

# Insurance Product Information Document (IPID)

## Shopkeeper's Insurance Policy

To view the full policy document, please click [here](#) or visit [www.allianz.lk](http://www.allianz.lk)

### 1. Type of Insurance Cover

This policy offers comprehensive and tailored protection for retail businesses against a broad spectrum of risks. Coverage includes Material Damage, Burglary, Workmen's Compensation, Public Liability, Money Insurance, Personal Accident benefits and Professional Indemnity.

*Please refer to the policy document pg. no: 01 for further information.*

### 2. Summary of Insurance Cover

Cover Type	What is covered?	Reference
<b>Section 1</b>  <b>Material Damage</b>	This cover provides wide-ranging protection against events including Fire or Lightning, Explosion, Aircraft Damage, Malicious Damage, Cyclone, Storm and Tempest, Flood, Impact Damage, Bursting and/or overflowing of Water Tanks, Apparatus and Pipes, Natural Disaster Cover, Earthquake, Electrical Damage, Strike, Riot and Civil Commotion, Terrorism. It also includes benefits such as Removal of Debris, Architect's Surveyor's Consultants Engineer's Fees, Loss of Rent, Alternative accommodation, Damage to service lines, Loan Repayment on your Mortgage Building, Damage to deeds and security documents due to an insured peril and Accidental Breakage of Glass cover.	Refer page no 01 – 08
<b>Section 2</b>  <b>Burglary /Or Housebreaking Cover</b>	Coverage applies to loss of or damage to the insured property resulting directly from forcible or violent entry into the insured premises by any person or persons with the intent to commit burglary. This includes attempted entry, provided there is evidence of force or violence. Only property specifically described in the policy is covered under this provision.	Refer page no 08

<p><b>Section 3</b> <b>Workmen's Compensation Cover</b></p>	<p>This cover witnesses that if at any time during the period of insurance any Insured's domestic servant's compensation in respect of injury by accident or disease arising out of and in the course of his employment under the Workmen's Compensation Ordinance No. 19 of 1934 and subsequent amendments to the said ordinance prior to the commencement of the period of insurance.</p> <p>Scale of compensation given,</p> <ol style="list-style-type: none"> <li>1. Compensation is payable including the first three days of each disablement.</li> <li>2. In the event of natural or accidental death, Rs. 25,000 will be paid to the employee's legal representative.</li> <li>3. Natural death coverage commences six months after policy inception.</li> <li>4. Funeral expense benefits terminate upon the employee reaching 70 years of age.</li> <li>5. Expenses for hospitalization due to injuries whilst on duty in the premises is covered up to the limit stated in the Schedule.</li> </ol>	<p>Refer page no 09</p>
<p><b>Section 4</b> <b>Public Liability Cover</b></p>	<p>The Company will indemnify the insured against all sums, which the Insured shall become legally liable (including Defense Costs) to pay as damages consequently upon:</p> <ul style="list-style-type: none"> <li>• Accidental Bodily injury or illness contracted by any person.</li> <li>• Accidental loss or damage to property</li> </ul> <p>Occurring during the period of insurance within the limit specified in the Schedule and in connection with the business carried on at the premises described in the Schedule.</p>	<p>Refer page no 10</p>
<p><b>Section 5</b> <b>Money Insurance Cover</b></p>	<p>The Company will indemnify the Insured for loss of "money" (including banknotes, currency notes, coins, postal orders, or money orders) belonging to the Insured or for which the Insured is responsible, subject to the circumstances, situations, and limits described in the Schedule, occurring during the Period of Insurance, except for losses excluded by this policy.</p>	<p>Refer page no 11</p>

<b>Section 6 Personal Accident Cover</b>	<p>The Company will pay to the Insured and or named employees or in the event of Death of the Insured/named employees, to their legal personal representative, the amount stated in the Schedule, if the Insured and any of the named employees shall sustain bodily injury caused solely by violent accidental external and visible means which such injury shall be independently of any other cause happening during the period of insurance.</p>	<p>Refer page no 12</p>
<b>General clauses applicable to all above sections</b>	<p>Clauses included in this cover ensure additional support such as Information Technology Clarification Clause, Institute Radioactive Contamination, Chemical, Biological, Biochemical and Electro Magnetic Weapons Exclusion Clause and Institute Cyber Attack Exclusion Clause.</p>	<p>Refer page no 12-13</p>
<b>General warranties applicable to all above sections</b>	<p>Premium Payment Warranty</p>	<p>Refer page no 27-28</p>

### 3. Key Features, Exclusions and Terms & conditions

Key Features are as follows,

Cover Type	Key Features	Reference
<b>Section 1 Material Damage</b>	<p>Covers loss/damage to insured property caused by perils such as:</p> <ul style="list-style-type: none"> <li>• Fire, Lightning, Riot &amp; Strike, Explosion/Implosion, Aircraft Damage, Malicious Damage</li> <li>• Cyclone, Storm, Tempest, Flood, Impact Damage</li> <li>• Bursting/Overflowing of water tanks/pipes</li> <li>• Natural disasters (Tsunami, Tidal Waves, Volcanic Eruption, Tornado, Hurricane, Typhoon, etc.)</li> <li>• Earthquake</li> </ul>	<p>Refer page no 01 – 08</p>

	<p><b>Additional Features:</b></p> <ul style="list-style-type: none"> <li>• Electrical inclusion (fire due to electrical faults)</li> <li>• Removal of debris costs</li> <li>• Architects', Surveyors', Engineers' fees</li> <li>• Loss of rent and alternative accommodation</li> <li>• Damage to service lines</li> <li>• Loan repayment on mortgage building</li> <li>• Damage to deeds and security documents</li> <li>• Accidental breakage of glass</li> <li>• Optional Terrorism extension under Riot &amp; Strike endorsement</li> </ul>	
<p><b>Section 2</b> <b>Burglary</b></p>	<p>Covers theft of insured property from premises:</p> <ul style="list-style-type: none"> <li>• Following forcible and violent entry/exit</li> <li>• Assault or threat to insured or employees</li> </ul> <p><b>Additional Feature:</b></p> <p>Damage to premises (including cost of changing damaged locks) due to actual or attempted burglary.</p>	<p>Refer page no 08 – 09</p>
<p><b>Section 3</b> <b>Workmen's Compensation Cover</b></p>	<p>Covers liability for personal injury to employees under Workmen's Compensation Ordinance.</p> <p><b>Additional Features:</b></p> <ul style="list-style-type: none"> <li>• Funeral expenses (LKR 25,000 for insured or named partner)</li> <li>• Hospitalization expenses for injuries on duty (up to limit in schedule)</li> </ul>	<p>Refer page no 09 – 10</p>

<b>Section 4</b> <b>Public Liability Cover</b>	<p>Indemnity for legal liability (including defense costs) for:</p> <ul style="list-style-type: none"> <li>• Accidental bodily injury or illness to third parties</li> <li>• Accidental loss or damage to third-party property</li> </ul> <p>Applies within insured premises during policy period.</p>	<p>Refer page no 10 – 11</p>
<b>Section 5</b> <b>Money Insurance Cover</b>	<p>Covers loss of money (cash, currency notes, postal orders, etc.) in specified circumstances:</p> <ul style="list-style-type: none"> <li>• While in transit between bank and premises</li> <li>• While in premises under forcible entry or assault conditions</li> </ul>	<p>Refer page no 11</p>
<b>Section 6</b> <b>Personal Accident Cover</b>	<p>Covers insured and up to 4 named employees for accidental bodily injury or death.</p> <p>Pay amount stated in schedule to insured or legal representatives.</p>	<p>Refer page no 12</p>

**Exclusions,**

*The following exclusions apply specifically to the covers listed below,*

Cover Type	What is not covered?	Reference
<b>Material Damage</b> <b>(Fire &amp; Lightning)</b>	<ul style="list-style-type: none"> <li>• Loss by theft during or after the occurrence of a fire,</li> <li>• Loss or damage from fermentation, natural heating, spontaneous combustion, or heating/drying processes is excluded unless covered under Condition 7(f)</li> <li>• Loss or damage due to burning by order of a public authority or from subterranean fire is excluded.</li> <li>• Loss or damage directly or indirectly caused by or arising from or in consequence of or contributed to by nuclear weapons material.</li> </ul>	<p>Refer page no 01 – 02</p>

	<ul style="list-style-type: none"> <li>• Loss or damage from ionizing radiation, radioactive contamination, or nuclear fission is excluded.</li> <li>• Loss or damage from natural disasters, war, civil unrest, terrorism, or attempts to overthrow the government are excluded.</li> </ul>	
<p><b>Section 2</b></p> <p><b>Burglary /Or Housebreaking Cover</b></p>	<ul style="list-style-type: none"> <li>• Any person is lawfully on the premises, if caused or aided by an inmate, household member, or employee of the insured.</li> <li>• Loss of money or property taken from a safe using keys or duplicates belonging to the insured.</li> <li>• Property in gardens, yards, or outbuildings, unless specifically declared and agreed in writing.</li> <li>• Loss or damage while the premises are unoccupied for more than three consecutive days and nights.</li> <li>• Looting, sacking, or pillage connected with excluded perils under General exclusion 2.</li> <li>• Fire or explosion damage, regardless of cause.</li> <li>• Damage to glass, plate glass, or any decoration/lettering on glass.</li> <li>• Loss or damage to:             <ul style="list-style-type: none"> <li>➢ Deeds, bonds, bills of exchange, promissory notes, cheques, money, securities</li> <li>➢ Coins, medals, stamps, jewelry, watches, furs, precious stones or articles made of them</li> <li>➢ Documents of title, contracts, business books, computer records, manuscripts</li> <li>➢ Artwork, sculptures, rare books, plans, drawings, patterns, models, molds, designs (Unless specifically insured)</li> <li>➢ Loss of or damage to liver trucks, motor vehicles, trucks, trailers, and pedal cycles.</li> </ul> </li> </ul>	<p>Refer page no 08</p>

<p><b>Section 3</b></p> <p><b>Workmen's Compensation Cover</b></p>	<ul style="list-style-type: none"> <li>• Injuries caused by war, invasion, civil unrest, rebellion, terrorism, or any related political/military events or acts.</li> <li>• Liability to employees of the insured's contractors.</li> <li>• Contractual liability would not exist without a specific agreement.</li> <li>• Sums unrecoverable due to a waiver or agreement made by the insured with another party.</li> </ul>	<p>Refer page no 09-10</p>
<p><b>Section 4</b></p> <p><b>Public Liability Cover</b></p>	<ul style="list-style-type: none"> <li>• Employee injury/illness arising out of and during employment.</li> <li>• Damage to property: <ul style="list-style-type: none"> <li>➢ Owned by the insured or their employees.</li> <li>➢ Leased, rented, or under the insured's care or control.</li> <li>➢ Underground pipes, cables, mains, sewers, or related claims.</li> </ul> </li> <li>• Liability from: <ul style="list-style-type: none"> <li>➢ Power-operated lifts, hoists, cranes, etc.</li> <li>➢ Mechanically propelled vehicles (in certain road use cases).</li> <li>➢ Locomotives, ships, boats, and aircraft.</li> <li>➢ Defective goods sold or serviced by the insured.</li> <li>➢ Vibration or weakening/removal of support to structures or land.</li> <li>➢ Pollution (air, water, soil) and atmospheric disturbances.</li> <li>➢ Fire due to defective sanitary arrangements.</li> </ul> </li> <li>• Explosions involving boilers, steam vessels, or related equipment.</li> <li>• Contractual liability is not arising independently of agreements.</li> </ul>	<p>Refer page no 10-11</p>

	<ul style="list-style-type: none"> <li>• Faults/negligence of subcontractors or their personnel.</li> <li>• Professional duty breaches related to the insured's vocation.</li> <li>• War, invasion, civil unrest, or military action.</li> <li>• Nuclear risks include radiation or contamination.</li> <li>• Liability covered under another specified policy.</li> </ul>	
<p><b>Section 5</b> <b>Money Insurance Cover</b></p>	<ul style="list-style-type: none"> <li>• Shortages caused by error, omission, or any depreciation in value.</li> <li>• Loss of unattended vehicles.</li> <li>• Loss due to fraud or dishonesty by the insured's employees, if not discovered within 72 hours of the occurrence, or unless more specifically insured (except for any excess beyond specified policies).</li> <li>• Loss of money on the premises by theft unless the theft involves forcible and violent entry or exit, or assault, violence, or threat against the insured or employees.</li> <li>• Loss, destruction, or damage occurring on premises closed for business, unless the money is stored in a locked strong room.</li> <li>• Loss, destruction, or damage from a safe or strong room opened using a key or code unless the key or code was obtained by violence or threat of violence.</li> <li>• Loss of money left on premises containing a safe or strong room while the premises are closed for business or left unattended.</li> </ul>	<p>Refer page no 11</p>

<p><b>Section 6</b></p> <p><b>Personal Accident Cover</b></p>	<ul style="list-style-type: none"> <li>• War, invasion, acts of foreign enemies, hostilities (declared or not), civil war, rebellion, insurrection, military or usurped power.</li> <li>• Mutiny, riot, civil commotion, military or popular uprising, revolution, martial law or state of siege, or any act by persons linked to organizations aiming to overthrow the government by force or influence it through terrorism or violence.</li> <li>• Suicide, attempted suicide, or incidents occurring while the Insured is insane, under the influence of alcohol or drugs, or due to any undeclared physical defect, infirmity, or medical condition.</li> <li>• The Insured engage in hazardous activities such as aqualung diving, water skiing, ski-jumping, winter sports, ice hockey, polo, hunting, climbing or mountaineering requiring ropes or guides, motorcycling (as rider or passenger), racing (other than on foot), yachting outside territorial waters, boxing, wrestling, judo, or other combat sports not named.</li> </ul>	<p>Refer page no 12</p>
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*The following exclusions apply generally to the policy.*

<ul style="list-style-type: none"> <li>• Cover for loss or damage caused by war, invasion, civil unrest, rebellion, terrorism, or similar events.</li> <li>• Consequential or indirect losses such as loss of profit, business interruption, goodwill, or financial loss of any kind are not covered.</li> <li>• Any loss, destruction or damage directly occasioned by pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds.</li> <li>• Cover for loss or damage from radiation, radioactive contamination, or nuclear fuel/waste.</li> <li>• Any loss or damage caused by depreciation or wear and tear.</li> <li>• Loss by theft during or after the occurrence of fire.</li> <li>• Cover for loss or damage from self-heating, fermentation, spontaneous combustion, or during heating/drying processes.</li> </ul>	<p>Refer page no 14 – 15</p>
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- Loss or damage caused by or resulting from the burning of property by any public authority or from subterranean fire.
- Loss or damage directly or indirectly caused by or arising from or in consequence of or contributed to by nuclear weapons material.
- Loss or damage resulting from total or partial cessation of work or the retarding or interruption or cessation of any process or operation.
- Loss or damage directly or indirectly caused by or arising from or in consequence of or contributed to by nuclear weapons material.
- Loss or damage occasioned by permanent or temporary dispossession of any building resulting from the unlawful occupation by any person of such building.
- Electronic Data Endorsement.
- Radioactivity Exclusion Clause
- Pollution and Contamination Exclusion Clause
- Cyber And Electronic & Digital Data Exclusion
- Communicable Disease Exclusion
- Sanction Clause

### Terms and Conditions,

Mis-Description	The Company isn't liable if there's any material misdescription, misrepresentation, or omission affecting risk assessment.
Receipts	Premium payment is only valid when the Insured receives a signed printed receipt from the Company.
Other Insurances	The Insured must notify the Company of any other insurance on the property/liability, or benefits under this Policy will be forfeited.
Fallen Buildings	Insurance ends immediately if the insured building or structure falls or shifts significantly, unless caused by a covered peril, which the Insured must prove.
Risks not covered unless expressly included	Risks are excluded unless specifically stated or otherwise mentioned under exclusions.

Alterations and removals	Coverage ends unless the Company approves if: (a) the building's use or conditions increase risk, (b) the insured interest is transferred (except by will or law), (c) the property is moved, or (d) the building is unoccupied over 30 days
Marine Clause	This insurance excludes loss covered by any Marine Policy, except for amounts exceeding what the Marine Policy would pay.
Cancellation	The Insured can end the policy anytime, paying a short-period rate. The Insurers can terminate with 7 days' notice and refund the unused premium minus inspection fees.
Rights of the company regarding salvage	After a loss, the Company may control the property; non-compliance voids benefits.
Forfeiture	Any fraud, false declaration, willful damage, or failure to act within three months after claim rejection or arbitration will result in forfeiture of all policy benefits.
Reinstatement	The Company may repair, replace, or reinstate damaged property instead of paying cash, with liability subject to policy limits and legal restrictions.
Subrogation	The Insured and claimants must, at the Company's expense, assist in all actions needed to enforce rights or recover losses from others, before or after indemnification.
Contribution	If other insurance covers the same property, the Company will only pay its fair share of the loss.
Average	If the property's value exceeds the sum insured, the Insured bears the difference and a proportional share of the loss. This applies to each policy item separately.
Warranties	All warranties apply throughout the policy term. Non-compliance, even if risk isn't increased, bars claim except for damage during renewal if the warranty wasn't met before the renewal started.
Arbitration	Any dispute over loss or damage must be resolved through arbitration under Sri Lankan law before any legal action, except for matters under Sections 4 and 5, which follow different procedures.
Time limit for company's liability	The Company is not liable for any loss or damage if a claim is made more than twelve months after the event, unless it is under ongoing action or arbitration.

Notice	Every notice and other communication to the Company required by this Policy shall be in writing or printed.
Local Jurisdiction	Any claim resulting from a suit, action, or judgment outside Sri Lanka's jurisdiction is not covered by this policy.
Observance of terms and conditions	The insured's compliance with all policy terms and the truth of their statements are conditions precedent to the Company's liability to make any payment.
Reinstatement of sum insured	Unless reinstated by the insured with an additional premium, the sum insured is reduced by the amount of each claim paid during the policy period.
Maximum amount payable	The maximum amount payable under each item or section of this Policy shall not exceed the sum insured stated under the item or section.
Reasonable Precautions	The Insured must take precautions to protect and maintain the property, supervise employees, secure access, prevent accidents, and follow laws.
Articles In Paris or Sets	For items insured as pairs or sets, the company's liability is limited to the value of the lost or damaged part(s) only, not the full value of the entire pair or set.

*Please refer to page no15-22 of the policy document for more details about terms.*

#### 4. Mode of Payment of Premium.

The full premium due under this insurance must be paid to the Insurer (the Company) on or before the premium due date specified in the Policy Schedule.

#### 5. Obligation to Disclose Material Facts.

Policyholders must disclose all material facts truthfully and completely in the proposal form (medical conditions /pre-existing conditions, claims history etc.) 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.

Policyholders must inform Allianz immediately in case of hospitalization or any claim intimation. To process a claim, all required supporting documents, such as completed claim forms, Estimate/Quotation for the repair and copy of the first statement made to the police (if applicable) must be submitted.

Failure to notify Allianz in a timely manner may result in delays in claims processing or potential denial of the claim, especially if timely assessment or verification of medical treatment is compromised due to late notification.

## 7. Steps to follow in the event of a claim.

Immediately notify Allianz through their hotline or email as well as in writing, giving an indication of the nature and extent of loss or damage.

Hotline No 0112 303 300 and Email [cenmclaims@allianz.lk](mailto:cenmclaims@allianz.lk)

## 8. 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](mailto:info@allianz.lk) or complete the feedback form on the website at [www.allianz.lk](http://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](mailto: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@irsl.gov.lk](mailto:investigation@irsl.gov.lk) / [info@irsl.gov.lk](mailto:info@irsl.gov.lk)

## 9. Contact Information.

For assistance, the following contact options are available:

24/7 Customer Care (Sri Lanka): +94 11 2303300

Email: [info@allianz.lk](mailto:info@allianz.lk) · Website: [www.allianz.lk](http://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.

## 10. 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.