

# Gruh Suraksha Home Insurance Plan



Royal Sundaram  
General Insurance



A holistic **home insurance** plan  
to cover your precious assets



Every person's home is their castle,  
let us make sure you've got the right **protection**



# Why Gruh Suraksha Home Insurance Plan

A home is your biggest investment in life and insuring your biggest investment is important. Unlike cars, which depreciate the minute you drive them off the lot, houses typically increase in value over time. From a long-term perspective owning a home is a financial investment that can ensure your security in years to come. So, having an insurance policy in place to protect that investment should be at the top of your list of priorities.

Royal Sundaram's '**Gruh Suraksha Home Insurance Plan**' offers holistic home insurance solutions to every discerning customer.

## Building



Flexible Sum Insured options



Rent for Alternative Accommodation



Loss of Rent



Escalation Benefit of 10% each year

## Household Articles



Contents



Appliances



Jewellery & Valuables



Third Party Liability



Mobile Equipments



Baggage



External Equipments



Temporary Resettlement



Loss of Cash



Personal Accident



Employee Compensation

# Gruh Suraksha Home Insurance Plan

Choose from **Bronze, Silver, Gold, Platinum and Diamond** Plans to cover your precious assets and stay protected

## Product Benefit Table

### Section I - Building

Plan/Coverage**	Bronze		Silver*		Gold*		Platinum		Diamond	
	Sum Insured	Per item limit	Maximum SI	Per item limit	Maximum SI	Per item limit	Maximum SI	Per item limit	Maximum SI	Per item limit
Building <sup>5</sup>	Up to ₹15 lacs	NA	Above ₹15 lacs to ₹25 lacs	NA	Above ₹25 lacs to ₹50 lacs	NA	Above ₹50 lacs	NA	Above ₹50 lacs	NA
Rent for Alternate Accommodation <sup>3</sup> (max 6 months)	₹10,000 per month	NA	₹25,000 per month	NA	₹25,000 per month	NA	₹50,000 per month	NA	₹50,000 per month	NA
Loss of Rent <sup>3</sup> (max 6 months)	₹5,000 per month	NA	₹15,000 per month	NA	₹15,000 per month	NA	₹25,000 per month	NA	₹25,000 per month	NA

### Section II - Household Articles

Contents <sup>1</sup>	₹50,000	10%	₹5 lacs	10%	₹15 lacs	10%	₹25 lacs	NA	₹50 lacs	NA
Appliances	₹25,000	10%	₹5 lacs	10%	₹15 lacs	10%	₹25 lacs	NA	₹50 lacs	NA
Jewellery & valuables	₹50,000	20%	₹5 lacs	20%	₹15 lacs	10%	₹25 lacs	NA	₹50 lacs	NA
Third Party Liability	-	-	₹5 lacs	NA	₹15 lacs	NA	₹25 lacs	NA	₹50 lacs	NA
Mobile equipments	-	-	₹2 lacs	10%	₹5 lacs	10%	₹7.50 lacs	NA	₹10 lacs	NA
Baggage	-	-	-	-	₹5 lacs	25%	₹7.50 lacs	25%	₹10 lacs	25%
External equipments <sup>2</sup>	-	-	-	-	₹5 lacs	25%	₹7.50 lacs	25%	₹10 lacs	25%
Temporary Resettlement (Max 1 week)	₹10,000 in all	NA	₹25,000 in all	NA	₹25,000 in all	NA	₹50,000 in all	NA	₹50,000 in all	NA
Loss of Cash	₹5,000 in all	NA	₹15,000 in all	NA	₹15,000 in all	NA	₹25,000 in all	NA	₹25,000 in all	NA
Personal Accident for Employees	Max up to ₹5 lacs per employee	NA	Max up to ₹5 lacs per employee	NA	Max up to ₹5 lacs per employee	NA	Max up to ₹5 lacs per employee	NA	Max up to ₹5 lacs per employee	NA
Employees Compensation <sup>4</sup>	Actual Annual Wages	NA	Actual Annual Wages	NA	Actual Annual Wages	NA	Actual Annual Wages	NA	Actual Annual Wages	NA
Basis of coverage	On Named Perils basis with depreciation and with per item limit for Contents, Appliances & Jewellery and valuables sections.		On Named Perils basis with depreciation and with and without per item limit for Contents, Appliances, Jewellery and valuables & Mobile equipment's sections.		On Named Perils basis with depreciation and with and without per item limit for Contents, Appliances, Jewellery and valuables & Mobile equipment's sections. On Named Peril basis with depreciation and per item limit for Baggage & External Equipments sections.		On All Risks basis for Contents and Appliances sections and On Named Peril basis for Mobile Equipments and Jewellery & Valuables sections with depreciation and without per item limit. On Named Peril basis with depreciation and per item limit for Baggage & External Equipments sections.		On All Risks basis for Contents and Appliances sections and On Named Peril basis for Mobile Equipments with zero depreciation (upto item age of 5 years) and without per item limit. On Named Peril basis with depreciation and without per item limit for Jewellery & Valuables section. On Named Peril basis with depreciation and per item limit for Baggage & External Equipments sections.	

1 For coverage under Section II - Household articles, coverage of household contents section is mandatory.

2 External equipments : Solar water heater (Upto a Maximum of 500 litre capacity only), Water treatment plant (Covers Motor & Pump only), DG Set (upto 5 KVA).

3 Section can be availed only with cover for Building.

4 Actual annual wages subject to a minimum of ₹8,000/month.

5 Max Loss to Building due to Burglary - Bronze - ₹5,000/Silver & Gold - ₹10,000/Platinum & Diamond - ₹25,000.

\*Waiver of per item limit under Silver & Gold plans with 10% loading.

\*\*Different Plans can be opted under Building and Household articles (for e.g. Building under Diamond and Household articles under

Silver/Gold).

Discount for opting both Building & Household articles section: 5% of the premium.

Tenure for Building section can be from 1 to 20 years. Tenure for Household articles section can be from 1 to 3 years.

Optional Terrorism cover can be taken for both building and house hold articles sections, if the tenure opted is for 1 year for both the sections. Applicable additional premium will need to be paid for the same.

# Section I - Building

## Key Features

### Comprehensive cover for Home Building

This product will provide protection to your building from loss or damage caused by Fire and Allied perils. Coverage under this will include,

1. Fire, Lightning, Explosion/Implosion.
2. Aircraft Damage.
3. Riot, Strike and Malicious Damage.
4. Storm, Cyclone, Typhoon, Tempest, Hurricane, Tornado, Flood, and Inundation.
5. Impact damage by any Rail/Road Vehicle (other than vehicles belonging to the Insured person/employees of the Insured person/any occupier of the Insured Premises) or Animal.
6. Earthquake (Fire and Shock), Subsidence and Landslide including Rock slide.
7. Bursting and/or overflowing of Water Tanks, Apparatus and Pipes.
8. Missile testing operations.
9. Leakage from Automatic Sprinkler Installations excluding loss, destruction or damage caused by
  - i. Repairs or alterations to the buildings or premises.
  - ii. Repairs, Removal or Extension of the Sprinkler Installation.
  - iii. Defects in construction known to the Insured.

10. Bush Fire excluding loss, destruction or damage caused by Forest Fire.

11. Terrorism (Optional) - For annual tenure only.

### Coverage for compound wall and landscaping

If you are staying in an independent house, then you can cover your compound wall and landscaping too. You can provide a separate sum insured for these in addition to the building sum insured.

### Long Term Cover

You have the flexibility to choose a tenure of your choice, starting from 1 year to 20 years. Long term insurance provides complete peace of mind and secures your house for up to 20 years. It also helps avoid the hassle of you having to track your renewal date and renew the policy every year.

### Escalation Benefit

This product provides you a very useful escalation benefit, which ensures increase in your base sum insured of 10% each year, for the complete tenure of your policy. This will ensure that the available sum insured each year is constantly raising and keeping pace with the increase in construction cost due to inflation. This benefit is available only in a long term policy. This benefit is available to you at no extra cost.



## Section I - Building (continued)

### Tenure Discount

If you do not avail the Escalation Benefit, you have the option to opt for a tenure discount, as per the table given below.

#### \*Tenure discount for building - all plans

Tenure	Discount
One year	Nil
Two years	7%
Three years	15%
Four years	20%
Five years	25%
Seven years	35%
Eight years	40%
Nine years	45%
Ten years and above	50%

\*Tenure discount for building not allowed when escalation benefit opted.

### Losses due to Burglary

This product offers a very useful cover against loss or damage to the building due to a burglary. The coverage level will vary depending on the plan opted. This section pays for expense incurred for repairs so that future loss can be prevented. This includes installation of CCTV cameras and safety doors and will also include repairs to any structure including doors, windows and building.

### Add on Covers (Optional)

This product offers 2 very useful add on covers, which can be availed at the time of buying this cover.

### Rent for alternate accommodation

In the event of the insured premises being destroyed or damaged by any insured peril so as to become unfit for occupation and the insured in consequence taking up alternative accommodation, this cover will indemnify the insured against the rent which he is called upon to bear, for up to 6 months, up to the eligible benefit level available under the plan opted.

### Loss of rent

In the event of actual total loss of the building insured under this policy which was owned by the insured and let out on rent and which is not in a position to be let out on rent as it is destroyed or damaged by any insured peril, this cover will reimburse to the insured towards actual loss of rent per month not exceeding the annual limits specified against each plan and for a maximum period of six months.

### Both section discount

Avail a 5% discount on premium by opting cover for both the building and contents sections.

### Basis of calculation of Sum insured for Building

#### For all Plans other than Bronze

Sum Insured on Reinstatement Value Basis shall be the Reconstruction Value for the "Building", excluding of the cost the land, whose Sum Insured is arrived at as = A X B

where

- A. Area of the "Flat/House" (Square Feet) indicated in the Registered Sale Deed Agreement.

## Section I - Building (continued)

B. Prevailing Present Day Cost of Construction rates in Area/Locality where the insured property is situated.

### For Bronze Plan

For Indemnity Value basis the formula shall be arrived at as sum insured =  $A \times B \times (1 - \text{Depreciation at the Rate of } 2.5\% \text{ per annum} \times \text{Age of the Building})$ .

### Important exclusions

1. Buildings of age more than 30 years old.
2. Damage caused by depreciation or wear and tear or

which are pre-existing in nature or which falls under the terms of a maintenance agreement.

3. Loss or damage or collapse of "Building" due to structural defects, latent defects, poor maintenance, workmanship.

### Acceptance Criteria and Policy terms:

Age of Proposer : 18 years and above

Policy type : Individual/Group

Tenure : Section I - Building - 1 to 20 years

Section II - Household Articles - 1 to 3 years



If it matters to you, it matters to us



## Section II - Household Articles

### Contents

Contents shall include clothing, furniture, fixture (including Electrical, Bathroom sanitary fixtures and Modular Kitchen fixtures) and other items like utensils, crockery, carpets etc.

#### Coverage

**Under Bronze, Silver & Gold Plans** - Fire & allied perils and Burglary and Housebreaking including theft.

**Under Platinum & Diamond Plans** - All Risks.

### Appliances

Appliances shall include items like Television, Refrigerator, Washing Machine, Air Conditioner, Personal Computer, Music System etc.

#### Coverage

**Under Bronze, Silver & Gold Plans** - Fire & allied perils and Burglary and Housebreaking including theft, Electrical & Mechanical Breakdown.

**Under Platinum & Diamond Plans** - All Risks

#### Important condition

Any claim per item payable under this section shall be subject to depreciation as per table specified in the policy, excepting Diamond Plan where depreciation is applicable only when the age of the insured item is above 5 years.

#### Important exclusions

Items aged more than 10 years in respect of the loss, destruction or damage due to Electrical and Mechanical breakdown.

#### Basis of coverage and settlement for Contents & Appliances:

**Bronze Plan** - Fixed sum insured limits. Coverage on named peril basis with depreciation and per item limit.

**Silver Plan** - Named peril basis with depreciation and with and without per item limit.

**Gold Plans** - Named peril basis with depreciation and with and without per item limit.

**Platinum Plan** - All risks basis with depreciation and without per item limit.

**Diamond Plan** - Coverage on all risks basis with zero depreciation and without per item limit.

### Jewellery & Valuables

**Jewellery** means articles of personal adornment containing gemstones, silver, gold, platinum or other precious metals and **Valuables** shall mean Crystalware, Wristwatches above ₹10,000 in value, Silver articles and Gold in forms other than jewellery\* like coins (\*here limit per item will be applicable on the whole lot and not on each and every item).

#### Coverage under all plans

Loss or damage of Jewellery and Valuables whilst contained in the Insured premises/ housed securely in a locker or Safety Deposit Vault located within the premises of any recognized commercial bank in India caused by or arising out of Fire & allied perils, Burglary and Housebreaking including theft and Snatching of Jewellery anywhere in the world whilst worn by the Insured person or family members, whether or not in the Insured Premises.



## Section II - Household Articles (continued)

### Jewellery & Valuables (continued)

#### Important exclusions

1. Denting or internal damage of jewellery and valuables.
2. Negligence of you/your family members/bank in failing to securely lock the locker resulting in loss of jewellery and valuables.
3. Any loss of jewellery/valuable attributable during the operation of the locker by You or Your authorized representative.
4. Loss or damage of jewellery and valuables noted whilst stock taking or any mysterious disappearance.
5. Loss or damage caused by mechanical or electrical derangement/breakdown.

#### Basis of coverage

1. **Bronze** - Fixed sum insured limits. Market Value basis against named perils with deduction for wastage and with per item limit.
2. **Silver & Gold** - Market Value basis against named perils with deduction for wastage and with and without per item limit.
3. **Platinum & Diamond** - Market Value basis against named peril with deduction for wastage and without per item limit.

### Third Party Liability

Covers legal liability to a third party under statutory liability provisions or in common law for an incident occurring in India which results in death, injury or damage to the health of such third party or damage to his/her properties.

### Mobile Equipments (Covered under Silver, Gold, Platinum and Diamond Plans only)

Mobile Equipments would mean Digital/Video Cameras, Binoculars. Mobile/Smart phones, Ipads, Ipods, Laptops, Palmtops and e-readers.

#### Coverage

1. Fire & allied perils.
2. Burglary and Housebreaking excluding Theft.
3. Electrical & Mechanical Breakdown.
4. Accidental Damage.

#### Important conditions

1. Claims under this section shall be subject to a depreciation of 25% every year subject to a maximum of 75%.
2. Covered items should not be used for commercial purpose. For e.g. digital/video cameras.

#### Important exclusions

Items of age more than 4 years old excepting in the case of digital/video cameras where it will be more than 10 years old.

#### Basis of coverage

**Silver & Gold** On Named Peril basis with depreciation with and without per item limit.

**Platinum** - On Named Peril basis with depreciation and without per item limit.

**Diamond** - On Named peril basis with zero depreciation and without per item limit.

## Section II - Household Articles (continued)

### Baggage Insurance (Covered under Gold, Platinum and Diamond Plans only)

Coverage is in respect of total loss or total damage to accompanied personal baggage by accident or theft whilst travelling on tour from home town exceeding 100 kms radius anywhere in India.

#### Important Conditions

The limit per item under this section shall be the actual value or 25% of the sum insured as specified in the schedule of the policy whichever is lower.

#### Important exclusions

1. Theft from any unattended vehicle unless all windows are securely closed and all doors, boot and openings are securely locked.
2. Loss or damage to money, securities, manuscripts, deeds, bonds, bills of exchange, promissory notes, stock or share certificates, stamps, business books or documents, jewellery and Valuables, furs, precious stones, precious metal, gold and silver ornaments, travel tickets, cheques and bank draft, curios, works of art.
3. Loss, destruction or damage caused by or arising from the leakage, spilling or exploding of liquids, oils or materials of a like nature or articles of a dangerous or damaging nature.
4. Loss due to misplacement.

#### Basis of coverage (Gold, Platinum and Diamond plans)

Named perils with depreciation and per item limit.

### External Equipments (Covered under Gold, Platinum and Diamond Plans only)

External Equipments would mean DG Set (upto 5 KVA), Solar water heater (Upto a Maximum of 500 litre capacity only) and Water treatment plant (Motor & Pump only).

#### Coverage

- a. Fire & Allied Perils.
- b. Burglary and Housebreaking including Theft.
- c. Electrical and Mechanical breakdown.

#### Important conditions

Claims per item under this section shall be subject to a minimum depreciation of 15% per year and a maximum of 60%.

#### Important exclusions

1. Items of age more than 10 years old under Electrical and Mechanical Breakdown.
2. Loss of or damage to consumable items like belts, ropes, chains, rubber tyres etc, objects made of glass, porcelain, ceramics, all operating media (e.g. lubricating oil, fuel), packing material, parts not made of metal (except insulating material) and nonmetallic lining or coating of metal parts.
3. Gradually developing flaws, defects, cracks or partial fractures in any part not necessitating immediate stoppage although at some future time repair or renewal of the parts affected may be necessary.
4. Loss of or damage to filters and membranes.

#### Basis of coverage

Gold/Platinum/Diamond Plans- Named perils with depreciation and per item limit.

## Section II - Household Articles (continued)

### Temporary Resettlement

#### Coverage

Covers actual cost incurred towards lodging expenses incurred as a temporary resettlement in an alternative accommodation for a maximum period of one week not exceeding the plan specified annual limits, in the event of loss or damage to the building insured under this policy due to operation of an insured peril as per terms and conditions of the policy and the building is not in a position to be occupied.

#### Conditions

1. Resettlement expenses covers only the lodging expenses incurred during the course of stay in a guest house or in a hotel and does not include boarding expenses.
2. Necessary proof for having stayed in an alternate accommodation other than the usual place of residence and paid the expenses shall have to be furnished to the insurance company.
3. This coverage does not include transportation expenses.

### Loss of Cash

#### Coverage

Covers actual loss of money in coins and/or currency notes up to the Benefit sum insured by robbery and/or hold-up while such money is in insured's/his family member's custody and whilst being conveyed by insured and/or his family members directly from a bank at which he/they maintain an account to their home in the ordinary course of transit.

#### Important conditions

1. We will cover only one withdrawal in a day of the insured and or his family members.
2. Steps must be taken to inform the robbery and/or hold-up to police immediately and a copy of the first information and /or Final report should be handed over to us.
3. We will not pay the first INR. 250/- in respect of each and every claim.

### Personal Accident

Covers death or disability arising out of and consequent (within 12 months) upon an injury sustained by insured person's household staff.

The maximum sum insured offered is ₹5 lacs.

#### Important Conditions

1. If the Accident affects any physical function, which was already impaired beforehand, a deduction will be made equal in amount for this prior disablement.
2. If the accident impairs a number of physical functions, the degree of disablement given in the Table of Benefits will be added together, but not exceeding 100% of the Sum Insured.

### Employee Compensation

The Company will pay for compensation and litigation expenses which Insured and/or his family members shall become legally liable to pay as a householder occupying the premises specified in the schedule on account of Death or Bodily Injury to insured's domestic staff arising out of and in the course of employment in the insured premises under Workmen Compensation Act 1923 or any amendment thereto, Fatal Accident Act, 1855 or Common Law.

## Section II - Household Articles (continued)

### Employee Compensation (continued)

#### Important Conditions

1. All household workers working under the insured will have to be covered.
2. The minimum wages as per the Act is Rs.8000/per month which will be taken for premium calculation purposes.

#### Important Exclusions

1. the Insured's liability to employees of contractors to the Insured.
2. any liability of the insured which attaches by virtue

of an agreement but which would not have attached in the absence of such agreement.

3. any sum which the Insured would have been entitled to recover from any party but for an agreement between the Insured and such party.
4. Insured's occupation or business, trade or employment.
5. The transmission of any communicable disease or virus.
6. Liability arising out of Domestic violence and sexual harassment of domestic staff.

### Premium rates (excluding service tax):

#### Section I - Building

S.No.	Plan / Coverage	Bronze	Silver	Gold	Platinum	Diamond
	<b>Basis of Coverage (for Building)</b>	<b>Indemnity Basis</b>	<b>Reinstatement Value basis</b>			
1.	Building	0.40 per thousand	0.45 per thousand			
2.	Rent for Alternate Accommodation	0.40 per thousand	0.45 per thousand			
3.	Loss of Rent	0.40 per thousand	0.45 per thousand			

#### Section II - Household Articles

S.No	Plan/Coverage	Bronze	Silver (with per item limit)	Silver (without per item limit)	Gold (with per item limit)	Gold (without per item limit)	Platinum	Diamond
1	Contents	0.28%	0.28%	0.31%	0.28%	0.31%	0.65%	0.81%
2	Appliances	0.51%	0.51%	0.56%	0.51%	0.56%	0.77%	0.96%
3	Jewellery & Valuables	0.80%	0.80%	0.88%	0.80%	0.88%	0.88%	0.88%
4	TPL	NA	0.05%	0.05%	0.05%	0.05%	0.05%	0.05%
5	Mobile equipments	NA	1.00%	1.10%	1.00%	1.10%	1.10%	1.38%
6	Baggage (available only with per item limit)		NA			0.75%		
7	External equipments (available only with per item limit)		NA			2.00%		
8	Terrorism	0.08 per thousand (Applicable in respect of policies with the term of one year only)						
9	Temporary Resettlement	0.6 per thousand						
10	Loss of Cash	₹10 per thousand						
11	Personal Accident	₹90/lac						
12	Employees Compensation	Cooks, Sweepers - ₹4.90 per thousand, Gardener - ₹7.30 per thousand and Drivers - ₹24.30 per thousand						



Live life fully covered



## Free look cancellation

At the inception of the policy you will be allowed a period of 15 days from the date of receipt of the policy to review the terms and conditions of the policy and to return the same if not acceptable. If you have not made any claim during the free look period, you will be entitled to the following, provided no claim has been settled or lodged for the period the policy has been in force:

- a. A refund of the premium paid less stamp duty charges or;
- b. Where the risk has already commenced and the option of return of the policy is exercised, a deduction towards the proportionate risk premium for period on cover or;
- c. Where only a part of the risk has commenced, such proportionate risk premium commensurate with the risk covered during such period.

## Cancellation

The Company may at any time cancel the Policy on grounds of misrepresentation, fraud, non-disclosure of material fact relating to this insurance of the insured or non-cooperation by the Insured by sending 15 days' notice in writing by Registered A/D to the insured at his last known address in which case the Company shall not refund to the insured any portion of the premium.

The insured may at any time cancel this policy by giving 15 days' notice in writing and in such event, the Company shall allow refund of premium after retaining premium at Company's short period rate table specified in the policy for the period on risk subject to a minimum premium of ₹250/-, provided no claim has occurred upto the date of cancellation.

## Claims Procedure

In the event of an incident that is covered and may give rise to a claim under this Policy, You must notify the Company immediately over toll no 1860 425 0000 or email us at [customer.services@royalsundaram.in](mailto:customer.services@royalsundaram.in) or provide written intimation and shall within 14 days thereafter furnish to the Company detailed particulars including sequence of events leading to the loss and the amount of the loss or damage together with such explanation and evidence to substantiate the claim as the Company may reasonably require. Delay if any in submission of documents shall be considered based on merits of each case.

In the event of an incident happening abroad that is covered and may give rise to a claim under this Policy, You must notify the Company in India immediately over toll no 18604250000 or email us at [customer.services@royalsundaram.in](mailto:customer.services@royalsundaram.in) or provide written intimation and shall within 14 days thereafter furnish to the Company detailed particulars including sequence of events leading to the loss and the amount of the loss or damage together with such explanation and evidence to substantiate the claim as the Company may reasonably require. Delay if any in submission of documents shall be considered based on merits of each case.

Lodge a complaint with the Police forthwith in the event of Robbery, Theft and Burglary and take all practicable steps to apprehend the guilty person or persons and to recover the property lost.

The documents required to substantiate a claim are given in the policy document coverage wise which may please be submitted.

## Disclaimer

Gruh Suraksha Home Insurance Plan is underwritten and issued by Royal Sundaram General Insurance Co. Limited. Claims will be settled by Royal Sundaram General Insurance Co. Limited as per the terms and conditions of the policy. This brochure is not a contract of Insurance. Please refer policy document for exact terms and conditions and specific details applicable to this Insurance. Your participation in this insurance product is purely on a voluntary basis. We advise you to take your own professional advice before you participate. Gruh Suraksha Home Insurance Plan of Royal Sundaram is approved by IRDAI.

## Section 41 of the Insurance Act, 1938 - Prohibition of rebates

- 1) No person shall allow or offer to allow, either directly or indirectly, as an inducement to any person to take out or renew or continue an Insurance in respect of any kind of risk relating to lives or property in India, any rebate of the whole or part of the commission payable or any rebate of the premium shown on the policy nor shall any person taking out or renewing or continuing a Policy accept any rebate, except such rebate as may be allowed in accordance with the published prospectus or tables of the Insurer.
- 2) Any person making default in complying with the provisions of this section shall be liable for penalty which may extend to ten lakh rupees.

## Complaints/Grievances

Incase of complaints/Grievances please call Royal Sundaram General Insurance Co. Limited

Toll No: 1860 425 0000 or E-Mail: [customer.services@royalsundaram.in](mailto:customer.services@royalsundaram.in)

## ABOUT ROYAL SUNDARAM

Royal Sundaram General Insurance Co. Limited is the first private non-life Insurance Company licensed to operate in India. Started in the year 2000, Royal Sundaram offers a range of innovative general Insurance products which includes Health, Personal Accident, Home and Travel Insurance for individual customers. The company's Accident and Health claims process received ISO 9001-2008 certification for its effective customer service delivery. For commercial clients, Royal Sundaram offers a wide range of specialised insurance covers in Fire, Marine, Engineering, Liability and Business Interruption risks.

The company also offers specially designed products to the Small and Medium Enterprises and rural customers.



**Royal Sundaram**

General Insurance

## Royal Sundaram General Insurance Co. Limited

(Formerly known as Royal Sundaram Alliance Insurance Company Limited)

Corporate Office: Vishranthi Melaram Towers, No. 2 / 319, Rajiv Gandhi Salai (OMR), Karapakkam, Chennai - 600097.

Registered Office: 21, Patullos Road, Chennai - 600 002.

Call **1860 425 0000**

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