FAQ for - Package Policy of Business Cashback Credit Card Members of AU Small Finance Bank

1. What is covered under Package Policy of Credit Card Members of AU Small Finance Bank?
   - Package Policy of Credit Card Members of AU Small Finance Bank specially designed to take care of insurance need of small shop keepers. There are various section under the policy like: -

Section	Coverages
Section-I	Fire and Special Perils (for Building / Contents/Stock- Excluding Money and Valuables)
Section-II	Burglary and Housebreaking (Contents- excluding money and valuables)
Section-III	Money Insurance a. Cash in Transit b. Cash in Counter
Section-IV	Public Liability

2. How can someone avail benefit of this insurance policy?
   - This policy is a complimentary offering with the Business Cashback Credit Card of AU small bank, to avail the benefit you must apply for this credit card.
3. Is only small size shopkeeper are eligible for the policy?
   - No, any shopkeeper, business owner, office owner who having this Business Cashback Credit Card can avail the policy.
4. What this Insurance policy offer?
   - This policy offers various coverages to small business owner like:

Sections	Sum Insured	Sum Insured in INR
Section-I	Fire and Special Perils (for Building / Contents- Excluding Money and Valuables)	2,00,000
Section-II	Burglary and Housebreaking Excluding Theft (Contents/Stock- excluding money and valuables)	2,00,000
Section-III	Money Insurance a. Cash in Transit b. Cash in Counter	 1,50,000 25,000
Section-IV	Public Liability	1,50,000

5. Is this possible if I want to take Insurance for only 2 sections? Or is there is any selection allowed while taking the policy.

- This policy is a pre-designed specifically for shopkeeper credit card holder of AU Small Finance Bank, there is no selection allowed under the policy.

6. Is there any sum insured option available for selection?
    - This policy is a pre-designed specifically for Business Cashback Credit Card holder of AU Small Finance Bank, there is no selection allowed under the policy.

7. What is the premium for this Insurance policy?
    - This policy is complementary for all shopkeeper of AU Business Cashback Credit Cardholder.

8. What is covered under Fire Section of Policy?
    - The fire section covers the various fire perils physical loss or damage, or destruction caused to the Insured Property by
        - Fire, including due to its own fermentation, or natural heating or spontaneous combustion.
        - Explosion or Implosion
        - Lightning
        - Earthquake, volcanic eruption, or other convulsions of nature
        - Storm, Cyclone, Typhoon, Tempest, Hurricane, Tornado, Tsunami, Flood and Inundation,
        - Subsidence of the land on which Your Premises stand, Landslide, Rockslide
        - Bush fire, Forest fire, Jungle fire,
        - Impact damage of any kind, i.e., damage caused by impact of, or collision caused by any external physical object (eg: vehicle, animal, falling trees, aircraft, wall etc.)
        - Missile testing operations
        - Riot, Strikes, Malicious Damages
        - Acts of terrorism (Coverage as per Terrorism Clause)
        - Bursting or overflowing of water tanks, apparatus, and pipes
        - Leakage from automatic sprinkler installations.
        - Theft within 7 (seven) days from the occurrence of and proximately caused by any of the above Insured Events

9. What is not covered under Fire section of policy?

Policy does not cover losses or expenses, or any loss, damage to, or destruction of the Insured Property, directly or indirectly as a result of or if caused by or arising from events, stated below:

- Excess of ₹ 5,000 (Rupees Five Thousand) for each claim. This means that We will deduct ₹ 5000 (Rupees Five Thousand) for each and every loss suffered by You under the terms of this policy & For terrorism risk the Excess shall be as per the clause attached to this policy.
- Card Members deliberate, wilful or intentional act or omission, or of anyone on Your behalf, or with Your connivance

- 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. However, any ensuing loss or damage to other insured property due to operation of an insured peril is covered.
- Loss, destruction or damage to the stocks in cold storage premises caused by change of temperature.
- Loss, or damage by spoilage resulting from the retardation or interruption or cessation of any process or operation caused by operation of any of the Insured Events.
- Covered Premises or any Insured Building remaining continuously unoccupied for a period of more than 30 days.
- 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.
- 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.
- Pollution or contamination, unless
    - The pollution or contamination itself has resulted from an Insured Event, in which case only physical damage to the Insured Property is covered, or
    - An Insured Event itself results from pollution or contamination.
- Loss, destruction, or damage to bullion or unset precious stones, any curios or works of art unless such amount is declared separately and recorded in the Policy Schedule.
- Loss of any Insured Property which is missing or has been mislaid, or its disappearance cannot be linked to any single identifiable Insured Event.
- Loss or damage to any Insured Property removed from Insured Premises to any other place, except
    - Machinery and equipment temporarily removed for repairs, cleaning, renovation or other similar purposes for a period not exceeding 60 days,
    - Stocks temporarily removed to any other premises for the purposes of fabrication, processing or finishing, or other similar purposes subject to the following conditions:
        - maximum cover will be 10% of the Sum Insured for Stock,
        - Such stock is not otherwise insured.
- Any reduction in market value of any Insured Property after its repair or reinstatement.
- Loss or damage to any Insured Property or any claim which is covered by a marine policy in force at the time of loss or damage, except in excess of the limits of that policy.
- Any consequential or indirect loss or damage of any description, i.e. losses or extra costs (financial or non-financial) that follow or are a consequence of an Insured Event, like, loss by delay, loss of income or wages or earnings, or of market, or of time, medical expenses, or any costs not covered by this Policy.
- Costs, fees or expenses for preparing any claim.

10. What is covered under Section-II- Burglary and Housebreaking of Policy?
    - This policy will indemnify the card members in respect of loss of or damage to the contents whilst contained in the insured premises by Burglary and/or housebreaking.

11. If theft is covered under this policy.
    No. Theft is not covered under this policy. Burglary and housebreaking are covered under the insurance coverage.

12. What is not covered under Section-II- Burglary and Housebreaking of Policy?
    - This policy will not cover:
        - Loss or damage by burglary and/or house breaking where any employee of the insured or member of the insured's family is concerned as principal or accessory.
        - Loss or damage to livestock, motor vehicles and pedal cycle.
        - Loss or damage to money, securities for money, stamps, bullion, deeds, bonds, bills of exchange, promissory notes stock and share certificates, business books, manuscripts documents of any kind unset precious stones and jewelry and valuables unless specifically declared.

13. What is covered and not covered under Section-III- Money Insurance of the policy?

    The policy will indemnify the insured in respect of:
    - Loss by accident or misfortune whilst the insured’s money is in the hands or in the hands of his employee in transit between any two places within a radius of 15 miles from the insured’s’ premises.
    - Loss of money whilst lying in the cashier’s till, cash box and/or counter in the insured’s’ premises during business hours, consequent on or following upon assault and/or violence against the insured or any employee of the insured or any threat thereof by Burglary and/or Housebreaking, provided always that such money is in the custody of a responsible employee entrusted with the work of handling cash.

Provided always that:

- **a.** In no event the company shall be liable for any loss falling under Section-III (a) above of the policy which is not discovered within a period of 2 (two) days from its occurrence and not notified forthwith to the company in writing.
- **b.** A complete account of cashier’s till, cash box and/or counter should at all times be placed under lock and key shall be kept secured in some place other than the place where the money covered is kept and the liability of the company shall be limited to the account actually shown by such records not exceeding the amount stated in the schedule under this section.

<u>Special Exclusions</u>

The company shall not be liable in respect of

1. loss of money where any employee of the insured or member of the insured’s’ family is concerned as principal or accessory or arising out of or attributable to act of fraud or dishonesty committed by one or more of the employees carrying the money.

2. Shortage due to error or omission.
3. Loss of money abstracted from cashier's till, cash box and/or counter following the use of the key to the said cashier's till, cash box and/or counter, or any duplicate thereof belonging to the insured unless such key has been obtained by assault or violence or any threat thereat

14. What is covered and not covered under Section-IV- Public Liability of the policy?

This policy will indemnify the Insured in respect of sums which the insured shall become legally liable to pay.

a. As compensation and litigation expenses incurred by the insured with the company's' written consent in respect of accidental death of or bodily injury to any person other than a Person under the Insured's' service and/or accidental damage to property caused by or through the fault or negligence of the insured or of any member of the insured's' family or household permanently residing with him whilst caused during the performance of any act in connection with the insured's' business but not exceeding in all for compensation and litigation expenses up to the limit of Rs. 1,50,000/- (rupees one lac fifty thousand) for any one accident or a series of accidents arising from any one event and for all accidents during any one period of insurance.

Special Exclusion:

The Company shall not be liable:

1. Any compensation for death of or bodily injury to any member of Insured person's family, partners, directors, managerial staff, employees, contractors' employees, or damage to property belonging to or in the custody of or control of the Insured.
2. Liability assumed by the insured by agreement unless such liability would have attached to the insured not withstanding such agreement.
3. accidents directly or indirectly caused by traceable to or arising out of the ownership possession or the custody by or on behalf of the insured of animals vehicles, aircraft, ship, boats or crafts of any kind.

15. What is the Excess under this policy?
    - For each and every claim below amount will be deducted from claim amount.

<u>Section 1 –</u>

SFSP perils, EQ, STFI – INR 5000
Terrorism – 1% of claim amount subject to minimum of INR 10000

<u>Section 2 -</u>

Burglary – 5% of claim amount subject to minimum of INR 2500

<u>Section 3 –</u>

Cash in counter - 1% of claim amount subject to minimum of INR 500
Cash in Transit – 5% of claim amount subject to minimum of INR 2500

<u>Section 4 –</u>

0.25% of LOI subject to minimum of INR 1000

16. In case of any claim whom should I contact?
    - There is a dedicated team available at AU bank for any type of claim under the policy. You can register claim to AU Bank claim toll free number at **1800-120-130-130** or write to us at claims@aubank.in.

17. Is this policy directly available in market?
    No, this policy is not directly available in the market as the same especially designed for AU bank Shopkeeper card holder only.

18. What are the documents required for taking this policy?
    - There is no specific document required for having the policy only complete credit card application will suffice.

* For detailed terms and conditions, please refer the insurance company policy wording of insurance coverage. In case of any dispute, policy wording of insurance company will be considered as final coverage.