



# Insurance Product Information Document (IPID)

## Money in Transit Insurance

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

Insurance against loss of money in transit or at insured premises, including damage to safes, arising from theft or attempted theft.

This policy covers physical loss, destruction, or damage to money:

- While in direct transit as specified in the schedule.
- While in the insured premises.
- While in a safe, strong room, or depository caused by theft or attempted theft.

Liability is limited to the amounts stated in the schedule. Safes must be locked outside business hours, and keys kept in personal custody of the insured or authorized employee.

*Please refer to page no. 01 - 05 of the policy document for more details on all benefits under this Policy and other benefits*

### 2. Summary of Insurance Cover.

Insurance against loss of money in transit or at insured premises, including damage to safes, arising from theft or attempted theft

### 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,

- War, invasion, civil commotion, terrorism, riot, strike.
- Money under contract of affreightment.
- Loss from unattended vehicle.
- Loss due to insured's negligence increasing risk.
- Loss of property other than money.

- Personal injury or suffering.
- Loss not discovered within 72 hours.
- Loss during riot, strike, terrorism unless endorsed.
- Consequential losses of any kind.
- Loss where insured or employee is involved.
- Loss covered by fidelity guarantee insurance.
- Shortages due to error, omission, mysterious disappearance.
- Loss from safe using original/duplicate key unless obtained by violence.
- Theft without forcible entry or violence.
- Loss when premises are closed unless money is locked safe/strong room.
- Nuclear risks, radioactive contamination, cyber-attacks.

*Please refer to page no. 01 - 06 of the policy document for more details on all benefits under this Policy and other benefits*

#### **Terms and Conditions,**

- Policy and schedule form one contract; defined terms apply throughout.
- Interest under this policy is not assignable without insurer consent.
- Compliance with all terms and truthful disclosure is mandatory.
- Notify insurer of any alteration increasing risk; cover applies only if agreed in writing.
- In case of loss: notify insurer and police within 24 hours; provide First Information to the company and claim details within 14 days.
- Take reasonable steps to safeguard money and maintain security systems.
- Maintain daily written record of money in transit; produce on claim.
- Insurer may recover lost money; insured must assist to recover any of the money lost
- Premiums subject to adjustment based on actual transit amounts.
- Policy may be cancelled by insurer with 7 days' notice to the insured premium adjusted accordingly.
- Arbitration applies for disputes before legal action.
- Fraudulent claims void all benefits.

*Please refer to page no. 02- 05 of the policy document for more details on all benefits under this Policy and other benefits*

#### **Limits:**

- Liability per item: Limit stated in schedule.
- Total liability: Not exceeding total sum insured.
- Underinsurance: Insured bears proportionate share if actual value exceeds sum insured.

*Please refer to page no. 02- 05 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](http://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.**

All required documentation should be submitted promptly, and you must assist the insurer in any recovery actions. Please note that any fraudulent claim will result in the forfeiture of all benefits under the policy.

*Please refer to page no. 02- 05 of the policy document for more details on all benefits under this Policy and other benefits*

#### **7. Steps to follow in an event of a claim**

You must notify both the insurer and the police within 24 hours of the incident and provide the First Information Report (FIR) along with complete claim details within 14 days.

#### **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@ircsl.gov.lk](mailto:investigation@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](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 [www.allianz.lk](http://www.allianz.lk). 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.