

SI N	Title	Description (Please refer to applicable Policy Clause Number		Policy / Clause
1	Product Name	in next column) MOTOR TRADE INSURANCE POLICY		Number Not applicable
2	Unique Identification Number (UIN) allotted by IRDAI	IRDAN134RP0028V022		Not applicable
3	Structure	 Section I - Damage – Indemnity Section II - Liability to Public Risks – Indemnity 		Section I
4	Interests Insured	The Policy covers Accidental Loss or Damage and Legal Liability		Section I, Section II,
5	Sum Insured / Motor Insured	Sum Insured as per se	elected covers	Section I
	Declared Value	Cover Selected	Sum Insured Limit	
	Scope	Third party (Injury / Death)	Unlimited	
		Legal Liability	Unlimited	Section II
		PA Cover (other than Owner Driver)	Upto 2 lakh	
			Vehicle IDV Calculation Method	
			Ex-showroom price * depreciation scale as per vehicle age = IDV	
		Vahiala IDV	Vehicle depreciation age slab xx	
		Vehicle IDV	The IDV arrived is basis factors, Location, usage, road type/terrain, model segment, model which is with your (Insured) agreement and as captured in the policy schedule	



6	Policy Coverage	Coverages available:	
		Section I - Damage	Section I
		Damage to any insured vehicle (including its accessories whilst thereon) the property of the insured or any member of the insured's family or household caused by accidental, external and visible means and occurring in or on the premises.	
		 Section II - Liability to the Public Risks accidental death of or bodily injury to any person other than a person in the insured's service or a member of the insured's family or household. accidental damage to any insured vehicle (including its accessories whilst thereon) held in trust by or in the custody or control of the insured. other property not being property belonging to or held in trust by or in the custody or control of the insured occurring in on or about the premises through the negligence of the insured or any person in the service of or acting on behalf of the insured. 	Section II
7	Add-on Cover	Nil	Not applicable
8	Loss Participation	Value as applicable -Compulsory deductible -Voluntary deductible -Theft excess	Endorsements
9	Exclusions	SECTION I: DAMAGE	Section I
		 The Company shall not be liable to pay:- a. for loss of use, depreciation, wear and tear, mechanical or electrical breakdown, failures or breakages. b. for damage to tyres by application of brakes or by punctures, cuts or bursts. 	
		GENERAL EXCLUSIONS The Company shall not be liable in respect of	GENERAL EXCLUSIONS



- A. any accidental loss damage and/or liability directly or indirectly proximately or remotely occasioned by contributed to by or traceable to or arising out of or in connection with flood typhoon hurricane volcanic earthquake or other convulsion of nature invasion the act of foreign enemies hostilities or warlike operations (whether war be declared or not) civil war, riot strike mutiny rebellion revolution insurrection military or usurped by any direct or indirect power or consequences of any of the said occurrences and in the event of any claim hereunder the insured shall prove that the accidental loss damage and/or liability arose independently of and was in no way connected with or occasioned by or contributed to by or traceable of said occurrences or any consequence thereof and in default of such proof the Company shall not be liable to make any payment in respect of such a claim.
- B. damage to property caused directly or indirectly by fire or explosion.
- C. any consequence of burglary housebreaking or theft or any attempt thereat.
- D. damage to property sustained while it is being worked upon and directly resulting from such work.
- E. any defective workmanship.
- F. death injury or damage resulting from the driving elsewhere than in or on the premises of any vehicle by the insured or any person in the service of or acting on behalf of the insured.
- G. damage to any motor vehicle or its accessories caused by weather conditions.
- H. any accidental loss or damage to any property whatsoever or any loss or expense whatsoever resulting or arising there from or consequential loss.
- I. any liability of whatsoever nature directly or indirectly caused by or contributed to by or



		arising from ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel. For the purposes of this exception combustion shall include any self sustaining process of nuclear fission. J. any accidental loss damage or liability directly or indirectly caused by or contributed to by or arising from nuclear weapons material. Deductible: The Company shall not be liable for each and every claim under Section - I (loss of or damage to the vehicle insured) of this Policy in respect of the deductible stated in the schedule.	Section Deductible
10.	Special Conditions and Warranties (if any)	Nil	Not Applicable
11.	Admissibility of Claim	 Admissibility of Claims— SECTION I - DAMAGE The principle of indemnity is a basic rule of insurance that says the insurer will only pay for the actual loss suffered by the insured. The insurer will not pay for any loss that is not covered by the policy or for any loss that is not actually suffered by the insured. Examples of willful negligence Reckless driving and driving while impaired by drugs or alcohol can fall under willful negligence, especially in cases of severe impairment. Any driving under the influence of drug / alcohol or any other intoxicant can render the claim to be inadmissible. Other examples include a lack of care while transporting hazardous cargo by driving recklessly or failing to secure those loads properly. Insured and Drivers who neglect critical vehicle maintenance could face a willful negligence claim. For example, driving on brakes with 10 percent of their pads left and failing to repair them could result in a driver facing a higher negligence degree, like gross or willful negligence. 	Claim Procedure



- Not engaging handbrake in a four wheeler or vehicle equipped with handbrakes driving through inundated streets, not maintaining the vehicle properly and driving with worn out brakes or tyres leaving the keys inside the vehicle or in a place which is not protected
- Motor vehicle accidents involving willful negligence can overlap with product liability. If a car has defective safety equipment, and the manufacturer knew or should have known of its possible impacts, that manufacturer may be held to a willful negligence standard.
- Proximity Check Close proximity cases: if the date of loss is within 30 days of commencement of cover, then the claim can be scrutinized before being investigated. However, this is not compulsory to investigate. If there is proof of the damage being old and accumulated the claim can be processed after approval from the approving authority.
- Period Check whether the insurance is in force. System to check the period and not allow any claim to be processed beyond coverage period
- Peril Check whether the cause of loss is covered.
- Property Check whether the property said to be affected is insured. Check Chassis number, Engine Number and registration number on RC / Vehicle / Policy all 3 should match. In case of minor difference same needs to be endorsed. If the difference is major needs to be send for further deliberation.
- Place Check whether the location is covered.
- Insurable Interest-The property insured, and the policy needs to be in the same name and



the physical position of the vehicle should remain with the registered owner. However, if physical ownership is changed by entering into some agreement or by transfer where policy is not transferred it is treated as breach of Insurable interest. And the claim can be denied if it breaches the timelines of 15 days from any such transfer of vehicle.

- a) Verifying Premium Receipt at insurer end.
 When a Payment is made through cheque
 or online mode there is a possibility of return
 due to various factors including server
 errors. If the Premium is not received in
 advance the policy becomes void. The same
 is checked by system validation.
- Cause of Loss and the sustained damages will be evaluated by the appointed surveyor which will be verified further by Technical Team of Insurer. In case of any mismatch in the same for particular damage or damage in entirety can be denied.
- Verifying All relevant document Validity w.r.t Loss date and Loss Time,
- Verifying current damages with Preinspection photos and Previous claim if any, same will be allowed only for fresh damages and not repeated / old / pre existing. It can be a pro rata settlement as there are existing damages present in the same panel based on indemnity principle.
- Verifying validity of Previous policy- Claim will be allow if Previous policy details found valid as per previous insurer records.
- NCB verification, If no claim is made in previous policy / policies preceding previous year. Bonus in terms of discount is provided based on the number of years no claim has been preferred. If any misrepresentation on NCB is made in terms of eligible slab of NCB. The % misrepresented plus 10% will be deducted from claim amount.
- Delay intimation which leads to deterioration of Vehicle then the same will be excluded the same from assessment.
- In Case of any discrepancy the claim may be referred for fact finding / forensic analysis / accident reconstruction etc.
- Claim cannot be repudiated in part or full if the breach of warranty or condition is not



relevant to the nature or circumstance of loss and on account of any delay on part of policyholder provided the delay does not result in increase in amount of loss

Precaution to be taken with vehicle-

- 1. The vehicle should not be left unattended without proper precautions taken to prevent further loss or damage.
- 2. Don't drive the vehicle before the necessary repairs are affected, as any extension of the damage or any further damage is not payable under the policy.
- 3. Driving the vehicle after an under carriage damage and Parking the vehicle at places which are not authorized or not frequented by people or vehicles without any precautions will be considered as gross negligence
- 4. Park the vehicle always as mentioned in Owner's Manual provided by Manufacturer. If the vehicle is parked at unguarded and unsecured place regularly will be considered on non standard basis.
- 5. In case the water level is more than 4 inches avoid driving the vehicle through it. Please follow the safe water level for driving as per owner's Manual.
- 6. Maintain the vehicle in roadworthy condition, replace brake Pads/Shoes before it reaches the limit, Change oils as prescribed.
- 7. Carry out periodic maintenance as recommended by the OEM.
- 8. If the vehicle stops in water do not start the vehicle or try to jump start or push start the same without professional guidance. Pls note water needs to be taken out through spark plug, or injectors depending on fuel type and no rotation of engine should be done before the said repairs.
- In case of vehicle being declared CTL / TL/ NOS the same can be shifted to a safe custody till further process.
- 10. Keep the keys including the duplicate in safe custody as keys are also having immobiliser facility to evade theft. In case you loose the key, get the keys replaced



- and recoded. Any loss of key needs to be informed to the insurer immediately.
- 11. Do not make duplicate keys as this may cause vulnerability of theft.
- 12. Do not leave duplicate keys with the vehicle.
- 13. Do not change the seating capacity or carry any alternation / modification in contravention to MV act/ rules

Claim Calculation Process. These figures are only for illustration purpose.

For Non-Nil Depreciation cases	
List Price	100
	00
GST	18%
Taxable Amt	
(List price	118
+GST)	00
Less	
Depreciation	
50%	590
(11800*50%)	0
Total Payable	
Part Amt (A)	590
=11800-5900	0

For Nil Depreciation cases	
List Price	1000 0
GST	18%
Taxable Amt (List price +GST)	1180
Less Depreciation 50% (11800*50%)	5900
Total Payable Part Amt (A) =11800-5900	5900

Repairing	
/Remove	100
Refit Labour	00
GST	18%
Taxable	
Labour	
(Repairing /	
Remove Refit	118
+GST)	00
Total	
Repairing	118
Labour (B)	00

Repairing /Remove Refit Labour	1000
GST	18%
Taxable	
Labour	
(Repairing /	
Remove Refit	1180
+GST)	0
Total	
Repairing	1180
Labour (B)	0

Painting	100
Labour	0
GST	18%
Taxable	118
Labour	0

Painting	
Labour	1000
GST	18%
Taxable	
Labour	1180



25% of Paint		25% of Paint	
Material	295	Material	295
Less 50%		Less 50%	
depreciation		depreciation	
on 25% of		on 25% of	
Paint Material	147	Paint Material	147
Total Payable		Total Payable	
Painting (C)=	103	Painting (C)=	
(1180-147)	3	(1180-147)	1033

Total Assessment Amt (D)= A+B+C	187 33
Less Compulsory Excess	100
Less Non- Standard	0
Total Payable Value(E)	177 33

Total	
Assessment	
Amt (D)=	1873
A+B+C	3
Addition of	
Depreciation	
cover	
(5900+147)	6047
Less	
Compulsory	
Excess	1000
Less Non-	
Standard	0
Total Payable	2378
Value(E)	0

Subject to a deduction for depreciation at the rates mentioned below in respect of parts replaced:

- 1. For all rubber/ nylon / plastic parts, tyres and tubes, batteries, and air bags 50%
- 2. For fibre glass components 30%
- 3. For all parts made of glass Nil
- 4. Rate of depreciation for Painting- In the case of painting, depreciation rate of 50% shall be applied only on the material cost of total painting charges. In case of a consolidated bill for painting charges, the material component shall be considered as 25% of the total painting charges for the purpose of applying the depreciation.
- 5. Rate of depreciation for all other parts including wooden parts will be as per the following schedule

AGE OF VEHICLE	% OF DEPRECIATION
Not exceeding 6 months	Nil



		Exceeding 6 months but not exceeding 1 year 5%	
		Exceeding 1 year but not exceeding 2 years	
		Exceeding 2 years but not exceeding 3 years 15%	
		Exceeding 3 years but not exceeding 4 years 25%	
		Exceeding 4 years but not exceeding 5 years 35%	
		Exceeding 5 years but not exceeding 10 years 40%	
		Exceeding 10 years 50%	
		Note If any add-on (eg depreciation waiver etchas been selected at an additional premium which nullifies the loss would be considered at the time of claims payment	ĥ
12.	Policy Servicing - Claim Intimation and Processing	 Policy Servicing – Claim Intimation and Servicing Toll free numbers: 1800-22-4030 / 1800-200-4030, Senior citizen number: 1800-267-4030 Website: www.universalsompo.com Pulz app from Play Store SECTION I - DAMAGE Turn-around time (TAT) for claim settlement: Surveyor appointment- within 24hrs from Claim Intimation Survey Completion- within 24hrs of Surveyor appointment Surveyor report submission- within 15 days from Date of Survey Settlement / Claim decision- within 7 days from date of receipt of surveyor report Claim Payment to Insured in case of Non-Cashless – Claims shall be settled within 30 days of receipt of the last relevant and necessary document." Claim Procedure 	



- 1. Intimate the claim through the various channels available for intimation.
- Get the spot survey done in case the vehicle is Goods carrying or passenger carrying. In case of PVT vehicle if possible, take photograph at the spot along with the details of other vehicle involved.
- 3. Submit duly filled and signed claim form. Please mention the correct cause of loss.
- 4. Loss falling within the definition of named peril in the policy will be covered for any insurance claim.
- 5. Furnish all information and documentary evidence as required.
- 6. It is recommended to submit an estimate of repair to ascertain the cost of parts which keeps on changing. In absence of the same the surveyor can prepare an estimate as per the last available price.
- 7. The Company will appoint a surveyor immediately after receipt of intimation to assess the loss as per IRDAI guidelines.
- 8. The surveyor shall inspect the damaged vehicle, discuss the cost of repair or replacement with the repairers and submits his report to the insurance company having assessment as below criteria
 - a. If replacement with OEM Parts Assessment will be as per actual Rate by applying depreciation
 - b. If repairing carried with replacement of OES Parts (Original Equipment supplier – generally part rates are 30% of OEM)-Assessment will be 30% less on OEM part rate by applying depreciation
 - c. If repairing carried with replacement of Non-OEM / Non OES Parts by Insured-Assessment will be 50% less on OEM part rate without applying depreciation.
- 9. In case of theft, immediately inform the police authorities and Insurance company as well
- 10. If the repair bill amt paid directly to the repairer, then the bill in the name of Universal Sompo GIC Ltd. with proper GSTIN number available with all the offices is necessary. Insured can reimburse with the amount on submission of a receipt and bill from the repairer.
- 11. Wherever possible click spot photos of vehicle after accident with photos of other



- involved vehicles etc.
- 12. Vehicle will be declared Constructive Total Loss where the aggregate cost of repairs exceeds 75% of IDV mentioned in the Policy. If the vehicle has not suffered extensive structural damage and can be repaired using reconditioned / OES Parts without affecting the structural integrity of the vehicle the same can be sold with RC and if the structural integrity is compromised the same should be sold without RC. The vehicle can be retained by Insured by opting for cash loss settlement where wreck value will be deducted from the IDV and rest amount will be paid after deduction of compulsory excess.
- 13. The company may offer replacement of same Make and Model in case the model is discontinued OR The vehicle ownership sequence is greater than one
- 14. The CTL will be decided based on the safety parameters which includes structural panel, crumple zones safety equipment fitted in the vehicle, water contamination due to inundation. Any deviation in the same by opting for substandard repairs will not be considered for determination of the liability.
- 15. Salvage will not be deducted for any repair basis claim/partial loss claim. However, Salvage can be collected by authorized vendor or USGI officials.

LIABILITY TO THIRD PARTIES CLAIM PROCESS

- a) Give immediate written notice to the insurance company about an accident to third party within 30 days.
- b) Furnish all information and documentary evidence as the insurance company may require for future action.
- c) At the same time, you should be submitting a claim form along with relevant documents and information about the third-party victim.
- d) On receipt of intimation form Court or MACT, a competent Advocate from the company's panel may be appointed.
- e) On receipt of notice from any authority pertaining to the said accident to be duly informed to the insurance company along with received documents.



f) No offer or promise to be given by the insured to third party without the written consent of the insurance company.

List of Documents

- Claim Form
- Vehicle Registration Certificate (RC Book),
- Driving Licence of Driver at the time of Loss
- Estimate
- Address Proof- Electric Bill / Voter Card/ Passport / Adhar Card
- Identity Proof- Adhar Card / Pan Card
- CKYC form
- Discharge cum Satisfaction Voucher
- Payment Receipt (If non cashless case)
- Neft Mandate Form / Cancel CTS Chq / Passbook
- Police FIR copy (in case of Full theft or TP injury) and also in case of any malicious act
- Punchanama (in case of Partial Theft or TP injury)
- Postmortem Report (In case of driver death)
- MLC report (In case of Driver / passenger Injury/Driver death)
- Repair Bill (After completion of repair work)

*If TP injury

Above documents with Police FIR copy, Punchnama copy, MLC report

*If Driver death

Above product wise basic documents with Police FIR copy, Punchnama copy, MLC reports, Post Mortem report

Additional Document for Total Loss / Constructive Total Loss Motor OD Claims If opted RTI cover-

Original Sale Invoice in Name of Insured, Notarised Consent

For Hypothecated cases-

Loan Account Statement, NEFT details of Loan Account. Foreclosure Letter

If no Hypothecation Or after Loan Closer



		 Bank NOC and Form 35 duly stamped and signed by Financer, Notarized Consent from Insured Please Note- Insured and Driver Google Timeline, Fast Tag Statement, Toll receipts will require to confirm Loss Place date, time In case of 2nd owner without Hypothecation then may require ITR copy. Any other requirement on basis of merits of claim then we will inform you accordingly. 	
		- Faceletian Matrix	
		Escalation Matrix	
		 Level 1: contactclaims@universalsompo.com Level 2- <u>grievance@universalsompo.com</u> Level 3- <u>gro@universalsompo.com</u> 	
13.	Grievance Redressal	Grievances	Section :
13.	and Policyholders Protection	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:	Grievances
		Step 1 a. Contact Us 1-800-224030/1-800-2004030	
		 b. E-mail Address: Contactus@universalsompo.com c. Write to us Customer Service Universal Sompo General Insurance Company Limited Unit No. 601 & 602, 6th Floor, Reliable Tech 	
		Park, Thane- Belapur Road, 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@universalsompo.com

Drop in Your concern

Grievance Cell: Universal Sompo General Insurance Co. Ltd, Unit No. 601 & 602, 6th Floor, Reliable Tech Park, Thane- Belapur Road, 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 immediately
- 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 Sompo General Insurance Company Limited

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

Email: gro@universalsompo.com

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

Step 4.



		Bima Bharosa Portal link: https://bimabharosa.irdai.gov.in/ 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.cioins.co.in/Ombudsman Note: Grievance may also be lodged at IRDAI https://bimabharosa.irdai.gov.in/	
14	Obligations of the Policyholder	1. In the event of any occurrence which may give rise to a claim under this Policy the insured shall as soon as possible give notice thereof to the Company with full particulars. Every letter claim writ summons and/or process shall be forwarded to the Company immediately on receipt. Notice shall also be given to the Company immediately the insured shall have knowledge of any impending prosecution inquest or fatal inquiry in connection with any occurrence as aforesaid.	Conditions
		2. The insured shall use care in the selection of competent employees and shall take all reasonable steps to safeguard from damage the property in respect of which indemnity is hereby granted and to maintain the premises in good repair and the Company shall have free access at all reasonable times to the	



premises and to examine by their authorized representative any vehicle insured hereunder.

3. The due observance and fulfillment of the terms exceptions conditions and endorsements of this Policy in so far as they relate to anything to be done or not to be done by the insured and the truth of the statements and the answers in the said proposal shall be conditions precedent to any liability of the Company to make any payment under this Policy

The policy shall be void and all premiums paid there-on shall be forfeited to the company in the event of fraud by the policy holder

Disclosure of other material information during the policy period

Material information for the purpose of this policy shall be mean all relevant information sought by the company in the proposal form and other connected documents to enable it to take informed decision in the context of underwriting the risk

Declaration by the Policyholder.

I have read the above and confirm having noted the details.

Place:

Date: (Signature of the Policyholder)

Note:

i. Website: www.universalsompo.com

ii. In case of any conflict, the terms and conditions mentioned in the policy document shall prevail.