Insurance Product Information Document (IPID)

Property 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.

All Risks – Material Damage (Section A) and Business Interruption (Section B) for premises within Sri Lanka (Territorial Limits). *Please refer to the policy document for full details.*

2. Summary of Insurance Cover.

- Section A – Material Damage: Indemnity for physical loss, destruction or damage to Property Insured at the Premises during the Period of Insurance by payment, reinstatement or repair.

  Property Insured includes:
  (a) Buildings (landlords' fixtures/fittings, outbuildings, walls/gates/fences, piping/ducting/cables/wires and associated control gear and accessories extending to public mains to the extent the insured is responsible);
  (b) Machinery, Plant and contents (tenants' improvements; contents of outbuildings; contents in open yards; documents/manuscripts/plans/business books for value of materials and clerical labour only; patterns/models/moulds up to Rs. 250,000; directors'/employees'/visitors'/customers' personal effects up to Rs. 50,000 per person); (c) Stock and materials in trade.

- Section B – Business Interruption: Loss of Gross Profit due to interruption or interference with the Business in consequence of covered Damage at the Premises, subject to concurrent Material Damage insurance.

Please refer to page no. 02 - 26 of the policy document for more details on all benefits under this Policy and other benefits

3. Optional Covers (Extensions).

Section A – Material Damage Extensions:

a. Debris Removal Costs (including dismantling/demolishing; shoring/propping; clearing drains/sewers; limits per schedule).

b. Public Authorities – additional reinstatement costs to comply with regulations; special conditions apply.

c. Fire Extinguishing Expenses – replenishment/restoration of appliances and detection equipment.

d. Keys & Locks – repair/replacement of mechanical door locks following theft of keys or assault/violence; excess water charges due to accidental escape; sub-limits apply.

e. Professional Fees – architects, surveyors, consulting engineers, legal and other fees necessarily incurred in reinstatement; limits per schedule.

f. Temporary Removal – property temporarily removed for cleaning/renovation/repair elsewhere on premises or to other premises and in transit within Sri Lanka; sub-limit for deeds/documents off-premises (Rs. 250,000).

g. Capital Additions – alterations/additions/improvements (not appreciation) within aggregate limit; quarterly declaration and premium adjustment.

h. Minor Alterations Clause – minor alterations and repairs to fixtures/fittings (excluding sprinklers) and machinery permitted.

i. Escalation Clause – sums insured increased by up to 20% per annum where agreed; renewal notification requirements.

j. Alterations and Repairs – workmen allowed without prejudice to insurance.

k. Internal Removal Clause – cover follows inadvertent internal removal; limit Rs. 1,000,000.

l. Vehicle Load Clause – loaded vehicles left overnight on or in the premises; limit Rs. 500,000.

m. Smoke Damage Clause – loss or damage directly caused by smoke due to sudden unusual faulty operation of heating/cooking units connected to chimneys; conditions apply.

n. Sprinkler Leakage – accidental leakage or discharge from automatic sprinkler installations.

o. Customer's Goods – indemnity for legal liability for destruction or damage to customers' property by insured perils; limit Rs. 1,000,000.

p. Payment on Account – interim payments following a loss if desired.

q. Deterioration of Stock – change in temperature due to refrigeration plant damage; non-operation of controls; accidental failure of public electricity supply at terminal points; escaping refrigerant fumes; limit Rs. 2,000,000.

r. Money Clause – loss/damage to money on premises or in transit; conditions/exceptions apply; limit Rs. 3,000,000.

s. Boiler and Machinery – sudden/unforeseen physical loss or damage from specified causes; special provisions and exceptions apply.

t. Electronic Equipment – physical loss/damage at work/rest, in transit, or temporarily removed within Sri Lanka; insured value/basis of indemnity; specific exceptions including derangement without physical damage and virus exclusion.

u. Glass – internal/external glass (including mirrors), signwriting/treatment and related costs; specific exceptions and definitions apply.

Please refer to page no. 08 - 26 of the policy document for more details on all benefits under this Policy and other benefits

Section B – Business Interruption Extensions:

a. Public Utilities – accidental total or partial failure of telecommunications, electricity, gas or water supply at terminal end of service feeders at the Premises; minimum outage 24 consecutive hours; distance/time limits apply.
b. Infectious and Contagious Disease & Suicide Clause – outbreak within a 25 km radius; food/drink poisoning; limit Rs. 1,000,000.
c. Claim Preparation Costs (including interim audit costs) – reasonable costs to produce and certify claim particulars; limit Rs. 500,000.
d. Extensions to Other Premises – Unspecified suppliers/manufacturers/processors (percentage of sum insured per specification); Prevention of access due to damage in immediate vicinity.

Please refer to page no. 22 - 26 of the policy document for more details on all benefits under this Policy and other benefits

4. Exclusions.

Section A – Material Damage:

- **Excluded Property:**
  a. Fences and gates and loose/moveable property stored in the open by theft or any weather condition (other than lightning) or dust.
  b. Vehicles licensed for road use (including accessories), caravans, trailers, railway locomotives/rolling stock, watercraft or aircraft other than mechanically propelled plant whilst at the Premises.
  c. That part of the Property Insured actually being worked upon directly resulting therefrom, or caused by testing/repairing/adjusting/servicing/maintenance operation (excluding resulting damage to other insured property).
  d. Livestock, growing crops or trees.
  e. Jewellery, precious stones/metals, bullion, furs, articles trimmed with fur, curiosities, antiques, rare books or works of art unless specifically mentioned.
  f. Land, excavations, piers/jetties, bridges, culverts, roads or pavements.
  g. Property or structures in the course of construction, erection or installation.
  h. Portions of electrical apparatus or installation directly caused by leakage of electricity/excessive pressure or by own short-circuiting/overrunning (other than damage by fire resulting from such causes).
  i. Property in transit (unless specifically covered by any extension).
  j. Money, cheques, stamps, bonds, credit cards, securities (unless covered by Money Extension).
  k. Fixed glass (unless covered by extension).

l. Glass (other than fixed), china, earthenware, marble or other fragile/brittle objects.
m. Property more specifically insured by or on behalf of the Insured.

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

- **Excluded Contingencies:**
  a. Infidelity or dishonesty of the Insured or employees or others entrusted with property; voluntary parting with title/possession due to fraudulent scheme/trick/false pretence; unexplained loss/mysterious disappearance/shortage on inventory; misfiling or misplacing of information.
  b. Explosion due to bursting (steam pressure) of boilers/economizers/other vessels/machines/apparatus belonging to or under control of the Insured (conditions per Section A and Section B wording); cover for ensuing damage only.
  c. Collapse or cracking of buildings or structures; gradual deterioration, inherent vice/latent defect, insects/vermin, marring/scratching, ordinary wear and tear, damp/dry atmosphere, extremes or changes of temperature/humidity, smog, shrinkage, evaporation, loss of weight, rust, wet/dry rot, corrosion, change in colour/texture/flavor/finish (excluding damage resulting from an event not otherwise excluded).
  d. Delay or loss of market.
  e. Solidification of contents of molten material holding units, transmission lines and appurtenances.
  f. Enforcement of any ordinance or law regulating construction, repair or demolition (except as provided under Public Authorities Extension).
  g. Water or other fluids causing damage to stock if such stock is not on racks/shelves/pallets/stillage raised above floor level.
  h. Joint/nipple leakage, failure of welds, cracking/fracturing/collapse/overheating of boilers/economizers/superheaters/vessels or ranges of tubes/pipes connected thereto.
  i. Bursting/overflowing/discharge/leakage of water tanks/apparatus/pipes; malicious damage (other than by fire/explosion) and theft/attempted theft when the Premises are empty or not in use.
  j. Faulty/defective design/materials/workmanship or processing errors/omissions; mechanical/machinery breakdown; electronic/electrical breakdown/derangement; interruption of power or other utility services supplied to the Premises if interruption occurs away from the Premises (cover for ensuing damage only).
  k. Changes in the water table level and damage caused solely by such changes.
  l. Pollution or contamination (excluding damage to property insured caused by certain listed perils and listed perils resulting from pollution/contamination).
  m. Subsidence, landslip or heave with specified restrictions and site/works conditions (including prior occurrence/settlement/mine workings/structural alterations/repairs/site excavation; normal settlement/bedding down; cracking/shrinkage/expansion of pavements/foundations/walls/floors/ceilings).
  n. Theft other than involving entry/exit by forcible and violent means (except Money Extension; Goods in Transit Extension; assault/violence).

o. Consequential loss or damage of any kind under Section A (except loss of rent when included).

Please refer to page no. 04 - 06 of the policy document for more details on all benefits under this Policy and other benefits

- **Policy General Exclusions:**
  a. War, invasion, acts of foreign enemies, hostilities or warlike operations (whether war be declared or not), civil war, rebellion, revolution, insurrection, civil commotion assuming proportions of or amounting to an uprising, military or usurped power.
  b. Any act of terrorism, including use or threat of force/violence for political, religious, ideological or similar purposes, including intention to influence government and/or to put the public or any section of the public in fear.
  c. Strikes, riot, civil commotion, labour disturbances, lockout or public disorder or any activity calculated to bring about any of the above.
  d. Any action taken in controlling, preventing, suppressing or relating to the above perils.

Please refer to page no. 24 - 26 of the policy document for more details on all benefits under this Policy and other benefits

5. Conditions.

Section A – Material Damage:

a. Automatic Reinstatement of Loss – sums insured automatically reinstated following damage; additional premium payable; exceptions for First Loss/aggregate limits unless stated; insurer may cancel.
b. Average – proportionate reduction if sum insured is less than value of property at commencement of damage.
c. Contracting Purchaser – purchaser entitled to benefit of insurance on completion for damage occurring prior to completion, if property not otherwise insured.
d. Interest – interests of parties under hire/lease or similar agreements noted; nature/extent to be disclosed in event of damage.
e. Mortgagee – mortgagee's interest not prejudiced by act/neglect of mortgagor/occupier increasing risk without authority/knowledge; notice to insurer and additional premium if required.
f. Non-invalidation – insurance not invalidated by acts/omissions in portions of premises not occupied by insured; insured to inform insurer and pay additional premium as required.
g. Notice – notify insurer when any building becomes unoccupied or when an unoccupied building or portion becomes occupied.
h. Protections – Fire Extinguishing Appliances – maintain all fire extinguishing appliances in efficient working order.
i. Reinstatement – basis of indemnity for Buildings/Machinery items with special provisions including commencement/completion, partial damage limits, payment upon incurred costs, average at 85%, other insurance restrictions.

j. Rent – for items on Rent where building/part is unfit for occupation due to damage or damage elsewhere on premises; payment limited proportionately to period necessary for reinstatement.
k. Workmen – workmen may be employed for minor extensions/alterations/installations/maintenance without prejudice.

Section B – Business Interruption Conditions:

a. Accountants – particulars or details may be produced by professional accountants regularly acting for the insured; their report is prima facie evidence.
b. Alternative Premises – sales/services rendered elsewhere during the indemnity period shall be brought into account in arriving at turnover.
c. Automatic Reinstatement of Loss – liability not reduced by amount of any loss unless insurer gives written notice; exceptions for First Loss/aggregate limits; insurer may cancel.
d. Payments on Account – may be made during indemnity period at insurer's discretion.
e. Premium Adjustment – provisional premium on Estimated Gross Profit; declarations due within six months after expiry; adjustment (including uplift for damage-reduced gross profit) with return/additional premium provisions; renewal requires notification of Estimated Gross Profit.
f. Renewal – notify insurer of Estimated Gross Profit for ensuing year.

Please refer to page no. 06 - 26 of the policy document for more details on all benefits under this Policy and other benefits

Policy General Conditions:

a. Alterations – policy avoided if business wound up/carried on by liquidator/receiver or permanently discontinued; insured's interest ceases otherwise than by death; or alterations in business/premises/property/other circumstances increasing risk after inception unless admitted by insurer.
b. Arbitration – differences as to amount (liability admitted) referred to arbitration; award is condition precedent; disputes settled under rules of Arbitration Centre of the Institute for the Development of Commercial Law and Practice, Colombo, by a sole arbitrator.
c. Cancellation – insurer may cancel with 30 days' notice by recorded delivery to last known address; pro rata rebate of premium for unexpired period if premium paid in full.
d. Claims – obligations include prompt notification; police notification for theft/malicious; written claim within required time (30 days; 7 days for SRCC/malicious if covered); forwarding of legal documents; no admission of liability without consent; insurer's right to enter premises, possession and salvage handling; no abandonment to insurer.
e. Contribution – if other insurance exists, insurer liable only for rateable proportion.
f. Due Diligence – due observance and fulfilment of terms/conditions is condition precedent to liability.
g. Fraudulent Claims – any fraudulent claim or device forfeits all benefit.
h. Jurisdiction – policy governed by and construed in accordance with laws of Sri Lanka.
i. Misrepresentation – policy voidable for misrepresentation/misdescription/non-disclosure of material particulars.

j. Reasonable Precautions – maintain premises in good state of repair; take reasonable precautions to prevent/minimise damage.
k. Subrogation – insured to assist insurer in enforcing rights and remedies against other parties before/after indemnification.

Please refer to page no. 21 - 26 of the policy document for more details on all benefits under this Policy and other benefits

6. Key Definitions.

Section A – Material Damage:

a. Attended – at least one person in charge keeping property under observation with reasonable prospect of preventing unauthorised interference.
b. Business – the Business as stated in the Schedule.
c. Damage – physical loss, destruction or damage.
d. Insurer – Allianz Insurance Company Lanka Ltd.
e. Occurrence – any one physical cause (not excluded) or series arising from one original physical cause (not excluded) during the Period of Insurance.
f. Premises – all premises owned or occupied by the insured for the purposes of the Business and situate as stated in the Specification.
g. Property Insured – Buildings; Machinery/Plant/Contents; Stock and materials in trade as described in the specification.
h. Territorial Limits – Sri Lanka.

Please refer to page no. 02 - 26 of the policy document for more details on all benefits under this Policy and other benefits

Section B – Business Interruption:

a. Gross Profit – (Turnover + closing stock/work in progress) minus (opening stock/work in progress + Uninsured Working Expenses).
b. Estimated Gross Profit – amount declared by insured representing not less than gross profit anticipated during financial year most nearly concurrent with Period of Insurance (adjusted proportionately where Maximum Indemnity Period exceeds 12 months).
c. Indemnity Period – period beginning with occurrence of damage and ending not later than Maximum Indemnity Period thereafter during which results of the business are affected.
d. Maximum Indemnity Period – as stated in the Specification.
e. Turnover – amount paid/payable to insured for goods sold/delivered and services rendered in course of Business at the Premises.
f. Uninsured Working Expenses – as stated in the Specification.
g. Rate of Gross Profit – rate earned on turnover during financial year immediately before date of damage.

h. Standard Turnover – turnover during the period in the 12 months immediately before the date of damage corresponding with the indemnity period, adjusted for trend/variations/circumstances.

Please refer to page no. 19 - 26 of the policy document for more details on all benefits under this Policy and other benefits

7. Obligations & Claims.

- Premium payment per Schedule and compliance with policy terms/conditions.
- Maintain fire extinguishing appliances in efficient working order; premises in good repair; take reasonable precautions to prevent/minimise damage.
- Notify insurer when buildings become unoccupied or reoccupied; notify risk-increasing alterations and pay required additional premium.
- On a claim event: notify insurer promptly; inform Police for theft/malicious damage; submit written claim and particulars within required time; forward legal documents; do not admit liability without consent; allow insurer possession/salvage rights.
- Provide BI declarations and notifications at renewal as required.

Please refer to page no. 25 - 26 of the policy document for more details on all benefits under this Policy and other benefits

8. 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 www.allianz.lk

9. Obligations of the Policyholder:

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

10. Complaints 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

11. 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.

12. 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.

13. 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.