

Insurance Product Information Document (IPID)

Electronic All Risk 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.

Electronic All Risk insurance cover protects valuable electronic devices against sudden, unforeseen physical damage or loss .

Please refer to page no. 03 of 09 of the policy document for more details on all benefits under this Policy and other benefits

2. Summary of Insurance Cover.

This policy provides comprehensive protection under the following sections:

Section 1 – Material Damage

Covers unforeseen and sudden physical loss or damage to insured electronic equipment (such as computers, medical devices, audio/visual equipment, etc.) from any cause other than exclusions. This includes damage occurring while the equipment is at work, at rest, during dismantling, cleaning, overhauling, shifting within the premises, or re-erection.

Please refer to page no. 03 of 09 of the policy document for more details on all benefits under this Policy and other benefits

Section 2 – External Data Media

Covers loss or damage to external data media and the cost of restoring lost information.

Please refer to page no. 04 of 09 of the policy document for more details on all benefits under this Policy and other benefits

Section 3 – Increased Cost of Working

Covers additional expenses incurred for using substitute equipment following insured damage.

Please refer to page no. 05 of 09 of the policy document for more details on all benefits under this Policy and other benefits

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

Key Features,

This has been outlined in the Coverage Summary and may be customized in accordance with the customer's specific requirements.

Exclusions,

Policy does not cover:

- War, invasion, civil commotion, rebellion, terrorism.
- Nuclear reaction, radiation, radioactive contamination.
- Willful acts or gross negligence by the insured.
- Cessation of work, derangement without damage, maintenance costs.
- Pressure waves from aircraft at sonic/supersonic speeds.
- Loss covered under maintenance agreements.

Please refer to page no. 01 - 09 of the policy document for more details on all benefits under this Policy and other benefits

Special Exclusions to Material Damage

- Deductible as per schedule.
- Faults existing at inception known to insured.
- Wear and tear, corrosion, cavitation, erosion, incrustation.
- Costs for eliminating functional failures unless caused by insured damage.
- Maintenance costs, aesthetic defects, bulbs, valves, ribbons, fuses, belts, wires, tires, glass, porcelain, ceramic, operating media.
- Loss of or damage to rented/hired equipment.
- Consequential loss of any kind.

Please refer to page no. 03 - 09 of the policy document for more details on all benefits under this Policy and other benefits

Terms and Conditions,

- Compliance with all policy terms and truthful disclosure is mandatory.
- Insured must take reasonable precautions and comply with statutory requirements and manufacturer recommendations.
- Notify insurer immediately of material changes in risk; obtain written consent for alterations.
- Insurer may inspect the risk and require additional precautions.
- Fraudulent claims void all benefits.
- Arbitration applies for disputes before legal action.
- Policy can be cancelled by either party with notice; refund rules apply.

Please refer to page no. 01 - 09 of the policy document for more details on all benefits under this Policy and other benefits

Endorsements:

- SRCC Endorsement: Covers strike, riot, civil commotion damage subject to conditions and exclusions.
Terrorism Endorsement: Covers loss or damage caused by terrorism subject to limits and excess.
- Cyber Attack and Radioactive Contamination Exclusions apply.

Please refer to page no. 05 - 09 of the policy document for more details on all benefits under this Policy and other benefits.

4. Mode of Payment of Premium.

No insurance will be in force until the proposal form has been accepted by the company and premium paid. Cheques should be drawn in favor of Allianz Insurance Lanka Limited and crossed A/C payee only. Online payments can be made by visiting our web page www.allianz.lk

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.

Please notify your insurer immediately by phone or email and confirm the notification in writing within 14 days. Take all reasonable steps to minimize any loss and preserve affected parts for inspection. Submit a detailed claim along with all supporting documents. In cases of theft or burglary, inform the police without delay. Please note that any fraudulent claim will result in the forfeiture of all benefits under the policy. Complaint & Grievance Handling Procedure.

Please refer to page no. 02 - 09 of the policy document for more details on all benefits under this Policy and other benefits

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

Refer to Obligation of the Policyholder When Making a Claim

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 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

9. 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.

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.