orient
INSURANCE LIMITED



ORIENT FIRE INSURANCE (PRIVATE RESIDENCES)

INSURANCE PRODUCT INFORMATION DOCUMENT (IPID)

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1. WHAT IS THIS TYPE OF INSURANCE?

This policy provides cover against physical loss or damage to insured property caused by fire and other specified perils.

It is designed for homeowners and tenants who wish to protect buildings, household equipment's, furniture, permanent fixtures and other contents from fire and allied perils risks.

2. WHAT IS INSURED?

Subject to the Sum Insured stated in the Policy Schedule, the policy covers physical loss or damage to insured property caused by:

Core Cover's

Fire (including accidental fire) | Lightning | Explosion (domestic gas only unless otherwise extended)

Standard Allied Perils (if stated in the Schedule)

Malicious Damage (This cover is an extension to Riot & Strike Cover) | Aircraft Damage | Impact Damage | Cyclone, Storm & Tempest | Flood | Earthquake, Volcanic eruption, Hurricane, Typhoon, Tornado, Wind-Storm, Hailstorm, Rainstorm, Thunderstorm, Tsunami, and Tidal Wave | Electrical Inclusion (With Fire Mark Cover) | Electrical Inclusion (Without Fire Mark Cover) | Bursting or overflowing of water tanks apparatus or pipes | Spontaneous Combustion | Burglary (involving forcible and violent entry or exit) | Theft (following forcible and violent entry) and damage to premises caused during burglary

Extensions

Riot's, Strike & Civil Commotion | Terrorism

Special Note - Perils listed above will only be covered, if specifically included in the policy Schedule.

3. WHERE DOES THE COVER BE APPLIED

Coverage applies only at the location(s) specified in the Policy Schedule within Sri Lanka (unless otherwise agreed in writing)

4. WHEN DOES THE COVER COMMENCE & END

- Cover begins on the date and time shown in the Policy Schedule
- The policy is usually valid for 12 months, unless otherwise specifically stated
- Cover ceases automatically at expiry unless the policy is renewed

5. PROPERTY THAT CAN BE INSURED

Buildings (including permanent fixtures) | Household Equipment's | Furniture, Fixtures & Fitting | Electronic equipment (if declared)

6. WHAT IS NOT INSURED?

The policy does not cover:

War, invasion, civil war | Nuclear risks or radioactive contamination | Gradual deterioration, wear and tear | Electrical or mechanical breakdown (unless resulting in fire) | Consequential loss or loss of profits (unless Business Interruption cover is taken separately) | Theft without forcible and violent entry (unless specifically covered) | Willful or deliberate acts of the insured | Property not declared or not included in the Schedule

Special Note - Full exclusions are detailed in the Policy Document.

7. ARE THERE ANY RESTRICTIONS ON COVER?

The following conditions apply:

- The Sum Insured must represent the full reinstatement value of the property, replacement value (Market value) for Machinery & Equipment's and Cost value for Stocks
- Underinsurance may result in claim reduction (Average Clause)
- Claims are subject to the applicable excess/deductible
- Salvage value will be deducted where applicable.

8. WHAT ARE THE RESPONSIBILITIES OF A POLICY HOLDER

- Provide accurate and complete information when applying for insurance
- Declare the correct value of property
- Pay the premium on time
- Take reasonable steps to safeguard the insured property
- Notify the insurer immediately in the event of a loss
- Submit required documents when making a claim
- Inform the insurer of any material changes (e.g., change of occupancy, storage of hazardous goods)

9. HOW DO I CANCEL THE CONTRACT?

You may cancel the policy by giving written notice to the insurer.

- Refund of premium will be calculated on a short-period basis if cancelled mid-term.
- No refund will be given if a total loss claim has been paid.

The insurer may cancel the policy by giving written notice as per policy conditions.

10. HOW CAN A POLICY HOLDER MAKE A CLAIM

1. **Notify the insurer immediately**
2. **Inform police/fire authorities where required**
3. **Take reasonable steps to minimize further damage**
4. **Submit a completed claim form with supporting documents**
5. **Allow inspection of damaged property**

Claims will be settled subject to policy terms and conditions.

11. PREMIUM PAYMENT WARRANTY

Full premiums must be paid within 60 days from the policy commencement. Failure to pay may result in claim denial or automatic policy cancellation.

12. COMPLAINTS & FEEDBACK

If you're not satisfied with our service, you can:

VISIT **any branch or outlet**	CALL OUR CUSTOMER RELATIONSHIP OFFICER **011 20 30 311**
SUBMIT ONLINE **www.orientinsurance.lk**	EMAIL **tellus@orientinsurance.lk**
WRITE TO **Vice President - MD's Office and Administration, Orient Insurance Ltd, JFI Tower 3, 10th Floor, No. 75 Piyadasa Sirisena Mawatha, Colombo 10.**	

What happens next?

- You'll receive an acknowledgment and reference number within 3 working days.
- Complaints are resolved within 14 days.
- Appeals are reviewed within 14 working days.

13. DISPUTE RESOLUTION

If you're still not satisfied:

1. Appeal to the Compliance Officer

EMAIL	TELEPHONE
tellus@orientinsurance.lk	+94 112 020 429

2. Further escalation to:

INSURANCE OMBUDSMAN	INSURANCE REGULATORY COMMISSION OF SRI LANKA (IRCSL)
143A Vajira Road, Colombo 05 +94 112 505 542 / 041 www.insuranceombudsman.lk	World Trade Centre, Colombo 01 +94 112 396 184-9 / 335 167 investigation@ircsl.gov.lk infor@ircsl.gov.lk

3. Final Option:

Arbitration or legal proceedings under Sri Lankan law.

14. OTHER IMPORTANT INFORMATION

- Make sure you signed the dully filled proposal form prior to obtain the Insurance cover
- Your ID no or Passport no and contact information need to be correctly updated with the company for future correspondence
- Vehicle usage should be correctly updated in the proposal form.
- Make sure your vehicle reflects its market value as a sum insured during the policy period.
- All the material changes (Changes of usage, Modification to vehicle, change of use etc.) should be informed to the company immediately.
- Your insurance cannot be transferred to the new owner, therefore, refrain from handing over the insurance certificate/card to new owner.

> *The IPID is intended to provide a summary of the main cover 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. In case of any conflict, the terms and conditions mentioned in the policy document shall prevail.*

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Orient Insurance LTD is Licensed by the Insurance Regulatory Commission Sri Lanka (IRCSL)