



CO-OPERATIVE INSURANCE COMPANY PLC

For the people, by the people . . .

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

GLASS INSURANCE Insurance Product Information Document



1. Information about the type of insurance cover

A Glass Insurance Policy covers the cost of repair or replacement of tempered fixed plate glass sheets in buildings such as storefronts, windows, and doors that are damaged due to accidental breakage

2. A Summary of Basic Covers

The Company will pay the value of the Plate Glass fixed at the premises due to accidental breakage of the plate glass, other than causes as stated under exceptions under the policy documents

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

i. Exclusions

This Insurance policy does not cover

- a. Breakage of glasses 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
- b. Breakage by or arising out of Fire or Explosion, Cyclone or Storms or hurricane/typhoon/ flood/earthquake/volcanic eruption or any natural/atmospheric conditions
- c. Damages to Frames or Frameworks, lettering
- d. Damage due to dilapidation of Frames or Frameworks,
- e. Damage caused by removals /re-erection of plate glasses
- f. Cost of boarding up
- g. Breakage by or arising out of ionizing radiation or contamination of radioactivity from any nuclear fuel or waste or nuclear weapon materials

(For more detail, please refer to Exceptions of the Policy Documents)

ii. Terms and Conditions

All claim settlements are subject to policy excess as mentioned 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 occupancy, disused. new installation , removals of fitted plate glasses), 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 insured shall be take all reasonable precaution for the safety of the fitted plate glass including salvage glass

7. Procedure to be followed in the event of claim

- i. Immediately notify the company of the incident through company hotline no. 0112 557 300 - 9 as soon as any loss or damage occurs.
- ii. Do not remove, repair or replace broken glasses before an inspection of such damage by the loss adjuster/ inspector or representative of the Insurance Company.
- iii. Submit a claim form and estimate 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.

iv. Resolution Process of claim dispute - Claims disputes will be settled through negotiation with the Company or the process of arbitration (*please refer condition no. 06 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@irsl.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 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. Sum Insured shall represent a replacement value of the glasses. the insured shall include the cost of labour and transport charges to be incurred in the event of glass breakage separately at the inception of the policy.
- iii. **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.”