

PRODUCTS LIABILITY INSURANCE SALES LITERATURE

Products Liability Insurance Policy:-

As a manufacturer, distributor or supplier of the products it is susceptible that your product could cause bodily injury or property damage to any third party and you will be held legally responsible to indemnify for those third party bodily injury or property damage. Eventually any small defect in your product may create a huge financial burden due to third party civil claims arising out of accidental third party bodily injury or property damage.

Scope of cover:-

The policy offers to indemnify the legal liability that you incur as a result of bodily injury or property damage caused by the use of your products after they are sold or supplied.

Exclusions

The policy does not cover product liability or costs arising out of:

1. Costs incurred in repairing products
2. Costs incurred in recall of products
3. Any product used as part of an aircraft
4. Deliberate non-compliance with any statutory provision
5. Loss of goodwill or loss of market
6. Fines, penalties, punitive or exemplary damages
7. War risks, nuclear risks
8. Property belonging to you or held in trust
9. Claims arising out of contract of employment
10. Contractual liability
11. Product Guarantee
12. Product Recall
13. Failure of goods to fulfil intended purpose
14. A contract of employment or apprenticeship

For complete list, please refer the policy wordings

Who can take the policy?

This insurance applies to all manufacturer, distributor and supplier who design, formulate, manufacture or sold any products in the market.

Extensions Available:

The policy can be extended on payment of extra premium to include

- 1) The legal liability of named technical collaborators
- 2) Liability to your vendors
- 3) Liabilities arising in the United States of America and Canada.

The full range of benefits available under the policy is detailed therein and is subject to the terms, conditions and exclusions applicable to the cover. A copy of the policy wording is available on request, and will be sent to you upon the acceptance of your proposal.

Disclaimer

The details furnished above are only a summary of product features and do not describe the entire terms, conditions and exclusions on the Policy. For further details or clarifications on the Policy contact **Generali Central Insurance Company Limited** officials or your insurance advisor. We shall be pleased to furnish further details.

Grievances

If You have any grievance about any matter relating to the policy, or Our decision on any matter, or Our decision about Your claim, You can pursue Your grievance with

1. Our Grievance Redressal Officer
2. The Consumer Affairs Department of the Insurance Regulatory and Development Authority of India (IRDAI)—You can lodge Your grievance in the Integrated Grievance Management System (IGMS),
3. The Insurance Ombudsman, depending on the nature of the grievance and the financial implications, if any, or
4. The Consumer Protection Forum or the Court.

In case of any grievance the insured person may contact the company through

Website: <https://generalicentralinsurance.com> Toll Free: 1800-220-233 / 1860-500-3333 / 022-67837800 Email: GCicare@generalicentral.com

Courier: Grievance Redressal Cell, **Generali Central Insurance Company Limited**

Lodha I –Think Techno Campus, B Wing –2nd Floor, Pokhran Road –2, Off Eastern Express Highway Behind TCS, Thane West – 400607

Insured person may also approach the grievance cell at any of the company's branches with the details of grievance.

If Insured person is not satisfied with the redressal of grievance through one of the above methods, insured person may contact the grievance officer at GCIGRO@generalicentral.com or call at: 7900197777

For updated details of grievance officer, kindly refer the link generalicentralinsurance.com/customer-service/grievance-redressal

If Insured person is not satisfied with the redressal of grievance through above methods, the insured person may also approach the office of Insurance Ombudsman of the respective area/region for redressal of grievance as per Insurance Ombudsman Rules 2017. Kindly refer the annexure on Grievance Redressal Procedures.



Grievance may also be lodged at IRDAI Bima Bharosa (an Integrated Grievance Management System) - <https://bimabharosa.irdai.gov.in/>

About Our Company

Generali Central Insurance Company Limited (formerly Future Generali India Insurance Company Limited) is a strategic joint venture between two distinguished financial institutions: the Generali Group, a global insurance enterprise with 193 years of operational heritage holding a 74% majority stake, and the Central Bank of India, India's first commercial bank with 113 years of established banking excellence.

Established in 2006, the Company was set up with a clear mandate to offer retail, commercial, personal, and rural insurance solutions, enabling individuals and businesses to effectively manage and mitigate risks. Generali Central Insurance (GCI) broke even in FY 2013-14 - a landmark achievement in just six years of operations.

As of FY 2024-25, GCI maintains robust financial fundamentals with ₹7,938 crore of assets under management and Gross Written Premium of ₹5,547.5 crore. The Company has established itself as a formidable presence in India's insurance landscape, securing a position among the nation's top 10 private general insurance companies.

GCI has consistently demonstrated excellence in organisational culture and operational performance - receiving the 'Great Place to Work' certification six times in a row. The Company has also earned numerous industry accolades including the Emvies Awards 2025, The Economic Times Brand Disruption Awards 2025, ET Trendies 2025, ET Now Global Innovation Network Awards, and the Di-Verse Certification for Disability Inclusion in 2025.

SECTION 41 OF INSURANCE ACT, 1938 – Prohibition of Rebates

No person shall allow or offer to allow either directly or indirectly as an inducement to any person to take out or renew or continue an insurance in respect of any kind of risk relating to lives or property in India, any rebate of whole or part of the commission payable or any rebate of the premium shown on the policy, nor shall any person taking out or renewing or continuing a policy accept any rebate except such rebate as may be allowed in accordance with the published prospectuses or tables of the Insurer. Any person making default in complying with the provisions of this section shall be liable for a penalty which may extend to ten lakh rupees.

INSURANCE IS THE SUBJECT MATTER OF SOLICITATION

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