



MOTOR PRIVATE CAR - 3 YEARS

**UIN:
PROSPECTUS**

UNIVERSAL SOMPO GENERAL INSURANCE
COMPANY LIMITED

REGISTERED OFFICE:

Unit No.103, 1st Floor, Ackruti Star, MIDC,
Andheri (E), Mumbai 400093

24/7 CUSTOMER CARE NUMBER: 1-800-224030

EMAIL: contactus@universalsompo.com

WEBSITE: www.universalsompo.com

IRDA of India Registration Number: 134

CIN: U66010MH2007PLC166770

Universal Sampo's Motor Private Car 3 Years Policy ensures that you are protected from financial losses, caused by damage or theft of the vehicle and third-party liability for a period of 3 years. A Motor insurance policy is mandatory under the Motor Vehicle Act.

What is covered?

- i. Loss or Damage to your vehicle against Natural Calamities.
- ii. Fire, explosion, self-ignition or lightning, earthquake, flood, typhoon, hurricane, storm, tempest, inundation, cyclone, hailstorm, frost, landslide, rockslide.
- iii. Loss or Damage to your vehicle against Man-made Calamities, Burglary, theft, riot, strike, malicious act, accident by external means, terrorist activity, any damage in transit by road, rail, inland waterway, lift, elevator or air.
- iv. Personal Accident Cover Coverage of Rs 15 Lakh for the individual owner/driver of the vehicle while driving or travelling, mounting or dismounting from the two-wheeler. Optional personal accident covers for co-passengers available.
- v. Third Party Legal Liability Protection against legal liability due to accidental damages resulting in the permanent injury or death of a person, and damage caused to the surrounding property.

A. What is not covered?

- i. Normal wear and tear and general ageing of the vehicle.
- ii. Depreciation or any consequential loss.
- iii. Mechanical/ electrical breakdown.
- iv. Wear and tear of consumables like tyres and tubes unless the vehicle is damaged at the same time, in which case the liability of the company shall be limited to 50% of the cost of replacement.
- v. Accidental loss or damage caused due to Wilful Negligence.
- vi. Vehicles being used otherwise than in accordance with limitations as to use.
- vii. Damage to/ by a person driving any vehicles without a valid license.
- viii. Damage to/ by a person driving the vehicle under the influence of drugs or liquor.
- ix. Loss/ damage due to war, mutiny or nuclear risk
- x. Policy deductibles
- xi. Loss or damage to accessories by burglary, housebreaking or theft unless the vehicle is stolen at the same time
- xii. Any accidents outside the Geographical Area
- xiii. Exclusions as stated in the policy

B. Sum Insured and Insured Declared Value

- All vehicles are insured at a fixed value called the **Insured's Declared Value (IDV)**.
- IDV is calculated on the basis of the manufacturer's listed selling price of the vehicle (plus the listed price of any accessories) after deducting the depreciation for every year as per the schedule provided by the Indian Motor Tariff which is as follows:

The schedule of depreciation for fixing IDV of the Vehicle:

AGE OF THE VEHICLE	% OF DEPRECIATION FOR FIXING IDV
Not exceeding 6 months	5%
Exceeding 6 months but not exceeding 1 year	15%
Exceeding 1 year but not exceeding 2 years	20%
Exceeding 2 years but not exceeding 3 years	30%

Exceeding 3 years but not exceeding 4 years	40%
Exceeding 4 years but not exceeding 5 years	50%

C. No Claims Bonus (NCB)

Entry NCB %	Number of claims Claim made or pending during the policy period		
	0	1	2
0%	25%	20%	0%
20%	35%	20%	0%
25%	45%	20%	0%
35%	50%	20%	0%
45%	50%	20%	0%
50%	50%	20%	0%
55%	55%	20%	0%
65%	65%	20%	0%

CONDITIONS

This Policy and the Schedule shall be read together and any word or expression to which a specific meaning has been attached in any part of this Policy or of the Schedule shall bear the same meaning wherever it may appear.

1	<p>Notice shall be given in writing to the Company immediately upon the occurrence of any accidental loss or damage in the event of any claim and thereafter the insured shall give all such information and assistance as the Company shall require. Every letter claims writ summons and/or process or copy thereof shall be forwarded to the Company immediately on receipt by the insured. Notice shall also be given in writing to the Company immediately the insured shall have knowledge of any impending prosecution, inquest or fatal inquiry in respect of any occurrence which may give rise to a claim under this Policy. In case of theft or criminal act which may be the subject of a claim under this Policy the insured shall give immediate notice to the police and co-operate with the Company in securing the conviction of the offender</p> <p>Wherever details pertaining to any incident which results in a claim, are conveyed by the insured to the Company after reasonable period, insured shall provide the reasons of such delay to the Company and the Company may on analysis of reasons provided by insured, condone the delay in intimation of claim or delay in providing the required information/documents to the Company.</p>
2	<p>No admission offer promise payment or indemnity shall be made or given by or on behalf of the insured without the written consent of the Company which shall be entitled if it so desires to take over and conduct in the name of the insured the defence or settlement of any claim or to prosecute in the name of the insured for its own benefit any claim for indemnity or otherwise and shall have full discretion in the conduct of any proceedings or in the settlement of any claim and the insured shall give all such information and assistance as the Company may require.</p>

3	<p>The Company may at its own option repair reinstate or replace the vehicle or part thereof and/or its accessories or may pay in cash the amount of the loss or damage and the liability of the Company shall not exceed:</p> <p>a. for total loss / constructive total loss of the vehicle - the Insured's Declared Value (IDV) of the vehicle (including accessories thereon) as specified in the Schedule less the value of the wreck</p> <p>b. for partial losses, i.e. losses other than Total Loss/Constructive Total Loss of the vehicle actual and reasonable costs of repair and/or replacement of parts lost/damaged subject to Depreciation as per limits specified.</p> <p>Salvage: The amount that is assessed which the damaged asset will fetch in the open market. This amount is deducted from the claim amount.</p> <p>In case of partial loss damaged asset will be retained by the Company. If a damaged motor vehicle is assessed as being unrepairable and hence a wreck ie. a 'total loss' or 'write-off, the Company shall grant the insured the option to retain the wreck and accept a 'cash loss' settlement (being the IDV less the assessed value of Salvage based on competitive quotes procured by the Company including any submitted by or through the insured)</p>
4	<p>The insured shall take all reasonable steps to safeguard the vehicle from loss or damage and to maintain it in efficient condition and the Company shall have at all times free and full access to examine the vehicle or any part thereof or any driver or employee of the insured. In the event of any accident or breakdown, the vehicle shall not be left unattended without proper precautions being taken to prevent further damage or loss and if the vehicle be driven before the necessary repairs are effected any extension of the damage or any further damage to the vehicle shall be entirely at the insured's own risk.</p>
5	<p>If at the time of occurrence of an event that gives rise to any claim under this policy there is in existence any other insurance covering the same liability, the Company shall not be liable to pay or contribute more than its ratable proportion of any compensation, cost or expense</p>
6	<p>The due observance and fulfilment of the terms, conditions and endorsements of this Policy in so far as they relate to anything to be done or complied with by the insured and the truth of the statements and answers in the said proposal shall be conditions precedent to any liability of the Company to make any payment under this Policy</p>
7	<p>In the event of the death of the sole insured, this policy will not immediately lapse but will remain valid for a period of three months from the date of the death of insured or until the expiry of this policy (whichever is earlier). During the said period, legal heir(s) of the insured to whom the custody and use of the Motor Vehicle passes may apply to have this Policy transferred to the name(s) of the heir(s) or obtain a new insurance policy for the Motor Vehicle.</p> <p>Where such legal heir(s) desire(s) to apply for transfer of this policy or obtain a new policy for the vehicle such heir(s) should make an application to the Company accordingly within the aforesaid period. All such applications should be accompanied by:-</p> <p>a) Death Certificate in respect of the insured b) Proof of title to the vehicle c) Original Policy.</p>

8	<p>In case of total loss / constructive total loss /Cash loss/ Total theft of the vehicle, the claim will be settled at invoice price i.e amount paid by the insured / policyholder at the time of purchasing the vehicle, excluding subsidy amount, if included in the invoice, or the Insured declared value (IDV) whichever is lower, subject to terms and conditions of the policy and admissibility of claims.</p>												
9	<p>CANCELLATION</p> <p>The policyholder can cancel the policy at any time during the term, by informing the Company. In case the Policyholder cancels the policy, he/ she is not required to give reasons for cancellation</p> <p>In such case of cancelation, the Company will refund proportional premium for unexpired policy period, if the term of the policy is upto one year and there is no claim(s) made during the policy period</p> <p>In case the term of the policy is more than 12 months, the Company will refund premium for the unexpired policy period, in respect of policy with the term more than one year and the risk coverage for such policy years has not commenced.</p> <p>The the Company can cancel the policy only on the grounds of established fraud, by giving minimum notice of 7 days to the retail policyholder.</p> <p>Under no circumstances can the the Company cancel statutory Motor Third Party Liability insurance or any other compulsory insurance mandated by law except in case of double insurance or total loss/Cash loss.</p> <p>Cancellation due to Total Loss/Total Theft/ Cash loss of Vehicle/ Double insurance</p> <p>In the event of lodgment and settlement of a total loss claim of any nature including theft and constructive total loss/ cash loss, the company will refund the Own damage and liability section premium in full for the unexpired years (where the risk has not yet incepted). There would no refund for the premium related to lapsed years (Risk years/12 month periods which have expired before the Cancellation effective date) and for the current year where the cancellation effective date falls.</p> <p>Cancellation of Policy in Double Insurance</p> <p>In the event of cancellation of policy due to double insurance, the company will refund the Own damage and liability section premium in full for the unexpired years (years for which the Risk has not yet incepted). For the year where policy is in-force (risk has incepted), premium will be refunded as follows:</p> <table border="1" data-bbox="196 1707 1495 1940"> <thead> <tr> <th rowspan="2">SL no</th> <th rowspan="2">Scenarios</th> <th rowspan="2">Same Risk start date (RSD)</th> <th colspan="2">Different Risk start date (RSD)</th> </tr> <tr> <th>First policy cancelled (on request of Insured)</th> <th>Later policy Cancelled</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Dual policy with similar cover issued</td> <td>Full Refund</td> <td>1. Full refund - if request is received before RSD</td> <td>Full</td> </tr> </tbody> </table>	SL no	Scenarios	Same Risk start date (RSD)	Different Risk start date (RSD)		First policy cancelled (on request of Insured)	Later policy Cancelled	1	Dual policy with similar cover issued	Full Refund	1. Full refund - if request is received before RSD	Full
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	by the company		2. Proportional Refund - If request is received after RSD.	
2	Dual policy with different The Companys	Full Refund - If cancellation request is received within 30 days from RSD. Proportional refund - if request is received after 30 days from RSD	Proportional Premium Refund	Proportional Premium Refund

No refund of running policy year premium can be allowed for such cancellation if any claim has arisen on either of the policies during the uncompleted year's period when both the policies were in operation, but prior to cancellation of one of the policies.

Please note:

No Motor Third Party Insurance may be cancelled by either the Company or the insured except on the following grounds:

- a. Double Insurance
- b. Vehicle not in use anymore because of Total Loss or Constructive Total Loss

Optional covers:

Motor optional covers are additional (optional) coverages that can be included in motor insurance policy to enhance its protection. These optional covers provide extra benefits beyond the standard coverage offered by the base policy. Here are the optional covers available under “Motor Private Car- 3 Years policy.

Depreciation Waiver – Depreciation waiver cover, often referred to as zero depreciation or nil depreciation cover. This cover ensures that the policyholder receives full reimbursement for the cost of replacing or repairing damaged parts of their vehicle without factoring in depreciation.

Loss of Personal Belongings – It covers loss of personal belongings viz baggage, mobile phone, laptop, clothes, bag etc belonging to you and your dependent family members from the car by visible means by any peril as insured under the Motor Vehicle Policy subject to sum insured limit as mentioned in the policy.

Hospital Daily Cash Cover – In the event insured suffering from an accidental injury involving the insured vehicle leading to a hospitalisation as an inpatient the company will pay an amount of Rs.2000/- as per day hospitalisation charges for maximum upto 30 days subject to submission of documents in support hospitalisation due to accidental damages to insured vehicle.

Roadside Assistance- Roadside Assistance cover is a 24/7 service offered by us or specialised provider that provides insured a valuable assistance when they encounter unexpected breakdowns or other issues with their vehicles while on the road.

Additional Expenses Coverage clause – (Emergency Hotel or Transportation Expenses) We shall reimburse you the cost of expenses incurred for accommodation for overnight stay and /or those for travel to your place of residence or nearest city on your itinerary, necessarily incurred in the event of your vehicle meeting with an accident en-route and it is impossible to drive the insured vehicle due to an accident and the vehicle had to be towed or if the vehicle is stolen subject to your being over 100 miles away with the vehicle from your address. The reimbursement under the 2 heads shall be subject to limits of Rs 2500 each person with Rs 5000 per such accident limit and an aggregate of Rs 10 ,000 in a policy period in event of more than one accident /theft claim

Return to Invoice - Return to invoice cover provides additional financial protection to the policyholder in the event of a total loss or theft of the insured vehicle. With this cover, the the Company agrees to reimburse the policyholder for the original invoice price including first time registration charges & insurance premium paid under section I.

Loss of Driving License/ Registration Certification - It provides coverage for the expenses incurred in case the insured individual loses their driving license or vehicle registration certificate.

Engine Protector - Engine Protection cover specifically focuses on providing financial protection for the engine of the insured vehicle for any loss or damages caused to the engine due to water ingression, oil spill, electrical or mechanical breakdown etc.

Secure Towing (Higher Towing & Removal Costs) - In the event of the vehicle being disabled by reason of loss or damage covered under this policy and not being able to move on its own power, the The Company will bear the reasonable cost of removal (over and above the limits as provided by the India Motor Tariff).

Daily Cash Allowances Benefit – Daily cash allowance benefit cover provides compensation to the policyholder for each day their vehicle is undergoing repairs in a workshop due to an accident or covered event subject to applicable excess.

Accidental Hospitalization Clause for Family - This cover provides financial protection to insured individuals and their family members in the event of hospitalization due to accidental injuries.

Cost of Consumable – it is designed to reimburse policyholders for the cost of consumable items that are typically used and replaced during the repair or maintenance of vehicle following an accident or breakdown, such items are Engine oil, coolant, nut, bolt, oil filters, gaskets etc.

Key Replacement - It provides financial protection in case you lose or damage your vehicle keys. If you misplace your keys or they are stolen, the cover typically reimburses you for the cost of replacing them. This can include not only the cost of the key itself but also any associated expenses such as locksmith charges.

For detailed optional cover wordings kindly refer policy wordings from our website
www.universalsompo.com

Optional Extensions:

- Loss of accessories
- Legal liability to paid driver, cleaner or any workman
- Personal Accident to the pillion riders

Other Salient Features

- For claims free experience, discount available on subsequent renewals
- Discount for opting higher voluntary excess
- Discount for provision of approved anti-theft devices
- Concession for specially designed/modified vehicle for blind, handicapped and mentally challenged persons
- Depreciation, for the parts needing replacement in the accident is defined.

D. Claim Procedure:

Intimation of the loss.

1. On happening of an event, the claim can be intimated in any of the following manner

- 24* 7 Customer Care
- Email to Call center team
- Through USGIC websites
- Through Pulz App

2. Following information needs to be furnished by you while intimating a claim:

- Your Contact Numbers
- Policy Number
- Name of Insured person
- Date & Time of accident
- Location of Loss
- Brief description on how the accident took place
- Place & contact details of the Insured Person (in case person intimating the claim is other than the insured person)
- Driver name

3. List of indicative Documentation:

- Duly filled and signed claim form
- PAN Card (for individuals)
- Driving license of the driver
- Copy of RC
- Other than the above documents insured is required to submit the Invoice in original in case the claim is reported at a non-cashless workshop, Discharge voucher/Satisfaction voucher, NEFT mandate and cancelled cheque with Account number clearly visible along with NEFT or any other documents required by claims handler/Surveyor.
- Additional documents may be asked for in case there is any ambiguity in the admissibility of the claim.
- For More details Pls visit our website www.universalsompo.com

4. Below mentioned additional documents are required to process Personal Accident claims.

- Police First Information Report /Police final charge sheet (If third-party property/vehicle involved)
- Medical Report
- Postmortem
- Death Certificate
- Nominee Address and ID proof
- Succession Certificate (Nominee not mentioned in the policy/Passed away)
- Nominee Bank Account details (Duly signed Bank mandate and Cancelled CTS Cheque)

The details furnished above do not constitute the entire terms and conditions. For more details, please refer to our Policy document.

Contact Details:

Universal Sampo General Insurance Company Limited

Unit No. 601 & 602, 6th Floor, Reliable
Tech Park, Thane- Belapur Road, Gavate
Wadi, MIDC, Airoli, Navi Mumbai,
Maharashtra - 400708

Toll Free Numbers:

1-800-224030 OR
1-800-2004030

E-mail Address:

Contactus@universalsampo.com

Note: Please include Your Policy number for any communication with us.

Grievances

If You have a grievance about any matter relating to the Policy, or Our decision on any matter, or the claim, You can address Your grievance as follows:

Step 1

a. Contact Us

1-800-224030/1-800-2004030

b. E-mail Address: Contactus@universalsampo.com

c. Write to us **Customer Service Universal Sampo General Insurance Company Limited**

Unit No. 601 & 602, 6th Floor, Reliable Tech Park, Thane- Belapur Road, Gavate Wadi, MIDC, Airoli, Navi Mumbai, Maharashtra - 400708

d. Senior Citizen Number: 1800 267 4030

Step 2-

If the resolution you received, does not meet your expectations, you can directly write to our Grievance Id. After examining the matter, the final response would be conveyed within two weeks from the date of receipt of your complaint on this email id.

Email Us- grievance@universalsampo.com

Drop in Your concern

Grievance Cell: Universal Sampo General Insurance Co. Ltd, Unit No. 601 & 602, 6th Floor, Reliable Tech Park, Thane- Belapur Road, Gavate Wadi, MIDC, Airoli, Navi Mumbai, Maharashtra - 400708

Visit Branch Grievance Redressal Officer (GRO)

Walk into any of our nearest branches and request to meet the GRO

- We will acknowledge receipt of your concern within 3 business days
- Within 2 weeks of receiving your grievance, we will respond to you with the best solution.
- We shall regard the complaint as closed if we do not receive a reply within 8 weeks from the date of our response

Step 3:

In case, You are not satisfied with the decision/resolution of the above office or have not received any response within 15 working days, You may write or email to:
Chief Grievance Redressal Officer

Universal Sampo General Insurance Company Limited

Unit No. 601 & 602, 6th Floor, Reliable Tech Park, Thane- Belapur Road, Gavate Wadi, MIDC, Airoli, Navi Mumbai, Maharashtra - 400708

Email : gro@universalsompo.com

For updated details of grievance officer, kindly refer the link <https://www.universalsompo.com/resource-grievance-redressal>

Step 4.

Insurance Ombudsman

You can approach the Insurance Ombudsman depending on the nature of grievance and financial implication, if any. Information about Insurance Ombudsmen, their jurisdiction and powers is available on the website of the Insurance Regulatory and Development Authority of India (IRDAI) at www.irdai.gov.in, or of the General Insurance Council at <https://www.gicouncil.in/>, the Consumer Education Website of the IRDAI at <http://www.policyholder.gov.in>, or from any of Our Offices.

The updated contact details of the Insurance Ombudsman offices can be referred by clicking on the Insurance ombudsman official site: <https://www.ciains.co.in/Ombudsman>

Note: Grievance may also be lodged at IRDAI integrated Grievance Management System - <https://bimabharosa.irdai.gov.in/>

INSURANCE ACT 1938 SECTION 41- 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 the 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 a policy accept any rebate, except such rebate as may be allowed in accordance with the published prospectus or tables of the the Company.

Any person making Default in complying with the provisions of this section shall be punishable with fine which may extend to Ten Lakhs Rupees.