to Us, as required.</li> <li>• Inform the respective authorities, as required.</li> <li>• Call Raheja QBE Call Centre on Toll Free No: 1800-102-7723 OR Report claim on Raheja QBE's Website <a href="http://www.rahejaqbe.com">www.rahejaqbe.com</a> OR Send Letter or Fax to Raheja QBE office</li> <li>• Raheja QBE will depute an IRDA licensed surveyor to attend to the loss</li> <li>• Provide necessary assistance to surveyor or company officials for finalization of loss.</li> <li>• Make true and full disclosures in Your claim form.</li> <li>• Give all documents supporting the claim.</li> <li>• Give full cooperation for inspection and investigation of claim.</li> </ul>
--	--------------	---

### ***Summary of insurance covers***

If Your Home Building or the articles or things in Your home are lost, damaged or destroyed because of the following unforeseen events that occur during the Policy Period, We provide cover as follows:

<b>Name of Cover</b>	<b>Your loss</b>	<b>We pay</b>	<b>Nature of Cover</b>
<b>Fire and allied perils</b>	Building is damaged	Cost of repairs, Architect's, Surveyor's, Consulting Engineer's fees, Costs of removing debris, Loss of Rent and Rent for Alternative Accommodation.	Standard
	Building is completely destroyed (Total Loss)	Cost of Construction	Standard
<b>Fire and allied perils</b>	Any General Content is damaged	Cost of repairs	Standard

	Article or thing is lost or destroyed (Total Loss)	Cost of replacing that item with a same or similar item	Where Home Building is also covered, General Contents are automatically covered for 20% of the Sum Insured of the Home Building subject to a maximum of ₹ 10 Lakh. You can optout of the cover or increase the Sum Insured by declaring the details.
<b>Burglary and Housebreaking</b>	Loss of or damage to property or any part thereof whilst contained in the premises due to burglary or house-breaking or hold-up;	Cost of replacing that item with a same or similar item	Standard
<b>Machinery Breakdown</b>	Covers sudden and unforeseen physical loss sustained by the machinery including loss to electrical machinery by fire originating within it and also damages while the Machinery is idle or undergoing repairs, overhauling etc. even due to non operational causes.	Cost of replacing that item with a same or similar item	Standard
<b>Electronic Equipment Insurance</b>	Unforeseen and sudden physical loss or damage from any cause, other than those specifically excluded, in a manner necessitating repair or replacement	Cost of replacing that item with a same or similar item	Standard
<b>All Risk</b>	Unforeseen damages or losses other than those specifically excluded, in a manner necessitating repair or replacement.	Cost of replacing that item with a same or similar Jewelry and/or other valuables upto a maximum of Rs.5,00,000/-	Standard

## ***Sum Insured***

### **i) For Home Building and content:**

The maximum amount We pay under this Policy is the Sum Insured which is based on the prevailing Cost of Construction of Your Home Building at the Policy Commencement Date as declared by You and accepted by Us. It is shown in the Policy Schedule. If Policy Schedule shows any limit for any cover or item, such limit is the maximum We will pay for that item or cover. Premium is calculated with reference to the amount of Sum Insured.

If You have purchased an annual policy, the Sum Insured will be automatically increased each day by an amount representing 1/365th of 10% of Sum Insured at the Policy Commencement Date. There will be no additional premium for this increase.

### **ii) For Burglary and Housebreaking:**

The maximum amount We pay under this Policy is the Sum Insured which is based on the prevailing replacement of that item with a same or similar item at the Policy Commencement Date as declared by You and accepted by Us. It is shown in the Policy Schedule. If Policy Schedule shows any limit for any cover or item, such limit is the maximum We will pay for that item or cover. Premium is calculated with reference to the amount of Sum Insured.

### **iii) For Machinery Breakdown:**

The maximum amount We pay under this Policy is the Sum Insured which is based on the prevailing replacement of that machinery including therein all incidental expenses like duties, taxes, excise, freight, insurance, handling etc with a same or similar item at the Policy Commencement Date as declared by You and accepted by Us. It is shown in the Policy Schedule. If Policy Schedule shows any limit for any cover or item, such limit is the maximum We will pay for that item or cover. Premium is calculated with reference to the amount of Sum Insured.

### **iv) For Electronic Equipment Insurance:**

The maximum amount We pay under this Policy is the Sum Insured which is based on the prevailing replacement of that equipment including therein all incidental expenses like duties, taxes, excise, freight, insurance, handling etc with a same or similar item at the Policy Commencement Date as declared by You and accepted by Us. It is shown in the Policy Schedule. If Policy Schedule shows any limit for any cover or item, such limit is the maximum We will pay for that item or cover. Premium is calculated with reference to

the amount of Sum Insured.

**v) For All Risk:**

The maximum amount We pay under this Policy is the Sum Insured which is based on the agreed value for replacement of that Jewelry and/or other valuables upto a maximum of Rs.5,00,000/- with a same or similar item at the Policy Commencement Date as declared by You and accepted by Us. It is shown in the Policy Schedule. If Policy Schedule shows any limit for any cover or item, such limit is the maximum We will pay for that item or cover. Premium is calculated with reference to the amount of Sum Insured.

### ***Who can purchase this Policy?***

You can purchase the Home Building Cover if You own or are a tenant of the Home Building and You are liable for insurance. You can also purchase Home Contents cover for articles or things in Your home.

### ***How long does this cover protect me?***

The cover protects You during the period of the policy. You can buy the policy for one year.

### ***In-built Covers***

The **Homeowners Package policy** also pays for the following expenses:

- a. Upto 5% of the claim amount for reasonable fees of architect, surveyor, consulting engineer;
- b. Upto 2% of the claim amount for reasonable costs of removing debris from the site.

Further, the policy also pays for Loss of Rent and Rent for Alternative Accommodation while the Home Building is not fit for living because of physical loss arising out of an Insured Event.

### ***Exclusions, that is, what We do not pay***

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

1. Your deliberate, willful or intentional act or omission, or of anyone on Your behalf, or with Your connivance.

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

### ***Premium***

Premium is the amount You pay to Us for the insurance covers. Any insurance cover begins only after We have received the premium.

### ***Changes and Cancellation***

#### **Changes during Policy Period.**



You can choose to make changes to the covers of this Policy as may be permitted by Us. You must make a proposal or request for any change. It will be effective only after We have accepted Your proposal, and You have paid the additional premium where applicable

### Rates for Short Period Insurance

Period	Premium charged
Up to 15 days	Pro-rata premium for 15 days
Exceeding 15 Days but not exceeding 11 Months	Pro-rata premium
Exceeding 11 months	Annual premium

### You can cancel the Policy.

1. **Cancellation at any time:** You can cancel the policy at any time during the policy period.  
If You cancel the policy, We will refund premium as follows

### Rules for cancellation

#### i) For Cancellation of insurance policy. At the option of the insured: -

1. Retention of premium shall be at Short Period Scale for the period the policy has been in force, subject to the retention of minimum premium by the Insurer.
2. During the currency, if a policy is replaced with the same insurer by a new annual one covering the identical property, refund of premium may be allowed on pro-rata basis at the original rates for the sum insured replaced.
3. For the sum insured not replaced, refund must be calculated after charging premium at short period scale on such sum for the time the insurance has been in force subject to retention of the minimum premium by the insurer.
4. In case of short period policies, premium shall be retained at the applicable short period scale.
5. In case a policy is cancelled on account of a Government Order where Buildings are demolished, pro-rata refund of premium may be allowed.

#### 2. We can cancel the policy.

- a. We will not cancel the Policy during the policy period except on the grounds of mis-representation, non-disclosure of material facts or fraud on Your part. In the event of fraud, misrepresentation and non- disclosure, we will cancel the policy by giving 7 days notice and entire premium shall be forfeited and there will be no refund.
- b. In case of Total Loss of Your Home Building where You have decided not to reinstate Your Home Building in favour of a cash settlement of Your claim, We will cancel the policy for the remaining duration of the policy period.



### ***Making a claim***

You must make a claim for the amount of cover. We will verify the claim and accept it if it is according to the terms and conditions of this Policy.

When You suffer loss or damage to Your Home Building or articles or things in it, You must

- give notice to Us immediately, You must state in this notice
  - i. the Policy Number,
  - ii. Your name,
  - iii. details of report to the police that You made,
  - iv. details of report to any Authority that You made,
  - v. details of the Insured Event,
  - vi. a brief statement of the loss,
  - vii. particulars of any other insurance of Your Home Building or any of Your Home Contents,
  - viii. details of loss or damage under any Optional Cover or Add-ons,
  - ix. submit photographs of loss or physical damage, wherever possible.
- report to police, fire authorities and appropriate legal Authorities,
- take all reasonable steps to prevent further damage to Home Building and Home Contents
- preserve and collect evidence, take and preserve photographs,
- assist Us and Our representatives in collecting evidence and details, give Us all information, books of accounts, and other documents,
- submit claim form at the earliest opportunity but within 30 days from date You first notice the loss or damage
- prove that the Insured Event has happened, and prove the extent of Your loss.

This is important because We must investigate whether the loss or damage is covered by the terms and conditions of the policy.

### ***This Prospectus***

This prospectus gives information only. This is not an insurance contract. Each insurance cover is subject to terms and conditions, which You can read in the **Homeowners Package Policy** document. You must read the policy document to know the insurance cover fully. You can get a copy of the **Homeowners Package Policy** from our website [www.rahejaqbe.com](http://www.rahejaqbe.com). For any legal interpretation, policy document will hold.

## ***Grievance***

If You have any grievance about any matter relating to the policy, or Our decision on any matter, or Our decision about Your claim, You can pursue Your grievance with

1. Our Grievance Redressal Officer
2. The Consumer Affairs Department of IRDAI—You can register Your grievance on IRDAI's Integrated Grievance Management System (IGMS),
3. The Insurance Ombudsman, depending on the nature of grievance and the financial implication, if any, or
4. The Consumer Protection Forum or the Court.

## ***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

## ***About Our Company***

Raheja QBE is a joint venture between Rajan Raheja Group and QBE Insurance, Australia's second largest global insurer. Raheja QBE has been established to help and create the most conducive environment for consumer and partners in the insurance sector. While Rajan Raheja Group brings in its extensive knowledge across various business sector in India, QBE Insurance offers global expertise in insurance that together results in innovative insurance solutions for diverse consumers.

***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.

**INSURANCE ACT 1938 SECTION 41- Prohibition of Rebates**

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 a policy accept any rebate, except such rebate as may be allowed in accordance with the published prospectus 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 TEN LAKHS RUPEES.

**Disclaimer: In the event of any question relating to interpretation of the insurance coverage, the policy document will prevail.**