

Solar Panels (Photo Voltaic) Insurance – Insurance Product Information Document

Type of Policy: Solar Panels (Photo Voltaic) Insurance

Basic Cover Provided:

Covers the Property Insured or any part thereof be lost or damaged by the perils as specified in the Policy Schedule.

1. Fire, lightning & explosion
2. Storm and tempest including cyclone
3. Flood
4. Earthquake and its consequences
5. Accidental damage
6. Electrical inclusion
- 7.

(For more details about the basic cover, please refer page no. 02 of the policy wording)

Extensions (which can be obtained by payment of an additional premium):

1. Riots & Civil Commotion - *Please refer the endorsement - “SRCC Endorsement – SR - 01”*
2. Terrorism - *Please refer the endorsement “Terrorism Endorsement – TR 03”*
3. Any other additional cover as specified in your Policy

Provisions:

1. Total sum payable under the policy will not exceed the Total Sum Insured
(For more details please refer page no 04, “Limits” section of the policy wording)
2. Additional Covers - as specified in your Policy Schedule.

What is not covered (Exceptions):

1. Loss of or damage to any part whilst removed from its normal working position, or damage to lighting tubes unless the glass is fractured
2. Inherent fault or defective workmanship, defective material or design,
3. Any loss or damage arising from theft or dishonesty committed by any person in the employment of the Insured,
4. Loss or damage to computer software
5. War
6. Riot , Strike , Civil Commotion and Terrorism (if not obtained as additional covers)

7. Loss or damage caused by rain (whether driven by wind or not) unless containing the property insured shall first sustain actual damage by direct force of a cyclone, storm and tempest.
8. Loss or damage caused directly or indirectly by landslide, subsidence or inundation from the sea, whether or not incidental to cyclone, storm, tempest or flood
9. Loss or damage by flood caused by overflowing, bursting or leakage of water tanks, pipes or apparatus..
10. Consequential loss or damage of any kind or description whatsoever. *(Other than as defined in additional covers in the policy schedule)*
11. Loss or damage arising from -
 - a. insect, vermin, wear and tear, mildew, rot, gradual deterioration and depreciation
 - b. mechanical or electrical breakdown or derangement,
 - c. any process of cleaning, dyeing, repairing or restoring,
 - d. action of light, atmospheric or climatic conditions, or external temperature,
 - e. breakage or scratching of glass or other substances of a brittle nature unless caused by fire or thieves, detention, confiscation, destruction or requisition by customs or other officials or authorities, or by seizure or sale under any process of Law, or abandonment of the Property to the Insured,
12. 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.

(For more details 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:

Immediate notice shall be given to the Insurer of any occurrence likely to give rise to a claim under this Policy. Within thirty (30) days of any occurrence, the all relevant documents as described below to be submitted along with a duly completed claim form.

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.
7. Required Documents:
 - Duly completed Claim Form.
 - Extract of the complaint made to the police if applicable.
 - Estimates & Bills
 - Any other requirements which may be needed by the insurer whilst processing the claim.

Please refer page no 03, point no 03, under “Conditions” section of the policy wording

Fraud:

If any claim be made by or on behalf of the Insured which shall be in any respect unfounded fraudulent or intentionally exaggerated, or if a false declaration or statement be made in support thereof, no claim shall be recoverable hereunder.

Please refer page no 04, point no 07, 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.
- **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 03, point no 03, 04, & 06 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
- 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 → 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. / Claim No.
- IV. Any supporting documents

The Trilingual Complaints Handling Procedure can be downloaded from our website - 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. 1, Bethesda Place, Colombo 05.
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 / 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 04, point no 09, 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
- Visiting any of our offices island wide