

# **DIRECTORS & OFFICERS LIABILITY INSURANCE**

WHEREAS the **Insured** named in the **Schedule** hereto by a **Proposal** and declaration, which shall be the basis of this contract and is deemed to be incorporated herein, has applied to the **Liberty General Insurance Limited** (hereafter referred to as the "**Liberty**") for the insurance hereinafter contained and has paid the **Premium** as consideration for such Insurance.

In consideration of payment of the **Premium** by the **Insured** and subject to all the terms, conditions and exclusions, including all definitions, of this **Policy**, **Liberty** agrees as follows:

# 1. Insuring Clauses

#### 1.1 Directors & Officers Liability

**Liberty** will pay on behalf of any **Insured Person** the **Loss** which the **Insured Person** is legally liable to pay as a result of a **Claim** alleging a **Wrongful Act** unless the **Insured Person** is entitled or able to be indemnified by the **Company** for such **Loss**.

## 1.2 Company Reimbursement

If the **Company** is legally required or permitted to indemnify the **Insured Person** for the **Loss** referred to in Insuring Clause 1.1, then **Liberty** will pay on behalf of the **Company** the amount of that indemnity.

#### 1.3 Defence Costs

**Liberty** will also pay for **Defence Costs** in respect of a **Claim** covered under Insuring Clause 1.1 or 1.2 or under any applicable extension.

**Liberty** will pay for these **Defence Costs** as and when they are incurred prior to the final resolution of the **Claim**.

However, an **Insured** shall repay to **Liberty** all payments of **Defence Costs** incurred on that **Insured**'s behalf if and to the extent it is established that such **Defence Costs** are not **Insured** under this **Policy**.

**Defence Costs** are subject to the applicable **Excess** and shall form part of the **Limit of Liability** specified in the **Schedule**.

# 2. Extensions

Subject to the applicable **Excess** and all the terms, conditions and exclusions, including all definitions, of this **Policy**, **Liberty** further agrees to extend cover in accordance with the following extensions. The **Excess** which is applicable will depend on whether the **Company** is legally required or permitted to indemnify the **Insured Person**. If it is, the **Excess** is the one applicable to Insuring Clause 1.2. If it is not, the **Excess** is the one applicable to Insuring Clause 1.1.

# 2.1 Inquiry Representation Costs

**Liberty** will pay on behalf of the **Insured** the costs and expenses incurred by an **Insured Person** (but excluding his or her salaries, wages, travel or accommodation expenses) in preparing for and attending an **Inquiry**, as and when they are incurred, provided that:

(a) such costs and expenses were incurred with the prior written consent of **Liberty** which consent shall not be unreasonably withheld; and



(b) the notice requiring the **Insured Person** to attend the **Inquiry** is first served upon the **Insured Person** and reported to **Liberty** during the **Policy Period**.

**Liberty** agrees to pay such **Inquiry** representation costs and expenses whether or not there is an allegation of a **Wrongful Act** against the **Insured Person**. However, the **Insured** shall repay to **Liberty** all payments of **Inquiry** representation costs and expenses incurred on that **Insured**'s behalf if and to the extent it is established that such **Inquiry** representation costs and expenses are not **Insured** under this **Policy**.

Exclusion 4.6 in respect of "Pollution" does not apply to this extension.

The maximum amount payable by **Liberty** under this extension is the **Sub-Limit of Liability** specified in the **Schedule**.

#### 2.2 Pollution Defence Costs

Notwithstanding Exclusion 4.6 in respect of "Pollution", **Liberty** will pay on behalf of the **Insured** the **Defence Costs** which an **Insured Person** incurs in defending a **Claim** in connection with the actual or alleged discharge, dispersal, release or escape of any **Pollutant**.

The maximum amount payable by **Liberty** under this extension is the **Sub-Limit of Liability** specified in the **Schedule**.

### 2.3 Shareholder Pollution Claims

Notwithstanding Exclusion 4.6 in respect of "Pollution", **Liberty** will pay on behalf of the **Insured** the **Loss** which an **Insured Person** is legally liable to pay as a result of a **Claim** made, either directly or derivatively, by any shareholder of the **Company** alleging **Loss** to the **Company** or its shareholders as a result of any actual or alleged discharge, dispersal, release or escape of any **Pollutant**.

This extension shall not apply if:

- (a) on or before the Continuity Date specified in the Schedule, the Company, an Insured Person or any Employee with managerial responsibilities over environmental affairs, control or compliance of the Company, knew or could reasonably have suspected that there existed any situation, circumstance or Wrongful Act that might give rise to a Claim; or
- (b) the **Claim** is brought in the jurisdiction of the United States of America or any territory under its jurisdiction.

## 2.4 Spouses & Executors

Liberty will cover:

- (a) in the event of the death, incapacity or bankruptcy of an **Insured Person**, any **Claim** brought against his or her estate, heirs, executors, administrators or legal representatives; or
- (b) any Claim brought against the lawful spouse of an Insured Person, for a Wrongful Act by the Insured Person as if the Claim had been brought against that Insured Person.

No cover is provided under this extension for any conduct or **Wrongful Act** committed or allegedly committed by such estate, heirs, executors, administrators, legal representatives or lawful spouse.

#### 2.5 New Subsidiaries



The definition of **Subsidiary** in Definition 7.26 is extended to include any **Company** which becomes a **Subsidiary** during the **Policy Period** provided that:

- (a) the total gross assets of the new **Subsidiary** do not exceed the **New Subsidiary Asset Size** specified in the **Schedule** and the new **Subsidiary** does not have any **Securities** listed or traded in the United States of America or Canada; or
- (b) if the total gross assets of the new Subsidiary exceed the New Subsidiary Asset Size or the new Subsidiary has any Securities listed or traded in the United States of America or Canada, the Parent Company provides Liberty with full details of the new Subsidiary and agrees to any additional Premium and conditions Liberty may impose within 60 days of the new Subsidiary being acquired or created (failing the provision of which, the extension of coverage under this clause shall automatically terminate on the expiration of the said 60 days period).

# 2.6 Outside Directorships

The definition of **Insured Person** in Definition 7.10 is extended to include any **Insured Person** acting in the capacity of a director or officer of an **Outside Entity** at the specific written request or with the written approval of the **Company**. **Liberty** will pay on behalf of the **Insured** the **Loss** which an **Insured Person** is legally liable to pay as a result of a **Claim** alleging a **Wrongful Act** in his or her capacity as a director or officer of an Outside Entity.

The cover provided under this extension:

- shall be specifically in Excess of any indemnity or insurance available from or provided by the
   Outside Entity including any policies of the Outside Entity specified in the Proposal and
   any renewal or replacement of those policies;
- (b) shall not apply to any **Claim** brought by the **Outside Entity** unless the **Claim** is a derivative action brought in the name of the **Outside Entity** by any legally authorized individual or entity including any regulatory authority where the individual or entity acts without any assistance, intervention, solicitation or active participation by the **Outside Entity** or by any **Insured**;
- (c) shall not apply to any Claim brought by any other director, officer or Employee of the Outside Entity unless the Claim alleges an Employment Practice Breach; and
- (d) shall not extend to the **Outside Entity** in which the outside directorship is held or to any other director, officer or **Employee** of such **Outside Entity**.

## 2.7 Extended Policy Period

If a Change in Control occurs during the Policy Period then the Insured may request an extended Policy Period of up to 84 months commencing from the end of the Policy Period during which time the Insured may notify any Claim to Liberty provided it results from a Wrongful Act committed or allegedly committed prior to the effective date of the Change in Control. The Insured must request this extended Policy Period before the Policy Period expires. Liberty may, but is not obliged to, offer this extended Policy Period on such terms and conditions and for such additional Premium as Liberty may reasonably impose.

An extended **Policy Period** granted under this extension shall be non-cancellable by the **Insured** and any additional **Premium** paid shall be non-refundable.

This extension is subject to the **Limit of Liability** and does not apply if this **Policy** is cancelled or avoided by **Liberty**.



#### 2.8 Continuous Cover

Notwithstanding Exclusion 4.5(b) in respect of "Prior Matters", if an **Insured** was aware of any facts that might give rise to a **Claim**, prior to the **Policy Period** and had not notified **Liberty** of such facts prior to the commencement of the **Policy Period**, **Liberty** will indemnify the **Insured** in respect of a **Claim** arising from such prior known facts, provided that:

- (a) the **Insured** first became aware of such facts after the **Continuity Date** specified in the **Schedule**; and
- (b) the failure to notify such facts was not a result of any fraudulent misrepresentation or fraudulent non-disclosure by the **Insured**; but
- (c) the **Limit of Liability**, sub-limits of liability and **Excess**es of the **Policy** in force at the time when the **Insured** first became aware of such prior known facts shall apply; and
- (d) **Liberty** will reduce its liability to the extent of any prejudice suffered as a result of the **Insured**'s failure to notify such facts giving rise to a **Claim**, prior to the **Policy Period**.

# 3. Optional Extensions

The following extensions are subject to all the terms, conditions and exclusions, including all definitions, of this **Policy** and shall apply only if they are specifically included in the **Schedule**.

## 3.1 Former Directors & Officers

- (a) If a Change in Control occurs during the Policy Period and the Parent Company does not purchase the extended Policy Period offered under Extension 2.7 in respect of "Extended Policy Period" or purchase the same or similar cover from another insurer or insurers, then Liberty will provide an extended Policy Period of 84 months following the effective date of the Change in Control but only for the benefit of those Insured Persons who resigned from the Company at least 6 months prior to the effective date of the Change in Control.
- (b) If a Change in Control does not occur during the Policy Period and at the end of the Policy Period the Parent Company does not renew this Policy with Liberty or replace this Policy with one or more Directors and Officers Liability policies issued by another insurer or insurers, then Liberty agrees to provide an extended Policy Period of 84 months following the end of the Policy Period but only for the benefit of those Insured Persons who resigned from the Company at least 6 months prior to the end of the Policy Period.

The **Insured Person**s referred to in 3.1(a) and (b) will be entitled to notify **Liberty** of any **Claim** during such extended **Policy Period** provided the **Claim** results from a **Wrongful Act** committed or allegedly committed whilst they were a **Director**, **Officer** or **Employee** of the **Company**.

## 3.2 Company Securities Liability

**Liberty** will pay on behalf of the **Company** the **Loss** and associated **Defence Costs** which the **Company** is legally liable to pay as a result of a **Securities Claim** alleging a **Wrongful Act**.

In respect of the cover provided under this extension, the Company will bear uninsured the Coinsurance Percentage of any Loss and associated Defence Costs which exceeds the Excess. Liberty will pay on

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behalf of the Company the remaining percentage of such Loss and associated Defence Costs up to the Limit of Liability.

The Coinsurance Percentage and Excess which apply to this extension are specified in the Schedule.

#### 4. Exclusions

**Liberty** will not pay for any **Loss**, **Defence Costs** or any other amounts **Insured** under this **Policy** for, arising out of or in any way connected with:

## 4.1 Fraud & Dishonesty

- (a) any fraudulent, criminal, wilfully reckless, malicious or dishonest act, error or omission including any intentional violation or breach of any law or regulation committed or omitted by any **Insured**; or
- (b) any improper use of position or information by an **Insured Person** for the purpose of gaining any profit, benefit or advantage to which an **Insured** is not legally entitled or to cause detriment to the **Company**.

These exclusions will only apply where it is established by an admission of such **Insured** or by a judgment, award, finding or other adjudication of a court, tribunal, commission or arbitrator that such conduct did in fact occur.

#### 4.2 Insured versus Insured

any Claim brought by or on behalf of the Company or any Insured Person other than a Claim:

- (a) brought by or on behalf of any **Insured Person** for contribution or indemnity, if the **Claim** results directly from another **Claim** which would be covered under this **Policy** if made directly against the **Insured Person**;
- (b) brought in the name of the **Company** by any legally authorized individual or entity (other than the **Company** itself) provided that they are acting without the assistance, intervention, solicitation or active participation of the **Insured** against whom the **Claim** is brought;
- (c) alleging an Employment Practice Breach.

## 4.3 Professional Services

The provision of professional services or any actual or alleged act or omission, including but not limited to any error, misstatement, misleading statement, neglect, breach of trust or breach of duty owed in a professional capacity. This exclusion does not apply to services provided by an **Insured Person** in his or her capacity as a **Director** or **Officer**.

#### 4.4 ERISA

any actual or alleged violation or breach of any responsibilities, obligations or duties imposed under the Employee Retirement Income Security Act 1974 (USA) or any amendment thereto.

#### 4.5 Prior Matters

(a) any **Claim** made, threatened or intimated against an **Insured** prior to the commencement of the **Policy Period**;



- (b) any facts that an **Insured** was aware of before the commencement of the **Policy Period** that might give rise to a **Claim**;
- (c) any facts that might give rise to a **Claim** which have been reported, or which can be or could have been reported, to an insurer under any insurance **Policy** entered into before the commencement of the **Policy Period**;
- (d) any facts that might give rise to a **Claim** which have been disclosed to any insurer in any **Proposal** for insurance made before the commencement of the **Policy** Period; or
- (e) any facts that might give rise to a **Claim** which have been disclosed to **Liberty** in the **Proposal**.

#### 4.6 Pollution

the actual or alleged presence, discharge, dispersal, release or escape of any **Pollutant** or the cost of removing, nullifying or cleaning up any **Pollutant**.

## 4.7 War

war or military action which includes, without limitation, the following:

- (a) war, including undeclared or civil war, invasion, acts of foreign enemies, hostilities (whether war be declared or not), military or usurped power or confiscation, nationalisation, requisition, destruction of or damage to property by or under the order of any government or public or local authority;
- (b) warlike action by military force, including action in hindering or defending against an actual or expected attack, by any government, sovereign or other authority using military Personnel or other agents; or
- (c) insurrection, rebellion, revolution, usurped power, or action taken by governmental authority in hindering or defending against the same.

### 4.8 Radiation & Nuclear

- (a) the radioactive, toxic, explosive or other hazardous or contaminating properties of any nuclear installation, reactor or other nuclear assembly or nuclear component thereof; or
- (b) any weapon of war employing atomic or nuclear fission or fusion or other like reaction or radioactive force or matter.

In addition, **Liberty** will not pay for any **Loss**, **Defence Costs** or any other amounts **Insured** under this **Policy** for :

#### 4.9 Personal Injury

death, bodily or mental injury, sickness or disease, emotional distress or mental anguish of any **Person**. This exclusion shall not apply to **Claim**s alleging emotional distress or mental anguish resulting from an **Employment Practice Breach**.

## 4.10 Property Damage

**Loss** of, damage to or destruction of any real or Personal property or any consequential Losses flowing from such **Loss**, damage or destruction.



# 4.11 Penalties & Punitive Damages

- (a) any fines or penalties; or
- (b) any exemplary, aggravated, multiple or punitive damages.

## 5. Claims Conditions

## 5.1 Notification of Claims

It is a condition precedent to cover under this **Policy** that as soon as the **Insured** becomes aware of a **Claim** or **Inquiry** during the **Policy Period**, the **Insured** notify **Liberty** as soon as practicable in writing of the **Claim** or **Inquiry**.

Where the **Insured** becomes aware of facts that might give rise to a **Claim** against the **Insured** or **Inquiry** that might involve the **Insured** during the **Policy Period** then the **Insured** may elect to report those facts in writing to **Liberty** as soon as the **Insured** becomes aware of those facts but before the end of the **Policy Period** in which case any **Claim** or **Inquiry** that subsequently arises out of those reported facts shall be deemed to have been reported to **Liberty** at the time those facts were reported to **Liberty**.

If the **Insured** reports a **Claim** or **Inquiry**, or facts that might give rise to a **Claim** or **Inquiry**, to **Liberty** then the **Insured** must give **Liberty** such information and co- operation as it may reasonably require including but not limited to:

- (a) a description of the **Claim** or **Inquiry**;
- (b) the nature of the alleged act, error or omission; (c) the nature of the alleged or potential **Loss**;
- (d) the names of actual or potential Claimants; and
- (e) the manner in which the **Insured** first became aware of the **Claim** or **Inquiry**.

### 5.2 Defence & Settlement

In the event of a **Claim**, the **Insured** has the right to appoint lawyers to conduct the defence and settlement of the **Claim** or to have **Liberty** do so. The **Insured** may only appoint lawyers approved by **Liberty**, that approval to be obtained in writing prior to their appointment.

If the **Insured** appoints lawyers, **Liberty** has the right to associate effectively in the defence and settlement of the **Claim**.

It is a condition precedent to cover under this **Policy** that the **Insured** must:

- (a) take all reasonable steps to mitigate **Loss**;
- (b) not agree to any waiver or limitation of or delay as to their legal rights of recovery against any other party;
- not admit liability, negotiate any settlement, enter into any settlement agreement or incur any **Defence Costs** without the prior written consent of **Liberty** which consent shall not be unreasonably withheld; and



- (d) give **Liberty** all the information and assistance that **Liberty** requires for the purpose of investigating:
  - (i) the cause and consequences of any **Claim**;
  - (ii) the **Insured**'s liability to any party in respect of any **Claim**; and
  - (iii) whether **Liberty** has any liability to the **Insured** under this **Policy** and, if so, the extent of its liability;

and where applicable, conducting the defence of any Claim.

## 5.3 Requirement to Contest a Claim

The **Insured** shall not be required to contest any **Claim** unless **Senior Counsel** advises that such **Claim** should be contested. In formulating such advice, **Senior Counsel** shall take into consideration the economics of the matter (including potential **Loss** and **Defence Costs**) and the prospects of the **Insured** successfully defending the **Claim**.

In the event that **Liberty** recommends settlement in respect of any **Claim** and the **Insured** does not agree that such **Claim** should be settled, then **Senior Counsel's** advice shall be obtained as to whether the **Claim** should be settled. In formulating such advice, **Senior Counsel** shall take into consideration the economics of the matter (including potential **Loss** and **Defence Costs**) and the prospects of the **Insured** successfully defending the **Claim**. If **Senior Counsel** advises that such **Claim** should be settled, the **Insured** may nevertheless elect to contest such **Claim** provided always that the liability of **Liberty** shall not exceed the amount for which the **Claim** could have been settled as recommended by **Liberty** plus **Defence Costs** incurred with **Liberty's** prior written consent up to the date of such election.

## 5.4 Allocation Clause

In the event an **Insured** is a party to a demand, proceeding, **Inquiry**, investigation or examination which is covered only in part by this **Policy**, the **Insured** and **Liberty** will use their best efforts to agree upon a fair and proper allocation of **Loss**, **Defence Costs** or any other amounts **Insured** under this **Policy** which relates solely to what is covered under this **Policy**.

In the event that an agreement cannot be reached, **Senior Counsel** shall determine, as an independent expert but not as an arbitrator, a fair and proper allocation. Until the **Senior Counsel** has made his or her determination, **Liberty** may, in its absolute discretion, pay such **Loss**, **Defence Costs** or any other amount **insured** under this **Policy** as it considers appropriate.

#### 5.5 Order of Payments

**Liberty** will pay for **Loss**es, **Defence Costs** and other amounts **Insured** under this **Policy** in the order that they are presented to **Liberty**.

If it becomes apparent to **Liberty** that the **Limit of Liability** will not be sufficient to cover all such **Loss**es, **Defence Costs** and other amounts, then **Liberty** will first pay for **Losses**, **Defence Costs** and other amounts **Insured** under this **Policy** for which any **Insured Person** is legally liable. If after paying all such amounts there remains an unexhausted portion of the **Limit of Liability**, then **Liberty** will pay such **Loss**es, **Defence Costs** and other amounts for which the **Company** is entitled to indemnity under this **Policy**.

## 5.6 Subrogation

If **Liberty** grants indemnity under this **Policy** in respect of any **Claim**, then **Liberty** shall be subrogated to all the **Insured**'s rights of recovery in respect of such **Claim** whether or not payment has in fact been made and

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whether or not the **Insured** has been compensated in full for their **Loss**. Each **Insured** must, at its own cost, provide all reasonable assistance to **Liberty** (including, but not limited to, giving information, signing documents and giving evidence) to help enforce those rights.

The **Insured** must not do anything that may prejudice **Liberty**'s position or its potential or actual rights of recovery against any party. Any amounts recovered by **Liberty** in **Excess** of **Liberty**'s total payment to the **Insured** (including **Defence Costs**) shall be restored to the **Insured** less the cost to **Liberty** of such recovery.

#### 5.7 Other Insurance

If Loss, Defence Costs or any other amounts Insured under this Policy are also potentially Insured under any other insurance Policy or policies, then the Insured must advise Liberty within a reasonable time of making a Claim under this Policy and provide Liberty with details of the other insurance.

#### 5.8 Excess Insurance

If at the time of making any Claim under this Policy there is, or would be but for the existence of this Policy, any other Policy of indemnity or insurance in favor of or effected by or on behalf of the Insured applicable to such Claim, Liberty shall not be liable under this Policy to indemnify the Insured for such Claim except insofar as it concerns any Excess beyond the amount which would be payable under such Policy of indemnity or insurance had this Policy not been effected.

## 6. General Conditions

## 6.1 Limit of Liability

The maximum amount payable by **Liberty** under this **Policy** for all **Loss**, **Defence Costs** and other amounts **Insured** under this **Policy** is the **Limit of Liability** specified in the **Schedule**. The **Limit of Liability** is inclusive of any **Defence Costs**, **Inquiry** representation costs, **Sub-Limits** of Liability and other amount Insured under this Policy but does not include costs incurred by **Liberty** in determining whether the **Policy** provides insurance to the **Insured**.

## 6.2 Excess

**Liberty** will only pay in respect of each **Loss** (or alleged **Loss**) and associated **Defence Costs** and each **Claim** under the **Policy** for other amounts **Insured**, the amount which is above the applicable **Excess** specified in the **Schedule**. The **Excess** shall be the first amount borne by the **Insured** and shall remain uninsured.

#### 6.3 Assignment

This **Policy** and any rights under or in respect of it cannot be assigned without **Liberty**'s prior written consent.

## 6.4 Valuation & Foreign Currency

All amounts referred to in this **Policy** are expressed and payable in the currency specified in the **Schedule**. If judgment is rendered, settlement is negotiated or any element of **Loss**, **Defence Costs** or any other amount **Insured** under this **Policy** is stated in a currency other than the currency specified in the **Schedule**, then payment under this **Policy** shall be made in that currency at the rate of exchange for the purchase of the currency specified in the **Schedule** published in the currency conversion website, <u>oanda.com</u> or, if it has ceased to be current, a currency conversion website selected by **Liberty** on the date, or if not published on that date then immediately thereafter, the final judgment is reached or the settlement is agreed upon.



#### 6.5 Notices

Any notice given to **Liberty** under this **Policy** must be in writing and sent to **Liberty** as detailed in **Claims** Condition 5.1. A notice served by post, if not received earlier, is taken to have been received on the next day after posting. A notice served by fax is taken to be served only if a complete and correct transmission report is received and it is taken to be received by the addressee (whether it is in fact received or not) on the day of transmission.

## 6.6 Preservation of Right to Indemnity

If the Company is legally required or permitted to indemnify any Insured Person for Loss, Defence Costs or other amounts Insured under this Policy but fails or refuses to do so, then Liberty will pay for the Loss, Defence Costs or other amounts Insured under this Policy on behalf of the Insured Person. In such event the Company will be required to pay to Liberty the Excess specified in the Schedule for Insuring Clause 1.2.

#### 6.7 Severability of Proposal

In issuing this **Policy**, **Liberty** has relied upon the statements, representations and information in the **Proposal**. The **Proposal** shall be constructed as a separate **Proposal** for Coverage by each **Insured Person**.

Failure by any **Insured** to comply with their duty of disclosure or misrepresentation by any **Insured** to **Liberty** shall not prejudice the right of any other **Insured** to cover under this **Policy**. Cover is only provided to an **Insured** who is innocent of and has no prior knowledge of such failure or misrepresentation.

#### 6.8 Non-Imputation

For the purposes of determining the availability of cover provided under this **Policy**, the conduct of one **Insured** shall not be imputed to any other **Insured**, provided that cover is only provided to an **Insured** who is innocent of and has no prior knowledge of such conduct.

## 6.9 Knowledge of the Company

The **Company** will be deemed to have knowledge of any particular fact or conduct if any past, present or future chairman of the board, chief executive officer, chief operating officer, chief financial officer or chief legal officer (or any **Person** performing the duties of such officers irrespective of their title) of the **Company** has or ought to have knowledge of those facts or conduct.

#### 6.10 Change in Control

If a **Change in Control** occurs during the **Policy Period**, this **Policy** will continue to provide cover but only in respect of **Wrongful Acts** committed or allegedly committed prior to the effective date of the **Change in Control**.

## 6.11 Governing Law & Jurisdiction

This **Policy** shall be governed and interpreted in accordance with the laws of India, and all **Claims** for indemnity under this **Policy** shall be decided in accordance with those laws.

Any dispute arising out of or in connection with this **Policy** shall be dealt with as per the Arbitration clause 6.14.

# 6.12 Policy Interpretation & Construction



The headings in this **Policy** are for descriptive purposes only and do not form part of this **Policy** for the purpose of its construction or operation. Words used in the singular shall include the plural and vice versa. For the meaning of any words in bold refer to the **Schedule** or to Section 7 - Definitions. The **Schedule** hereto is a part of and forms an integral part of this **Policy** 

6.13 The **Insured** may cancel this **Policy** at any time by giving notice in writing to Liberty, in which case **Liberty** will retain the short period rate as per the following table for the time the **Policy** has been in force.

For a period not exceeding	Short Period Rate
15 days	10% of the Annual rate
1 month	15% of the Annual rate
2 months	30% of the Annual rate
3 months	40% of the Annual rate
4 months	50% of the Annual rate
5 months	60% of the Annual rate
6 months	70% of the Annual rate
7 months	75% of the Annual rate
8 months	80% of the Annual rate
9 months	85% of the Annual rate

The above is applicable provided there is no reported **Claim** under the **Policy** during the period of Insurance. In case of any reported **Claim**s under the **Policy**, no refund of **Premium** shall be allowed upon .

The full Annual rate

**Liberty** may cancel this **Policy** at any time due to misrepresentation, fraud, non-disclosure of material facts or non-co-operation of the **Insured** by giving 30 days' notice in writing to the **Insured** by post to the **Insured**'s last known address.

Where the **Insured** comprises more than one **Person** or **Company**, it is agreed that the **Insured** referred to in the **Schedule** shall be the agent of each of the other **Insured Person**s or companies for the purposes of receiving any notice of cancellation pursuant to this condition, or any other notice, statement, document or information relating to this **Policy**.

#### 6.14 Arbitration Clause

Above 9 months

Any and all disputes or differences which may arise under, out of, in connection with or in relation to this **Policy**, or to its existence, validity or termination, or to the determination of the amount or any amounts payable under this **Policy**, shall be referred to a sole arbitrator to be appointed by the parties to the dispute within 30 days of any party giving notice of arbitration to the other(s).

In the event that the parties are unable to agree upon the identity of a sole arbitrator, the disputes or differences shall be referred to the decision of 3 arbitrators of whom one shall be appointed in writing by each of the parties within a period of 30 days after the failure to appoint a sole arbitrator and the third (who



shall serve as Chairman) shall be appointed by the nominated arbitrators. In case either party shall refuse or fail to appoint an arbitrator within the aforesaid 30 days after receipt of notice in writing requiring an appointment, the other party shall be at liberty to appoint a sole arbitrator who shall thereafter be empowered to conduct the arbitration and determine the disputes or differences referred to him as if he had been appointed a sole arbitrator with the consent of both parties.

The parties shall share the expenses of the arbitrator or arbitral tribunal equally and such expenses, along with the reasonable costs of the parties in the arbitration, shall be awarded by the arbitrator or arbitral tribunal in favor of the successful party in the arbitration or, where no party can be said to have been wholly successful, to the party who has substantially succeeded. The place of arbitration shall be India, the language of the arbitration shall be English, the law applicable to and in the arbitration shall be Indian law and the arbitration process will be in accordance with the provisions of the Arbitration & Conciliation Act 1996, as amended from time to time.

It is a condition precedent to any right of action or suit upon this **Policy** that the award by such arbitrator or arbitrators shall be first obtained.

In the event that these arbitration provisions shall be held to be invalid then all such disputes shall be referred to the exclusive jurisdiction of the Indian courts.

## 6.15 Duty Of Disclosure:

This **Policy** shall be void and all **Premium**s paid hereon shall be forfeited to **Liberty** in the event of misrepresentation, misdescription or non-disclosure of any material fact in the **Proposal** form, **Person**al statement, declaration and connected documents, or any material information having been withheld.

#### 6.16 Claim Settlement:

**Liberty** will settle the **Claim** under this **Policy** within 30 days from the date of receipt of necessary documents required for assessing the **Claim**. In the event that **Liberty** decides to reject a **Claim** made under this **Policy**, **Liberty** shall do so within a period of thirty days of the survey report or the additional survey report, as the case may be, in accordance with the provisions of Protection of **Policy**holders' Interest Regulations 2002.

## **6.17 Entire Contract**

The **Policy** constitutes the complete contract of insurance. No change or alteration in this **Policy** shall be valid or effective unless approved in writing by **Liberty**, which approval shall be evidenced by an endorsement on the **Policy**. No agent shall or has the authority to change in any respect whatsoever any term of this **Policy** or waive any of its provisions.

#### 6.18 Grievances:

In case the **Insured** is aggrieved in any way, the **Insured** may contact **Liberty** at the specified address, during normal business hours. In case the **Insured/Insured Person** has not got his/her grievances redressed by **Liberty** within 15 days, then he/she may approach the Insurance Ombudsman for the redressal of the same. A list containing the addressees of Offices of Ombudsman is attached to this **Policy**. **Policy** holder may also obtain copy of IRDA circular number 1385\_GI-2002\_ENG dated 26-04-2002, notification on Insurance Regulatory and Development Authority (Protection of **Policy** holders' interests) Regulations, 2002

# **Grievance Redressal Procedure**

We are concerned about you and are committed to extend the best possible services. In case you are not satisfied with our services or resolutions, please follow the below steps for redressal.



# Step 1

Call us on Toll free number: 1800-266-5844

(8:00 AM to 8:00 PM, 7 days of the week)

or

Email us at: care@libertyinsurance.in

or

Write to us at:

**Customer Service** 

**Liberty General Insurance Limited** 

10th Floor, Tower A, Peninsula Business Park,

Ganpatrao Kadam Marg, Lower Parel, Mumbai 400 013

# Step 2

If our response or resolution does not meet your expectations, you can escalate at <a href="Manager@libertyinsurance.in">Manager@libertyinsurance.in</a>

# Step 3

If you are still not satisfied with the resolution provided, you can further escalate at Servicehead@libertyinsurance.in

An acknowledgement will be sent on receipt of your concern, we would then investigate the matter internally and respond with a suitable resolution. Please share your contact details to enable us to get in touch with you.

In case you are not satisfied with the decision or resolution provided by the company you may approach the Insurance Ombudsman for redressal. The details of Insurance Ombudsman offices are given below:

Office of the Ombudsman and Contact Details	Areas of Jurisdiction
AHMEDABAD  Office of the Insurance Ombudsman, Jeevan Prakash Building, 6th floor, Tilak Marg,  Relief Road, Ahmedabad – 380 001. Tel.: 079 - 25501201/02/05/06 Email: bimalokpal.ahmedabad@ecoi.co.in	Gujarat, Dadra & Nagar Haveli, Daman and Diu.
BENGALURU Office of the Insurance Ombudsman, Jeevan Soudha Building, PID No. 57-27-N-19, Ground Floor, 19/19, 24th Main Road, JP Nagar, Ist Phase, Bengaluru – 560 078. Tel.: 080 - 26652048 / 26652049 Email: bimalokpal.bengaluru@ecoi.co.in	Karnataka.
BHOPAL	Madhya Pradesh



Office of the Ombudsman and Contact Details	Areas of Jurisdiction
Office of the Insurance Ombudsman, Janak Vihar Complex, 2nd Floor, 6, Malviya Nagar,  Opp. Airtel Office,Near New Market, Bhopal – 462 003. Tel.: 0755 - 2769201 / 2769202 Fax: 0755 - 2769203 Email: bimalokpal.bhopal@ecoi.co.in	Chattisgarh.
BHUBANESHWAR Office of the Insurance Ombudsman, 62, Forest park, Bhubneshwar – 751 009. Tel.: 0674 - 2596461 /2596455 Fax: 0674 - 2596429 Email: bimalokpal.bhubaneswar@ecoi.co.in	Orissa
CHANDIGARH Office of the Insurance Ombudsman, S.C.O. No. 101, 102 & 103, 2nd Floor, Batra Building, Sector 17 – D, Chandigarh – 160 017. Tel.: 0172 - 2706196 / 2706468 Fax: 0172 - 2708274 Email: bimalokpal.chandigarh@ecoi.co.in	Punjab, Haryana, Himachal Pradesh, Jammu & Kashmir, Chandigarh.
CHENNAI Office of the Insurance Ombudsman, Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, CHENNAI – 600 018. Tel.: 044 - 24333668 / 24335284 Fax: 044 - 24333664 Email: bimalokpal.chennai@ecoi.co.in	Tamil Nadu, Pondicherry Town and Karaikal (which are part of Pondicherry).
DELHI Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Building, Asaf Ali Road, New Delhi – 110 002. Tel.: 011 - 2323481/23213504 Email: bimalokpal.delhi@ecoi.co.in	Delhi.
GUWAHATI  Office of the Insurance Ombudsman, Jeevan Nivesh, 5th Floor, Nr. Panbazar over bridge,  S.S. Road, Guwahati – 781001(ASSAM).	Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh,



Office of the Ombudsman and Contact Details	Areas of Jurisdiction
Tel.: 0361 - 2132204 / 2132205 Fax: 0361 - 2732937 Email: bimalokpal.guwahati@ecoi.co.in	Nagaland and Tripura.
HYDERABAD Office of the Insurance Ombudsman, 6-2-46, 1st floor, "Moin Court", Lane Opp. Saleem Function Palace, A. C. Guards, Lakdi-Ka-Pool, Hyderabad - 500 004. Tel.: 040 - 65504123 / 23312122 Fax: 040 - 23376599 Email: bimalokpal.hyderabad@ecoi.co.in	Andhra Pradesh, Telangana, Yanam and part of Territory of Pondicherry.
JAIPUR Office of the Insurance Ombudsman, Jeevan Nidhi – II Bldg., Gr. Floor, Bhawani Singh Marg, Jaipur - 302 005. Tel.: 0141 - 2740363 Email: Bimalokpal.jaipur@ecoi.co.in	Rajasthan.
ERNAKULAM Office of the Insurance Ombudsman, 2nd Floor, Pulinat Bldg., Opp. Cochin Shipyard, M. G. Road, Ernakulam - 682 015. Tel.: 0484 - 2358759 / 2359338 Fax: 0484 - 2359336 Email: bimalokpal.ernakulam@ecoi.co.in	Kerala, Lakshadweep, Mahe-a part of Pondicherry.
KOLKATA Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 4th Floor, 4, C.R. Avenue, KOLKATA - 700 072. Tel.: 033 - 22124339 / 22124340 Fax: 033 - 22124341 Email: bimalokpal.kolkata@ecoi.co.in	West Bengal, Sikkim, Andaman & Nicobar Islands.
LUCKNOW Office of the Insurance Ombudsman, 6th Floor, Jeevan Bhawan, Phase-II, Nawal Kishore Road, Hazratganj, Lucknow - 226 001. Tel.: 0522 - 2231330 / 2231331 Fax: 0522 - 2231310	Districts of Uttar Pradesh: Laitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhabdra, Fatehpur, Pratapgarh, Jaunpur, Varanasi, Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareli, Sravasti, Gonda, Faizabad,



Office of the Ombudsman and Contact Details	Areas of Jurisdiction
Email: bimalokpal.lucknow@ecoi.co.in	Amethi, Kaushambi, Balrampur, Basti, Ambedkarnagar, Sultanpur, Maharajgang, Santkabirnagar, Azamgarh, Kushinagar, Gorkhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharathnagar.
MUMBAI Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: 022 - 26106552 / 26106960 Fax: 022 - 26106052 Email: bimalokpal.mumbai@ecoi.co.in	Goa, Mumbai Metropolitan Region excluding Navi Mumbai & Thane.
NOIDA Office of the Insurance Ombudsman, Bhagwan Sahai Palace 4th Floor, Main Road, Naya Bans, Sector 15, Distt: Gautam Buddh Nagar, U.P-201301. Tel.: 0120-2514250 / 2514252 / 2514253 Email: bimalokpal.noida@ecoi.co.in	State of Uttaranchal and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshehar, Etah, Kanooj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautambodhanagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanshiramnagar, Saharanpur.
PATNA Office of the Insurance Ombudsman, 1st Floor, Kalpana Arcade Building,, Bazar Samiti Road, Bahadurpur, Patna 800 006. Tel.: 0612-2680952 Email: bimalokpal.patna@ecoi.co.in	Bihar, Jharkhand.
PUNE Office of the Insurance Ombudsman, Jeevan Darshan Bldg., 3rd Floor, C.T.S. No.s. 195 to 198, N.C. Kelkar Road, Narayan Peth, Pune – 411 030. Tel.: 020-41312555 Email: bimalokpal.pune@ecoi.co.in	Maharashtra, Area of Navi Mumbai and Thane excluding Mumbai Metropolitan Region.



#### **GOVERNING BODY OF INSURANCE COUNCIL**

Shri P.N. Gandhi, Secretary General

Smt Moushumi Mukherji, Secretary

3<sup>rd</sup> Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai – 400 054.

Tel: 022 - 26106889 / 671 / 980

Fax: 022 - 26106949

Email: inscoun@ecoi.co.in

For updated details of Insurance Ombudsman Offices you may visit Governing Body of Insurance Council (GBIC) website at <a href="http://www.gbic.co.in/ombudsman.html">http://www.gbic.co.in/ombudsman.html</a> or our website at <a href="https://www.libertyinsurance.in/customer-support/grievance-redressal">https://www.libertyinsurance.in/customer-support/grievance-redressal</a>

## 7. Definitions

In this **Policy**:

- 7.1 **Change in Control** means any one of the following events:
  - (a) the **Parent Company** specified in the **Schedule** demerges, consolidates or merges with, or sells all or substantially all of its assets to a **Person**, entity or group of **Person**s or entities acting in concert;
  - (b) the **Parent Company** becomes a **Subsidiary** of another entity or becomes controlled by another entity; or
  - (c) an administrator, receiver or liquidator including provisional liquidator is appointed to the **Parent Company**.

# 7.2 Claim means any:

- (a) written demand for damages or other legal remedy;
- (b) civil proceeding including third party proceeding or counter **Claim**;
- (c) criminal proceeding; or
- (d) Any formal administrative or formal regulatory proceeding commenced by the filing of a notice of charges, formal investigative order or similar document,

first made or brought against an **Insured Person** during the **Policy Period** (or the extended **Policy Period** under Extension 2.7 in respect of "**Extended Policy Period**" or Optional Extension 3.1 in respect of "Former Directors & Officers", if applicable) and reported to **Liberty** during the **Policy Period** (or the extended Policy period under Extension 2.7 in respect of "**Extended Policy Period**" or Optional Extension 3.1 in respect of "**Former Directors & Officers**", if applicable) for a **Wrongful Act** which may result in **Loss**, **Defence Costs** or any other amounts **Insured** under this **Policy**.



Where Optional Extension 3.2 in respect of "Company Securities Liability" applies, reference to a Claim also includes a Securities Claim.

7.3 Company means the Parent Company specified in the Schedule and its Subsidiaries.

#### 7.4 **Defence Costs** means:

- (a) costs and expenses incurred by **Liberty**, or by an **Insured** but only with **Liberty**'s prior written consent, solely for the benefit of the **Insured** in the investigation, settlement, defence or appeal of any **Claim** covered under this **Policy**; and
- (b) the costs of obtaining **Senior Counsel's** advice or determination under this **Policy**.

Defence Costs does not include the Insured's salaries, wages, travel or accommodation expenses.

#### 7.5 Director means a Person who:

- (a) is appointed to the position of director of the **Company**;
- (b) is appointed to the position of alternate director of the **Company** and is acting in that capacity;or
- (c) is not validly appointed as a director of the **Company** but acts in the position of a director of the **Company**.
- 7.6 **Employee** means a **Person** who is or was employed by the **Company** including any full time, part time or casual **Employee**. **Employee** does not include **Directors**, consultants, independent contractors, secondees to or agents of the **Company** or their respective Employees (including the Employees of labour-hire companies).

## 7.7 Employment Practice Breach means any:

- (a) unfair, harsh, unreasonable, unjust or unlawful dismissal or termination of employment for which a statutory remedy exists or allegedly exists;
- (b) harassment (including sexual harassment) of any kind in the workplace including the alleged creation or permission of an harassing workplace environment; (c)
- (d) victimisation on any unlawful basis;

discrimination on any unlawful basis;

- (e) misleading or deceptive advertising or representation in respect of employment;
- (f) unfair failure to employ or promote, unfair deprivation of a career opportunity, unfair discipline, unfair failure to grant tenure or negligent performance evaluation;
- (g) unlawful interference with privacy;
- (h) denial of natural justice or denial of procedural fairness;
- (i) defamation; or invasion of privacy
- (j) wrongful infliction of emotional distress, anguish or humiliation,



committed or allegedly committed against an **Employee** or prospective **Employee** in respect of that **Person**'s past, present or prospective employment with the **Company**.

- 7.8 **Inquiry** means any administrative or regulatory proceeding, official investigation, examination or **Inquiry** into the affairs of the **Company** at or in which:
  - (a) an **Insured Person** is legally required to attend; or
  - (b) an **Insured Person** has been specifically designated in writing as a **Person** under investigation in respect of their conduct as a **Director** or **Officer**.
- 7.9 **Insured** means any **Insured Person** and the **Company**.
- 7.10 Insured Person means any past, present or future Director, Officer or Employee of the Company.

In the case of a pension, retirement or provident benefit fund established for the benefit of **Employees**, **Insured Person** also includes a natural **Person** trustee or a director or officer of a corporate trustee or a **Policy** committee member.

**Insured Person** does not include any independent contractors, professional consultants, service providers, auditors, receivers, managers, liquidators, administrators, trustees, mortgagees in possession or the like, or any **Employee**s of such **Person**s or entities, who are not employed by the **Company**.

# 7.11 Liberty means "Liberty General Insurance Company Limited"

#### 7.12 **Loss** means:

- (a) damages or **Claim**ant's costs or both payable by the **Insured** pursuant to an award or judgment entered against the **Insured**;
- (b) settlements negotiated by **Liberty** and consented to by the **Insured**; or
- (c) settlements negotiated by the **Insured** but only with the prior written consent of **Liberty**.

# Loss does not include:

- (i) amounts uninsurable at law;
- (ii) salaries, wages, travel or accommodation expenses of an **Insured** incurred in assessing, investigating, dealing with or assisting others to deal with the **Claim**; or
- (iii) any tax imposed or payable in respect of the **Premium** or any payment of **Insured** amounts made under this **Policy**.

All **Loss** attributable to one source or originating cause will be deemed one **Loss**.

- 7.13 **Not-for-Profit Entity** means any entity with a written constitution prohibiting the distribution of profits or assets amongst its members during the lifetime of the entity or upon its winding up.
- 7.14 Officer means an Employee (including any Company secretary) who:
  - (a) makes, or participates in making, decisions that affect the whole, or a substantial part, of the business of the **Company**; or
  - (b) is concerned in, or takes part in, the management of the **Company**.

Policy Wordings - Directors & Officers Liability



- 7.15 Outside Entity means:
- (a) any **Not-for-Profit Entity**; and
- (b) any other entity specifically listed as such by **Liberty** in an endorsement to this **Policy**.
- 7.16 **Policy** means this Policy wording, any endorsements, riders to it, the **Schedule** and the **Proposal**.
- 7.17 **Policy Period** means the period of time specified in the **Schedule** unless the **Policy** is cancelled in which event the **Policy Period** will end on the effective date of the cancellation.
- 7.18 **Pollutant** means any solid, liquid, gaseous, biological or thermal irritant or contaminant including, but not limited to, smoke, vapour, soot, fumes, noise, acids, alkalis, compounds, chemicals, asbestos, mould or waste. Waste includes materials to be recycled, reconditioned or reclaimed.
- 7.19 **Premium** means the amount payable by the **Insured** for this **Policy** including any applicable charges advised by **Liberty**.
- 7.21 **Proposal** means the **Proposal** form and any other information submitted by the **Insured** in applying for this insurance which shall be incorporated in and form the basis of this **Policy**.
- 7.22 **Schedule** means the **Schedule** attached to this **Policy** and signed by an authorised representative of **Liberty**.
- 7.23 **Securities** means any security representing an equity interest in or debt of the **Company**.
- 7.24 **Securities Claim** means any:
  - (a) written demand for damages or other legal remedy or civil proceeding including third party proceeding or counter **Claim** brought either directly or derivately by any holder of **Securities** (other than a **Director** or **Officer**) in the holder's capacity as an investor in the **Company**; or
  - (b) Any formal administrative or formal regulatory proceeding commenced by the filing of a notice of charges, formal investigative order or similar document,

first made or brought against the **Company** during the **Policy Period** (or the extended policy period under Extension 2.7 in respect of "**Extended Policy Period**", if applicable) and reported to **Liberty** during the **Policy Period** (or the extended **policy** period under Extension 2.7 in respect of "**Extended Policy Period**", if applicable) for a **Wrongful Act** which may result in **Loss** or **Defence Costs Insured** under this **Policy**.

- 7.25 **Senior Counsel** shall mean a **Senior Counsel** so designated by any High Court in India and mutually agreed upon by the **Company** and the **Insured**.
- 7.26 **Subsidiary** means any **Company** which, according to the laws of India:
  - (a) was or is a **Subsidiary** of the Parent **Company** prior to or at the commencement of the **Policy** Period; or
  - (b) becomes a **Subsidiary** during the **Policy** Period but only in accordance with Extension 2.5 in respect of "New Subsidiaries".

Cover in respect of any such **Company** applies only in respect of **Wrongful Act**s committed or allegedly committed whilst the **Company** was or is a **Subsidiary**.



## 7.27 Wrongful Act means any:

- (a) act, error or omission including breach of duty, breach of trust, neglect, misstatement, misleading statement, misrepresentation, breach of trust or breach of warranty of authority, including for the avoidance of doubt any actual or alleged wrongful or unfair committed or allegedly committed by an **Insured Person** in his or her capacity as a Director or Officer; or
- (b) matter Claimed against an **Insured Person** solely because of his or her status as a **Director** or **Officer**.

Wrongful Act includes any Employment Practice Breach but it does not include any other act, error or omission committed or allegedly committed against an Employee.

For the purposes of any **Securities Claim** against the **Company**, **Wrongful Act** means any act, error or omission including breach of duty, breach of trust, neglect, misstatement, misleading statement, misrepresentation or breach of warranty of authority committed or allegedly committed by the **Company** in connection with the purchase or sale of, or the offer to purchase or sell, **Securities** whether such purchase, sale or offer involves a transaction with the **Company** or occurs in the open market.

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