

## ACKO CYBER PROTECTION PLAN

### CLAIM FORM

(Acko will use the same claim form for Retail as well as Group Policies)

**NOTE: The submission of this Claim Form is not to be taken as an admission of liability by Acko General Insurance Ltd.**

Please complete this form in CAPITAL LETTERS completely and sign the same. Please do not leave any column unanswered. Mention "N/A", if not applicable.

To be completed by Insured Person / Claimant

#### I. DETAILS OF INSURED:

Policy No: \_\_\_\_\_  
Insured Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Pin Code: \_\_\_\_\_  
Telephone number: \_\_\_\_\_ Mobile: \_\_\_\_\_ Office: \_\_\_\_\_  
Email (Optional): \_\_\_\_\_

#### II. DETAILS OF THE INSURED IN RESPECT OF WHOM CLAIM IS MADE:

Name of claimant: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Pin Code: \_\_\_\_\_  
Telephone number: \_\_\_\_\_ Mobile: \_\_\_\_\_ Office: \_\_\_\_\_  
Email (Optional): \_\_\_\_\_  
Policy/Certificate No: \_\_\_\_\_  
Date of Incident: DD/MM/YYYY Time: HH:MM hrs  
Place of Incident: \_\_\_\_\_  
Details of Incident: \_\_\_\_\_  
\_\_\_\_\_  
Whether reported to Police: Yes  No   
(If Yes, Name, Address and Contact of Police Station): \_\_\_\_\_  
\_\_\_\_\_  
First Information Report (FIR) No: \_\_\_\_\_  
FIR Date: DD/MM/YYYY

#### III. DETAILS OF WITNESSES

Was there any witness to the Incident: Yes  No  (If Yes, complete the following)  
Name of claimant: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Pin Code: \_\_\_\_\_  
Telephone number: \_\_\_\_\_ Mobile: \_\_\_\_\_ Office: \_\_\_\_\_

Note: Please attach all original witness statements if already obtained

**IV. DETAILS OF BENEFITS CLAIMED:**

Sr No.	Name of the Benefit	Yes/No	Amount (if known)
1.	Digital Theft of Funds		
1 A	Penalty Cover		
2.	Identity Theft		
3.	Data Restoration / Malware Decontamination		
4.	Replacement of Hardware		
5.	Cyberbullying, Cyber Stalking and Loss of Reputation		
6.	Cyber Extortion		
7.	Online Shopping		
8.	Online Sales		
9.	Social Media and Media Liability		
10.	Network Security Liability		
11.	Privacy Breach and Data Breach Liability		
12.	Privacy Breach and Data Breach by Third Party		
13.	Smart Home Cover		

**V. DOCUMENTS REQUIRED FOR SUBMISSION OF CLAIM:**

Coverage	Required documents
Digital Theft of Funds (including Penalty Cover)	<ol style="list-style-type: none"> <li>1. Copy of FIR filed with police authorities / cyber cell or complaint letter acknowledgement from the police,</li> <li>2. Copies of correspondence with Bank and/or Mobile Wallet about Theft of funds,</li> </ol>
Identity Theft	<ol style="list-style-type: none"> <li>1. Copy of FIR filed with police authorities / cyber cell or complaint letter acknowledgement from the police.</li> </ol>
Data Restoration / Malware Decontamination	<ol style="list-style-type: none"> <li>1. Copy of FIR filed with police authorities / cyber cell or complaint letter acknowledgement from the police,</li> <li>2. Proof to show that the Personal data is the propriety information belonging to You.</li> </ol>

	3. Copies of invoices for expenses incurred due to the involvement of a specialist service provider or advisor,
Replacement of Hardware	1. Copy of FIR filed with police authorities / cyber cell or complaint letter acknowledgement from the police, 2. Proof to show ownership of Your Computer system
Cyberbullying, Cyber Stalking and Loss of Reputation	1. Copy of FIR filed with police authorities / cyber cell or complaint letter acknowledgement from the police, 2. Copies of invoices for expenses incurred on all costs being claimed under this policy
Cyber Extortion	Copy of FIR filed with police authorities / cyber cell or complaint letter acknowledgement from the police,
Online Shopping	1. Copy of FIR filed with police authorities / cyber cell or complaint letter acknowledgement from the police. 2. Copies of correspondence with Bank and/or Mobile Wallet about Theft of funds,
Online Sales	1. Copy of FIR filed with police authorities / cyber cell or complaint letter acknowledgement from the police, 2. Proof confirming the value of goods. 3. Proof of delivery of goods. 4. Proof confirming Non receipt of payment and insured attempt to recover payment
Social Media and Media Liability	1. Copy of FIR filed with police authorities / cyber cell or complaint letter acknowledgement from the police. 2. Copies of legal notice received from any affected person/entity. 3. Copies of summons received from any court in respect of a suit filed by an affected party/entity, 4. Copies of invoices for expenses incurred on all costs being claimed under this policy
Network Security Liability	1. Copy of FIR filed with police authorities / cyber cell or complaint letter acknowledgement from the police. 2. Copies of legal notice received from any affected person/entity. 3. Copies of summons received from any court in respect of a suit filed by an affected party/entity, 4. Copies of invoices for expenses incurred on all costs being claimed under this policy
Privacy Breach and Data Breach Liability	1. Copy of FIR filed with police authorities / cyber cell or complaint letter acknowledgement from the police. 2. Copies of legal notice received from any affected person/entity. 3. Copies of summons received from any court in respect of a suit filed by an affected party/entity, 4. Copies of invoices for expenses incurred on all costs being claimed under this policy 5. Proof to show that the Personal data is the propriety information belonging to You.

Privacy Breach and Data Breach by Third Party	<ol style="list-style-type: none"><li>1. Copy of FIR filed with police authorities / cyber cell or complaint letter acknowledgement from the police.</li><li>2. Copies of legal notice received from any affected person/entity.</li><li>3. Copies of summons received from any court in respect of a suit filed by an affected party/entity,</li><li>4. Copies of invoices for expenses incurred on all costs being claimed under this policy</li><li>5. Details/invoices of costs incurred for filing a claim for damages against a Third Party perpetrator in connection with a Cyber Incident governed by this Policy,</li></ol>
Smart Home Cover	<ol style="list-style-type: none"><li>1. Copy of FIR filed with police authorities / cyber cell or complaint letter acknowledgement from the police.</li><li>2. Copies of invoices for expenses incurred on all costs being claimed under this policy</li></ol>

\*Any other details (if required) which is not mentioned here might be asked by Acko.

#### VI. DETAILS OF BANK ACCOUNT FOR CLAIM PAYMENT:

Please furnish the details below along with copy of cancelled cheque.

Bank Name: \_\_\_\_\_

Bank Branch: \_\_\_\_\_

Bank Account Number: \_\_\_\_\_

IFSC Code: \_\_\_\_\_ MICR Code: \_\_\_\_\_

#### VII. DECLARATION:

I hereby declare that the information furnished in this claim form is true, complete and accurate to the best of my knowledge and belief. If I have made any false or untrue statement, or I have suppressed or concealed any material fact with respect to questions asked in relation to this claim, my right to claim any benefits under the Policy shall be forfeited.

I also consent and authorize Acko General Insurance Ltd, to seek necessary documents from the Service

Provider who has serviced on the person against whom this claim is made.

Date: DD/MM/YYYY

Signature of Claimant: \_\_\_\_\_

Place: \_\_\_\_\_

#### VIII. DIRECT FUND TRANSFER / EFT MANDATE FORM:

(Submission of documents or bank details or any other information does not in any way, shape or form, imply or express or suggest admission of liability by the company.)

A) Would you like to opt for Electronic Fund Transfer as mode of payment? Yes  No

B) If Yes, kindly provide the below mentioned details:

Payee Name (as per bank records): \_\_\_\_\_

Payee Account No.: \_\_\_\_\_

Type of Account: \_\_\_\_\_

Name of the Bank: \_\_\_\_\_ Branch Name: \_\_\_\_\_

Address of the Bank: \_\_\_\_\_

IFSC Code of the Bank: \_\_\_\_\_ MICR Code No. of the Bank: \_\_\_\_\_

Permanent Account Number (PAN) of Payee: \_\_\_\_\_

1. Please attach an ORIGINAL BLANK CANCELLED CHEQUE signed by the Payee.
2. Please attach a PAN CARD copy of Payee.

### **Terms and conditions for payment through RTGS/NEFT**

1. The details provided by the Customers in the Mandate Form shall be considered as final and Acko General Insurance Ltd. shall not be responsible for cross verification of any of the details provided therein.
2. The RTGS / NEFT facility shall be effective for the respective Customer(s) within 15 days of the receipt of the Mandate Form by Acko General Insurance Ltd. and or within such period as may be reasonably required by Acko General Insurance Ltd. to activate the RTGS / NEFT facility.
3. The customer agrees that under the RTGS / NEFT facility, there may be a risk of non-payment in the Account of Customer on the day of the credit of Payments due to change in the applicable regulations pertaining to RTGS / NEFT facility or due to any other reasons without any fault / inaction / failure on part of Acko General Insurance or any factor beyond the control of Acko General Insurance Limited.
4. The customer agrees to indemnify, without delay or demur, Acko General Insurance Ltd. and its agents and keep Acko General Insurance Ltd. and its agent indemnified harmless at all times from and against any and all claims, damages, losses, costs, and expenses (including attorney's fees) which Acko General Insurance Ltd. may suffer or incur, directly or indirectly, arising from or in connection with, amongst other things, either of the aforesaid reasons stated in above clauses.
5. Acko General Insurance Ltd. may sub-contract and employ agents to carry out any of its obligations under the RTGS / NEFT facility. The Customer may discontinue or terminate the use of RTGS / NEFT facility by giving a minimum of 15 days prior written notice to Acko General Insurance Ltd. The date of notice for Acko will be the date of receipt of such notice by Acko. The notice of such termination should be given to Acko only at its corporate address and be addressed at 2nd Floor, #36/5, Hustlehub One East, Somasandrapalya 27th Main Rd, Sector 2, HSR Layout, Bengaluru, Karnataka, 560102.
6. A confirmation of the receipt of termination notice given by the Customer will be acknowledged through a confirmation letter by Acko General Insurance Ltd. In no case can the Customer construe his termination notice as effective unless a confirmation has been provided by Acko to the Customer stating the date of receipt of such communication by the Customer.
7. The Customer agrees that transaction(s) through RTGS / NEFT facility may attract inward RTGS / NEFT charges, which if levied by the Customer's bank, shall be borne by the Customer.
8. Acko has the absolute discretion to amend or supplement any Terms and Conditions stated herein at any time and will endeavour to give prior notice of Ten days for such changes wherever feasible for the terms and conditions to be applicable. By using the new services, or at the completion of such period, whichever is earlier, the customers shall be deemed to have accepted the changes terms and conditions.
9. Submission of documents or bank details or any other information does not in any way, shape or form, imply or express or suggest admission of liability by the company.
10. Notices under these terms and conditions may be given in writing by delivering them by hand or e-mail or on Acko General Insurance Ltd. website [www.acko.com/gi](http://www.acko.com/gi) or by sending them by post to the last address of the Customer.
11. These terms and conditions will be governed by the laws of India and any legal action or proceedings arising out of these Terms and Conditions shall be initiated in the courts or tribunals at Mumbai in India.



Date: DD/MM/YYYY  
Place:

Signature of Claimant: \_\_\_\_\_