

# **ALL RISK INSURANCE POLICY (RETAIL) Prospectus**

## Prospectus - All Risk Insurance Policy (Retail)

All Risk Policy is a product designed to cover your valuable movable equipments like laptops, mobile phones, handy cams, jewellery, and the like which do not remain confined to your own home and are exposed not only to natural perils but also to theft, snatching, etc.

Barring a few perils like Terrorism, War etc., the Policy offers very comprehensive protection against many perils including any accident or misfortune not expressly excluded.

**Insured Perils:** The Policy offers 'All Risk' cover and includes the following major perils::

1. Fire, Riot, Strike & Malicious Damage.
2. Burglary, Housebreaking, Larceny or Theft.
3. Accidental loss or damage.
4. Earthquake & Volcanic Eruption Damage

**Exclusions:** The following are the general exclusions under the Policy. Exclusion No.4 given below can be deleted on payment of additional premium:

1. Damage due to moths, vermin, mildew or inherent defect, wear and tear, gradually operating cause.
2. Damage during repair, renovation or any other process like bleaching, dyeing, heating, drying etc
3. Over winding denting or internal damage of watches or clocks.
4. Mechanical or Electrical derangement/breakdown of any article unless caused by accidental external means.
5. Firearms by rusting, bursting.
6. Loss or Damage occurring outside the geographical area stated in the Schedule.
7. Terrorism Damage.
8. Damage due to breakage, cracking or scratching of household goods, foodstuff, domestic appliances, crockery, glass, China marble, earthenware cameras, binoculars, lenses, sculptures, curios, pictures, musical instruments, sports gear and similar articles of brittle or fragile nature.
9. Loss due to theft from any unattended vehicle.
10. Loss due to theft in connivance with you or your family
11. Damage to money, securities, manuscripts, deeds, bonds, bills of exchange, promissory notes, stocks or share certificates, stamps and travellers' cheques and the like
12. Any living creature.
13. Loss directly or indirectly occasioned by or happening through or in consequence of war, Invasion act of foreign enemy, hostilities (whether war be declared or not), Civil war, rebellion, revolution, insurrection, Military or usurped power, Confiscation, nationalization, or any such action
14. Loss or damage due to any action from Public Authority.
15. Consequential loss of any nature

**Geographical Limits:** The geographical limit is normally restricted within India. However, on payment of additional premium the coverage can be extended to Worldwide. All claims under this policy shall be settled in Indian Rupees only.

**Property generally not covered:** Fountain pens, spectacles, musical instrument, Cufflinks, clothing, cigarette cases, money, securities, Manuscripts, Deed Bonds, Traveller's cheques, Books of Accounts etc.

**Single article limit:** Unless specifically and separately stated, our liability in respect of each article or pairs of articles shall not exceed 10% of the total sum insured under this policy.

**Basis of Settlement:** Market Value

**Documents required for settlement of claims:**

1. Duly completed Claim form.
2. Copy of FIR
3. Estimate of loss / repairs
4. Invoice/ Bills/Receipts
5. FR
6. Any other details/documents called for a specific loss.

**Salvage:**

Salvage is the amount that is assessed which the damaged asset will fetch in the open market. This amount is deducted from the claim amount.

**Cancellation:**

"This policy may be terminated by You at any time by giving Us notice in writing. If You cancel the policy, we will:

- a) Refund the proportionate premium for unexpired policy period, if the term of the policy is up to one year and there is no claim(s) made during the policy period.
- b) Refund the premium for the unexpired policy period, if the term of the policy is more than one year and the risk coverage for such policy years has not commenced.

We can cancel this policy during the policy period by giving notice of minimum 7 days to You only on the grounds of established fraud committed by You."

**Grievance Redressal Procedure:**

In case of any grievance, the Insured Person may contact the Company through any of the following channels:

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

Toll free: 1800 266 3202

Email: [customercare@magmainurance.com](mailto:customercare@magmainurance.com)

Courier: Any of Our branch offices or corporate office during business hours

The customer may also reach out to the Branch Grievance Redressal Officer (GRO)

If Insured Person is not satisfied with the redressal of grievance through one of the above methods, Insured Person may contact the grievance officer at:

**Grievance Redressal Officer at the address:**

Magma General Insurance Limited  
Equinox Business Park, Tower 3, 2nd Floor,  
Unit Number 1B & 2B, LBS Marg, Kurla (West),  
Mumbai – 400070, Maharashtra.  
E –mail: [gro@magmaininsurance.com](mailto:gro@magmaininsurance.com)

In case you are not satisfied with the resolution you may register complaint directly in of IRDAI's online portal - Bima Bharosa System- <https://bimabharosa.irdai.gov.in/>

In case of the unlikely event that no response is received from the Company within 30 days from the date of filing the complaint, the Insured Person may approach the Office of the Insurance Ombudsman for redressal of grievance, in accordance with the Insurance Ombudsman Rules, 2017.

The Insured may approach the nearest Insurance Ombudsman for redressal of the grievance. List of Ombudsman offices with contact details is attached for ready reference. For updated status, please refer to the website <https://irdai.gov.in/> or <https://www.cioins.co.in/ombudsman>

The details of the Insurance Ombudsman are available below:

| Office of the Ombudsman | Name and address and contact details                                                                                                                                                                                                                                                                                | Jurisdiction                                                          |
|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|
| <b>AHMEDABAD</b>        | Dr. Pranai Prabhakar<br>Office of the Insurance Ombudsman,<br>Jeevan Prakash Building, 6th floor, Tilak Marg,<br>Relief Road, Ahmedabad - 380 001.<br>Tel.: 079 - 25501201/02<br>Email: <a href="mailto:oiol.ahmedabad@cioins.co.in">oiol.ahmedabad@cioins.co.in</a>                                                | Gujarat and Union Territories of Dadra & Nagar Haveli, Daman and Diu. |
| <b>BENGALURU</b>        | Ms Neerja Kapur<br>Office of the Insurance Ombudsman,<br>Jeevan Soudha Building, PID No. 57-27-N-19.<br>Ground Floor, 19/19, 24th Main Road,<br>JP Nagar, 1st Phase, Bengaluru – 560 078.<br>Tel.: 080 - 26652048 / 26652049<br>Email: <a href="mailto:oiio.bengaluru@cioins.co.in">oiio.bengaluru@cioins.co.in</a> | Karnataka                                                             |
| <b>BHOPAL</b>           | Shri Ajay Kumar<br>Office of the Insurance Ombudsman,<br>1st floor, "Jeevan Shikha",<br>60-B, Hoshangabad Road, Opp. Gayatri<br>Mandir, Arera Hills<br>Bhopal – 462 011.<br>Tel.: 0755 - 2769201 / 2769202 / 2769203<br>Email: <a href="mailto:oiio.bhopal@cioins.co.in">oiio.bhopal@cioins.co.in</a>               | Madhya Pradesh, Chhattisgarh.                                         |
| <b>BHUBANESWAR</b>      | Shri Rashmi Raman Singh<br>Office of the Insurance Ombudsman,<br>62, Forest park,<br>Bhubaneswar – 751 009.                                                                                                                                                                                                         | Odisha.                                                               |

|                   |                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                        |
|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
|                   | Tel.: 0674 - 2596461 / 2596455 /2596429 /2596003<br>Email: <a href="mailto:oiio.bhubaneswar@cioins.co.in">oiio.bhubaneswar@cioins.co.in</a>                                                                                                                                                                                                  |                                                                                                                                                        |
| <b>CHANDIGARH</b> | Ms Alka Jha<br>Office Of The Insurance Ombudsman,<br>Jeevan Deep Building SCO 20-27,<br>Ground Floor Sector- 17 A,<br>Chandigarh – 160 017.<br>Tel.: 0172-2706468<br>Email: <a href="mailto:oiio.chandigarh@cioins.co.in">oiio.chandigarh@cioins.co.in</a>                                                                                   | Punjab, Haryana (excluding Gurugram, Faridabad, Sonapat and Bahadurgarh), Himachal Pradesh, Union Territories of Jammu & Kashmir, Ladakh & Chandigarh. |
| <b>CHENNAI</b>    | Shri, K Vinayak Rao<br>Fatima Akhtar Court, 4th Floor, 453,<br>Anna Salai, Teynampet,<br>CHENNAI – 600 018.<br>Tel.: 044 - 24333668 / 24333678<br>Email: <a href="mailto:oiio.chennai@cioins.co.in">oiio.chennai@cioins.co.in</a>                                                                                                            | Tamil Nadu, Puducherry Town and Karaikal (which are part of Puducherry).                                                                               |
| <b>DELHI</b>      | Shri Mukhmeet Singh Bhatia<br>Office of the Insurance Ombudsman,<br>2/2 A, Universal Insurance Building,<br>Asaf Ali Road,<br>New Delhi – 110 002.<br>Tel.: 011 - 46013992/23213504/23232481<br>Email: <a href="mailto:oiio.delhi@cioins.co.in">oiio.delhi@cioins.co.in</a>                                                                  | Delhi & following districts of Haryana - Gurugram, Faridabad, Sonapat & Bahadurgarh.                                                                   |
| <b>GUWAHATI</b>   | Shri Ajay Kumar Sharma<br>Office of the Insurance Ombudsman, Jeevan Nivesh,<br>5th Floor,<br>Near Pan Bazar, S.S. Road,<br>Guwahati – 781001(ASSAM).<br>Tel.: 0361 - 2632204 / 2602205 / 2631307<br>Email: <a href="mailto:oiio.guwahati@cioins.co.in">oiio.guwahati@cioins.co.in</a>                                                        | Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura.                                                                           |
| <b>HYDERABAD</b>  | Ms. G Shobha Reddy<br>Office of the Insurance Ombudsman,<br>6-2-46, 1st floor, "Moin Court",<br>Lane Opp. Hyundai Showroom ,<br>A. C. Guards, Lakdi-Ka-Pool, Hyderabad - 500 004.<br>Tel.: 040 - 23312122 / 23376991 / 23376599 / 23328709 / 23325325<br>Email: <a href="mailto:oiio.hyderabad@cioins.co.in">oiio.hyderabad@cioins.co.in</a> | Andhra Pradesh, Telangana, Yanam and part of Union Territory of Puducherry.                                                                            |
| <b>JAIPUR</b>     | Shri Satyajeet Rajan<br>Office of the Insurance Ombudsman,<br>Jeevan Nidhi – II Bldg., Gr. Floor,<br>Bhawani Singh Marg,<br>Jaipur - 302 005.<br>Tel.: 0141- 2740363<br>Email: <a href="mailto:oiio.jaipur@cioins.co.in">oiio.jaipur@cioins.co.in</a>                                                                                        | Rajasthan.                                                                                                                                             |

|                |                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>KOCHI</b>   | Shri Pradeep Kumar Jain<br>Office of the Insurance Ombudsman,<br>10th Floor, Jeevan Prakash, LIC Building,<br>Opp to Maharaja's College Ground, M.G. Road,<br>Kochi - 682 011.<br>Tel.: 0484 - 2358759<br>Email: <a href="mailto:oio.ernakulam@cioins.co.in">oio.ernakulam@cioins.co.in</a> | Kerala, Lakshadweep, Mahe-a part of Union Territory of Puducherry.                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>KOLKATA</b> | Ms Manju Bagga<br>Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 7th Floor, 4, C.R. Avenue, KOLKATA - 700 072.<br>Tel.: 033 - 22124339 / 22124341<br>Email: <a href="mailto:oio.kolkata@cioins.co.in">oio.kolkata@cioins.co.in</a>                                              | West Bengal, Sikkim, Andaman & Nicobar Islands                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>LUCKNOW</b> | Shri. Sanjai Singh<br>Office of the Insurance Ombudsman,<br>6th Floor, Jeevan Bhawan, Phase-II, Nawal Kishore Road, Hazratganj, Lucknow - 226 001.<br>Tel.: 0522 - 4002082 / 3500613<br>Email: <a href="mailto:oio.lucknow@cioins.co.in">oio.lucknow@cioins.co.in</a>                       | Districts of Uttar Pradesh :<br>Lalitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhadra, Fatehpur, Pratapgarh, Jaunpur, Varanasi, Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareli, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkarnagar, Sultanpur, Maharajgang, Santkabirnagar, Azamgarh, Kushinagar, Gorkhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharathnagar. |
| <b>MUMBAI</b>  | Ms. Sarojini S Dikhale<br>Office of the Insurance Ombudsman,<br>3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054.<br>Tel.: 022 - 69038800/27/29/31/32/33<br>Email: <a href="mailto:oio.mumbai@cioins.co.in">oio.mumbai@cioins.co.in</a>                           | List of wards under Mumbai Metropolitan Region excluding wards in Mumbai – i.e M/E, M/W, N , S and T covered under Office of Insurance Ombudsman                                                                                                                                                                                                                                                                                                                              |
| <b>NOIDA</b>   | Shri Rajiv Talwar<br>Office of the Insurance Ombudsman,<br>Bhagwan Sahai Palace 4th Floor, Main Road, Naya Bans, Sector 15, Distt: Gautam Buddh Nagar, U.P.-201301.<br>Tel.: 0120-2514252 / 2514253<br>Email: <a href="mailto:oio.noida@cioins.co.in">oio.noida@cioins.co.in</a>            | State of Uttarakhand and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshehar, Etah, Kannauj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farrukhabad,                                                                                                                                                                                                                                 |

|              |                                                                                                                                                                                                                                                                              |                                                                                                                                                       |
|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
|              |                                                                                                                                                                                                                                                                              | Firozbad, Gautam Buddh nagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanshiramnagar, Saharanpur. |
| <b>PATNA</b> | Shri Inderjeet Singh<br>Office of the Insurance Ombudsman,<br>2nd Floor, Lalit Bhawan, Bailey Road,<br>Patna 800 001.<br>Tel.: 0612-2547068<br>Email: <a href="mailto:oiio.patna@cioins.co.in">oiio.patna@cioins.co.in</a>                                                   | Bihar, Jharkhand                                                                                                                                      |
| <b>PUNE</b>  | Ms. Rachna Khare<br>Office of the Insurance Ombudsman,<br>Jeevan Darshan Bldg., 3rd Floor, C.T.S. No.s.<br>195 to 198, N.C. Kelkar Road, Narayan Peth,<br>Pune - 411 030.<br>Tel.: 020-41312555<br>Email: <a href="mailto:oiio.pune@cioins.co.in">oiio.pune@cioins.co.in</a> | State of Goa and State of Maharashtra excluding areas of Navi Mumbai, Thane district, Palghar District, Raigad district & Mumbai Metropolitan Region  |
| <b>THANE</b> | Shri Umesh Sinha<br>Office of the Insurance Ombudsman,<br>2nd Floor, Jeevan Chintamani Building,<br>Vasanttrao Naik Mahamarg,<br>Thane (West)- 400604<br>Tel.: 022-20812868/69<br>Email: <a href="mailto:oiio.thane@cioins.co.in">oiio.thane@cioins.co.in</a>                | Area of Navi Mumbai, Thane District, Raigad District, Palghar District and <u>wards of Mumbai</u> , M/East, M/West, N, S and T."                      |

The details furnished above constitute only the major terms and conditions. For complete details, please refer to our Policy document.