Insurance Product Information Document (IPID)

Product Liability Insurance

To view the full policy document, please click here or visit www.allianz.lk.

This document provides a summary and may not be personalized to your insurance coverage requirements. The policy terms, conditions and warranties stated in the policy document and schedule prevail over this document.

1. Type of Insurance Cover.

The insurer will indemnify the Insured for Loss (damages, settlements, judgments, and claims expenses) arising from Personal Injury or bodily injury by an Occurrence within the Geographical Limits during the Policy Period, in connection with the Insured Business.

Please refer to the policy document page nos. from 4 to 27 further information.

2. Summary of Insurance Cover.

Product Liability Insurance is an insurance policy that protects a business if a product they make, sell, or supply causes injury, illness, or property damage to a customer. It covers legal costs, compensation claims, and related expenses.

3. Key Features, Exclusions, and Terms & Conditions.

Key Features,

- Worldwide jurisdiction including USA/Canada (subject to North American Jurisdiction clause).
  Please refer to page no 24 of the policy document for more details.
- Defense costs included within limits (Claims Expenses Inclusive Clause).
  Please refer to page no 11 of the policy document for more details.
- Extensions for specific risks (e.g., Advertising Injury, Sudden & Accidental Pollution, product recall).
  Please refer page no 29 onward of the policy document for more details.

Exclusions,

- Aircraft Products *(Page 5)*
- Asbestos *(Page 5)*
- Construction/Demolition works over USD 200,000 *(Page 5)*
- Contractual Liability *(Page 5)*
- Damage to property owned, rented, or in custody/control *(Page 6)*
- Employer's Liability *(Page 6)*
- Employment Practices *(Page 6)*
- Pollution *(Page 8)*
- Product Guarantee/Warranty *(Page 8)*
- Product Recall *(Page 9)*
- Professional Liability *(Page 9)*
- Terrorism *(Page 9)*
- War, Nuclear Risks *(Pages 7–10)*
- North American Jurisdiction Exclusion
- Product Recall Exclusion (explicit wording)
- Efficacy Exclusion
- Failure to Perform Exclusion

Please refer from page no. 05 to 10 of the policy document for more details on all benefits under this Policy and other benefits.

Terms and Conditions,

- Occurrences and claims must be reported within 30 days.
  Please refer to page no 15 of the policy document for more details.
- Insurer controls defense; consent required for settlements.
  Please refer to page no 15 of the policy document for more details.
- Policy operates as excess over other valid insurance.
  Please refer to page no 18 of the policy document for more details.
- Fraudulent claims void coverage.
  Please refer to page no 16 of the policy document for more details.

- Full premium is due within 60 days, non-payment voids cover.
  Please refer to page no 29 of the policy document for more details.

Limits:

- Limits of Insurance: As per policy schedule (per occurrence and aggregate).
  Please refer to page no 11 of the policy document for more details.
- Deductible: Percentage of loss or minimum amount per occurrence.
  Please refer to page no 12 of the policy document for more details.

4. Mode of Payment of Premium.

Bank Transfer and cheque

5. Obligation to Disclose Material Facts.

Policyholders must disclose all material facts truthfully and completely at the time of purchasing the policy and during the term of the insurance. A material fact refers to any information that could influence Allianz's decision to accept the risk and determine the terms of coverage.

Importance of disclosure:

- Ensures accurate underwriting and appropriate coverage
- Helps avoid disputes or complications during claims

Failure to disclose material facts may result in:

- **Cancellation** of the policy from inception
- **Denial of claims**, even if unrelated to the undisclosed information
- **Legal action** for false declaration under applicable insurance regulations

6. Obligation of the Policyholder When Making a Claim.

- Disclose all material facts at inception.
- Notify insurer of significant changes in operations.
- Pay premium at inception.
- Cooperate fully during claims investigation.

Steps to follow in the event of a claim.

- Notify insurer immediately of any incident.
- Provide documentation: incident reports, witness statements, legal notices, invoices.
- Cooperate with appointed surveyors, adjusters, and claims handlers.

7. Complaint & Grievance Handling Procedure.

- **Dispute resolution method at company level (internal process).**

If a customer is dissatisfied with the service received at any customer touchpoint or if a product does not meet expectations, there are several ways to file a complaint. Complaints can be submitted by visiting or writing to the Customer Experience Management Unit at Allianz Insurance Corporate Office, any branch office, or the Customer Care Centre at No 323, Union Place, Colombo 2.

Complaints can also be made by calling the Customer Experience/Complaints Management Unit at 0114 788 796 or 0114 788 814, or through the 24-hour hotline for General Insurance at 0112 303 300. Customers can send an email to info@allianz.lk or complete the feedback form on the website at www.allianz.lk.

- **Dispute resolution by the Insurance Ombudsman.**

If the customer is not satisfied with the resolution, the complaint can be referred to the Insurance Ombudsman.

Office of Insurance Ombudsman.

No 143A, Vajira Road, Colombo 5.

Telephone – +94 11 250 5542 / +94 11 250 5041

Email – info@insuranceombudsman.lk

Website – https://insuranceombudsman.lk

- **Dispute resolution by the IRCSL.**

Insurance Regulatory Commission of Sri

Lanka (IRCSL).

Director Investigations.

Insurance Regulatory Commission of Sri Lanka.

Level 11 East Tower, World Trade Center, Colombo 01.

Telephone – 0112396184-9 / 0112335167

Email – investigation@ircsl.gov.lk / info@ircsl.gov.lk

8. Contact Information.

For assistance, the following contact options are available:

- 24/7 Customer Care (Sri Lanka): +94 11 2303300
- Email: info@allianz.lk · Website: www.allianz.lk

- Head Office: Levels 26-27, One Galle Face Tower, No. 1A, Centre Road, Galle Face, Colombo 02.

Data Privacy & Protection.

The Insurer is strongly committed to conducting its business in full compliance, and in accordance with applicable Data Privacy protection laws and regulations. All privacy related matters are governed by Allianz Privacy Notice which is available on the Insurer's official website https://www.allianz.lk/dataprivacy-notice.html. The said privacy notice explains how and what type of personal data will be collected, why it is collected and to whom it is shared or disclosed. Further, the Insurer is committed to keeping your Personal Data only so long as necessary to fulfill the purposes for which the data was collected for or to fulfill legal obligations.

Definition:
Personal Data - means any information relating to an individual pre-approved by the Claims Administrator of the Insurance Company.

9. Importance notice.

The 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. Complete pre-contractual and contractual terms on the full and personalized information, and exclusions of the product are provided in your policy document. The IPID shall not form a part of the policy/ contract. Therefore, in case of any conflict, the terms and conditions mentioned in the policy document shall prevail.