FAIRFIRST INSURANCE LIMITED
(Company No. PB5180)
Access Towers II (14th Floor),
No. 278/4, Union Place, Colombo 02, Sri Lanka
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Insurance Product Information Document (IPID)

Burglary 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 **Burglary Insurance Policy** covers losses from burglary and housebreaking at business premises, as specified in the terms, conditions, and exclusions. Coverage is valid if the annual premium is paid or agreed to be paid within 60 days of the policy start date.

2. **Key Benefits (What is Covered)**

   2.1 **Insured Property Loss/Damage:**
   - Theft involving forcible and violent entry/exit.
   - Theft following assault, violence, or threats directed at the insured, employees, or family members.

   2.2 **Premises Damage:**
   - Damage caused by forcible/violent entry, exit, or attempts.
   - Applicable only to incidents occurring within the insured premises during the policy period.

3. **Key Exclusions (What is NOT Covered)**

   3.1 Losses from war, riots, strikes, terrorism, or related actions.
   3.2 Fire or explosions, regardless of cause.
   3.3 Plate glass or decorative damage.
   3.4 Loss or damage caused with the involvement or consent of those lawfully on the premises.
   3.5 Loss of documents, financial instruments, money, or jewelry unless specifically insured.
   3.6 Loss from a safe using the insured's key or duplicate, unless taken by force or threats.
   3.7 Losses when premises are unoccupied for over 30 days without insurer consent.
   3.8 Damage due to radioactive contamination or nuclear hazards.

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

4. The Mode of Payment of Premium

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

5 Conditions

5.1 **Duty of Care**: You must protect the property, secure entrances, and maintain the premises.

5.2 **Change in Risk**: Claims are invalid if risks change significantly or ownership transfers without insurer consent.

5.3 **Average Clause**: If the property's value exceeds the insured amount, you cover the difference proportionally.

5.4 **Other Insurance**: If other policies cover the same property, this policy pays its share.

5.5 **Reduced Coverage After Claims**: Claims reduce the insured amount; total pay-outs can't exceed the insured sum.

5.6 **Fraudulent Claims**: False or exaggerated claims result in no pay-out and possible policy cancellation.

5.7 **Policy Cancellation**

- The insured may cancel the policy if no claims exist, with a refund based on short-term rates.
- The insurer may cancel with seven days' notice, refunding the unused premium proportionally.

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

5.9 **Jurisdiction**: Only Sri Lankan court judgments are covered.

5.10 **Compliance**: You must follow all terms and provide accurate information for claims to be valid.

6 Limits of Liability

6.1 Per property item: Sum insured for the items declared.

6.2 Premises damage: Repair costs borne by the insured.

6.3 Pairs/sets: Value of the lost/damaged part only.

6.4 Total loss/damage: Limited to the total sum insured.

7 Additional Endorsements and Warranties

7.1 **Temporary Removal Extension:** Limited coverage (10% of total sum insured) for property temporarily removed and kept securely in dwellings, banks, or other premises within Sri Lanka for up to 30 days.

7.2 **Watchmen/Security Warranty:** Premises must be guarded.

7.3 **Adult Occupant Warranty:** Premises must not be unoccupied without an adult present.

7.4 **First Loss Clause:** Coverage is based on declared "First Loss" amounts, and payouts are reduced proportionately if property value exceeds the insured amount.

8 Procedure to be followed in the event of a claim

Step 1 : **Report to Police:**
Notify the police immediately and assist with recovery efforts.

Step 2 : **Inform the Insurer:**
File a written claim within 14 days or within an extended period if allowed.
Provide Proof: Show evidence the loss resulted from an insured event.

Step 3 : **Forward All Documents**

Send us any letter, legal notice, or court document you receive **immediately**.

Step 4 : **Cooperate Fully**
Provide all information and assistance we need to handle the claim on your behalf.

9 Complaints 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

10 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

Act promptly and keep documentation accurate for quicker resolutions.

11 Any Other Important Information

11.1 **Insure for Full Value:** It is crucial to insure your items for their full current replacement cost to avoid being underpaid at the time of a claim due to the Average Clause.

11.2 **Specified Items:** This policy only covers the specific items that are listed in your Policy Schedule. If you acquire a new valuable item, you must inform us to have it added to the policy.

11.3 **Underinsurance Clause:** If property value exceeds the insured amount, you cover the difference proportionally.

11.4 **Other Policies:** If another policy covers the property, we pay our share; adjustments apply for restrictive terms.

11.5 **Reduced Coverage:** Claims reduce the remaining insured amount for the policy period.

11.6 **Avoid Fraud:** False or exaggerated claims will be denied, and the policy may be canceled.
For full details, see the policy's claims procedure.

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.