Frequently Asked Questions

Introductory Questions

1. **Why Smart Home All Risk Policy?**
   Your Home is more than just a building—it is where You and Your family live, celebrate milestones and create lasting memories. Smart Home All Risk Policy provides protection against physical loss or damage to Your Building, Contents, Portable Electronics, Jewellery, Fine Art and Valuables, subject to the Covers opted, applicable terms, conditions, exclusions, limits and Sum Insured under the Policy.

2. **What does Smart Home All Risk Policy Cover?**
   This Policy covers You against all risks of physical loss or damage by any fortuitous cause, other than those specifically excluded, to the following, subject to the Covers opted under Your Policy:
   i. Building All Risk
   ii. Contents All Risk
   iii. Portable Electronics All Risk
   iv. Jewellery All Risk
   v. Fine Art and Valuables All Risk

3. **Can I choose the Covers I need?**
   Yes. The Policy provides different Covers, and the Covers applicable to You will be as mentioned in **Your Policy**. The Schedule/Certificate of Insurance will specify the Covers that apply, the Cover Period, Sum Insured, limits, sub-limits and Excess, wherever applicable.

4. **Can I make changes to my Policy during the Policy Period?**
   Yes. You may request a mid-term revision in the Sum Insured for the following Covers:
   i. Building All Risk
   ii. Contents All Risk
   iii. Portable Electronics All Risk
   iv. Jewellery All Risk
   v. Fine Art and Valuables All Risk
   The change will be effective only after We accept Your request and You pay the additional premium, if applicable. Increase in Sum Insured will be charged on a pro-rata basis for the remaining Cover Period, while decrease in Sum Insured will be refunded on a pro-rata basis, subject to the terms and conditions of the Policy.

5. **What should I do if I have a question or complaint regarding my Policy?**
   You may contact Tata AIG through the customer service and grievance redressal channels mentioned in Your **Policy Schedule/Certificate of Insurance**.

Coverage related Questions

1. What is Temporary Shifting Cover?

Under Temporary Shifting Cover, We will reimburse expenses up to ₹1,00,000, subject to the terms and conditions of the Policy, where Your Insured Building is certified as unfit to live and You need to shift to alternative accommodation.

The expenses covered include:

1. Packing, transportation and unpacking of Contents;
2. Emergency contingency purchases such as food, medicines, clothes and infant essential items; and
3. Hotel accommodation or interim accommodation expenses for a maximum period of 5 days, subject to a maximum of ₹10,000 per day.

This benefit is not applicable to Short-term Policies with a Cover Period of less than one year.

2. What is Leak/Seepage Tracing Expense Cover?

We will pay expenses incurred up to ₹10,000 to find and access the point of escape of water leakage from Your Building's pipeline and roof/ceiling to prevent further damage to Your Insured property, subject to the terms and conditions of the Policy. These expenses will be paid for maximum two events in case of Policies with Cover Period more than a year, and one event in case of policies with Cover Period of one year. Payment under this benefit will be subject to previous Claim free Policy Year in a multiyear Policy or previous Claim free Policy Year on Renewal of Policy.
This benefit is not applicable to Short-term Policies with a Cover Period of less than one year.

3. What is Lock and Key Cover?

We will reimburse expenses up to ₹5,000 towards locksmith charges to produce a new key or replace a new lock, including fitting, if Your home key is lost or stolen during the Cover Period, subject to the terms and conditions of the Policy.
These expenses will be paid for maximum two events during the Cover Period in case of Policies with Cover Period more than a year, and one event in policies with Cover Period of one year.
This benefit is not applicable to Short-term Policies with a Cover Period of less than one year.

Claims related questions

1. What happens if the same property is insured under another Policy?

If, at the time of a loss or damage covered under this Policy, there is any other insurance covering the same property, We shall not be liable to pay or contribute more than Our rateable proportion of the loss or damage.

2. What happens if a fraudulent claim is made?

If You or any claimant makes or advances any claim knowing it to be false or fraudulent as regards the amount or otherwise, the Policy shall be void and all claims or payments under the

Policy shall be forfeited. We can also start legal proceedings against You.

3. **Can I cancel my Policy during the Policy Period?**

   Yes, You may request cancellation of the Policy by informing Us. If there are no claims under the Policy, We will refund the proportionate premium for the unexpired Policy Period, subject to the terms and conditions of the Policy.

   You also have a 30-day Free Look Period from the date You receive the Policy document, to review the terms and conditions of this Policy and cancel the Policy if the Cover(s) does not meet Your requirement. The Free Look Period is not applicable at renewal or where the Cover Period is less than 12 months.

4. **Can I pay my premium in instalments?**

   If You have purchased a Policy for a period of more than one year and the premium is payable by instalments, the instalments shall be annual and shall be paid through the Electronic Clearing Service (ECS) mode only.

   The Policy will state the amount and due date for each instalment.

5. **What happens if I do not pay an instalment on time?**

   You can make the payment within a grace period of 15 days from the due date. If the premium is not received within 15 days from the date it is due, the Policy will automatically end from the premium due date.

   We will not pay for any loss, damage, destruction or death occurring during the grace period if the instalment is not paid during the grace period

6. **What should I do immediately after a loss?**

   You must inform Us immediately about the occurrence of the loss and provide the requisite information along with Your Policy details, including:

   i. Date and time of loss;
   ii. Location of loss;
   iii. Details of any report made to an Authority; and
   iv. Photographs of the loss or physical damage, wherever possible.