

Key Feature Document
SBI General Insurance : Griha Raksha Plus Policy
UIN: IRDAN144RP0014V01202223

- This Key Features Document has been prepared to assist you in understanding this Insurance product. It should be read in concurrence with the Policy documents that is received by you after the policy is issued.
- **The IRDAI licensed sales staff of The Hong Kong and Shanghai Banking Corporation Limited, India (“Bank”) must go through this document with You once You have decided to purchase this insurance product from SBI General Insurance Company Limited.**
- **We recommend that you keep this Key Features Document and sales illustrations for future reference.**

Key things you should know:

- ✓ This policy gives insurance cover to your Home Building consisting of a residential unit, having an enclosed structure and a roof, basement (if any) and used as a dwelling place, and Home Contents. (Kindly refer to “What is insurance cover” section for a detailed description).
- ✓ You may have an existing home insurance policy and hence it is recommended to consider to check the incremental benefit that you may derive from this policy.
- ✓ Policy term can be chosen for a period of 1 year to upto 20 years.
- ✓ Add on covers to choose, please refer to the ‘Can You Opt for any Additional Covers under this Policy’ section for more information.
- ✓ All information that you disclose to the Insurance Company shall be accurate.
- ✓ Purchase of the insurance product is purely voluntary and is not linked to availment of any other facility from the Bank.
- ✓ Kindly refer to the following sections in this document for a better understanding:
 - ✓ a. “What is the Insurance Cover” section to understand details.
 - ✓ b. “Key Exclusions” section for understanding what is not covered by this policy.
 - ✓ c. “Can this policy be cancelled” section.

Introduction

This document gives the important features of the **SBI General Insurance Company Ltd. Griha Raksha Plus Policy**. Read it carefully before You buy this Insurance Cover, and keep it safe for future reference.

What is the Insurance Cover?

The **SBI General Insurance Griha Raksha Plus** policy gives insurance cover to Your Home Building, and Home Contents, that is, articles or things in your home. Under this policy, the Insurance Company agrees to pay you for the loss you suffer when unexpected events cause physical loss, damage, or destruction of the building of your home, and articles or things in it.

What is Home Building ?

Your Home Building is a building consisting of a residential unit, having an enclosed structure and a roof, basement (if any) and used as a dwelling place.

What does home building include ?

Your Home Building includes.

- fixtures and fittings permanently attached to the floor, walls, or roof, like fixed sanitary fittings, electrical wiring and other permanent fittings.
- the following 'additional structures' if they are on the same site, and are used as part of Your Home Building:
 - garage, domestic out-houses used for residence, parking spaces or areas, if any
 - compound walls, fences, gates, retaining walls and internal roads,
 - verandah or porch and the like

This Policy gives three types of covers:

- **Home Building Cover** for the building structure of Your home.
- **Home Contents Cover** for the articles or things in Your home.
- **Optional Cover:** The following optional covers are available under the policy on payment of additional premium.
 - I. Acts of terrorism
 - II. Reasonable fees of architect, surveyor, consulting engineer
 - III. Reasonable costs of clearing debris from the site
 - IV. Loss of Rent & Rent for Alternative Accommodation
 - V. Cover for Valuable Contents
 - VI. Personal Accident Cover
 - VII. Accidental Damage Cover – General Contents
 - VIII. Temporary Resettlement Expenses
 - IX. EMI Protection
 - X. Utility Expense Cover
 - XI. Electrical Clause / Electrical Installation Clause
 - XII. Tenant Liability Cover
 - XIII. Pet Insurance
 - XIV. Loss of Key

How does the SBI General Insurance Griha Raksha Plus Policy help you?

If Your Home Building, or Home Contents, that is, articles or things in Your home are lost, damaged or destroyed physically because of unexpected events that occur during the period of this policy, the Insurance Company provides insurance cover as follows:

Name of Cover	Your Loss	Insurance Company pays	Nature of Cover
Home Building Cover	Building is damaged	Cost of repairs	Standard
	Building is completely destroyed (Total Loss)	Cost of Construction	Standard
Home Contents Cover	Any General Content is damaged	Cost of repairs	Standard. You can opt out of the cover or increase the Sum Insured by declaring the details.
	Article or thing is lost or destroyed (Total Loss)	Cost of replacing that item with a same or similar item.	
Acts of terrorism	Cover physical loss or physical damage occurring during the period of this Policy caused by an act of sabotage and/or terrorism to the location/s mentioned in the schedule.	Exclusions and Excess as per Terrorism Clause attached.	Optional
Architect & surveyor fee	The insurance company will pay you the expenses up to 5% of the claim amount for reasonable fees of architect, surveyor, consulting engineer.	Cost of repairs / replacement	Optional
Removal of debris	Covers the expenses up to 2% of the claim amount for reasonable costs of removing debris from the site	Cost of clearance	Optional
Loss of Rent & Rent for Alternative Accommodation	Pays the amount of rent you lose or alternative rent you pay while Your Home Building is not fit for living because of physical loss arising out of an insured events.	Loss of rent & accommodation	Optional
Personal Accident Cover	Unfortunate death of Your spouse or Yourself due to an insured peril that caused damage to Home Building and/or Contents	Up to - 20,00,000/- per person	Optional
Cover for Valuable. Contents on Agreed Value Basis (under Home Content Cover)	Valuable content is physically damaged	Cost of repair.	Optional
	Valuable content is a total loss	Agreed Value	
Accidental Damage Cover - General Contents	Covers accidental damage external or internal to general contents including DG Set, Pump set, Solar Panel or in-house lift	Cost of repair and depreciation as applicable	Optional

Temporary Resettlement Expenses	In the event of insured premises is damaged due to perils covered, the insurance company would reimburse cost towards below. <ul style="list-style-type: none"> • general contents taken on rent by the Insured • transit to relocate the balance general contents from and to an alternative accommodation. • One-time reimbursement of incidental charges towards brokerage or rent agreement registration charges of alternate accommodation. 	Expenses as incurred. Upto the specified limit as opted	Optional
EMI Protection	The insurance company will pay Equated Monthly Instalment (EMI) to Insured for a maximum of 3 / 6 months [as mentioned in the schedule] on the current EMI due to the financier.	Cost of EMI, which is due to the financier, which is due based on repair period.	Optional
Utility Expense Cover	The insurance company will pay the utility bills due [for a period maximum up to 3 months]. For the purpose of the cover utility bill means services of public utility like sewage, electricity, waste disposal, water, broadband and society maintenance bills paid by You.	Actual cost of utility bills due up to max Rs 50000/-	Optional
Electrical Clause / Electrical Installation Clause	Covers loss or damage by fire to electrical appliance and installation insured, arising from or occasioned by overrunning, excessive pressure, short circuit, arcing, self-heating or leakage of electricity from whatever cause (lightning included).	Cost of repair/ Replacement subject to max of Rs. 1,00,000/-	Optional
Tenant Liability Cover	Covers legal liability towards damage to Home Building occupied by the Insured or to the surrounding third party property.	Cost of legal liability maximum up to the amount of Rs 7,50,000/-	Optional
Pet Insurance	In the event an insured peril that caused damages to Your Home Building and Home Contents (if opted) also results in the unfortunate death of your Pet(s)	Will compensate the amount as specified in the policy schedule.	Optional
Loss of Key	Covers cost of Key Replacement, Break- in Protection with the labour cost, Lock out Reimbursement-	Cost of replacement / repair	Optional

Which unexpected events does it cover?

The Insurance Company gives insurance cover for physical loss or damage, or destruction caused to the Insured Property by the following unforeseen events occurring during the policy period.

The events covered are given in Column A and those not covered in respect of these events are given in Column B.

Sr No.	Column A	Column B
	Insurance Company covers physical loss or damage, or destruction caused to the Insured Property by	Insurance Company does not cover any loss or damage, or destruction caused to the Insured Property
1.	Fire	caused by burning of Insured Property by order of any Public Authority.
2.	Explosion or Implosion	-
3.	Lightning	-
4.	Earthquake, volcanic eruption, or other like convulsions of nature	-
5.	Storm, Cyclone, Typhoon, Tempest, Hurricane, Tornado, Tsunami, Flood and Inundation	-
6.	Subsidence of the land on which Your Home Building stands, Landslide, Rockslide	caused by a. normal cracking, settlement or bedding down of new structures, b. the settlement or movement of made up ground, c. coastal or river erosion, d. defective design or workmanship or use of defective materials, or e. demolition, construction, structural alterations or repair of any property, or groundworks or excavations.
7.	Bush Fire, Forest fire, Jungle fire	-
8.	Impact damage of any kind, i.e., damage caused by impact of, or collision caused by any external physical object (e.g. vehicle, falling trees, aircraft, wall etc.)	caused by pressure waves caused by aircraft or other aerial or space devices travelling at sonic or supersonic speeds.
9.	Missile testing operations	-

10.	Riot, Strikes, Malicious Damages	caused by a. temporary or permanent dispossession, confiscation, commandeering, requisition or destruction by order of the government or any lawful authority, or b. temporary or permanent dispossession of Your Home by unlawful occupation by any person.
11.	Bursting or overflowing of water tanks, apparatus and pipes.	-
12.	Leakage from automatic sprinkler installations.	a. repairs or alterations in Your Home or the building in which Your Home is located, b. repairs, removal or extension of any sprinkler installation, or c. defects in the construction known to You.
13.	Theft within 7 days from the occurrence of and proximately caused by any of the above Insured Events.	if it is a. any article or thing outside Your Home, or b. any article or thing attached from the outside of the outer walls or the roof of Your Home, unless securely mounted.

Does the Griha Raksha Plus policy cover all losses caused by these events?

Some events and losses are not covered*. Some of these are:

- Your deliberate, willful or intentional act,
- War, invasion, war-like operations,
- Ionising radiation,
- Pollution or contamination,
- Property is missing or has been mislaid,
- Consequential or indirect loss or damage,
- Loss or damage to bullion or unset precious stones, manuscripts, vehicles and explosives substances,
- Addition, extension, or alteration to your building more than 10% of its carpet area,
- Costs, fees or expenses for preparing any claim.

(*Please refer to policy document for entire list of exclusions)

For which property can You take this policy?

The **Home Building Cover** is for the building of your home. It may be constructed using any material. Additional structures such as garage, verandah, domestic outhouses for residence, compound walls, retaining walls, parking space, solar panels, water tanks or residence, permanent fixtures and fittings and internal roads are also covered.

The **Home Contents Cover** is for general contents of household use in Your home. Contents like television, refrigerator, furniture and other household articles are covered.

You can also cover valuable contents, like jewellery, works of art, silverware, paintings, etc by paying additional premium.

How do You become eligible to buy the cover?

You can buy cover for the building if You are its owner, authorised occupier, landlord, or tenant and You are liable for insurance. You can buy the cover if Your Home Building is used for residence. If you carry on commercial activity by employing other persons, you cannot buy this policy but have to buy the appropriate policy.

You can buy cover for any item of article or thing if You are its owner, purchaser, or responsible for it.

What amount are You entitled to receive in the event of a Covered Loss?

Your home is covered for the amount that will be required to rebuild it, calculated at the rate of prevailing cost of construction of Your home building at the policy commencement date. This is the sum insured for the building.

If Your home or articles or things in Your home are damaged, the insurance company pays the amount You have spent on repairs. If Your home or articles or things are lost or completely destroyed, the insurance company pays the sum insured for that item.

Please note that 'underinsurance' does not apply to the Griha Raksha Plus policy. This is a special feature of this policy. Thus, if Your sum insured calculated on the basis of the information that You have provided the insurer, is less than the actual value at risk, the difference will not affect the amount the insurance company pays.

How much do You pay for this cover?

The Premium for the Home Building Cover and the Home Contents Cover depends upon the amount of Sum insured and various other factors that define the risk profile of your Home Building and Home Contents.

How long does this cover protect you?

You can opt for a duration up to 20 years.

Can You Opt for any Additional Covers under this Policy?

You can purchase Optional covers under Your Griha Raksha Plus policy by choosing from the Add-ons and paying additional premium

1. Acts of terrorism
2. Reasonable fees of architect, surveyor, consulting engineer
3. Reasonable costs of clearing debris from the site
4. Loss of Rent & Rent for Alternative Accommodation
5. Cover for Valuable Contents
6. Personal Accident Cover
7. Accidental Damage Cover – General Contents
8. Temporary Resettlement Expenses
9. EMI Protection
10. Utility Expense Cover
11. Electrical Clause / Electrical Installation Clause
12. Tenant Liability Cover

13. Pet Insurance

14. Loss of Key

How and when do You have to pay the premium?

You must pay premium in advance. The insurance cover begins only after the Insurance Company receives your premium.

What are your obligations under the policy?

You have some obligations to fulfil. You must:

- state all and true information about Yourself and Your home and articles or things inside your home when You submit a proposal,
- take care to prevent theft, loss or damage to your Home Building and Home Contents, and
- ensure that unauthorized persons do not occupy Your Home Building,
- make true and full disclosure in Your claim and documents supporting the claim,
- give full cooperation to the Insurance Company for inspection and investigating the claim that you will make,
- make a claim when You suffer loss, and follow the claim procedure,
- Inform the Insurance Company about any change in circumstances such as if You change Your address, You make any addition, alteration, extension to structure of Your Home Building, You change use of Your Home Building, You let out Your Home Building, Your Home Building no longer be solely occupied by You.

Do's during filling up Proposal Form

Give **Sum Insured** for:

- a. Home Building
- b. General Contents
- c. Loss of Rent & Rent for Alternative Accommodation
 - i Loss of Rent and period for such loss of Rent, if You are the landlord.
 - ii Rent of Alternate Accommodation and period, if You are the tenant.
- d. Personal Accident Cover
- e. Cover for Valuable contents.
- f. Accidental Damage Cover – General Contents
- g. Utility Expense Cover
- h. Electrical Clause / Electrical Installation Clause
- i. EMI Protection
- j. Pet Insurance
- k. Loss of Key

How to make a claim?

If You suffer a loss that is covered by this policy, You must make a claim. Insurance Company will verify the claim and accept it if it is according to the terms and conditions of this policy.

When You suffer loss, You must

- give notice to the Insurance Company immediately, You must state in this notice
 - The Policy Number,
 - Your name,
 - Details of report to the police that You made,
 - Details of report to any Authority that You made,
 - Details of the insured event,
 - A brief statement of the loss,
 - Particulars of any other insurance of Your Home Building or any of Your Home Contents,

- Details of loss or damage under any Optional Cover or Add-ons,
- 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 the Insurance Company and its representatives in collecting evidence and details, give the Insurance Company all information, books of accounts, and other documents,
 - submit claim form at the earliest opportunity but within 30 days from the date you first notice the loss or damage.

Who will collect amounts in the unfortunate event of your death?

In case of your death before receiving the claim amount, the Insurance Company will pay it to Your Nominee/Legal Representatives. Please register Your nominee with the Insurance Company so that the claim is settled speedily.

Can You make changes to this policy?

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

Can this policy be cancelled?

You can cancel this policy at any time during the policy period. The Insurance Company will return part of the premium.

The Insurance Company cannot cancel this policy during the policy period except on the grounds of misrepresentation, non-disclosure of material facts, fraud, or non-cooperation of the insured.

In case of total loss of Your Home in a long-term policy where You have decided not to reinstate Your Home in favour of a cash settlement of Your claim, The insurance company will cancel the policy for the remaining duration of the policy period. In such a case the insurance company shall refund the proportionate premium for the unexpired policy years after grossing up the premium paid by You towards long term discount, if any.

How can this policy be renewed?

This policy will expire on end of the policy period. If You wish to renew the Policy, You must apply for renewal before the end of the policy period and pay the required premium amount.

Renewal of this policy is not automatic, the Insurance Company may seek relevant information from You for the purpose of renewal. The Insurance Company can reject your renewal only on grounds on mis- representation, non-disclosure of material facts, fraud or non-co-operation on Your part.

Where can You find the details of the Cover?

Please read the 'Prospectus'. Further, detailed terms and conditions of this cover will be stated in a legal document called the 'Policy Document'. It is therefore important to read the Prospectus and the Policy Document.

How do You get copies of the Prospectus and the Policy?

- You can contact BankRM or your nearest HSBC branch for facilitation of the same
- You can also read these two documents on the Insurance Company's website <https://www.sbigeneral.in>
- You can download them from the Insurance Company's web-site.
- You can get copies from any branch of the Insurance Company.

Key Exclusions:

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

1. Your deliberate, wilful 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
 - a. the pollution or contamination itself has resulted from an Insured Event,
 - or
 - b. 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 or 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 on the date of 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. In case of building under construction, any loss to the construction material or apparatus lying near building and has not become part of the erected structure stands excluded.

What do You do if You have a grievance?

You can register your grievance or feedback to the Grievance Redressal Officer of SBI General Insurance Company Limited by sending an email at gro@sbigeneral.in or by sending a letter to the address of SBI General Insurance Company Limited

- 9th Floor, Wing A& B, Fulcrum, Sahar Road, Andheri (East), Mumbai - 400 099.

Additionally, you can approach your HSBC RM or visit your nearest HSBC India Branch to register any grievance or feedback about the policy.

You can also lodge the grievance through IRDAI's Integrated Grievance Management System (IGMS).

If You are not satisfied with the resolution provided by SBI General Insurance company, You can approach the Insurance Ombudsman, depending on the nature of the grievance and the financial implication, if any. You can find more details about Insurance Ombudsmen at www.gbic.co.in or www.irdai.gov.in.

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

Important notice:

1. The purchase of this insurance policy is voluntary and is not linked to the availment of any other facility from The Hongkong and Shanghai Banking Corporation Limited, India, ("the Bank" or "HSBC") or its affiliates.
2. SBI General Insurance Company Limited is the name of the Insurance Company registered with IRDAI with Registration No.144, having its registered office at, Registered and Corporate Office: 9th Floor, Wing A& B, Fulcrum, Sahar Road, Andheri (East), Mumbai - 400 099. The coverage on the plan is effective subject to acceptance by SBI General Insurance Company, who reserves the right to accept or reject any application without assigning any reason.
3. HSBC (IRDAI Regn.no. CA0016) is a corporate agent of SBI General Insurance Company Limited having its India corporate office at 52/60, MG Road, Fort, Mumbai - 400 001. HSBC does not act as an insurer or underwrite the risks and does not accept any responsibility for any decision made by SBI General Insurance Company. Settlement of claims is not the obligation of HSBC. The contract of insurance is between the Insurance Company and the insured and not between the Bank and the insured.
4. All claims would solely be settled by SBI General Insurance Company Limited. If any claim or dispute is received by HSBC, it will forward the same to SBI General Insurance Company Limited and would assist the policy holder/ claimant in trying towards earliest settlement of claim/ dispute by SBI General Insurance Company Limited.
5. You authorize HSBC to provide information concerning your HSBC bank account to SBI General Insurance Company in connection with your application for insurance products of SBI General Insurance Company. You acknowledge that HSBC remains entitled to assign any activities to third party agencies/service providers at its sole discretion. You further acknowledge the right of HSBC to provide details of your account and sharing or transfer of information, which will be on a confidential basis to HSBC Group offices or other third party agencies/service providers, whether located in India or overseas, including but not limited for the purpose of availing of support services of any nature by HSBC, and also may disclose information, if required or permitted by any law, rule or regulation or at the request of any public or regulatory authority or if such disclosure is required for the purposes of preventing fraud, without any further specific consent or authorisation from you.

6. Please note that this document is for reference only and is not to be construed as a contract of insurance and/or professional advice. For more details on risk factors, terms, conditions and exclusions, please read the sales brochure carefully before concluding a sale.
7. HSBC will receive 25% of the premium paid as commission from SBI General Insurance Company for this policy.
8. IRDA regulations do not permit HSBC or its employees to pay commission, whether in part or whole, as an inducement to any person to take out or renew or continue an insurance policy of any kind. (Sec 41 of the Insurance Act, 1938 as amended from time to time).
9. Insurance is a subject matter of solicitation.
10. This product is underwritten by: SBI General Insurance Company Limited.
11. All premiums are subject to applicable taxes and cesses, which are subject to change from time to time. Basis Goods and Services Tax (GST) regulations and notified GST rates, Central GST, State/Union Territory GST, or Inter-State GST, as applicable, and Cess as applicable, would apply on the fees and charges.

I/We have been briefed on the benefits, features, coverage, limitation, premium and terms and conditions of the insurance plan mentioned above. I/We understand this information and the risks associated with this plan.

I/We confirm my/our understanding of:

- Premium payment and discounts, if applicable
- Product features, coverage and exclusions under the policy
- Policy conditions and terms of cancellation of this policy

I/We also confirm that the Bank Staff has provided me with a copy of this Key Feature Document for my/our records and future reference. I/We confirm that towards this policy cover, the premium to be paid is INR _____,

INR _____ (in words)

I/ We are aware that role of HSBC is limited towards processing of the policy application and any dispute/claim / concerns arising out from issuance/ non-issuance of this policy would be taken up by me/us directly against SBI General Insurance Company Limited

I/We hereby authorise HSBC to provide information concerning my/our HSBC bank account to SBI General Insurance Company in connection with my/our application for insurance products of SBI General Insurance Company. I/We also authorise HSBC to disclose information held (contained in the application or otherwise provided) to enable HSBC, its associated and group entities or independent third parties, within or outside the country, to provide information concerning products and services that HSBC believes may be of interest to me/us.

I/We further acknowledge that, subject to advance notice, HSBC India remains entitled to assign any activities to a third party agencies/service providers at its sole discretion. I/We further acknowledge the right of HSBC India to provide details of my/our account and sharing or transfer of information which will be on a confidential basis to HSBC Group offices or other third party agencies/service providers, whether located in India or overseas for the purpose of availing of support services of any nature by HSBC India and also may disclose information, if required or permitted by any law, rule or regulation or at the request of any public or regulatory authority or if such disclosure is required for the purposes of preventing fraud, without any further specific consent or authorisation from me/us.

Signature:

Customer's Name:

Customer ID:

Date:

I have briefed the customer/s on the benefits, features coverage, premium and terms and conditions of this insurance plan.

Signature of staff:

Staff Name:

Designation:

Date:

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