



CO-OPERATIVE INSURANCE COMPANY PLC

For the people, by the people . . .

Co-op Insurance House, 74/5, Grandpass Road, Colombo 14, Sri Lanka

BURGIARY & HOUSE BREAKING NSURANCE POLICY Insurance Product Information Document



1. Information about the type of insurance cover

This insurance policy provides protection to property and valuables in commercial, industrial, and residential premises against loss or damage caused by break-ins committed by thieves.

2. A Summary of Basic Covers

This policy covers loss of insured property within the premises caused by:

- i. Actual forcible and violent entry into or exit from the premises by thieves;
or
- ii. Assault or violent threat to the Insured or his/her employee or member of his/her family by thieves; and
- iii. The cost or expenses falling to be borne by the Insured in respect of damage to premises by thieves for such forcible and violent entry or exit, or any attempt thereat..

3. Key features of the policy document including exclusions, terms and conditions applicable

i. Exclusions

The Company shall not be liable in respect of:

- a. Loss or damage directly or indirectly caused by, or arising from, or in consequence of war, invasion, act of foreign enemy, hostilities or any kind of warlike operation (whether war be declared or not), mutiny, civil war, riots, strike, civil commotion, rebellion, military rising or military or usurped power, martial law, state of siege, or act of terrorism.
- b. Loss due to fire and explosion.
- c. Damage to plate glasses, any decoration, and lettering thereon.
- d. Loss of money in the safe caused by the use of duplicate or original keys belonging to the Insured, unless such keys have been taken by violent threat or assault to the Insured/employee.
- e. Loss of property due to the premises being unoccupied continuously for 30 days or nights.
- f. Theft of property by the Insured, employees, or his representatives, or anyone permanently residing at the premises.
- g. Loss of deeds, bills of exchange, bonds, jewellery, watches, furs, precious stones and

metals, manuscripts, plans, drawings, designs, patterns, models, or moulds, securities, documents, stamps, coins, paper money, cheques, business books, or computer records, etc., unless specifically mentioned in the policy schedule as insured.

- h. Loss or damage caused by nuclear reaction, radiation, or radioactive contamination of nuclear fuel or waste.*

(For more details about exclusions, please refer to exceptions section of the Policy Documents)

ii Terms & Conditions

a. Average Clause - If the sum insured is less than the actual value of the property at the time of loss, the insurer will apply the average clause and settle a partial loss on a rateable (proportionate) basis. (For more detail, please refer to condition no. 6 of the Policy Documents)

b. If claim be made by the insured with a false declaration or statement or fraudulent or intentionally exaggreated a loss. No claim will be paid by the company (For more detail, please refer to condition no. 7 of the Policy Documents)

c. Warranties - The conditions that the Insured must comply with for the insurance policy to remain valid during the period of insurance. (For more detail about the warranties, please refer warranties section in the Policy Schedule)

4. The mode of payment of premium – Single Payment

5. Obligations of the policyholder in disclosing material facts

If any material change is made to the subject matter of insurance (e.g., change of location , new additions, or improvements to the insured premises, change of security mesurement or implementation etc.), the policyholder shall immediately notify the Company in writing and pay any additional premium required due to the increased hazard.

6. Obligation of the policy holder when a claim is made

Immediately notify the police in respect of theft of insured property for recovery or punishment of any guilty person.

7. Procedure to be followed in the event of claim

- i. Immediately notify the Company in respect of loss or damage discovered through the Company hotline No. 0112 557 300 - 9 as soon as any loss or damage occurs.*
- ii. Submit a duly filled claim form along with police reports, loss estimates, stock book records, detailed inventory report, and other supporting documents requested by the Non-Motor Claims Department within 30 days from the date of loss via email, registered post, or through any of our branch offices.*

Email Address :- nonmotor.claim@coopinsu.com
Postal Address :- The Manager - Non Motor Claims,
Cooperative Insurance Company PLC,
Coop Insurance House, No. 74/5, Grandpass Road, Colombo 14.

iii. Resolution Process of claim dispute - Claims disputes will be settled through negotiation with the Company or the process of arbitration (*please refer condition no. 08 of policy document for more details*) or referred to an insurance ombudsman and the Insurance Regulatory Commission of Sri Lanka

a. Insurance Ombudsman
Address: No 1, Bethesda Place, Colombo 05,
Tele: +94 11 250 5542 / +94 11 250 5041
Email: info@insuranceombudsman.lk

b. Insurance Regulatory Commission of Sri Lanka
Address: Level 11, East Tower, World Trade Centre, Colombo 1
Telephone: 0112396184-9 General Line :- 0112335167
Email: info@ircsl.gov.lk

8. Complaint and grievance handling procedure

Policyholders may submit their complaints and grievances to the Company through any of the following channels:

- Online: Visit the Company's official website at www.ci.lk and access the Customer Complaints Web Portal
- Telephone: 011 247 2795
- Email: complaint@coopinsu.com
- Registered Post: Customer Complaint & Grievance Unit, Cooperative Insurance Company PLC, No. 74/5, Grandpass Road, Colombo 14

9. Few Things to Remember

- i. **Policy Cancellation** - This insurance may be cancelled by the insured at any time by registered letter, in which case the Company will retain the premium for the period the policy was in force, based on the short-period rate. The Company may also cancel the policy at any time by giving seven days' notice by registered letter to the insured and will refund the rateable portion of the premium for the unexpired terms from the date of the cancellation.
- ii. The Insured shall take all reasonable precautions for safety of premises against break-ins by thieves including securing all doors, windows, and other entrance etc.
- iii. Sum Insured shall represent the actual value of the contents at the premium
- iv. **Premium Payment Warranty** - If an insurance policy is issued with a 60-day credit period from the date of issuance, the policyholder must settle the premium within this period. Failure to pay the premium before the expiry of the credit period will result in the termination of the insurance coverage (*For more details, please refer to Premium Payment Warranty in the Warranty Section in the Policy Schedule*)

11. Contact Information of the Company to get further information

- Telephone :- 011- 2557300 - Extension - 261
- Email - nonmotor.uw@coopinsu.com
- By registered post – The Manager – Non Motor, Cooperative Insurance Company PLC, No. 74/5, Grandpass Road, Colombo 14
- Visit any of the Cooperative Insurance Company PLC island wide branch offices

12. Importance Note given in the Direction

The IPID is intended to provide a summary of the main cover and additional covers, if applicable and key features of the policy and is not personalized to your specific individual needs. Complete pre-contractual and contractual terms on the full and personalized information, and exclusions of the product are provided in your policy document. The IPID shall not form a part of the policy/contract. Therefore, in case of any conflict, the terms and conditions mentioned in the policy document shall prevail.”