CO-OPERATIVE INSURANCE COMPANY PLC

For the people, by the people . . .

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

CONSEQUENTIAL LOSS INSURANCE
Insurance Product Information Document

1. Information about the type of insurance cover

Consequential Insurance is an insurance that protects a business against financial losses resulting from an interruption to its normal operations due to the destruction or damage to property insured under a Fire Insurance Policy caused by an insured fire or other allied perils. consequential loss insurance pays for business owners lost profits and ongoing bills such as Fixed monthly costs like rent, taxes, and worker wages etc. while work stops.

2. A Summary of Basic Covers

Financial losses as stated below suffered by the insured as resulting from an interruption to its normal business operations due to the destruction or damage to property insured under a Fire Insurance Policy caused by an insured fire or other allied perils.

- **Gross Profit** - Net profit + standing charges
- **Net Profit** - Net Trading profit after due provision of all standing charges including depreciation
- **Increase in cost of working** - Extra money spent to keep the business running during the interruption period

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

<u>i. Exclusions</u>

This Insurance policy does not cover,

a) Insured property burning of property order by any public authority
b) Subterranean fire
c) Explosion, but excluding loss or damage arising from explosion of gas used for illuminating or domestic purposes in a building
d) The burning ,whether accidental or otherwise, of forests, bush ,prairie, pampas or jungle and the clearing or lands by fire.
e) Loss or damage arising from its own fermentation, natural heating or spontaneous or by its undergoing any heating or drying process.

(For more details about exclusion, please refer to Condition No. 05 of the Consequential Loss Insurance Policy Documents)

f) Loss or damage caused directly or indirectly or through or in consequence of war, invasion, act of foreign enemy, hostilities or any kind of war like operation (whether war be declared or not), mutiny, civil war, riots, strike, civil commotion, rebellion, military rising or military or usurped power or martial law, state of siege or act of terrorism

g) Earthquake ,volcanic ,eruption, typhoon, hurricane, tornado, cyclone, or other convulsion of nature or atmospheric disturbance.

(For more details about exclusion, please refer to Condition No. 06 of the Consequential Loss Insurance Policy Documents)

ii.Terms and Conditions

a. Fall & Displacement of Building - *please refer to Condition No. 04 of the Consequential Loss Insurance Policy Documents*

b. Indemnity Period - The period beginning with the occurrence of the Damage and ending not later than months as stated in the policy schedule thereafter during which the results of the business shall be affected in consequence of the damage or destruction of insured property

c. Cease of Insurance cover

· **The business is closed or taken over** – If the business is wound up, permanently discontinued, or operated by a liquidator or receiver.

· **The insured no longer has an interest in the business/property** – Except when the interest ends because of the insured's death.

· **The risk increases** – If changes are made to the business, premises, or property that increase the likelihood or severity of loss or damage

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 business or insured premises), 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

The insurance Company will not accept a claim if it is made too late:

- The claim must be made within 12 months after the indemnity period ends, or
- If the insurer has already paid the claim or admitted liability, it must be made within 3 months from that payment/admission unless such case have been referred to Arbitration.

(*For more detail, please refer to Condition No. 15 of the Consequential Loss Insurance Policy Documents*)

7. Procedure to be followed in the event of claim

i. Immediately notify the company of the incident / damage to insured property through company hotline no. 0112 557 300 - 9 as soon as any loss or damage occurs.

ii. Submit a duly filled claim form along with loss estimate, bills, ledger and loss & profit account details 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.

v. Resolution Process of claim dispute - Claims disputes will be settled through negotiation with the Company or the process of arbitration *(please refer condition no. 14 of Consequential Loss Insurance 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,Colombo05,
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:0112396184-9General 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 cancel by the insured at any time notice 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 notice by registered letter to the insured and will refund the rateable portion of the premium for the unexpired terms form the date of the cancelment.

ii. **Sum Insured -** Estimated Gross Profit / Net Profit that needs to be covered during the indemnity period + provision for increase in cost of working

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."