FAIRFIRST INSURANCE LIMITED
(Company No. PB5180)
Access Towers II (14th Floor),
No. 278/4, Union Place, Colombo 02, Sri Lanka
Tel: 011-2428428 | Fax: 011-2438438 |
Email: info@fairfirst.lk | Website: www.fairfirst.lk

Insurance Product Information Document (IPID)

Plate Glass Insurance Policy

This document provides a concise summary of your insurance policy. For full details, please refer to the complete Policy Document and Schedule. In the event of any conflict, the Policy Document shall prevail.

1. Type of Insurance Cover

The Plate Glass Insurance Policy from Fairfirst Insurance Limited protects against **accidental breakage of Glass,** during the policy period, subject to the terms, conditions, limits, and exceptions, as outlined below. The policy remains valid if the annual premium is paid or agreed to be paid within 60 days of the start date.

2. Key Benefits (What is Covered)

This insurance covers standard plain glass of ordinary glazing quality unless stated otherwise. Any decorative elements such as lettering, painting, embossing, silvering, or other ornamental work are not included unless specifically mentioned and their additional cost is covered in the Sum Insured.

3. Key Exclusions (What is NOT Covered)

3.1 Losses from War, Terrorism, and Civil War, Riot and Strike, or actions by public authorities. Etc.

3.2 Glass breakage caused by fire, firefighting or salvage efforts, explosions, earthquakes, volcanic eruptions, floods, or any other natural disasters.

3.3 Damage to lettering unless the glass itself is also broken.

3.4 Damage to frames or frameworks of any kind unless specifically included in the coverage.

3.5 Cost of removing or replacing fixtures or fittings, and any consequential losses.

3.6 Breakage caused by the deterioration or poor condition of frames or framework.

3.7 Any loss, damage, or expenses resulting from ionizing radiation or radioactive contamination from nuclear fuel or waste. This includes any self-sustaining process of nuclear fission.

3.8 Any loss, damage, or destruction caused directly or indirectly by nuclear weapons material.

3.9 Any loss, damage, or destruction caused directly or indirectly by aircraft or aerial devices traveling at sonic or supersonic speeds.

Only the key exclusions are outlined above. Please refer to the policy wording for the full list of exclusions.

4. Conditions

4.1 **Interpretation**: The policy and its schedule together form a single contract. Defined terms apply consistently throughout.

4.2 **Change to Risk:** Claims will not be accepted if the premises become unoccupied or if there are any changes to the premises or risk conditions unless the company provides prior written consent.

4.3 **Reasonable Care:** The Insured must take precautions to protect the glass, including salvageable glass. The company retains the right to any salvageable glass after a claim is paid.

4.4 **Contribution:** If other insurance covers the same property, we will only pay its proportional share of the loss or damage.

4.5 **Subrogation:** If a third party is responsible for the loss, the Insured must assist the Company in recovering damages. Any recovered amount will belong to the Company.

4.6 **Average:** The insured amount must match the replacement cost. If an item's value exceeds the insured amount, the Insured must cover the difference and share the loss proportionally. This applies to each item separately.

4.7 **Fraud:** Any fraudulent claim or attempt to deceive the Company will result in the forfeiture of all policy benefits.

4.8 **Policy Cancellation**

- The insured can cancel the policy at any time, with the insurer retaining a short-term rate for time in force.
- The insurer may cancel with seven days’ notice, refunding the unused premium proportionally.

4.9 **Disputes**: Resolve disputes amicably or, Insurance Ombudsman, or escalate to arbitration, or Sri Lankan courts

4.10 **Due Observance:** The Insured must comply with all policy terms and provide accurate information; failure to do so may void coverage.

5 The Mode of Payment of Premium

Your premium is paid as a **single payment** for the entire policy period, which is one year.

6 Obligations of the Policyholder, when a claim is made

Step 1 : Notify the Company immediately.

Step 2 : File a police report if a crime occurred.

Step 3 : Take steps to minimize damage/loss.

Step 4 : Keep affected parts for inspection.

Step 5 : Submit a written claim with supporting documents within 7 days (or as approved).

- Claims not reported within 10 days will not be covered.

7 Complaint and Grievance Handling

Step 1 – Contact Fairfirst Insurance:
☎ +94 11242 8282 (8:30 a.m. to 5:00 p.m.)
✉ info@fairfirst.lk
You may escalate concerns to Fairfirst's Risk & Compliance team.

Step 2 – External Escalation (if unresolved):

- Insurance Regulatory Commission of Sri Lanka (IRCSL)
  ☎ +94 11 2335167 | ✉ info@ircsl.gov.lk | www.ircsl.gov.lk
- Insurance Ombudsman
  ☎ +94 11 2505542 / +94 11 2505041 |
  ✉ info@insuranceombudsman.lk | www.insuranceombudsman.lk

8 Contact Us for More Information

Fairfirst Insurance Limited
Access Towers II (14th Floor), No. 278/4, Union Place, Colombo 02, Sri Lanka
☎ 011-2428428 | ✉ info@fairfirst.lk | www.fairfirst.lk

For claims-related inquiries, please reach out to us:

- Email: nonmotorclaimsteam@fairfirst.lk
- Phone: +94 11 2428618

Important Note:

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.