



# The New India Assurance Co. Ltd.

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## Section 1 - Definitions

This document gives information about Insurer, Insured, Beneficiary/User and Insured Equipment etc & other terms & conditions

**Proposer – Microsoft certified retailers or partners for the benefit of their end consumer, whereby customer purchase their app or product/services along with purchase of equipment, only through proposed stores.**

**Insurer:** The New India Assurance Company Limited.

**Issuing Office:** DO no - 111700, 3<sup>rd</sup> Floor, Asian Building, R. Kamani Road, Ballard Estate, Mumbai – 400001

**Insured -** Purchaser of the insured equipment who have opted for MPP & its details as mentioned in the MPP certificate issued along with the sale.

**Beneficiary/User:** The purchaser, whose name is as shown on the Invoice and in MPP certificate. However his / her Spouse, Children & Parents can use the equipment. Where the purchaser is a company, beneficiary/user shall mean any representative / employee of the company authorized to use the Equipment.

**Insured Equipment:** Product as shown on purchase Invoice & on MPP certificate

**Medium:** Proposer certified stores/partners or associate or online and app channel with in India.

**Administrator/Facilitator/Coordinator:** Universal Insurance Brokers Services Private Limited (UIB) & its ancillary partner's if any

**Cover Period:** 12 month from the date of purchase of equipment.

**Sum Insured:** Equipment value as mentioned in the purchase invoice.

## Section 2 – The scope of cover

Provided beneficiary have purchased equipment from proposer medium, whereby insured have advised to Insurer about the purchase & paid the appropriate premium and issued purchase invoice along with this handout to the purchaser, Insurer in the event of following occurrence to the Insured Equipment will approve for repair or replace equipment with same or similar equipment or at their option, will arrange for payment if the equipment,

- Suffers accidental physical damage to the Insured Equipment and/or such damage cause's equipment to stop working.
- Fails to work because accidentally fluid has entered its internal circuitry, resulting into stoppage of the insured equipment.
- Burglary including Theft and Housebreaking
- Stolen from a locked building/room/vehicle.
- Fire, lightening and explosion.
- Act of god perils
- Damage or theft during riot, strike & malicious damage.

Insured will not be eligible for any compensation under MPP for any loss or damage to accessories and panels even if forming a part of standard pack or to any complimentary or ancillary product/s, made available under any promotional scheme.

## Section 3 – Exclusions

This Insurance policy does not cover:

1. Loss, such as lost, forgotten/misplaced/left unattended, missing, fallen and any loss under mysterious circumstances.
2. Loss resulting from or caused by theft, or attempted theft of insured equipment, left in unattended vehicle or room except car of fully enclosed saloon type or room, having at the time all the doors/windows and other opening securely locked and properly fastened.
3. Loss due to Intentional act or wilful neglect.
4. Loss arising after 12 month from date of purchase.
5. Any loss due to hire or loan of the insured equipment to a third party or if ownership is transferred.
6. Loss arising due to unlawful act including Terrorist activity, War, Nuclear Explosion, Radioactive Contamination, Chemical, Biochemical, Biological, Electromagnetic, Cyber Attack etc.
7. Any loss if the insured equipment is not connected to any cellular network of service provider (only for mobiles).
8. Consequential loss of any kind or description including normal wear & tear, manufacturing defects etc.
9. Loss caused by incorrect storage, poor care and maintenance, careless use, gross negligence, incorrect installation and incorrect set-up.
10. Loss covered by supplier, dealer or factory warranty.
11. Any loss of data or software installed in the equipment.
12. Any loss arising outside the territorial limits of India.
13. Any loss which is cosmetic in nature and does not result in to complete stoppage of/or functioning of equipment.
14. Any loss effecting to SIM card and any ancillary product etc even if the equipment result into complete stoppage of working.
15. Any loss or damage to accessories and panels even if forming a part of standard pack or to any complimentary or ancillary product/s made available under any promotional scheme.

## Section 4 – Compensation

### Total Loss: –

Compensation for any Total Loss claims will be by way of NEFT or payment to the insured account by suitable mode. Maximum liability shall be Sum Insured, subject to excess and depreciation depending on age of insured equipment from date of purchase at the date & time of loss.

### Partial Loss: –

Compensation for any Partial Loss claims will be by cashless repair, to the insured equipment or NEFT/payment to the insured account by suitable mode. Maximum liability shall be cost of repair, subject to excess. If the repair cost or maximum liability at the time of loss exceeds the total loss settlement, insurer shall settle the claim on total loss under BER (Beyond Economic Repair). PTO...



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**If the repair value is more than the compensation payable, beneficiary has to bear the difference between repair value and approved amount.**

Excess is minimum value which shall be deducted in each and every claim. Excess is **5%** of the claim value, or **300** rupees, whichever is higher.

The Sum Insured or maximum liability shall be calculated as follows by applying depreciation on the claim value only for total loss:

| Age                | Depreciation       |
|--------------------|--------------------|
| Up to 90 days      | 10% of Sum Insured |
| 91 to 180 days     | 25% of Sum Insured |
| more than 180 days | 50% of Sum Insured |

Maximum of 2 claims shall be addressed by the Insurer, during policy period; subject to maximum value of Sum Insured at the time of loss and prior claim is partial loss.

## Section 5 – Policy Condition

Insured or beneficiary shall at all times agree & declare that:

- Take all reasonable steps to safeguard the insured equipment.
- Insured equipment is purchased and insured product/services & registered/activated within 15 days from the date of purchase
- In the event of loss, declare/disclose all the material fact about the incidence or event and submit salvage.
- In the event of a loss, all benefits shall be forfeited, where there are any misrepresentations, misdescription or non disclosure of any material fact significant to admission of liability and assessment of loss.

## Section 6 – Claim Procedure

In the event of loss insured or beneficiary is required to do following steps:-

- An immediate intimation (not later than 48 hours from the date and time of loss) about loss should be given to insurer or Universal Insurance Brokers (UIB) on **022 – 4910 7910**.
- All claim related documents or correspondence need to be submitted to UIB and all such documents or correspondence should reach UIB not later than 15 calendar days from the date and time of the event of loss.

## Theft Category –

- The event should be immediately (not later than 48 hours from the date and time of loss) reported to the nearest police authorities and police acknowledgment/receipt to be furnished.
- The event will have to be simultaneously notified to the cellular network service provider not later than 48 hours from the date and time of loss and a written acknowledgment on confirmation of barring of SIM Services from network service provider to be furnished.

## Damage Category –

- The event need to be notified to UIB with proximate cause or reason of loss, in turn UIB will guide to take the insured equipment, to nearest authorized service centre & obtain service estimate towards damage.
- Do not get the damaged insured equipment repaired unless intimated over helpline of UIB & further authorized by insurer.

## Section 7 – Contact Points for Claims

**All claim related queries and submission of claim document/s or correspondence should be directed to Universal Insurance Brokers Services Private Limited by calling on 022 – 4910 7910 or by sending an SMS as “UIBSUPPORT (space) MPP (space) <mobile number> (on which customer wish to get reply from UIB) on 56767 e.g. UIBSUPPORT MPP 1234567890.**

**On the basis of your call UIB will in turn arrange for a pick-up of claim documents & damage equipment in case of damage category claims in cities such as Mumbai, Delhi, Kolkata, Chennai, Bengaluru & Hyderabad.**

**In case pick up facility is not available UIB shall guide you further course to either obtain cashless or mail in benefit or such suitable mode of service.**

**All claim related documents or correspondence need to be submitted to Universal Insurance Brokers Services Pvt. Ltd (UIB) in Duplicate i.e. Original claim document/s with one additional photo copy of all original claim document/s.**

**Note: Original Documents shall be retained by insurer at the time of claim and shall not be returned to the insured/claimant.**

**For claim guidance or assistance and claim related issues, beneficiary can contact either Insurer or UIB.**

Insured/Beneficiary can inform about the claim i.e. claim intimation, know their claim status and also get all other relevant information by calling on 022 – 4910 7910 or writing an email at [mpp.support@universalinsurance.co.in](mailto:mpp.support@universalinsurance.co.in) or by sending an SMS as “UIBSUPPORT (space) MPP (space) <mobile number> (on which customer wish to get reply from UIB) on 56767 e.g. UIBSUPPORT MPP 1234567890.

Please refer <http://mpp.universalinsurance.co.in> to view or download for all insurance related documents, obtain information regards to policy terms & condition, claim process etc.

**This scheme is available at select stores/outlets and applicable only if equipment & MPP obtained from same outlet. This insurance policy is valid only if make and model of the Insured equipment is Microsoft.**

**Insurance is subject matter of solicitation.**