



Complete Home Protect Policy

Home Safety Comes First

Home is where the heart is. Our entire life revolves around our home. It is not only an investment of our life's savings, but also a place where our dreams are made. Samuel Johnson's words ring true here

“To be happy at home is the ultimate result of all ambition”.

However, specified natural calamities and man-made dangers can threaten the security of your home. Painful, as it can be, we need to secure it and provide for re-creating it, in case of damage due to unforeseen circumstances. This is one of the reasons why you will appreciate the Complete Home Protect Policy of ICICI Lombard. We endeavor to guarantee absolute peace of mind from all uncertainties in your day-to-day life with this unique policy. We are committed to being by your side in your time of need.

Who can buy complete home insurance policy

Householders who are owner/occupants of the flat/apartment/ independent building can buy this policy. Tenants can also buy it but they can only insure the Contents since they do not own the structure itself.



What is covers

Home Building

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. Fixtures and fittings permanently attached to the floor, walls or roof, like fixed sanitary fittings, electrical wiring and other permanent fittings. It can be extended to additional structures on the same site, if 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, septic tanks, bio-gas plants, fixed water storage units or tanks, solar panels, wind turbines and air conditioning systems, central heating systems and the like, if not included in Home Contents Cover,

Home Content



A. General Content

All the content of household used within the home premises.

General Contents like furniture and fittings, television sets, telephones, electronic items, antennas, water storage equipment, air conditioners, kitchen equipment and other household items of similar nature.



B. Valuables

It consist items such as jewellery, silverware, paintings, works of art, antique items, curios and items of similar nature.

Product USP

- Extensive product
- Digitized process
- Long term policy upto 5 year
- Online claims settlement process based on video call with hassle free documentation for smaller claims



What is covered

This policy offers flexibility in offerings. Customer can opt for any of below option

- Home Building cover for the structure of your home.
- Home Contents cover for the Household goods or personal property within the home premises
- Home Building and Home Contents



Maximum Tenure

Complete Home Protect policy can be issued for long term tenure maximum upto 5 years.

Benefits under the Policy



Fire,
Lightning



Mechanical
and electrical
breakdown



Earthquake



Accidental
Damage



Burglary



Personal
Accident



Storms, Cyclone,
Flood, Inundation



Bursting/over
flowing of
water tanks

Brief description of Coverage

Section 1 - Home Building & Content

- Fire
- Explosion or Implosion
- Lightning
- Earthquake, volcanic eruption, or other convulsions of nature
- Storm, Cyclone, Typhoon, Tempest, Hurricane, Tornado, Tsunami, Flood and Inundation
- Subsidence of the land on which Your Home Building stands, Landslide, Rockslide
- Bush fire, Forest fire, Jungle fire
- 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.)
- Missile testing operations
- Riot, Strikes, Malicious Damages
- Acts of terrorism
- Bursting or overflowing of water tanks, apparatus and pipes.
- Leakage from automatic sprinkler installations.
- Theft within 7 days from the occurrence of and proximately caused by any of the above Insured Events



Features

- Waiver of Under Insurance
- 10% auto escalation of sum insured every year
- Inbuilt covers like rent for alternate accommodation, Loss of Rent
- Removal of Debris (Up to 2% of the claim) and Architect and surveyor's fees (Up to 5% of the claim)

Add-On Cover under Section 1

Optional covers (available on payment of additional premium)

1. Cover for Valuable Contents on Agreed Value Basis (under Home Contents Cover)

Sum Insured agreed between Insurer and Insured based on Valuation certificate due to insured perils.

Valuation certificate is required if the Sum Insured opted for is more than Rs 5 Lakh and/or Individual Item value more than Rs 1 Lakh.

2. Personal Accident Cover

In the event of an Insured peril that caused damages to Your Home Building and/or Home Contents also results in the unfortunate death of either you or your spouse, we will pay compensation of INR 5 lacs per person

3. Rent for alternative accommodation

Actual rent incurred towards alternate accommodation in case your becomes inhabitable. Indemnity Period up to 36 months.

4. Loss of rent

Cost of rental amount to Insured as Landlord during the reinstatement in case of claim

Extension to the basic policy

Section 2 - Additional Living Expense

- Cover the additional living expenses in the event of the property getting damaged/destroyed on account of an accident and becoming unfit for occupation during the policy period.
- It includes Immediate Expenses, Cost of hiring household goods, Boarding expense for pets and expense towards temporary settlement

Section 3 - Mechanical and/or Electrical Breakdown

- Covers against the Mechanical/ Electrical Breakdown risks for consumer durables (e.g. AC, TV, DVD player, PC etc.,) except portable devices
- Applicable to the consumer durables in case it stops working in normal conditions unless it is responsible by warranty or more than 10 years as of date of loss.

Section 4 - Garden Cover

- Covers insured Lawn Belongings, trees, shrubs or plants, while in open and within the boundaries of the Home
- Not applicable for the loss or damage, if caused by insects/birds/wildlife, mechanical/electrical breakdown or natural decay

Section 5 - Home Contents - All risk cover

- Covers damages to the general home content in case of burglary or due to an accident, inside home premises.

Section 6 - Loss of Contents whilst in Transit

- Covers loss to the Contents of the property whilst in transit from the building to any new accommodation within India on account of an Accident
- Coverage does not attach for more than three transits to more than one new accommodation during the Policy Period.
- All such transits will be covered for a span of maximum 30 days only.



Section 7 - Loss of Cash whilst in Transit

- Loss of money if caused by; robbery, theft or hold up while carrying from your bank or ATM to your Home within 6 hours of withdrawal
- FIR is mandatory

Section 8 - Cover for specified articles

Valuables / fine arts

Covers loss and damage on account of an accident to the items like Jewellery /Fine arts whilst in transit.

- Valuables -Valuation certificate required for individual items more than INR 50,000
- Fine arts -Valuation certificate is needed for insuring an item costing above INR 25,000
- Other than Valuables / Fine arts-Market value

Baggage

- Covers damage to the baggage against accident whilst in transit.

Section 9 - Personal Liability

- Covers legal expenses incurred, incase of personal injury or property damage to third party within the home premises.

Section 10 - Theft cover for valuables

- Covers loss of valuables on account of theft within the home premises.

Section 11 - Break In Cover

- Covers loss and damage incurred to general home content due to burglary within home premises.

Section 12 - Recreational Bicycle

- Covers cost of repair or replacement due to unforeseen and sudden physical loss to bicycles. It further covers legal expenses arising out of property damage or bodily injury to third party due to bicycle.

Section 13 - Loss of Documents

- Reimbursement of reproduction expense for replacement of title deeds, Passport, Driving License, Work Permit, Residence Permit, or any other official identification Documents or on account of accidental damage for not more than 90 days.

Section 14 - Lock and Key Replacement

- Covers cost of replacing the locks if the keys are lost or stolen up to Rs. 25,000.

Section 15 - Personal Accident

- Covers the following contingencies arising due to injury caused by an Accident during the policy:
 - a. Death resulting from an Accident
 - b. Permanent Total Disablement.

Section 16 - Fixed Glass and Sanitary Fittings

- Covers accidental damage to fixed glass within insured's home building. It covers cost of repair or replacement of damaged glass.

Section 17 - Pet Cover

- Covers Pet against any unforeseeable event.
 - a. Veterinary expenses on account of accident/poisoning/ dacoity /robbery/Terrorism within insured's home building
 - b. Costs incurred towards burial or electric cremation of the pet, in case of death of the Pet within 30 days of accident/poisoning/ dacoity /robbery/Terrorism within Insured's home building
 - c. Theft of Pet from insured's home building.

*There are detailed exclusions under the product.. Please refer to the policy wording.



Additional Benefits of the Policy

Below benefits can be availed under the policy as per policy terms and conditions

Pest control

- Provision of availing pest control services from Our authorized service provider, once after every three years of continuous engagement

Fire hazard / electrical hazard inspection/ structural stability inspection

- Provision of availing the benefit Fire Hazard Inspection or Electrical Hazard Inspection or Structural Stability Inspection services from Our authorized service provider, once after every 5 years of continuous engagement

Basis of Arriving of Sum Insured

Home Building Cover

- Reinstatement Value Basis i.e. the cost of replacing or reinstating the property, if damaged, on the same site.
- Sum Insured of the Home Building can be calculated by Carpet Area (sq mt) x Cost of Reconstruction (per sq mt)

Home Content Cover

- Replacement Value Basis i.e. the cost of replacing the item(s) of similar nature. Sum Insured of the Home Contents can be calculated by Furniture & Fixtures SI+ Electricals/Electronics SI+ Other Contents SI

Valuables & Fine arts

- Agreed value (As per valuation report)

Personal Accident

- Fixed SI of INR 5 lacs per person

Cash

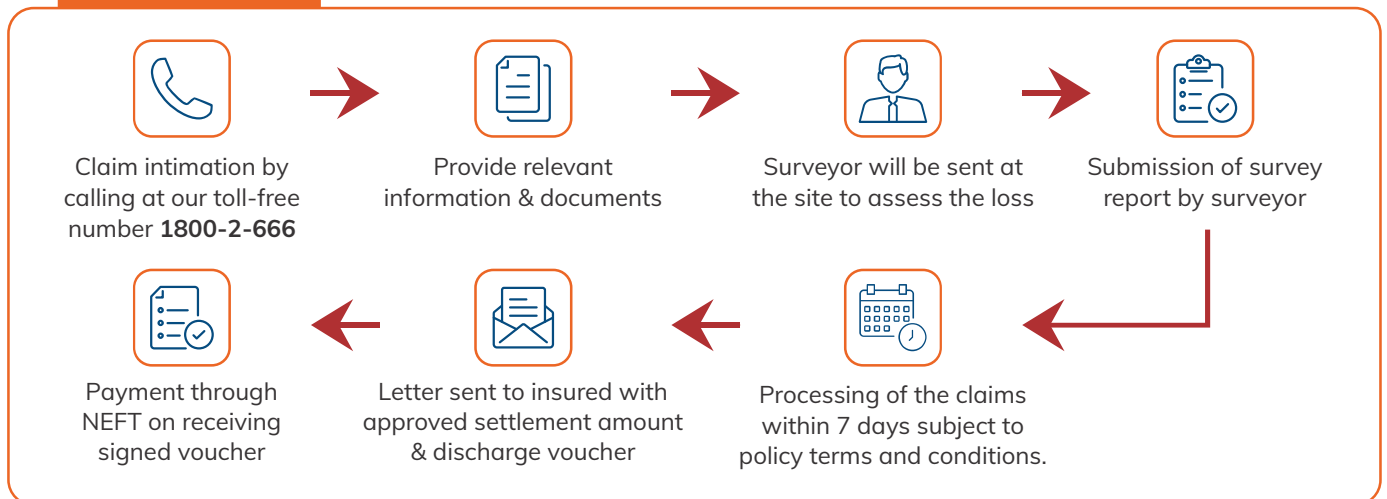
- As per limit mutually agreed up on

Cancellation/Termination of the policy

- Policy could be cancelled on grounds of Established fraud by giving 15 days' notice in writing by Registered post/Acknowledgement due post at your last known address
- Policy could be cancelled by giving us a 15 days' notice in writing
- In case of policy cancellation as mentioned above, pro-rata premium for the unexpired Policy Period would be refunded



Claim Process



Claims for Retail Customer/Policyholder:

The retail customer/ policyholder will be informed of the timelines/ Turn Around Times for settlement of claim.

The allocation of surveyors through the general insurance council tech-based solution should happen within 24 hours of report of claim.

The surveyor shall submit the survey report to the insurer within fifteen days of allocation. It shall be the duty of the insurer to obtain the survey within the specified time limits.

The insurer shall decide on the claim within seven days of receipt of the survey report. This condition will not apply in case of policies issued on the property/building on reinstatement value basis.

Any delay in settlement of the claims beyond the above stipulated timelines is a violation of legislation/ regulations. The insurer is liable to be imposed a penalty for such delay.

The insurer cannot repudiate the claim in full or part:

where the breach of warranty or condition is not relevant to nature or circumstances of loss.

on account of any delay on part of the Policyholder, where such delay has not resulted in the amount of assessed loss being increased.

Claim Documents

- Claim form duly completed and signed
- All other particulars, vouchers, invoices, investigation reports(internal/external), proofs, evidence and information with respect to the claim
- First Information Report (FIR) of the Police, wherever required
- Fire Brigade Report, wherever required
- Final Bill of repairers
- Suppliers' original Invoice for replacement of any of the items of Dwelling, damaged by the Accident and requiring replacement in the opinion of the surveyors/claim investigators
- Rent agreement, wherever required.
- Any other required document



Why ICICI Lombard?

We are in the business of promises and understand how important it is to honour the promises when it matters the most. ICICI Lombard is trusted by millions and is one of the largest private sector general insurance company.

- Gross written premium (GWP) of Rs.217.72 Billion
- Widespread presence: 305 Branches | 12,865
- Over 32.7 million policies issued to customers
- Settled 3.6 million claims*

*Source: Annual Report Fy'23

Customer Service

- If at any time, you require any clarification or assistance, you may contact any of our offices at the address specified, during normal business hours.
- In case of any grievances, contact us via our toll free number: 1800-2666 or email us at customersupport@icicilombard.com

Prohibition of Rebates (Under Section 41 of Insurance Act 1938). No person shall allow or offer to allow, either directly or indirectly as an inducement to any person to take out or renew or continue an insurance in respect of any kind of risk relating to lives or property, in India, any rebate of the whole or part of the commission payable or any rebate of the premium shown on the Policy, nor shall any person taking out or renewing or continuing a Policy accept any rebate, except such rebate as may be allowed in accordance with the published prospectuses or tables of the Insurer. Any person making default in complying with the provisions of this section shall be liable for a penalty which may extend to Ten Lakh Rupees.



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