

## **Plate Glass Insurance – Insurance Product Information Document**

**Type of Policy:** Plate Glass Insurance

**Basic Cover Provided:**

Indemnify the Insured against accidental breakage or loss of fixed glass and / or sign boards.  
*(For more details about the basic cover, please refer page no. 01 of the policy wording)*

**Additional Cover**

Covers the cost of repairing damage to window frames, framework, stocks, displays, and fittings, subject to a maximum limit of Rs. 2,500/=, provided such damage results from an Insured Event.

**Key feature(s):**

This is an All Risk Policy which covers any loss of or damage to the Insured Property other than the Exceptions listed below

**What is not Covered (Exceptions) :**

1. Damage resulting from work being undertaken on the insured property.
2. Damage to sign boards caused by cleaning, restoration, mechanical breakage, or electrical energy.
3. Loss due to inherent defects, faulty workmanship, mechanical failure, or gradual deterioration (including effects of light or weather).
4. Loss arising from confiscation or detention by customs or other authorities.
5. Damage caused by pressure waves from aircraft or aerial devices traveling at sonic or supersonic speeds.
6. Loss or damage directly or indirectly caused by natural disasters such as Cyclones, Volcanic eruptions, Earthquakes, or Other convulsions of nature.
7. War , Riot & Strike and Terrorism
8. Any loss, damage or destruction happening during the existence of abnormal conditions (whether physical or otherwise)
9.
  - a) Ionizing radiations from or contamination by radioactivity from any nuclear fuel or from any nuclear installation, reactor or other nuclear assembly or nuclear fuel
  - b) The radioactive, toxic explosive or other hazardous or contaminating properties of any nuclear installation, reactor or other nuclear assembly or nuclear component thereof
  - c) any weapon of war employing atomic or nuclear fission and / or fusion or other like reaction or radioactive force or matter.

*Please refer page no 01 & 02, “Exceptions” section of the policy wording*

### **Mode of Payment of Premium:**

Annual Premium has to be paid for the Policy (unless mentioned otherwise in the Policy Schedule) and for any subsequent renewals.

### **Claims Procedure and Required Documents:**

1. Call us on 011-2206306, as soon as you come to know the loss/damage.
2. Report the incident to the nearest police station, as required by the law (in case of theft, malicious damage, riot & strike, arson or suspected arson)
3. If any claim is made by a third party, refer the same to us without making any commitment.
4. You may also need to fill up the claim form which will be sent by Non-Motor Claims Department and return it with other requested documents as soon as possible to keep your claim moving quickly.
5. In case of a property claim, an assessor/investigator will be sent as soon as possible to visit the damaged property.
6. Adjustment of loss/damage will be carried out by an appropriate loss adjuster depending on the loss.

#### **Required Documents:**

1. Duly completed Claim Form.
2. Extract of the complaint made to the police if applicable.
3. Estimates & Bills
4. Any other requirements which may be needed by the insurer whilst processing the claim.

*Please refer page no 02, point no 02 (a, b & c) under “Conditions” section of the policy wording*

#### **Fraud:**

If any claim under this Policy is in any respect fraudulent, or if any false statutory declaration is made or used in support thereof, all benefits under this Policy shall be forfeited.

*Please refer page no 03, point no 02(c), under “Conditions” section of the policy wording*

## **Obligations of the Policyholder:**

### **Obligations of the policyholder in disclosing material facts**

- At the time of purchase:- Disclose all material facts requested in the Proposal Form, truly and accurately, to avoid any claim rejection.
- During the policy term:- Notify the Insurer of any significant changes in risk or personal information.

*Please refer page no 04, point no 10, under “Conditions” section of the policy wording*

### **Obligations of the policyholder when a claim is made**

- When making a claim:- Provide all necessary documents and details as mentioned in the Claim Procedure along with the Claim Form.

*Please refer page no 02, point no 02, under “Conditions” section of the policy wording*

- Payment of Premium:- Should be as per the Premium Payment Warranty in the Policy  
*Please refer page no 04, point no 11, under “Conditions” section of the policy wording*
- Insured shall take all reasonable precautions to prevent or minimize loss or damage to the property insured.
- In order to receive the right amount of compensation in an event of a claim, Insured should ensure that the property is insured to its current market value

## **Complaints Procedure:**

We are committed to serve you with passion and willing to receive your feedback. If you are not satisfied with our services, you can lodge a complaint by below methods;

- By telephone - Customer Care Officer - 011 2126136
- By email - [pilassist@peoplesinsurance.lk](mailto:pilassist@peoplesinsurance.lk)
- By WhatsApp - 0716230048
- By fax - 011 2126109
- By post - Customer Care Officer, People's Insurance PLC, No. 07, Havelock Road, Colombo 05
- Via online - Complaint Submission Form is available on our website  
[www.peoplesinsurance.lk](http://www.peoplesinsurance.lk) → Please click on the "Complaints" tab
- By visiting

Below information to be provided when lodging a complaint;

- I. Complaint in brief
- II. Your name and contact details

III. References: Policy No. / Vehicle No. / Claim No.

IV. Any supporting documents

The Trilingual Complaints Handling Procedure can be downloaded from our website -  
[www.peoplesinsurance.lk](http://www.peoplesinsurance.lk) → Please click on the "Complaints" tab

### **Dispute Resolution:**

If you are not satisfied with the resolution given by us for a complaint lodged, you have the option to use following Alternative Dispute Resolution (ADR) mechanisms.

I. Address your concerns to:- Insurance Ombudsman of Sri Lanka  
No. 143A, Vajira Road, Colombo 05  
[info@insuranceombudsman.lk](mailto:info@insuranceombudsman.lk)  
011 2505542 / 011 250 5041

II. Arbitration:- As per the Arbitration Clause in the Policy

III. Address your concerns to:- Director Investigations  
Insurance Regulatory Commission of Sri Lanka  
Level 11, East Tower, World Trade Centre  
Colombo 01  
011 2396184-9 / 011 2335167  
[investigation@ircsl.gov.lk](mailto:investigation@ircsl.gov.lk) / [info@ircsl.gov.lk](mailto:info@ircsl.gov.lk)

*Please refer page no 05, "Complaints Procedure" section of the policy wording*

### **A Few Things to Remember**

#### **Cancellation of the Insurance:**

This Insurance may be terminated at any time at the request of the Insured, in which case the Insurer will retain the customary short period rate for the time the Policy has been in force, subject to no claims being made. This Insurance may also at any time be terminated at the option of the Insurer on notice to that effect being given to the Insured, in which case the Insurer shall be liable to repay on demand a ratable proportion of the premium for the unexpired term from the date of the cancellation.

*Please refer page no 03, point no 07, under "Conditions" section of the policy wording*

The due observance and fulfilment of the terms and conditions of this Policy shall be conditions precedent to any liability of the Insurer to make any payment under this policy.

### **Important Notes:**

1. This Insurance Product Information Document (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. Please note that all matters of whatever nature pertaining to this Insurance (including but not limited to claims, interpretation of terms and conditions and litigation etc.) shall be governed by the terms, conditions and exclusions of the Policy which shall prevail over the contents of this document.

### **For Further Information:**

If you require any further information, you can make a request via

- Telephone - 0112126126
- Email - [pilassist@peoplesinsurance.lk](mailto:pilassist@peoplesinsurance.lk)
- Visiting any of our offices island wide