

**MOTOR TWO-WHEELER – 5 YEARS  
Policy Wording**

**REGISTERED & CORP OFFICE:**

**Universal Sampo General Insurance Company Limited:**

**8<sup>th</sup> Floor & 9th Floor (South Side), Commerz International Business Park, Oberoi Garden City, Off  
Western Express Highway, Goregaon East, Mumbai 400063.**

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**IRDAI Registration Number:134**

**CIN: U66010MH2007PLC166770**

Whereas the insured by a proposal and declaration dated as stated in the Schedule, which shall be the basis of this contract and is deemed to be incorporated herein, has applied to the Universal Sampo General Insurance Company Limited, hereinafter referred to as the 'COMPANY' for the insurance hereinafter contained and has paid the premium mentioned in the schedule as consideration for such insurance in respect of accidental loss or damage occurring during the period of insurance

**NOW THIS POLICY WITNESSETH:**

That subject to the Terms, Exceptions, and Conditions contained herein or endorsed or expressed hereon;

**SECTION I**

**LOSS OF OR DAMAGE TO THE VEHICLE INSURED**

The Company will indemnify the insured against loss or damage to the vehicle insured hereunder and/or its accessories whilst hereon;

- i. By fire explosion self-ignition, or lightning ;
- ii. By burglary, housebreaking or theft ;
- iii. By riot and strike;
- iv. By earthquake (fire and shock damage);
- v. By flood, typhoon hurricane, storm tempest, inundation, cyclone, hailstorm, frost;
- vi. By accidental external means;
- vii. By malicious act;
- viii. By terrorist activity;
- ix. Whilst in transit by road, rail inland-waterway lift elevator, or air;
- x. By landslide rockslide.

**Subject to a deduction for depreciation at the rates mentioned below with respect to parts replaced:**

- 1. For all rubber/nylon/plastic parts, tyres and tubes, batteries, and airbags - 50%
- 2. For fibreglass components - 30%
- 3. For all parts made of glass - Nil
- 4. The rate of depreciation for all other parts, including wooden parts, will be as per the following schedule.

AGE OF VEHICLE	% OF DEPRECIATION
Not exceeding 6months	Nil
Exceeding 6 months but not exceeding 1 year	5%
Exceeding 1 year but not exceeding 2 years	10%
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%

- 5. Rate of Depreciation for Painting: In the case of painting, the depreciation rate of 50% shall be applied only to 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.

**The Company shall not be liable to make any payment in respect of:-**

- a. Consequential loss, depreciation, wear and tear, mechanical or electrical breakdown, failures or breakages
- b. Damage to 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.
- c. Loss or damage to accessories by burglary, housebreaking, or theft unless the vehicle is stolen at the same time, and

- d. any accidental loss or damage suffered whilst the insured or any person driving the vehicle with the knowledge and consent of the insured is under the influence of intoxicating liquor or drugs.

In the event of the vehicle being disabled by reason of loss or damage covered under this Policy, the Company will bear the reasonable cost of protection and removal to the nearest repairer and redelivery to the insured but not exceeding in all Rs. 300/- in respect of any one accident.

The insured may authorize the repair of the vehicle necessitated by damage for which the Company may be liable under this Policy provided that:

- a) The estimated cost of such repair, including replacements, if any, does not exceed Rs.150/-
- b) The Company is furnished forthwith with a detailed estimate of the cost of repairs and
- c) The insured shall give the Company every assistance to see that such repair is necessary and the charges are reasonable.

### **Sum Insured, Insured's Declared Value (IDV)**

The Insured's Declared Value (IDV) of the vehicle will be deemed to be the 'SUM INSURED' for the purpose of this policy, which is fixed at the commencement of each policy period for the insured vehicle.

The IDV of the vehicle (and accessories, if any, fitted to the vehicle) is to be fixed on the basis of the manufacturer's listed selling price of the brand and model as the vehicle insured at the commencement of insurance/renewal and adjusted for depreciation (as per schedule below).

The schedule of age-wise depreciation, as shown below, is applicable for the purpose of Total Loss/Constructive Total Loss (TL/CTL) claims only.

The IDV arrived as per the above method may also be increased or decreased on the basis of various factors like Location, usage, road type/ terrain, model segment, etc., with the agreement of the insured and as captured in the policy schedule.

### **The schedule of depreciation for fixing the IDV of the vehicle**

<b>AGE OF VEHICLE</b>	<b>% OF DEPRECIATION FOR FIXING IDV</b>
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%

IDV of vehicles beyond 5 years of age and of obsolete models of the vehicles (i.e., models which the manufacturers have discontinued to manufacture) is to be determined on the basis of an understanding between the Company and the insured.

IDV shall be treated as the 'Market Value' throughout the policy period without any further depreciation for the purpose of Total Loss (TL) / Constructive Total Loss (CTL) claims.

The insured vehicle shall be treated as a CTL if the aggregate cost of retrieval and/or repair of the vehicle, subject to terms and conditions of the policy, exceeds 75% of the IDV of the vehicle.

The liability of the Company shall not exceed the Insured's Declared Value (IDV) of the vehicle in the event of total loss / constructive total loss/cash loss for the year in which loss has occurred. In order to ascertain the Total IDV as of the date of loss, a Tenure-wise chart is accompanied in the policy schedule.

## **SECTION II**

### **LIABILITY TO THIRD PARTIES**

1. Subject to the limits of liability as laid down in the Schedule hereto, the Company will indemnify the insured in the event of an accident caused by or arising out of the use of the vehicle against all sums which the

insured shall become legally liable to pay in respect of:-

- a) Death of or bodily injury to any person, including occupants carried in the vehicle (provided such occupants are not carried for hire or reward), but except so far as it is necessary to meet the requirements of the Motor Vehicles Act, the Company shall not be liable where such death or injury arises out of and in the course of the employment of such person by the insured.
- b) Damage to property other than property belonging to the insured or held in trust or the custody or control of the insured.

PROVIDED ALWAYS that the company shall not be liable in respect of death, injury, or damage caused or arising beyond the limits of any carriageway or thoroughfare in connection with the bringing of the load to the vehicle for loading thereon or the taking away of the load from the vehicle after unloading therefrom.

2. The Company will pay all costs and expenses incurred with its written consent.
3. In terms of and subject to the limitations of the indemnity granted by this section to the insured, the Company will indemnify any driver who is driving the vehicle on the insured's order or with the insured's permission, provided that such driver shall as though he/she was the insured observe fulfill and be subject to the terms exceptions and conditions of this Policy in so far as they apply.
4. In the event of the death of any person entitled to indemnity under this policy, the Company will, in respect of the liability incurred by such person, indemnify his/her personal representative in terms of and subject to the limitations of this Policy provided that such personal representative shall as though such representative was the insured observe fulfill and be subject to the terms exceptions and conditions of this Policy in so far as they apply.
5. The Company may, at its own option
  - a) Arrange for representation at any Inquest or Fatal Inquiry in respect of any death that may be the subject of indemnity under this Policy and
  - b) Undertake the defense of proceedings in any Court of Law in respect of any act or alleged offence causing or relating to any event which may be the subject of indemnity under this Policy.

### **AVOIDANCE OF CERTAIN TERMS AND RIGHT OF RECOVERY**

Nothing in this Policy or any endorsement hereon shall affect the right of any person indemnified by this Policy or any other person to recover an amount under or by virtue of the provisions of the Motor Vehicles Act.

But the insured shall repay to the Company all sums paid by the Company which the Company would not have been liable to pay but for the said provisions.

### **APPLICATION OF LIMITS OF INDEMNITY**

In the event of any accident involving indemnity to more than one person, any limitation by the terms of this Policy and/or of any Endorsement thereon of the amount of any indemnity shall apply to the aggregate amount of indemnity to all persons indemnified, and such indemnity shall apply in priority to the insured.

### **SECTION III PERSONAL ACCIDENT COVER FOR OWNER-DRIVER**

The Company undertakes to pay compensation as per the following scale for bodily injury/ death sustained by the owner-driver of the vehicle in direct connection with the vehicle insured or whilst driving or mounting into/dismounting from the vehicle insured or whilst traveling in it as a co-driver, caused by violent, accidental external and visible means which independent of any other cause shall within six calendar months of such injury result in:

Nature of Injury	Scale of Compensation
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1. Death	100%
2. Loss of two limbs or sight of two eyes or one limb and sight of one eye	100%
3. Loss of one limb or sight of one eye	50%
4. Permanent total disablement from injuries other than those named above	100%

**Provided always that:**

- I. Compensation shall be payable under only one of the items (i) to (iv) above in respect of the owner-driver arising out of any one occurrence, and the total liability of the Company shall not in the aggregate exceed the sum of Rs. 15 lakhs during any one period of insurance.
- II. No compensation shall be payable in respect of death or bodily injury directly or indirectly wholly or in part arising or resulting from or traceable to
  - a. intentional self-injury suicide or attempted suicide physical defect or infirmity or
  - b. an accident happening whilst such a person is under the influence of intoxicating liquor or drugs.
- III. Such compensation shall be payable directly to the insured or to his/her legal representatives, whose receipt shall be the full discharge in respect of the injury to the insured.

**This cover is subject to**

- a) The owner-driver is the registered owner of the vehicle insured herein;
- b) The owner-driver is the insured named in this policy.
- c) The owner-driver holds an effective driving license in accordance with the provisions of Rule 3 of the Central Motor Vehicles Rules, 1989, at the time of the accident.

**General Exclusions**

**(Applicable to all sections of Policy)**

**The Company shall not be liable under this policy in respect of**

1	Any accidental loss or damage and/or liability caused sustained or incurred outside the geographical area;
2	Any claim arising out of any contractual liability
3	Any accidental loss, damage, and/or liability caused, sustained, or incurred whilst the vehicle insured herein is A) Being used otherwise than in accordance with the 'Limitations as to Use OR B) Being driven by or is for the purpose of being driven by him/her in the charge of any person other than a Driver as stated in the Driver's Clause
4	a. Any accidental loss or damage to any property whatsoever or any loss or expense whatsoever resulting or arising there from or any consequential loss b. 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 purpose of this exception, combustion shall include any self-sustaining process of nuclear fission
5	Any accidental loss or, damage, or liability directly or indirectly caused by or contributed to by or arising from nuclear weapons material.

6	Any accidental loss, damage, and/or liability directly or indirectly or proximately or remotely occasioned by contributed to by or traceable to or arising out of or in connection with war, invasion, the act of foreign enemies, hostilities, or warlike operations (whether before or after declaration of war) civil war, mutiny rebellion, military or usurped power or by any direct or indirect consequence 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 to any of the said occurrences or any consequences thereof and in default of such proof, the Company shall not be liable to make any payment in respect of such a claim.
7	Any accidental loss, damage, and/or liability caused, sustained, or incurred while the vehicle is not being registered permanently will not be covered
8	Any minor scratches to the vehicle, paint fading, wear and tear arising out of normal use and requiring touch-up or minor repair under routine maintenance will not be covered.

## 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.

### A. No Claims Bonus (NCB)

The insured is entitled for a No Claim Bonus (NCB) on the Own Damage section of the policy, if no claim is made or pending during the preceding year (s), as per the following table:

Policy Tenure in Year (s)	No. of OD Claims during the year(s) of the policy Tenure					
	0	1	2	3	4	>=5
1	20%	0%	0%	0%	0%	0%
2	25%	20%	0%	0%	0%	0%
3	35%	25%	20%	0%	0%	0%
4	45%	35%	25%	20%	0%	0%
5	50%	45%	35%	25%	20%	0%

**Sun Set Clause:** If at the renewal falling due any time between 1st July 2002 and 30th June 2003, both days inclusive, (after completion of the full policy period of 12 months) an insured becomes entitled to an NCB of 55% or 65% in terms of the Tariff prevailing prior to 1st July 2002, the entitlement of such higher percentage of NCB will remain protected for all subsequent renewals till a claim arises under the policy, in which case the NCB will revert to NIL at the next renewal. Thereafter, NCB if any earned, will be in terms of the above table.

**NB 1:** If a claim is made under Section I during the currency of the policy, the No Claim Bonus, if any earned, will be in terms of the above Table.

**NB 2:** No Claim Bonus will be allowed provided the Policy is renewed within 90 days of the expiry date of the previous policy.

## CONDITIONS

1	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 claim, writ summons, and/or process or copy thereof shall be forwarded to the Company immediately upon 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.
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	Wherever details pertaining to any incident which results in a claim are conveyed by the insured to the Company after a reasonable period, the insured shall provide the reasons for such delay to the Company, and the Company may, on analysis of the reasons provided by the insured, condone the delay in intimation of claim or delay in providing the required information/documents to the Company.
2	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.
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> <ol style="list-style-type: none"> <li>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</li> <li>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.</li> </ol> <p><b>Salvage:</b> 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, i.e. 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	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 is 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.
5	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.
6	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.
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 the insured or until the expiry of this policy (whichever is earlier). During the said period, the 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> <ol style="list-style-type: none"> <li>Death Certificate in respect of the insured</li> <li>Proof of title to the vehicle</li> <li>Original Policy.</li> </ol>
8	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.

### **CANCELLATION**

The insured 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.

In such case of cancelation, the Company will refund a proportional premium for the unexpired policy period if the term of the policy is upto one year and there is no claim(s) made during the policy period.

In case the term of the policy is more than 12 months, the Company will refund the premium for the unexpired policy period, in respect of policy with a term of more than one year, and the risk coverage for such policy years has not commenced.

The Company can cancel the policy only on the grounds of established fraud, by giving a minimum notice of 7 days to the retail policyholder.

Under no circumstances can 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.

Cancellation due to Total Loss/Total Theft/ Cash loss of Vehicle/ Double insurance

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 been incepted). There would be 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.

### **Cancellation of Policy in Double Insurance**

In the event of cancellation of a 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 been incepted). For the year where the policy is in force (risk has been incepted), the premium will be refunded as follows:

SL no	Scenarios	Same Risk start date (RSD)	Different Risk start date (RSD)	
			,The first policy cancelled (on request of the Insured)	Later policy Cancelled
1	Dual policy with similar cover issued by the company	Full Refund	1. Full refund - if a request is received before RSD 2. Proportional Refund - If a request is received after RSD.	Full
2	Dual policy with	Full Refund - If a cancellation request	Proportional Premium Refund	Proportional Premium



	different Companies	is received within 30 days from RSD. Proportional refund - if a request is received after 30 days from RSD		Refund
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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

**Limitations as to use**

The Policy covers the use of the vehicle for any purpose other than:

- A. Hire or Reward
- B. Carriage of goods (other than samples or personal luggage)
- C. Organized racing
- D. Pacemaking
- E. Speed testing
- F. Reliability Trials
- G. Any purpose in connection with Motor Trade

**Driver's Clause**

Any person, including the insured, provided that a person driving holds an effective Driving license at the time of the accident and is not disqualified from holding or obtaining such a license. Provided also that the person holding an effective Learner's License may also drive the vehicle and that such a person satisfies the requirements of Rule 3 of the Central Motor Vehicles Rules, 1989.

**No Claim Bonus (NCB)**

The insured is entitled for a No Claim Bonus (NCB) on the Own Damage section of the policy if no claim is made or pending during the preceding year (s), as per the following table:

Policy Tenure in Year (s)	No. of OD Claims during the year(s) of the policy Tenure					
	0	1	2	3	4	>=5
1	20%	0%	0%	0%	0%	0%
2	25%	20%	0%	0%	0%	0%
3	35%	25%	20%	0%	0%	0%
4	45%	35%	25%	20%	0%	0%
5	50%	45%	35%	25%	20%	0%

**Sun Set Clause:** If at the renewal falling due any time between 1st July 2002 and 30th June 2003, both days inclusive (after completion of the full policy period of 12 months), an insured becomes entitled to an NCB of 55% or 65% in terms of the Tariff prevailing prior to 1st July 2002, the entitlement of such higher percentage of NCB will remain protected for all subsequent renewals till a claim arises under the policy, in which case the NCB will revert to NIL at the next renewal. Thereafter, NCB, if any earned, will be in terms of the above table.

**NB 1:** If a claim is made under Section I during the currency of the policy, the No Claim Bonus, if any is earned, will be in terms of the above Table.

**NB 2:** No Claim Bonus will be allowed, provided the Policy is renewed within 90 days of the expiry date of the previous policy.

## Optional Covers:

### 1. Depreciation Waiver

In consideration of payment of an additional premium, paid by the insured and realised by the Company notwithstanding anything to the contrary, it is hereby understood & agreed that for the purpose of this policy, in the event of partial loss, the depreciation applicable under section I (own damage) of this policy would stand deleted, based on the plan selected.

**Plan A:** The cover is applicable for every partial loss claim each year during the policy period.

**Plan B:** The cover is applicable for a maximum of 2 [two] partial loss claims each year during the policy period.

**Plan C:** The cover is applicable for a maximum of 1 (one) partial loss claim each year during the policy period.

#### Conditions:

- a. The Insured shall be liable for the Voluntary Deductible\* amount, as opted by the Insured for this optional cover, for each and every claim payable under this optional cover
- b. The benefits under this optional cover can be availed upto the claim limit specified in the policy schedule.

#### Exclusions:

In addition to the general exclusions under Motor Insurance, the company shall not be liable to pay any claim whatsoever, where any claim intimated under section I (Own-Damage) of the policy is not payable or admissible.

Subject otherwise to the terms, conditions, limitations, and exceptions of the policy

### 2. Cost of Consumable

In consideration of payment of an additional premium, paid by the insured and realized by the insurer notwithstanding anything to the contrary, it is hereby understood & agreed that for the purpose of this policy, the company hereby extends the policy to cover expenses incurred by the insured towards replacement of consumable items, in the event of damage to the insured vehicle and/or to its insured accessories, arising out of any peril as covered under section I (own damage) of the policy.

For the purpose of this cover, consumable items refer to those articles or substances which have specific uses and, when applied to their respective uses, are either consumed totally or are rendered unfit for continuous and permanent use.

Such consumable Items may include but are not limited to engine & other oils, lubricants, nut & bolt, screws, distilled water, grease, oil filter, bearings, washers, clip, fuel filter, gasket, sealant, rivets, and items of similar nature excluding fuel.

#### Conditions:

- A claim under this section is payable only if the claim under section I (own damage) of the policy is admissible and payable.
- The consumables not associated with admissible own damage under section I (own damage) of the policy shall not be covered.
- The claim payable limit is restricted to 1% of IDV/SI or 5% of the total claim amount, whichever is lower.
- Any damage other than accidental damages will not be covered.

Subject otherwise to terms, exclusions, conditions, and amount per the extent of the policy.

### 3. Return to Invoice

In consideration of the payment of an additional premium by the insured and realized by the Company, notwithstanding anything to the contrary contained in the policy, the Company hereby extends the policy to cover the losses in the event of Total Loss (TL) or Constructive Total Loss (CTL).

Benefits under this cover can be availed based on the following options exercised by the insured subject to the conditions specified:

#### **Plan A: Extensive coverage**

**The following benefits are extended under this plan: -**

- 1) The Company will pay the insured the difference between the original invoice price of the insured vehicle & insured declared value (IDV).
- 2) Registration expenses, Road tax (incurred for the first time in the first year of age) & insurance premium paid under Section I (own damage) of the policy will be processed on a pro-rata basis for the remaining policy period.

#### **Conditions:**

- The sum of the registration expenses and road tax paid shall be subject to a maximum of 20% of the original invoice price.
- The company can choose to provide reimbursement of "Return to invoice value" or may provide the similar vehicle with a higher model category.
- If the vehicle is being sold, then liability under this optional cover will be limited to the vehicle's re-purchased cost by the new owner or market value, whichever is lower.  
For consideration of CTL/TL, the RTI value will be considered as IDV.

#### **Definition:**

- A. **Original invoice price** means the manufacturer's listed selling price (practically, ex-showroom price) of the complete built-in unit, as the vehicle insured at the commencement of insurance/renewal including the cost of construction of the body, or accessories or with cost of refurbishments specified, if any, without any adjustment for depreciation, as the case may be.
- B. **Registration expenses** refers to the cost associated with officially registering and licensing a vehicle with the appropriate government authority.
- C. **Road tax** would mean the amount net off the refund that might have been received from the RTO upon Total Loss/Constructive Total Loss/Total Theft of the insured vehicle.
- D. **Insurance Premium** would mean premium paid under section I (own damage) of the policy. It will be refunded on a pro-rata basis for the remaining policy period.

#### **Plan B: Limited Coverage:**

The company shall pay the difference between the ex-showroom less 5% depreciated value of the insured vehicle and the insured declared value (IDV).

#### **Conditions:**

- If the vehicle is being sold, then liability under this optional cover will be limited to the vehicle's re-purchased cost by the new owner or market value, whichever is lower.

#### **General Terms and conditions (applicable for both the above plans):**

- A claim under this optional cover is accepted only if the claim under Section I (Own Damage) of the policy is admissible.
- Claim under this optional cover shall be processed only after 90 days of the first information report with the police, in case of a total theft claim of the insured vehicle.
- Claim payment in case of total theft of the Insured vehicle will be subject to submission of the final investigation report by the police authorities but not before 90 days from the date of theft.
- The cover is applicable for one claim, each year during the policy period.
- Claims under this optional cover shall be subject to due documentation and substantiation.

- Any compensation under this optional cover will be a full and final settlement of our liability.
- No objection certificate from the financier is necessary in case the vehicle is hypothecated.

**Exclusions:**

- Any claim which does not qualify as **Total Loss / Constructive Total Loss** as per the vehicle insurance policy.
- If the vehicle is recovered within 90 days of the theft unless a final investigation report/non-traceable report is submitted.

Subject otherwise to the terms, conditions, limitations, and exceptions of the policy.

**4. Road Side Assistance**

In consideration of the payment of an additional premium of Rs. \_\_, for this optional cover, it is hereby understood & agreed that, We shall provide the Insured Vehicle with below-mentioned services

Sr. No	Scope of Service	Call Coordination/Access	Cost to customer	Additional Chargeable to the customer if
<b>24 X 7 Roadside repair assistance</b>				
1	24 X 7 Roadside repair assistance within 30 minutes of receiving a call for the registered vehicle.	Included	Consumables to be charged at actual. E.g., in case of a puncture repair, the client pays for the puncture cost while service is free.	
<b>Towing facility</b>				
2	In the event if the registered vehicle breaks down and becomes immobilized while on the road, we will arrange assistance in making arrangements for the vehicle to be towed to the nearest authorized/designated garage if immediate repair on the spot is not possible	Included	5 kms of vehicle-to-vehicle towing to the nearest workshop is free. All towing done by Cranes / Flatbeds is chargeable at actuals	Rs. 600/- for 20 km post which Rs. 20/- per km.
<b>Repair on the spot</b>				
3	In the event that a registered vehicle breaks down due to any mechanical /electrical fault and immediate repair on the spot is deemed possible, we will arrange for assistance for the user by arranging for a vehicle technician to reach the breakdown location.	Included	Included	Free within distance covered in our scope of services across India
<b>Puncture assistance</b>				
4	In the event of the registered vehicle being immobilized due to a flat tyre (puncture), our technicians will take the tyre to the nearest puncture shop and get the puncture repaired and	Included	Included	Free within distance covered in our scope of services across India.
<b>Emergency Fuel Delivery</b>				
5	In the event of a registered vehicle running out of fuel, we shall provide the user with emergency fuel (up to 5 litres) at the actual cost at the location of the breakdown. (petrol only)	Included	up to 5 litres at the actual cost	NIL

6	<b>Vehicle Key Lock Out Assistance</b>			
	In the event the Included registered vehicle is immobilized due to vehicle keys being misplaced, our technician shall try to start the vehicle without keys at the location of the event or will organize the spare key from the registered place within the same city to the location of the event.	Included	Included free	Free upto distance covered in our scope of services across India
<b>Cab Service</b>				
7	If registered vehicle breaks down and cannot be repaired on the spot, we will arrange assistance by organizing a cab as an alternate mode of transport.	Included	Chargeable	Chargeable @ Rs.500/-for 5 hours. Beyond will be charged @ Rs.100/-hour / Rs.8/- per KM
<b>Accommodation</b>				
8	If the insured vehicle breaks down and cannot be repaired on the spot, we will arrange assistance by organizing accommodation (star-rated at the nearest point possible, subject to availability)	Included	Chargeable	Accommodation @ Actuals
<b>Shipment of Spares</b>				
9	In the event that the insured vehicle needs critical spares to be repaired on the spot, we will arrange assistance for the user in shipment of spare parts to the location of event.	Included	Chargeable	Spares cost @ Actual
<b>Tele Assistance, route Guidance &amp; relay of emergency message</b>				
10	In case there are some minor issues which can be resolved on call, the customer will be provided assistance on the call. Customer will also be provided Map & route Guidance & relay of urgent message.	Included	Included	Free within distance covered in our scope of services.

### Special Conditions Applicable

1. One membership Kit is valid, and services can be availed for the insured vehicle only.
2. Helpline service shall be available within distance covered in our scope of services as mentioned above
3. It is mandatory for You to produce the helpline card to avail the services
4. If the vehicle is repairable on road towing/dropping will not be provided by Us.
5. Towing to the nearest service workstation provided by cranes/ flat-bed vehicles shall be chargeable as mentioned as per above.
6. Only Petrol will be provided as fuel. Any other kind of fuel is outside the scope of cover
7. Tube repair services shall be provided at actual cost. However, the cost may vary as per area.
8. Key Lock out assistance shall be provided only on producing proper ownership documents and/or after necessary policy permission
9. Vehicles older than 10 years shall not be offered under this optional cover.
10. We will try and ensure to provide service within stipulated time of 30 minutes; however, We will not be held responsible for any delay caused by conditions beyond Our control like traffic jams, riots, road block, out diversions rain etc.
11. Your card should be activated at time of availing services from us.
12. All disputes regarding this optional cover are subject to Delhi jurisdiction only

### **Exclusions:**

1. We will not be held liable for any claim arising due to death or injury of the customer or any other person or loss or damage to any other property caused due to equipment failure, breakdown, accident, or fire on utilization of services during the validity of helpline services.
2. Helpline service shall not be valid for vehicles used for commercial purposes
3. For similar faults, services will not be provided more than twice consecutively/ Helpline service is valid for 4 service/ one year from the date of issue whichever is early
4. Any vehicle which has not been maintained regularly as per manufacturer guidelines and thus is not in roadworthy condition.
5. In any case, if the client/ beneficiary refuses to pay for the services offered on chargeable basis.
6. The state of intoxication or under the influence of alcohol, drugs, toxins, or narcotics not medically prescribed.
7. Lack of permission or corresponding license for the category of the Covered Vehicle or violation of the sanction of cancellation or withdrawal of them.
8. Any vehicle not used for lawful purposes

### **5. Engine Protector**

In consideration of payment of an additional premium of Rs. \_\_, by the Insured, it is hereby agreed and declared that notwithstanding anything to the contrary contained in the Policy, the Company hereby undertakes to indemnify the Insured for expenses incurred in repair or replacement due to consequential damages arising out of:- a. Water ingress due to flood/inundation, b. Leakage of lubricating oil/engine oil/coolant leading to loss or damage to Engine Parts, Differential Parts, Gear Box Parts of the Insured's vehicle due to external accidental means.

### **Provided always that:**

1. For the purpose of this optional cover, 'Consequential Damage' would mean "the damage more specifically expressed hereinabove caused to an insured vehicle not arising directly from an insured peril but as a direct consequence to the same".
2. Repair or replacement of the internal child parts of the engine such as pistons, connecting rods, crank shaft and cylinder head.
3. Repair or replacement of the internal parts of the gear box, such as gears or shafts in the gear box housing.
4. Labour cost incurred by the insured to overhaul the damaged engine and gearbox.
5. In case of an accident, payment under this optional cover would be made only when there is evidence of under carriage damage to Engine Parts and/or Gear Box Parts leading to oil leakage and resulting into damage to covered parts as mentioned above. The Loss or damage is not payable under the Motor Insurance Policy.
6. This cover is available only for New vehicles and vehicles up to 7 years old that are currently being manufactured and are not obsolete.

### **Exclusions**

The Company shall not be liable to make any payment in respect of

1. Losses covered under any other insurance of any nature or manufacturer's warranty or recall campaign at the time of happening of any loss or damage.
2. Losses, including corrosion of engine due to delay in intimation to the Company and/ or retrieval of the insured vehicle from the water-logged area and/or repair of the vehicle.
3. Claims where the repair has been carried out without prior approval of the Company.
4. Depreciation of the replaced parts.
5. Losses caused by any faults or defects existing at the time of inception of the Policy within the knowledge of the insured.
6. Delay of more than seventy-two hours, in delivering the insured vehicle to the workshop from the time of occurrence of accidental damage or loss, unless the event is declared as catastrophic and removal of the vehicle from the spot of the accident is not possible immediately.
7. Break down of any other assembly(s) in the insured vehicle, as the consequence of the cover mentioned above.

8. Any claim which is intimated to the Company after 30 days of the happening of loss or damage provided that the Company may, in its sole discretion, condone the delay in notification of claim on merit if the insured provides the Company with the reasons for the delay in writing.
9. Any claims related to loss or damage due to wear and tear.

### **Conditions**

1. Maximum two claims each year, under the optional cover, shall be payable during the policy period.
2. Liability shall be subject to the final assessment of loss after consideration of the terms and conditions of the Policy and other optional covers opted.
3. Loss due to leakage of lubricating oil/engine oil/coolant shall be considered, provided there

## **6. Accidental Hospitalization Clause for Family**

This is a special clause for reimbursement of inpatient hospitalisation expenses incurred for accidental injuries suffered whilst travelling in the insured vehicle only. The cover is available as a single limit for all the named family members.

### **Conditions:**

1. The claim for accidental damages to the insured vehicle should be payable as per Policy conditions
2. Sum insured will range from Rs 1,00,000 to Rs 5,00,000 in units of Rs 50,000
3. Family shall mean –self, spouse, and upto 2 dependent children of age not greater than 25 years
4. Age limit for family members is 65 years
5. Condition of Contribution shall not be applicable, however expenses claimed under any other policy cannot be again claimed for, only excess expenses (not paid under the other Policy) can be covered herein. The Payment is irrespective or independent of the liability under the main Motor Package Policy

### **WHAT WE EXCLUDE**

1. Hospitalisation/Domiciliary Hospitalisation expenses arising from all Diseases/ Injuries which are in Preexisting Condition.
2. Injury directly or indirectly caused by or arising from or attributable to war, invasion, act of foreign enemy, war-like operation (whether war be declared or not)
3. Circumcision unless necessary for the treatment unless required as a result of accidental bodily injury; plastic surgery except those relating to treatment of Injury
4. Cost of spectacles and contact lens or hearing aids
5. Dental treatment or surgery of any kind
6. Convalescence, general debility, run down condition or rest cure, congenital external defects or anomalies, intentional self-injury and use of intoxicating drugs/alcohols
7. Expenses on Diagnostic, X-Ray, or Laboratory examinations unless related to the treatment of Injury falling within ambit of Hospitalisation
8. Expenses on treatment arising from or traceable to pregnancy, childbirth, miscarriage, abortion or complications of any of these, including caesarean section and any infertility, sub fertility, or assisted conception treatment
9. Injury or Diseases directly or indirectly caused by or contributed to by nuclear weapons/material
10. Any expense on the treatment of Insured Person as an outpatient only in a Hospital
11. Any expense on Naturopathy, non-allopathic treatment, and/or any treatments not approved by the Indian Medical Council Any expense related to Injury suffered whilst engaged in adventurous sports
12. External medical equipment of any kind used at home as post hospitalisation care, like wheelchairs, crutches, instruments used in the treatment of sleep apnea syndrome (C.P.A.P) or continuous peritoneal ambulatory dialysis (C.P.A.D) and oxygen concentrator for bronchial asthmatic condition, etc
13. War, riots, strike, terrorism acts, nuclear weapon induced treatment

## **7. Hospital Daily Cash Cover**

In event of insured suffering from an accidental injury involving the insured vehicle leading to a hospitalization as an inpatient we will pay an amount of Rs 2000 per day of hospitalization for maximum upto 30 days. The payment shall be made post discharge from the hospital and on submission of documents in support of the hospitalisation.

**Conditions:**

- The claim for accidental damages to insured vehicle should be payable as per Policy conditions
- There is an Option to include named family members by payment of additional premium for each member named
- Family shall mean –self, spouse and upto 2 dependent children
- Age limit for family members 65 years
- Condition of contribution shall not be applicable, however expenses claimed under any other policy cannot be again claimed for, only excess expenses (not paid under the other Policy) can be covered herein.

**8. Key Replacement**

This clause covers:

1. cost (locksmith cost) to replace the locks and keys if the vehicle is broken into or stolen and recovered
2. the labour charge for opening the car if you have lost the keys or
3. cost of replacing your car keys which are stolen or lost.

Subject otherwise to the terms, conditions, limitations, and exceptions of the policy

**9. Loss of Driving License/ Registration Certification**

In the case where the insured suffers a loss of Original Driving License or the Original Registration Certificate, we will provide compensation of upto Rs 500 to obtain a duplicate License or RC.

**Conditions:**

A First Information Report should be filed with Police in respect of such a loss

**10. Daily Cash Allowance Benefit**

We will pay you a Daily Cash Allowance as per the following table in case your vehicle is laid up in an authorized garage/ service station for repairs of accidental damages covered under the Policy and the vehicle is essentially required to be laid up for more than 3 days at the garage. The benefit shall be limited to total 5 of days in excess of the 3 days for accidental damage claims

In case of theft of vehicle, the allowance is available upto 10 days with an excess of one day only.

Allowance Per day		
IDV	Metros	Non Metro
Upto Rs.30,000/-	500	250
Above Rs.30,000/- and upto Rs.50,000/-	750	500
Above Rs.50,000/- and upto Rs.1 Lac	1000	750
Above Rs.1 Lac	1500	1000

**Conditions:**

1. The vehicle is not over 5 years old counting from date of first registration/invoice whichever is earlier.
2. The claim for accidental damages is payable under the Policy.
3. The benefit ceases the day the vehicle is ready for delivery after covered repairs.
4. In case of theft and recovery before expiry of 10 days the benefit shall be payable till the date of such recovery only.



**Exclusions:**

Benefit for period of delay in taking delivery by the insured.

**Deductible:**

- 3 days in case of accidental repairs
- 1 day in case of theft of vehicle

**11. 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 Insurer will bear the reasonable cost of removal (over and above the limits as provided by the India Motor Tariff) to the nearest repairer and redelivery to the Insured.

Subject otherwise to terms, conditions, limitations and exclusions of the Policy.

**12. Additional Personal Accident Cover**

In consideration of the payment of additional premium paid by the insured and realized by the insurer not withstanding anything to the contrary, it is hereby understood & agreed that for the purpose of this policy, in the event of any bodily injury/death in case insured has met with an accident while travelling in his/her vehicle as a driver or occupant, the insurer will pay to the insured, the capital sum insured as mentioned under the policy.

The sum insured under this cover would be available upto Rs.1 crore over the above Sum Insured available in the erstwhile Indian motor tariff. The sum insured should be in multiple of 1 lakh only.

**Additional personal accident benefit:**

Insurer will pay the sum insured based on the benefit table if the insured meets with an accident while traveling in the vehicle as a driver or occupant.

Sr No	Details if Injury	Scale of compensation
1	Death	100%
2	Loss of two limbs or sight of two eyes	100%
3	Permanent total disablement from injuries other than named above	100%
4	Speech and hearing in both ears	100%
5	Loss of any one limb and sight of any one eye	50%
6	Loss of four fingers and thumb of one hand	40%
7	Loss of hearing in one ear/ thumb and index finger of same hand / loss of four fingers except thumb	25%

**The additional PA cover benefit extends to cover:**

- Personal accident cover for insured (Owner driver).
- Personal accident cover for the un-named passenger of the vehicle.
- Personal accident cover for the paid driver of the vehicle.
- Employee of the insured.

**Claim under this benefit is payable only if:**

- It is payable under personal accident section of motor policy.
- Insured person must be travelling in the vehicle as a driver or occupant.

such allowance shall be payable only with the approval of the insured named in the policy and directly to the injured person or his/her legal representatives(s).

The insured may opt for this policy at the time of inception or at the time of renewal.

**Exclusions:**

- No compensation shall be payable in respect of death or injury directly or indirectly wholly or in part arising or resulting from or traceable to
  - intentional self-injury suicide or attempted suicide physical defect or infirmity or
  - An accident happening whilst such person is under influence of intoxicating liquor or drugs.

Subject otherwise to the terms, condition, limitations, and exceptions of this policy wordings.

### 13. Helmet Cover

In consideration of payment of an additional premium, paid by the insured and realized by insurer notwithstanding anything to contrary, it is hereby understood & agreed that for the purpose of this policy, the company shall indemnify the insured for an allowance towards Cost of replacing the helmet of the same type as damaged or destroyed in the accident, involving the insured vehicle.

#### Conditions:

- The coverage applies to both the insured individual riding the vehicle and the pillion rider.
- This cover shall be available for a maximum of 2 helmet claims in one accident or 2 different accidental claims for helmet for each year during the period of insurance.
- The maximum allowable sum Insured per helmet will be as mentioned in the policy schedule.
- The insured must be riding the vehicle at the time the helmet sustains damages due to vehicle accident.
- Claim under this optional cover is accepted only if the claim under Section I (own damage) of the policy is admissible.

#### Deductibles:

Deductible of 5% of sum insured of helmet shall be applicable to this cover for each and every claim.

#### Exclusions:

- All theft / burglary claims.
- Damage caused by deterioration, normal wear & tear.

Subject otherwise to the terms, exceptions, conditions & limitations of the policy.

### 14. Battery Protect Cover

In consideration of payment of an additional premium by the Insured, it is hereby agreed and declared that notwithstanding anything to the contrary as contained in the policy, the company hereby undertakes to indemnify the insured for expenses incurred in repair or replacement due to damages arising out of water ingress/Short circuit causing loss or damage to vehicle battery and or theft of Vehicle battery

#### Claims under this cover are admissible, if

- A. There is evidence of physical damage to Battery.
- B. In case of short circuit while mounting, dismounting or while charging resulting into damage/failure.
- C. In case of expenses incurred in repair or replacement due to any partial/ full loss/ damage/ failure arising out of unexpected power surge while charging the battery, spontaneous, unexplained, and uncontrolled exothermic electrochemical reactions resulting in explosion of and or visible flames and or smoke.
- D. In case of Water Ingression, there is evidence of the insured vehicle being submerged or parked or stranded in a waterlogged area and or moisture build up within battery following a flood.
- E. This cover also pays for Partial / Standalone Theft of vehicle battery, subject to coverage as per subsequent plans:
  - **Plan A:** The benefit shall be limited to 50% of the total Claim amount, which includes any damages happening to vehicle battery only.
  - **Plan B:** The benefit shall be limited to 50% of the total Claim amount, which includes any damage happening to vehicle battery as well as partial or standalone theft of battery.

- **Plan C:** The benefit shall cover 100% of the Total claim amount, which includes any damage happening to vehicle battery as well as partial or standalone theft of battery.

### Exclusion:

- Any claim where the subject matter of claims is covered under any other type of insurance policy with any other insurer or manufacturer's warranty including recall campaign or under any other such packages at the same time.
- Any claim where the repair has been carried out without prior approval from the Company.
- Damages resulting from any wear and tear of the battery, cable & wires.
- Damages resulting due to
  - a. Failure to use vehicle manufacture's recommended and genuine equipment's, spare parts etc. and/or
  - b. Failure to follow manufacturer's instructions whilst charging, parking, and riding the vehicle and/or
  - c. Charging done through unauthorized charging stations (which are not recommended by manufacturer) or charging equipment (not provided or authorized by manufacturer) or charging was not done as per the guidelines of Manufacturer (OEM) and not using standard charging infrastructure as provided or recommended and/or
  - d. Any modifications, alterations, tampering or improper repair which are unauthorized as per Manufacturer (OEM) guidelines and/or
  - e. Extra installation of electric equipment apart from the already installed electric equipment provided by manufacturer and/or
  - f. Failure to use the latest software version as prescribed by the manufacturer and/or
  - g. Participation in adventures activities not recommended by manufacturer and/or
  - h. Manufacturing defect covered under the original warranty and/or
  - i. Use of battery other than its designated purpose.
- Damages resulting from any attempted or actual theft of battery and resulting from attempted or actual physical access or dislodgement of battery.
- Any standalone damage resulting to wall mounted charger due to water ingress.
- Damage resulting by deliberate act or negligence of the insured or on behalf of insured.
- Damages caused by acts of war or terrorism.
- Any Third-Party bodily injury or property damage claim arising due to anything happening with battery.
- Any damages resulting from vehicle that is not under Insured custody at the time of loss or damage or theft.
- Any damages resulting from non-adherence of security measures.
- Theft / Loss resulting from:
  - a. Insured's negligence, such as leaving the vehicle unattended in unsafe area will not be covered and/or
  - b. Vehicle being taken without insured's permission or by an unauthorized person and/or
  - c. In case of any fraudulent activity and/or
  - d. Insured's involvement in any illegal activity and/or
  - e. Theft which is not being reported to the Police Authorities and/or registered as First Information Report (FIR) Registration on immediate basis.
- Damages resulting due to Thermal Runaway in EV vehicle batteries or fire arising out of the same

### Special's condition:

- Insured has to intimate the claim immediately to the company.
- At all time, it is the insured's responsibility to take all reasonable measures and precautions as prescribed by manufacturer for the Battery.
- The cover is applicable for one claim, each year during the policy period.
- Following depreciation grid would be applicable at the time of claim.

Vehicle age	Depreciation Rate
Upto 2yrs	0%,
2yrs. to 3yrs	25%,
3yrs to 4 yrs	50%
4yrs to 5yrs	75%,
5 Yrs and above	100%

Subject otherwise to terms, conditions, limitations, and exclusions of the policy.

## 15. Power Cable and Charger Cover

In consideration of payment of an additional premium, paid by the insured and realized by insurer notwithstanding anything to contrary, it is hereby understood & agreed that for the purpose of this policy, the company shall indemnify the insured for repair and or replacement of “Electric Vehicle Power Cable” and or “Charger”, provided such damage, loss or destruction is a direct resultant action of the below perils:

- Fire, explosion, self-ignition, or lightning.
- By riot or strike.
- earthquake
- flood, typhoon, tornado, hurricane, storm, tempest, inundation, cyclone, hailstorm, frost.
- Malicious act.
- Terrorist activity.
- landslide or rockslide.
- Rodent bite.
- Theft/burglary.

### Terms and Conditions:

- The insured must provide an equipment purchase invoice at the time of claim.
- Power cable/charger should be used as per the specification as specified by the manufacturer.
- The cover is applicable for one claim each year during the policy period.
- The charging wire should be properly routed and kept away from the ground to prevent potential damage by animals.

### Exclusions:

- Any claim where the subject matter of claims is covered under any other type of insurance policy with any other insurer or manufacturer’s warranty, including recall campaign or under any other such packages at the same time.
- Any claim where the repair has been carried out without prior approval from the Company.
- Damages resulting from any normal wear and tear.
- Damages resulting due to
  - failure to use manufacturer’s recommended and genuine equipment, spare parts, etc.
  - failure to follow the manufacturers’ instructions whilst charging, parking, and driving/riding the vehicle
  - Any modifications, alterations, tampering, or repair which are not authorized under the guidelines
  - Loss or damage to the Charger in case it is used for commercial purposes.
  - Manufacturing defect covered under the original warranty
- Any Loss or damage due to wilful act or wilful negligence of the insured or his representative.
- Any damage caused by any faults or defects existing at the time of inception of the policy.
- Consequential damages.

**Note:** Insured shall take reasonable care to avoid further damage to the power cable/charger by not using the damaged charger further to charge the vehicle.

Subject otherwise to terms, conditions, limitations, and exclusions of the policy.

## 16. Vehicle Cyber Protection

In consideration of payment of an additional premium, paid by the insured and realized by the insurer notwithstanding anything to the contrary, it is hereby understood & agreed that for the purpose of this policy, the company shall indemnify the insured against cyber-attack on his vehicle completely or partially for the maximum limit that has been mentioned in the policy schedule.

Claim under this optional cover is admissible only if the vehicle is being compromised due to a Cyber incident and or the vehicle being hacked.

**Plan A: Vehicle cover:** we will indemnify you:

- For any financial loss sustained by the insured as a result of the insured's vehicle being compromised through a cyber incident only in case it is being directly linked with the vehicle & not exceeding the sum insured (SI), which is mentioned in the policy schedule.
- For any reasonable and necessary cost incurred by the insured towards:
  - Restoring or recovering the vehicle data and system post-cyber incident, which has potentially led to malfunctions or damages,
  - involvement of an IT expert after a cyber incident and/or
  - towing the vehicle to a nearest service station
  - resolving ransomware attacks caused in Insured's vehicle, which prevents Insured from using their vehicle completely or partially, then the company shall indemnify if any ransom is being paid by the Insured, provided the Insured must notify all relevant law enforcement authorities of the cyber extortion

This serves to restore the vehicle to the closest possible condition it was prior to the cyber incident.

- In case of any Third-Party bodily Injury or property damage (repair and replacement cost) claim will be covered arising due to
  - Any cyber-attack in the insured's vehicle resulting in damage to other vehicles or property and/or
  - In the event of a cyber-attack that may lead to fire or a third-party bodily injury or any kind of property damage due to unauthorized control over the vehicle system, upto the sum insured specified in the policy schedule, which shall be processed as per section II of Motor Insurance Policy.

Exclusion: This plan shall not cover any claims arising due to the vehicle being charged at the charging station

**Plan B: Vehicle Cover + Charging stations Cover:** We will indemnify you:

- For any financial loss sustained by the insured as a result of the insured's vehicle being compromised through a cyber incident in case it is being directly linked with the vehicle and also while the same was being charged at a charging station, resulting in burglary/theft of funds, only in case it is being directly linked with the Vehicle & not exceeding the sum insured (SI) which is mentioned in the policy schedule.
- For any reasonable and necessary costs incurred by the insured towards:
  - restoring and recovering the vehicle's data and system post-cyber incident, which has potentially led to malfunctions or damages,
  - involvement of an IT expert after a cyber incident and/or
  - towing the vehicle to a nearest service station
  - resolving ransomware attacks caused in Insured's vehicle, which prevents Insured from using their vehicle completely or partially, then the company shall indemnify any ransom being paid by the Insured, provided the Insured must notify all relevant law enforcement authorities of the cyber extortion

This serves to restore the vehicle to the closest possible condition it was prior to the cyber incident.

- Any Third-Party bodily injury or property damage (repair and replacement cost) claim will be covered, arising due to
  - Any cyber-attack in the insured's vehicle resulting in a damage to other vehicles or property and/or
  - In the event of a cyber-attack, that may lead to fire or a third-party bodily injury or any kind of property damage due to unauthorized control over the vehicle system upto the sum insured specified in the policy schedule, which shall be processed as per section II of Motor Insurance Policy

**General Terms and Conditions:**

1. All the valuables or loss of funds (applicable, only in case it is being directly linked with the vehicle) must be declared at the time of claim.
2. Our liability will be in excess of any deductible and subject to the limit of liability for each and every insured event or third-party claim as stated in the schedule.
3. Any damages resulting from a vehicle that is not under the insured's custody at the time of cyber-attack or loss or, damage, or theft.
4. The insured shall notify concerned law enforcement authorities of all such cyber-attack incidents.
5. The benefit under this optional cover shall be availed only during the policy period.
6. The cover is applicable for one claim each year during the policy period.

**Deductible:**

Deductibles to be calculated at 1% of the sum insured

**Exclusions:**

1. If the Insured fails to notify the concerned financial institute about unauthorized transactions on an immediate basis.
2. Any damages caused due to customer's negligence, such as sharing confidential details like OTP, PIN, password, etc, with third-party.
3. Any damages caused due to any act, error, or omission which a court, tribunal, arbitrator, or a regulator finds, or which an Insured admits, to be a criminal, dishonest, or fraudulent act.
4. Any type of war (whether declared or not), use of force, or hostile act.
5. Loss of or damage to tangible property and any consequential losses resulting therefrom, including the loss of use of tangible property.
6. If the Insured has made unauthorised modifications or alternations to the vehicle's software, which could contribute to a vulnerability that allowed the cyber attack.
7. If the Insured fails to install necessary software updates or security patches, leaving their vehicle vulnerable to attacks.
8. Updating, upgrading, enhancing, or replacing any system to a level that existed prior to sustaining cyber-attack.
9. Cost resulting from unauthorized use of the internet;
10. Claims relating to data privacy infringements against the insured person;

Subject otherwise to terms, conditions, limitations, and exclusions of the policy.

**17. Battery Charging Support Cover**

In consideration of payment of an additional premium, paid by the insured and realized by the insurer notwithstanding anything to contrary, it is hereby understood & agreed that for the purpose of this policy, the insured shall be eligible for vehicle battery charging service in the event of his/her electric vehicle runs out of charging.

The insured must call our service provider for assistance under this coverage.

**Battery Support cover**

- Spot charging
- Assistance with cable or charger
- Towing the insured vehicle to nearest workshop or charging station

**General Terms & Conditions:**

The benefit under this optional cover shall be availed during motor own damage policy period.

The number of services that can be availed and the kilometer range that would be considered for availing the service would be as mentioned in the policy schedule

**General Exclusions:**

- Vehicles which are involved in hostile situation or vandalism or participation in a criminal act or offense.
- Any vehicle which is not used for lawful purpose.
- Under all the circumstances if the service provider has reached to insured location & insured wishes to cancel the appointment due to any of the reason, the applicable charges are (\*at actuals) to be borne by insured.

- The services under this optional cover does not serve to any other transportation needs or specific request by insured which is not listed in the optional cover.

Subject otherwise to terms, conditions, limitations, and exclusions of the policy.

## 18. Tyre and Rim Secure

### Section 1 - Tyre Secure:

In consideration of payment of an additional premium, paid by the insured and realized by the insurer notwithstanding anything to contrary, it is hereby understood and agreed that for the purpose of this policy, the company shall indemnify the insured towards expenses for repair and/or replacement, as may be necessitated arising out of accidental loss or damage to tyre (s) and/or tube (s) due to,

- Bulge in tyre
- Bursting of tyre due to incorrect air pressure
- Cut or damage to the tyre and/or tube, arising out of an accident to the insured vehicle,
- Damage due to road hazards, such as, roadside kerbs, potholes and road debris

#### The company will cover reimbursement for:

1. Cost of repairs, wherever repair of the damaged tyre is possible
2. Wherever repair of the damaged tyre is not possible, the reimbursement shall be as per scale mentioned below.
  - The cost of replacing the damaged tyres will be for the same make, model specification as stipulated by the manufacture of the insured vehicle, or a similar one utilized in the insured vehicle at the time of obtaining vehicle insurance or at the time of accident/damage to the tyre, whichever is available at lower cost.
    - a. Labour charges incurred during repair/replacement of damaged tyre of the insured vehicle
3. Charges towards wheel balancing

Unused Tread Depth of the Tyre(s) at the Time of Loss	Admissible Claim Amount	Inspection Conditions
$\geq 7$ mm	100% of the cost of new tyre(s)	1. Tyre pressure as specified by manufacturer 2. Unused Tread depth will be measured at the centre of the tread 3. Minimum 3 measurements at 3 different places will be taken for the purpose of arriving at mean tread depth which will be the basis of indemnity under the coverage
$\geq 5$ mm and $\leq 6.9$ mm	75% of the cost of new tyre(s)	
$\geq 3$ mm and $\leq 4.9$ mm	50% of the cost of new tyre(s)	
$< 3$ mm	NIL ( <i>considered as normal wear &amp; tear and is not covered</i> )	

In any situation, the company's liability would not exceed the cost arrived basis the unused tread depth of respective tyre as per the scale given above.

#### Conditions:

1. This optional cover will not apply to Total Loss (TL)/Constructive Total Loss (CTL) of the insured vehicle
2. The tyre(s) and/or tube(s) is/are repaired/replaced with prior authorization from company
3. If damage to Tyre/tube is due to accidental damage to the insured vehicle covered under "Own Damage" section of the Policy, company's liability under this cover will be restricted to the difference of depreciation percentage applied under "Own Damage" section and the unused tread depth (as mentioned above)
4. Whenever replacement of tyre is allowed, it will be of same make, model and specification, in any case, if tyre of similar specification is not available and replaced tyre is superior to damaged tyre, then company shall not be liable for betterment charges.

### Section 2 - Rim Secure:

If during the Period of Insurance any Rim on insured vehicle is accidentally physically cracked, warped, or

misshapen by potholes, kerbs, road debris or blowouts, Company will pay actual cost of repairing or replacing the wheel rim(s) with wheel rim(s) of same make, model and specification. In case the same wheel rim is not in production or has become obsolete, Company will pay the actual cost of a similar product in consultation with surveyor

**General Terms & Conditions:** (applicable for both the above sections)

1. Maximum 2 claims, each year will be allowed during the policy period.
2. Claim made under this optional cover are subject to conditions set forth under vehicle insurance policy.

**General exclusions:** (applicable for both the above sections)

Company will not pay any claim towards damage(s) to Tyre(s)/tube(s) of the Insured Vehicle which, is caused by or arises from or is in any way connected to/with:

1. Any loss or damage occurred prior to inception of the policy.
2. Theft of tyre(s)/tube(s) or its parts accessories without vehicle being stolen or theft of entire vehicle.
3. Cost of puncture of/ or tyre repair.
4. If the tyre(s)/ tube(s)/ rim(s) are claimed, are different from tyre(s)/ tube(s)/ rim(s) insured/supplied, as original equipment along with the vehicle unless informed to Company and mentioned/endorsed on the policy.
5. Any loss or damage arising out of violations of manufacturing instructions, without limitations of maximum load, manufacturer's recommended tyre pressure, passenger capacity, racing, rally & modifications that have not been approved.
6. Any loss or damage arising out of any manufacturing defect or design including manufacturer's recall.
7. Inconsequential aspects such as minor damage, scratches, minor cuts, noises, sensations and vibrations that do not affect running of the vehicle.
8. Any damage that results from improper storage or transportation.
9. Routine maintenance and adjustments of wheels / tyres / tubes.
10. Claim towards wheel balancing, wheel alignment if tyre replacement is not admitted.
11. Routine maintenance including adjustment, alignment, balancing or rotation of wheels/tyres/tubes/rim.
12. Any claim where prior opportunity is not given to us to inspect the damage or loss before commencement of any repair(s).
13. Where a loss is covered under manufacturer's warranty or recall campaign or under any other such packages at the same time.
14. Any loss or damage to tyre(s) of the insured vehicle which has been used for its full specified life as per manufacturer's guidelines or where unused tread depth is less than 3 mm.
15. Any loss or damage that results from neglect of the periodic maintenance as specified by the manufacturer of the Insured Vehicle and/or manufacturer of the tyre(s).
16. Any loss or damage arising out of natural wear and tear including any loss or damage to rims, wheel accessories, suspension or any other part or accessories of the insured vehicle arising as a result of damage to the tyre(s) of the Insured Vehicle
17. For minor damage or scratch not affecting the functioning of the vehicle.
18. For the difference if any between the cost of the superior tyre(s) and/or tube(s) and that of the tyre(s) and/or tube(s) of similar specification, used for replacement.
19. Damage caused to tyres due to overloading of the two-wheeler with goods or passengers.
20. The compensation will not be provided if two-wheeler is being used racing, rallies etc.
21. Any loss or damage to rims resulting from corrosion and/or oxidation and/or rusting or due to fitment of accessories to the insured vehicle such as wheel covers etc.
22. Fraudulent act committed by insured or the workshop or any person entrusted possession of the vehicle by insured.
23. Expenses related to personal injury or property damage arising due to damage of the tyre(s)/tube(s)/ Rim(s) of the Insured Vehicle

**Subject otherwise to terms, conditions, limitations, and exceptions of the Policy.**



## 19. EMI Protect

In consideration of payment of additional premium, paid by the insured and realized by insurer notwithstanding anything to contrary, it is hereby understood & agreed that for the purpose of this policy, the company shall pay the total liable EMI (Equal monthly instalment) amount, as stated in the schedule, to the insured for which the insured's vehicle is under repair in a workshop, due to loss/damage to the vehicle on account of a peril covered under the policy, subject to the minimum number of days, the insured vehicle is in workshop as stated in schedule.

The insured will be paid regular "Equated Monthly Instalment (EMI)", payable to the financier of the vehicle recorded in our books due to an accident involving the insured vehicle.

**Benefit under this cover can be availed based on option exercised by the insured subject to the following terms:**

- Claim under own damage cover for accidental damages should be an admissible claim.
- Maximum two accidental claims, each year shall be admissible under this optional cover during the policy tenure.
- Benefit under this cover is payable if there is no default on payment of EMI as of the loss date (accident date).
- Hypothecation / Lease clause is endorsed in the policy schedule.
- Benefit will be restricted to EMI amount as mentioned in the original loan/lease agreement.

### Exclusion:

- Company is not liable to pay for any arrears or over-due instalment amount including interest prior to the date of accident.
- This optional cover would not be applicable on Total Loss (TL) or Constructive Total Loss (CTL).
- This cover will not be applicable in case of Theft Claim.

### Other conditions:

- EMI would be paid on the basis of the number of days the vehicle is in workshop.
- The cover would begin from the date the insured has given his consent for repair.
- The cover would be triggered only when the vehicle is kept for a minimum of 30 days unrepaired in the workshop.

Please find below the table based on which EMIs would be payable.

Number of Days in workshop	No of EMI*
30 - 59 days	1
60 - 89 days	2
>=90 days	3

Subject otherwise to terms, exclusions, conditions, and endorsements of the Policy.

## 20. Emergency Assistance Service

### Definition:

Eligible Participant: Shall mean an enrolled individual covered under the terms of an Insurance policy issued by Us that includes Our services as a covered benefit inside India.

### Cover:

On Payment of additional premium, the Company will provide the below services which will be available when the Insured is more than 150 kilometers away from his/her residential address as provided in the Proposal Form. The services will be provided by the Company, through Company's appointed Service provider, with prior intimation and acceptance by the Company.

- i. **Medical Consultation, Evaluation and Referral-** In the case of any medical emergency situation, the Company/Our Service Provider will evaluate, troubleshoot and make immediate recommendations including referrals to qualified doctors and/or hospitals.
- ii. **Medical Monitoring and Case Management-** A team of doctors, nurses, and other medically trained personnel would be in regular communication with the attending physician and hospital, monitors appropriate levels of care and relay necessary and legally permissible information to the members of the Family / employer.
- iii. **Emergency Medical Evacuation -** If the Insured is ill or injured in an area where appropriate care is not available, the Company /Our Service Provider will intervene and use available transportation, equipment, and personnel necessary to evacuate the Individual safely to the nearest facility for medical care. This shall also include Air Ambulance services if required.
- iv. **Medical Repatriation (Transportation):** When medically necessary, as determined by Company and the consulting Medical Practitioner, transportation under medical supervision shall be provided in respect of Insured's residential address as mentioned in the Policy Schedule, provided that the Insured is medically cleared for travel via commercial carrier and provided further that the transportation can be accomplished without compromising Insured's medical condition.
- v. **Compassionate Visit:** When Insured is hospitalized for more than seven (7) consecutive days, The Company/ Our Service Provider will arrange appropriate transportation to Insured's family member or a friend to visit the hospital where Insured is hospitalized.

### Exclusions:

Please find below the exclusions under this cover:

1. Travel was undertaken for the purpose of securing medical treatment.
2. Injuries are sustained as a result of participation in acts of war or insurrection.
3. Injuries are incurred while participating in criminal activity or as result of the unlawful consumption of drugs
4. Injuries are sustained as a result of attempted suicide or
5. The Eligible Participant is transferred or is to be transferred, from one medical facility to another of similar capabilities which provides a similar level of care.
6. We will not evacuate or repatriate an Eligible participant, if the person has i) no medical authorization :ii) mild lesions, simple injuries such as sprains, simple fractures, or mild sicknesses which can be treated by local doctors and do not prevent the Eligible Participant from continuing the trip and returning home iii) in cases of pregnancy beyond the end of the 28th week and with respect to the child born from pregnancy, we will not evacuate or repatriate a child born while the person was travelling beyond the 28th week: or (iv) a mental or nervous disorder, unless hospitalized.
7. We will not provide services for trips exceeding 90 days from legal residence without prior notification to Us. Eligible Participants are only eligible for services inside India.

### Claim Procedure (OD)

The insured should intimate The Company within 15 days in case of OD (partial loss and complete loss) and within 24 hrs in case of theft and fire claims of the happening of loss or damage. The Company may, in its sole discretion, condone the delay in notification of claim on merit where the delay is proved to be beyond Insured's control, and the insured provides the Company with the reasons for delay in writing along with reasonable proof.

### Reasons for delay which can be taken into consideration:

- (a) If the insured or his family members are grievously injured in the accident with hospitalization
- (b) If there is a death due to accident.
- (c) In case the Insured has any medical emergency and hospitalization.
- (d) Any other reasons which can be proved that they were beyond the insured's control in intimating the claim.

**Note:** Mere confiscation of the vehicle by police due to accident will not be considered as a valid reason for delay.

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.

### **Admissibility of Claims - Loss Of Or Damage To The Vehicle Insured**

- 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.
- Neglect of 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.
- 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 – The validity of the Insurance policy will be checked to ensure that the insurance is in force. The system validations are in place to check the period of insurance and not allow any claim to be processed beyond coverage period
- Peril – The cause of loss based on which the claim is made should be covered.
- Property - The Deceased person should be insured under the policy. The Registered Owner Name on RC / Policy / Pan Card / Aadhar Card should match. In case of minor differences, the same needs to be endorsed. If the difference is major, the same would be sent for further deliberation.
- Place – The location of the loss should be 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.
- Verification of Premium Receipt is carried out at Our 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. Systems are in place to check this 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.
- All relevant document Validity w.r.t Loss date and Loss Time would be verified

- Current damages will be verified with Pre-inspection photos and Previous claim if any. The same will be allowed only for fresh damages and not repeated/old/preexisting. It can be a pro rata settlement as there are existing damages present in the same panel based on indemnity principle.
- Verifying the validity of Previous policy- Claim will be allowed 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.
- If there is a delay in intimation which leads to deterioration of Vehicle, then the same will be excluded from assessment.
- In Case of any discrepancy the claim may be referred for fact finding / forensic analysis / accident reconstruction etc.'
- Claim would not 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. The vehicle should not be driven 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. The vehicle should be always parked 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. Avoid water logging areas. Please follow the safe water level for driving as per owner's Manual.
6. The vehicle should be maintained in roadworthy condition. Brake Pads/Shoes should be replaced before it reaches the limit. Oil changing to be done as prescribed.
7. Periodic maintenance should be carried out 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. Please 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.
9. In case of vehicle being declared Constructive Total Loss/ Total Loss/ Net of Salvage, the same can be shifted to a safe custody till further process.
10. The keys including the duplicate should be kept in safe custody as keys also have immobiliser facility to evade theft. In case you lose the key, get the keys replaced and recoded. Any loss of key needs to be informed to the insurer immediately.
11. Duplicate keys should not be made as this may cause vulnerability of theft.
12. Duplicate keys should not be with the vehicle.
13. Changes should not be made to the seating capacity or any alternation / modification should not be carried out in contravention to MV act/ rules

### 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 (Only if case is above 1 Lakh)
- 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

- Panchanama (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, Panchnama copy, MLC report

**\*If Driver death**

- Above product wise basic documents with Police FIR copy, Panchnama 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.

**Standard claim evaluation process - Loss Of Or Damage To The Vehicle Insured**

1. Intimate the claim through the various channels available for intimation.
2. Get the spot survey done by informing USGI toll free numbers 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 Sampo 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.

### **Third Party Claims Immediate Action After Accident:**

- 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 from Court/MACT/ EC Court, 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.

### **Admissibility of Claims - Personal Accident Cover For Owner-Driver**

- 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  
Any driving under the influence of drug / alcohol or any other intoxicant can render the claim to be inadmissible.

### **The claims would be admissible based on the following principles**

- Period – The validity of the Insurance policy will be checked to ensure that the insurance is in force. The system validations are in place to check the period of insurance and not allow any claim to be processed beyond coverage period
- Peril – The cause of loss based on which the claim is made should be covered.
- Property - The Deceased person should be insured under the policy. The Registered Owner Name on RC / Policy / Pan Card / Aadhar Card should match. In case of minor differences, the same needs to be endorsed. If the difference is major, the same would be sent for further deliberation.
- Place – The location of the loss should be covered.
- Insurable Interest-The Registered owner must be 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.
- Verification of Premium Receipt is carried out at Our 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. Systems are in place to check this validation.
- All the facts finding would be carried out by the Investigators.
- All relevant document Validity w.r.t Loss date and Loss Time would be verified.

- The claim intimated should not be in contravention to MV Act/ rules.

### Standard claim evaluation process - Personal Accident Cover For Owner-Driver

1. Intimate the claim through the various channels available for intimation.
2. Submit duly filled and signed claim form by Nominee / Legal Hier. Please mention the correct cause of loss.
3. Loss falling within the definition of named peril in the policy will be covered for any insurance claim.
4. Furnish all information and documentary evidence as required.
5. The Company will appoint Investigator immediately after receipt of intimation for Facts Finding.
6. The investigator will visit to Person who intimate the claim for facts finding.
7. In case of Permanent Total Disablement as per Policy Terms / Death- immediately inform the police authorities and Insurance company as well.

### List of Documents - Personal Accident Cover For Owner-Driver

- Claim Form,
- Policy Copy,
- Vehicle Registration Certificate (RC Book),
- Fitness, permit, authorization, road tax (For Commercial vehicles). In addition load challan would be required for GCV and MISC D.
- Driving Licence of Insured at the time of Loss
- Driving Licence of Driver at the time of Loss
- Driving License Extract copy of Driver at the time of Loss
- Driving License Extract copy of Insured at the time of Loss
- Address Proof of Insured- Electric Bill / Voter Card/ Passport / Adhar Card
- Identity Proof of Insured - Adhar Card / Pan Card
- CKYC form of Nominee.
- Address Proof of Nominee / Legal Hier - Electric Bill / Voter Card/ Passport / Adhar Card
- Identity Proof of Nominee / Legal Hier:- Adhar Card / Pan Card
- Nominee Relation Proof (for example Ration Card/Marriage Certificate)
- Nominee Written Statement
- Witness Statement with Identity Proof and Address Proof
- Discharge cum Satisfaction Voucher signed by Nominee / Legal Hier
- Neft Mandate Form / Cancel CTS Cheque / Passbook of Nominee / Legal Hier
- Police FIR copy , GD Entry
- Panchanama
- Postmortem Report (In case of Driver death)
- MLC report (In case of Driver / passenger Injury/Driver death)
- Final Report or Final Charge Sheet If(FIR)
- Insured Death Certificate
- Hospital records if any.

### Turn-around time (TAT) for claim settlement:

- **Loss of or damage to the vehicle insured**

**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 15 days of receipt of or the last relevant and necessary document.

- **Personal accident cover for owner-driver**

**Investigator appointment**- within 24hrs from Claim Intimation

**Investigator First Visit**- within 24hrs of Investigator appointment

**Investigators report submission**- within 15 days from Date of First Visit.

**Settlement / Claim decision**- within 7 days from date of receipt of Last Document

**Claim Payment to Nominee / Legel Hier** –Claims shall be settled within 15 days of receipt of the last relevant and necessary document.

### • Escalation Matrix

- Level 1: [contactclaims@universalsompo.com](mailto:contactclaims@universalsompo.com)
- Level 2- [grievance@universalsompo.com](mailto:grievance@universalsompo.com)
- Level 3- [gro@universalsompo.com](mailto:gro@universalsompo.com)

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

### Additional Endorsements (Optional)

#### 1. Extension of Geographical Area

On payment of additional premium, the geographical coverage of the subject policy would be extended to the limits beyond India to any or all of the below mentioned countries as specifically mentioned in the policy schedule –

Nepal/ Sri Lanka/Maldives/Bhutan/ Pakistan/Bangladesh

Such geographical extension would exclude cover for damage to the vehicle insured/ injury to its occupants/third party liability in respect of the vehicle insured during sea voyage/air passage for the purpose of ferrying the vehicle insured to the extended geographical area.

Subject otherwise to the terms exceptions conditions and limitations of this Policy.

#### 2. Transfer Of Interest

On transfer of Ownership of the vehicle, the Interest in the policy has to be transferred to and vested in the new owner of the vehicle, who shall be deemed to be the Insured, based on declaration and documents provided.

The new owner is under the obligation to get the policy transferred in his/her name to avail the benefits under the policy.

Provided always that for the purpose of the No Claim Bonus, no period during which the interest in this policy has been vested in any previous Insured shall accrue to the benefit of the new owner/Insured. Subject otherwise to the terms, exceptions, conditions, and limitations of this policy.

#### 3. Hire Purchase Agreement

It is hereby understood and agreed that ..... (hereinafter referred to as the Owners) are the Owners of the vehicle insured and that the vehicle insured is subject of an Hire Purchase Agreement made between the Owners on the one part and the insured on the other part and it is further understood and agreed that the Owners are interested in any monies which but for this Endorsement would be payable to the insured under this policy in respect of such loss or damage to the vehicle insured as cannot be made good by repair and/or replacement of parts and such monies shall be paid to the Owners as long as they are the Owners of the vehicle insured and their receipt shall be a full and final discharge to the Company in respect of such loss or damage.

It is further declared and agreed that for the purpose of the Personal Accident Cover for the owner-driver granted under this policy, the insured named in the policy will continue to be deemed as the owner-driver subject to compliance of provisions of the policy relating to this cover.

Save as by this Endorsement expressly agreed nothing herein shall modify or affect the rights and liabilities of the insured or the Company respectively under or in connection with this Policy. Subject otherwise to the terms exceptions conditions and limitations of this policy.

#### 4. Lease Agreement

**Policy Wordings - Motor Two-Wheeler - 5 Years**  
**UIN: IRDAN134RPMT0002V01202425**



It is hereby understood and agreed that ..... (hereinafter referred to as the Lessors) are the Owners of the vehicle insured and that the vehicle insured is the subject of a Lease Agreement made between the Lessor on the one part and the insured on the other part and it is further understood and agreed that the Lessors are interested in any monies which but for this Endorsement would be payable to the insured under this policy in respect of such loss or damage to the vehicle insured as cannot be made good by repair and/or replacement of parts and such monies shall be paid to the Lessors as long as they are the Owners of the vehicle insured and their receipt shall be a full and final discharge to the Company in respect of such loss or damage. It is also understood and agreed that notwithstanding any provision in the Leasing Agreement to the contrary, this policy is issued to the insured namely ..... as the principal party and not as agent or trustee and nothing herein contained shall be construed as constituting the insured an agent or trustee for the Lessors or as an assignment (whether legal or equitable) by the insured to the Lessors, of his rights benefits and claims under this policy and further nothing herein shall be construed as creating or vesting any right in the Owner/Lessor to sue the Company in any capacity whatsoever for any alleged breach of its obligations hereunder.

It is further declared and agreed that for the purpose of the Personal Accident Cover for the owner-driver granted under this policy, the insured named in the policy will continue to be deemed as the owner-driver subject to compliance of provisions of the policy relating to this cover.

Save as by this Endorsement expressly agreed nothing herein shall modify or affect the rights and liabilities of the insured or the Company respectively under or in connection with this Policy. Subject otherwise to the terms exceptions conditions and limitations of this policy

#### **5. Vehicles subject to Hypothecation Agreement**

It is hereby declared and agreed that the vehicle insured is pledged to/hypothecated with ..... (hereinafter referred to as the Pledgee) and it is further understood and agreed that the Pledgee is interested in any monies which but for this Endorsement would be payable to the insured under this policy in respect of such loss or damage to the vehicle insured as cannot be made good by repair and/ or replacement of parts and such monies shall be paid to the Pledgee as long as they are the Pledgee of the vehicle insured and their receipt shall be a full and final discharge to the Company in respect of such loss or damage.

It is further declared and agreed that for the purpose of the Personal Accident Cover for the owner-driver granted under this policy, the insured named in the policy will continue to be deemed as the owner-driver subject to compliance of provisions of the policy relating to this cover.

Save as by this Endorsement expressly agreed that nothing herein shall modify or affect the rights or liabilities of the Insured or the Company respectively under or in connection with this Policy or any term, provision or condition thereof. Subject otherwise to the terms exceptions conditions and limitations of this policy.

#### **6. Discount For Membership Of Recognised Automobile Associations**

It is hereby understood and agreed that in consideration of insured's membership of .....\*\* a discount in premium of ` .....\* is allowed to the insured hereunder from ... /... /.....

It is further understood and agreed that if the insured ceases to be a member of the above mentioned association during the currency of this Policy the insured shall immediately notify the Company accordingly and refund to the Company a proportionate amount of the discount allowed on this account for the unexpired period of the cover.

Subject otherwise to the terms exceptions conditions and limitations of the policy

\*For full policy period, the full discount to be inserted. For mid-term membership, prorata proportion of the discount for the unexpired policy period is to be inserted.

\*\*Insert name of the concerned Automobile Association.

#### **7. Installation Of Anti-Theft Device**

In consideration of certification by .....\* that an Anti-Theft device approved by Automobile Research Association of India (ARAI), Pune has been installed in the vehicle insured herein a premium discount of ` .....\*\* is hereby allowed to the insured.

It is hereby understood and agreed that the insured shall ensure at all times that this Anti-theft device installed in the vehicle insured is maintained in efficient condition till the expiry of this policy. Subject otherwise to the terms, exceptions, conditions and limitations of the policy

\*The name of the certifying Automobile Association is to be inserted.

\*\*Premium discount calculated as per provision is to be inserted. For mid-term certification of installation of Anti Theft device pro-rata proportion of discount for the unexpired period is to be inserted.

## 8. Vehicles Laid Up

### A. Vehicles Laid Up ( Lay up period declared )

Notwithstanding anything to the contrary contained herein it is hereby understood and agreed that from ..... /..... /..... to ..... /..... /..... the vehicle insured is laid up in garage and not in use and during this period all liability of the Company under this policy in respect of the vehicle insured is suspended SAVE ONLY IN RESPECT OF LOSS OR DAMAGE TO THE SAID VEHICLE CAUSED BY FIRE EXPLOSION SELF-IGNITION OR LIGHTNING OR BURGLARY, HOUSEBREAKING, THEFT OR RIOT STRIKE MALICIOUS DAMAGE TERRORISM OR STORM TEMPEST FLOOD INUNDATION OR EARTHQUAKE PERILS, in consideration whereof

1. #The Company will deduct from the next renewal premium the sum of ` .....\* and the No Claim Bonus (if any) shall be calculated on the next renewal premium after deduction of such sum.
2. #The period of insurance by this policy is extended to ..... /..... /..... in view of the payment of an additional premium of ` .....\*\*

Subject otherwise to the terms exceptions conditions and limitations of this policy.

NB.1. #To delete (a) or (b) as per option exercised by the insured.

NB.2. \*The proportionate full policy premium for the period of lay up less the proportionate premium for the Fire and/or Theft risks for the lay up periods is to be inserted.

NB.3 \*\*The proportionate premium required for Fire and/ or Theft cover for the vehicle for the laid up period is to be inserted.

NB.4. In case of Liability Only Policies the words in CAPITALS should be deleted.

NB.5. In case of policies covering Liability Only and

1. Fire risks, the words 'BURGLARY HOUSEBREAKING OR THEFT' are to be deleted; 2. Theft risks, the words 'FIRE EXPLOSION SELF IGNITION OR LIGHTNING' are to be deleted.

3. Fire and Theft risks no part of the words in capitals are to be deleted.

### B. Vehicles Laid Up ( Lay up period not declared)

Notwithstanding anything to the contrary contained herein it is hereby understood and agreed that as from ..... /..... /..... the vehicle no. .... insured hereunder is laid up in garage and not in use and liability of the Company under this policy in respect of the said vehicle is suspended SAVE ONLY IN RESPECT OF LOSS OR DAMAGE TO THE SAID VEHICLE CAUSED BY FIRE EXPLOSION SELF-IGNITION OR LIGHTNING OR BURGLARY, HOUSEBREAKING, THEFT OR RIOT STRIKE MALICIOUS DAMAGE TERRORISM OR STORM TEMPEST FLOOD INUNDATION OR EARTHQUAKE PERILS.

Subject otherwise to the terms exceptions conditions and limitations of this Policy.

NB.1. In case of Liability Only Policies the words in CAPITALS should be deleted.

NB.2. In case of policies covering Liability Only and

1. Fire risks, the words 'BURGLARY HOUSEBREAKING OR THEFT' are to be deleted;

2. Theft risks, the words 'FIRE EXPLOSION SELF IGNITION OR LIGHTNING' are to be deleted.
3. Fire and Theft risks no part of the words in capitals are to be deleted.

### C. Termination Of The Undeclared Period Of Vehicle Laid Up

It is hereby understood and agreed that the insurance by this Policy in respect of vehicle no. .... insured hereunder is reinstated in full from ..... /..... /..... and attaching to this policy shall be deemed to be cancelled. It is further agreed that in consideration of the period during which the vehicle no. .... has been out of use

1. #The Company will deduct from the next renewal premium the sum of `.....\* and the No Claim Bonus (if any) shall be calculated on the next renewal premium after deduction of such sum.
2. #The period of insurance by this policy is extended to ..../.../..... in view of the payment of an additional premium of `.....\*\*  
 Subject otherwise to the terms exceptions conditions and limitations of this policy. NB.1. # To delete (a) or (b) as per option exercised by the insured.

NB.2. \*The proportionate full policy premium for the period of lay up less the proportionate premium for the Fire and / or Theft risks for the lay up periods is to be inserted.

NB.3 \*\*The proportionate premium required for Fire and/ or Theft cover for the vehicle for the laid-up period is to be inserted.

### 9. Discount For Specially Designed/Modified Vehicles For The Blind, Handicapped And MENTALLY Challenged Persons

Notwithstanding anything to the contrary contained in the policy it is hereby understood and agreed that the vehicle insured being specially designed/modified for use of blind, handicapped and mentally challenged persons and suitable endorsement to this effect having been incorporated in the Registration Book by the Registering Authority, a discount of 50% on the Own Damage premium for the vehicle insured is hereby allowed to the insured.

Subject otherwise to the terms exceptions conditions and limitations of the policy.

### 10. Use Of Vehicle Within Insured's Own Premises

It is hereby understood and agreed that the Company shall not be liable in respect of the vehicle insured while the vehicle is being used elsewhere than in the insured's premises except where the vehicle is specifically required for a mission to fight a fire.

For the purposes of this endorsement 'Use confined to own premises' shall mean use only on insured's premises to which public have no general right of access.

### 11. Personal Accident Cover To The Insured Or Any Named Person Other Than Paid Driver Or Cleaner motorized two wheelers with or without side car [not for hire or reward]

In consideration of the payment of an additional premium it is hereby agreed and understood that the Company undertakes to pay compensation on the scale provided below for bodily injury as hereinafter defined sustained by the insured person in direct connection with the vehicle insured or whilst mounting and dismounting from or traveling in vehicle insured and caused by violent accidental external and visible means which independently of any other cause shall within six calendar months of the occurrence of such injury result in:-

Nature of Injury	Scale of compensation
i) Death	100%
ii) Loss of two limbs or sight of two eyes or one limb and sight of one eye	100%
iii) Loss of one limb or sight of one eye	50%

iv) Permanent total disablement from injuries other than named above	100%
--	------

Provided always that

- I. Compensation shall be payable under only one of the items (i) to (iv) above in respect of any such person arising out of any one occurrence and total liability of the Company shall not in the aggregate exceed the sum of `.....\* during any one period of insurance in respect of any such person.
- II. No compensation shall be payable in respect of death or injury directly or indirectly wholly or in part arising or resulting from or traceable to (a) intentional self injury suicide or attempted suicide physical defect or infirmity or (b) an accident happening whilst such person is under the influence of intoxicating liquor or drugs.
- III. Such compensation shall be payable only with the approval of the insured named in the policy and directly to the injured person or his/her legal representative(s) whose receipt shall be a full discharge in respect of the injury of such person.

Subject otherwise to the terms exceptions conditions and limitations of this policy.

\*The Capital Sum Insured (CSI) per passenger is to be inserted.

## 12. Personal Accident To Unnamed Passengers Other Than Insured And The Paid Driver And Cleaner {Motorised two wheelers (not for hire or reward) with or without side car}

In consideration of the payment of an additional premium it is hereby understood and agreed that the Company undertakes to pay compensation on the scale provided below for bodily injuries hereinafter defined sustained by any passenger other than the insured and/or the paid driver attendant or cleaner and/or a person in the employ of the insured coming within the scope of the Workmen's Compensation Act, 1923 and subsequent amendments of the said Act and engaged in and upon the service of the insured at the time such injury is sustained whilst mounting into, dismounting from or traveling in the insured motor car and caused by violent, accidental, external and visible means which independently of any other cause shall within three calendar months of the occurrence of such injury result in:

Nature of Injury	Scale of compensation
i) Death	100%
ii) Loss of two limbs or sight of two eyes or one limb and sight of one eye	100%
iii) Loss of one limb or sight of one eye	50%
iv) Permanent total disablement from injuries other than named above	100%

Provided always that:-

- I. Compensation shall be payable under only one of the items (i) to (iv) above in respect of any such person arising out of any one occurrence and total liability of the Company shall not in the aggregate exceed the sum of `.....\* during any one period of insurance in respect of any such person.
- II. No compensation shall be payable in respect of death or injury directly or indirectly wholly or in part arising or resulting from or traceable to (a) intentional self injury suicide or attempted suicide physical defect or infirmity or (b) an accident happening whilst such person is under the influence of intoxicating liquor or drugs.
- III. Such compensation shall be payable only with the approval of the insured named in the policy and directly to the injured person or his/her legal representative(s) whose receipt shall be a full discharge in respect of the injury of such person. IV. Not more than....\*\* persons/passengers are in the vehicle insured at the time of occurrence of such injury.

Subject otherwise to the terms exceptions conditions and limitations of this policy.

\*The Capital Sum Insured (CSI) per passenger is to be inserted.

\*\*The registered sitting capacity of the vehicle insured is to be inserted

### 13. Personal Accident Cover To Paid Drivers, Cleaners And Conductors: (Applicable to all classes of vehicles)

In consideration of the payment of an additional premium, it is hereby understood and agreed that the Company undertakes to pay compensation on the scale provided below for bodily injury as hereinafter defined sustained by the paid driver/cleaner/conductor in the employ of the insured in direct connection with the vehicle insured whilst mounting into dismounting from or traveling in the insured vehicle and caused by violent accidental external and visible means which independently of any other cause shall within six calendar months of the occurrence of such injury result in

Nature of Injury	Scale of compensation
i) Death	100%
ii) Loss of two limbs or sight of two eyes or one limb and sight of one eye	100%
iii) Loss of one limb or sight of one eye	50%
iv) Permanent total disablement from injuries other than named above	100%

Provided always that

- I. Compensation shall be payable under only one of the items (i) to (iv) above in respect of any such person arising out of any one occurrence and total liability of the Company shall not in the aggregate exceed the sum of `.....\* during any one period of insurance in respect of any such person.
- II. No compensation shall be payable in respect of death or injury directly or indirectly wholly or in part arising or resulting from or traceable to (a) intentional self-injury suicide or attempted suicide physical defect or infirmity or (b) an accident happening whilst such person is under the influence of intoxicating liquor or drugs.
- III. Such compensation shall be payable only with the approval of the insured named in the policy and directly to the injured person or his/her legal representative(s) whose receipt shall be a full discharge in respect of the injury of such person.

Subject otherwise to the terms exceptions conditions and limitations of this policy.

\*The Capital Sum Insured (CSI) per person is to be inserted

### 14. Personal Accident To Unnamed Hirer And Unnamed Pillion Passengers (Applicable to Motorised Two wheelers with or without side Car)

In consideration of the payment of an additional premium it is hereby understood and agreed that the insurer undertakes to pay compensation to any unnamed hirer/driver/any unnamed pillion/sidecar passenger\* on the scale provided below for bodily injury caused by violent, accidental, external and visible means whilst mounting into/onto and/or dismounting from or traveling in/on the vehicle insured which independently of any other cause shall within three calendar months of the occurrence of such injury results in :

Nature of Injury	Scale of compensation
i) Death	100%
ii) Loss of two limbs or sight of two eyes or one limb and sight of one eye	100%
iii) Loss of one limb or sight of one eye	50%
iv) Permanent total disablement from injuries other than named above	100%

Provided always that:

- I. Compensation shall be payable under only one of the items (i) to (iv) above in respect of any such person arising out of any one occurrence and total liability of the insurer shall not in the aggregate exceed the sum of `.....\*\* during any one period of insurance in respect of any such person.
- II. No compensation shall be payable in respect of death or injury directly or indirectly wholly or in part arising or resulting from or traceable to (a) intentional self-injury suicide or attempted suicide physical defect or infirmity or (b) an accident happening whilst such person is under the influence of intoxicating liquor or drugs.
- III. Such compensation shall be payable only with the approval of the insured named in the policy and directly to the injured person or his/her legal representative(s) whose receipt shall be a full discharge in respect of the injury of such person.
- IV. Not more than .... persons/passengers are in the vehicle insured at the time of occurrence of such injury.
- V. Subject otherwise to the terms exceptions conditions and limitations of this policy.

\*Delete if P.A. cover for unnamed pillion/side car passenger is not taken.

\*\* The Capital Sum Insured (CSI) per passenger is to be inserted.

### 15. Cover For Vehicles Imported Without Customs Duty

Notwithstanding anything to the contrary contained in this policy it is hereby understood and agreed that in the event of loss or damage to the vehicle insured and/or its accessories necessitating the supply of a part not obtainable from stocks held in the country in which the vehicle insured is held for repair or in the event of the Company exercising the option under ....., \* to pay in cash the amount of the loss or damage the liability of the Company in respect of any such part shall be limited to :-

- I.
  - a. The price quoted in the latest catalogue or the price list issued by the Manufacturer or his Agent for the country in which the vehicle insured is held for repair less depreciation applicable; OR
  - b. If no such catalogue or price list exists the price list obtaining at the Manufacturer's Works plus the reasonable cost of transport otherwise than by air to the country in which the vehicle insured is held for repair and the amount of the relative import duty less depreciation applicable under the Policy; and
- II. The reasonable cost of fitting such parts.  
Subject otherwise to the terms conditions limitations and exceptions of this Policy

### 16. Compulsory Deductible

(Applicable to all motorized two wheelers including electric vehicles.

Notwithstanding anything to the contrary contained in the policy it is hereby understood and agreed that the insured shall bear under Section 1 of the policy in respect of each and every event (including event giving rise to a total loss/ constructive total loss/Cash loss) the first `.....\* (or any less expenditure which may be incurred) of any expenditure for which provision has been made under this policy and/or of any expenditure by the Company in the exercise of his discretion under Condition .....\*\* of this policy.

If the expenditure incurred by the Company shall include any amount for which the insured is responsible hereunder such amount shall be repaid by the insured to the Company forthwith.

For the purpose of this Endorsement the expression event. shall mean an event or series of events arising out of one cause in connection with the vehicle insured in respect of which indemnity is provided under this policy

Subject otherwise to the terms conditions limitations and exceptions of this Policy.

\*1. To insert amount Rs 100/- (as appropriate to the class of vehicle insured)

2. In respect of a vehicle rated under the respect of a motorised two wheeler not carrying passengers for hire or reward, if any deductible in addition to the compulsory deductible

provided in this endorsement is voluntarily borne by the insured, the sum representing the aggregate of the compulsory and the voluntary deductibles is to be inserted.

### **17. Voluntary Deductible**

(For motorized two wheelers other than for hire or reward)

It is by declared and agreed that the insured having opted a voluntary deductible of `.....\* a reduction in premium of `.....\*\* under Section 1 of the policy is hereby allowed.

In consideration of the above, it is hereby understood and agreed that the insured shall bear under Section 1 Of the policy in respect of each and every event (including event giving rise to a total loss/constructive total loss/ Cash loss ) the first `.....\*\*\* (or any less expenditure which may be incurred) of any expenditure for which provision has been made under this policy and/or of any expenditure by the Company in the exercise of his discretion under the policy

If the expenditure incurred by the Company shall include any amount for which the insured is responsible hereunder such amount shall be repaid by the insured to the Company forthwith.

For the purpose of this Endorsement the expression event shall mean an event or series of events arising out of one cause in connection with the vehicle insured in respect of which indemnity is provided under this policy.

Subject otherwise to the terms conditions limitations and exceptions of this Policy

\*To insert voluntary deductible amount opted by the insured under for motorised two wheeler.

\*\*To insert appropriate amount relating to the voluntary deductible opted as per the provision for Private car

\*\*\*To insert aggregate amount of voluntary deductible opted and the compulsory deductible applicable to the vehicle insured.

### **18. Electrical / Electronic Fittings**

**(Items fitted in the vehicle but not included in the manufacturer's listed selling price of the vehicle. Package Policy only)**

In consideration of the payment of additional premium of `....., notwithstanding anything to the contrary contained in the policy it is hereby understood and agreed that the Company will indemnify the insured against loss of or damage to such electrical and/ or electronic fitting(s) as specified in the schedule whilst it/these is/are fitted in or on the vehicle insured where such loss or damage is occasioned by any of the perils mentioned in Section.1 of the policy.

The Company shall, however, not be liable for loss of or damage to such fitting(s) caused by/as a result of mechanical or electrical breakdown.

Provided always that the liability of the Company hereunder shall not exceed the Insured's Declared Value (IDV) of the item. Subject otherwise to the terms conditions limitations and exceptions of this Policy.

### **19. Cng/Lpg And Any Hybrid Fuel Kit In Bi-Fuel System (Own Damage cover for the kit)**

In consideration of the payment of premium of `.....\* notwithstanding anything to the contrary contained in the policy it is hereby understood and agreed that the Company will indemnify the insured in terms conditions limitations and exceptions of Section1 of the policy against loss and/or damage to the CNG/LPG, Diesel/ Petrol, Electric/Petrol, Electric/Diesel or any such hybrid powertrim kit fitted in the vehicle insured which is permitted by concerned Regional Transport Authority (RTA) arising from an accidental loss or damage to the vehicle insured, subject to the limit of the Insured's Declared Value of the CNG/LPG kit specified in the Schedule of the policy.

Subject otherwise to the terms conditions limitations and exceptions of this Policy.

\*To insert sum arrived

## **20. Fire And/Or Theft Risks Only Covers**

Notwithstanding anything to the contrary contained in the policy it is hereby understood and agreed that Section II of the Policy is deemed to be cancelled and under Section I thereof the Company shall only be liable to indemnify the insured against loss or damage by fire explosion self-ignition lightning and/or burglary housebreaking theft and riot strike malicious damage terrorism storm tempest flood inundation and earthquake perils whilst the vehicle is laid up in garage and not in use.

Subject otherwise to the terms conditions limitations and exceptions of this Policy.

NB. (i). In case of Fire Risk only, the words 'burglary housebreaking theft' are to be deleted.

NB. (ii) In case of Theft Risk only, the words 'fire explosion self-ignition lightning riot strike malicious damage terrorism storm tempest flood inundation and earthquake perils' are to be deleted.

## **21. Liability And Fire And/Or Theft Covers**

Notwithstanding anything to the contrary contained in the policy it is hereby understood and agreed that Section I of the Policy the Company shall not be liable there under except in respect of loss or damage by fire explosion self-ignition lightning and/or burglary housebreaking theft and riot strike malicious damage terrorism storm tempest flood inundation and earthquake perils.

Subject otherwise to the terms conditions limitations and exceptions of the Policy.

NB. (i). In case of Liability and Fire Risks only, the words 'burglary housebreaking theft' are to be deleted

NB. (ii). In case of Liability and Theft Risks only, the words 'fire explosion self-ignition lightning riot strike malicious damage terrorism storm tempest flood inundation and earthquake perils' are to be deleted.

## **22. Legal Liability To Paid Driver And/Or Conductor And/Or Cleaner Employed In Connection With The Operation Of Insured Vehicle**

In consideration of an additional premium of Rs 50/- per year, notwithstanding anything to the contrary contained in the policy it is hereby understood and agreed that the Company shall indemnify the insured against the insured's legal liability under the Workmen's Compensation Act, 1923, the Fatal Accidents Act, 1855 or at Common Law and subsequent amendments of these Acts prior to the date of this Endorsement in respect of personal injury to any paid driver and/or conductor and/or cleaner whilst engaged in the service of the insured in such occupation in connection with the vehicle insured herein and will in addition be responsible for all costs and expenses incurred with its written consent.

Provided always that

- I. This Endorsement does not indemnify the insured in respect of any liability in cases where the insured holds or subsequently effects with any Company or group of Company's a Policy of Insurance in respect of liability as herein defined for insured's general employees;
- II. The insured shall take reasonable precautions to prevent accidents and shall comply with all statutory obligations;
- III. \*The insured shall keep record of the name of each paid driver conductor cleaner or persons employed in loading and/or unloading and the amount of wages and salaries and other earnings paid to such employees and shall at all times allow the Company to inspect such records on demand.
- IV. In the event of the Policy being cancelled at the request of the insured no refund of the premium paid in respect of this Endorsement will be allowed.



Subject otherwise to the terms conditions limitations and exceptions of the Policy except so far as necessary to meet the requirements of the Motor Vehicles Act, 1988.

\*In case of Private cars/motorised two wheelers (not used for hire or reward) delete this para.

**23. Legal Liability To Employees Of The Insured Other Than Paid Driver And/Or Conductor And/ Or Cleaner Who May Be Travelling Or Driving In The Employer's Car {Motorised two wheelers (not for hire or reward)}**

In consideration of the payment of an additional premium @ Rs. 50/- per employee insured, per year, notwithstanding anything to the contrary contained in the policy it is hereby understood and agreed that the Company will indemnify the insured against the insured's liability at Common Law and Statutory Liability under the Fatal Accidents Act, 1855 for compensation (including legal costs of any claimant ) for death of or bodily injury to any employee (other than paid drivers) of the within named insured being carried in or upon or entering in or getting on to or alighting from or driving the vehicle insured.

Provided that in the event of an accident whilst the vehicle insured is carrying more than .....\* employees of the insured (including the driver) the insured shall repay to the Company a rateable proportion of the total amount payable by the Company by the reason of this endorsement in respect of accident in connection with such vehicle insured

Subject otherwise to the terms, conditions limitations and exceptions of this Policy.

NB. \* To insert the number of employees for which the premium has been paid.

**24. Reliability Trials And Rallies [Motorised Two Wheelers]**

In consideration of the payment of an additional premium it is hereby understood and agreed that the indemnity granted by this Policy is extended to apply whilst the vehicle insured is engaged in .....\*. to be held at ....\*\*... on or about the date of ...../...../..... under the auspices of .....#

Provided that:-

- I. No indemnity shall be granted by this Endorsement to ..... #
- II. This Policy does not cover use for organised racing, pace making or speed testing.
- III. During the course of the .....\* the Company shall not be liable in respect of death of or bodily injury to any person being carried in or upon or entering or getting on to or alighting from the vehicle insured at the time of the occurrence of the event out of which any claim arises.

##It is further understood and agreed that while the vehicle insured is engaged in .....\* the insured shall bear the first `.....@ (or any less amount for which the claim may be assessed) of each and every claim under Section I of this Policy.

Provided that if the Company shall make any payment in exercise of its discretion under Conditions of the policy in settlement of any claim and such payment includes the amount for which the insured is responsible by reason of this Endorsement the insured shall repay to the Company forthwith the amount for which the insured is so responsible.

For the purpose of this Endorsement the expression claim shall mean a claim or series of claims arising out of one event.

Subject otherwise to the terms conditions limitations and exceptions of this Policy.

\*To insert the name of the event @ To insert ` 5000/- for Private cars or ` 2500/- for motorised two wheelers. For the duration of the event the deductible under Section 1 of the

policy for the purpose of compulsory deductible will be the amount stated herein, whichever is higher.

\*\*To insert the venue of the event

#To insert the name of the promoters of the event.

##To delete this entire paragraph in case of Liability Only policies.

## 25. Loss Of Accessories (Applicable to Motorised Two Wheeler Policies only)

In consideration of the payment of an additional premium of Rs. .... it is hereby understood and agreed that as from ...../...../..... notwithstanding anything to the contrary contained in Section I but subject otherwise to the terms exceptions conditions and limitations of this Policy the insurer will indemnify the insured in respect of loss of or damage to accessories the property of the insured, specifically declared by the insured caused by burglary, housebreaking or theft.

Subject otherwise to the terms conditions limitations and exceptions of this policy.

## 26. Reduction In The Limit Of Liability For Property Damage

It is hereby understood and agreed that notwithstanding anything to the contrary contained in the policy the insurers liability is limited to Rs. 6000/- (Rupees six thousand only) for damage to property other than the property belonging to the insured or held in trust or in custody or control of the insured

In consideration of this reduction in the limit of liability a reduction in premium of Rs.... \* is hereby made to the insured.

Subject otherwise to the terms conditions limitations and exceptions of the policy.

\*To insert Rs.50 for Two wheelers

### 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@universalsompo.com](mailto:Contactus@universalsompo.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, 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](mailto:grievance@universalsompo.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, 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 Sampo 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](mailto: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](http://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/>

The contact details of the Insurance Ombudsman offices are as below-

Office Details	Jurisdiction of Office Union Territory, District)
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@cioins.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, 1st Phase, Bengaluru – 560 078. Tel.: 080 - 26652048 / 26652049 Email: bimalokpal.bengaluru@cioins.co.in	Karnataka

<b>BHOPAL</b> Office of the Insurance Ombudsman, 1st floor, "Jeevan Shikha", 60-B, Hoshangabad Road, Opp. Gayatri Mandir, Bhopal – 462 011. Tel.: 0755 - 2769201 / 2769202 Email: bimalokpal.bhopal@cioins.co.in	Madhya Pradesh Chhattisgarh.
<b>BHUBANESHWAR</b> Office of the Insurance Ombudsman, 62, Forest park, Bhubaneswar – 751 009. Tel.: 0674 - 2596461 /2596455 Fax: 0674 - 2596429 Email: bimalokpal.bhubaneswar@cioins.co.in	Odisha
<b>CHANDIGARH</b> Office of the Insurance Ombudsman, S.C.O. No. 101, 102 & 103, 2nd Floor Batra Building, Sector 17 – D, Chandigarh – 160 017 Tel.: 0172 - 4646394 / 2706468 Email: bimalokpal.chandigarh@cioins.co.in	Punjab, Haryana(excluding Gurugram, Faridabad, Sonipat and Bahadurgarh) Himachal Pradesh, Union Territories of Jammu & Kashmir, Ladakh & Chandigarh.
<b>CHENNAI</b> Office of the Insurance Ombudsman, Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, CHENNAI – 600 018. Tel.: 044 - 24333668 / 24333678 Email: bimalokpal.chennai@cioins.co.in	Tamil Nadu, Puducherry Town and Karaikal (which are part of Puducherry).
<b>DELHI</b> Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Building, Asaf Ali Road, New Delhi – 110 002. Tel.: 011 – 23237539 Email: bimalokpal.delhi@cioins.co.in	Delhi & Following Districts of Haryana - Gurugram, Faridabad, Sonipat & Bahadurgarh
<b>GUWAHATI</b> Office of the Insurance Ombudsman, Jeevan Nivesh, 5th Floor, Nr. Panbazar over bridge, S.S. Road, Guwahati – 781001(ASSAM). Tel.: 0361 - 2632204 / 2602205 Email: bimalokpal.guwahati@cioins.co.in	Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura.
<b>HYDERABAD</b> 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 – 23312122 Email: bimalokpal.hyderabad@cioins.co.in	Andhra Pradesh, Telangana, Yanam and part of Union Territory of Puducherry.
<b>ERNAKULAM</b> Office of the Insurance Ombudsman, 10th Floor, Jeevan Prakash, LIC Building, Opp to Maharaja's College, M.G.Road, Kochi - 682 011.	Kerala, Lakshadweep, Mahe-a part of Union Territory of Puducherry

<p>Tel.: 0484 - 2358759          Email: bimalokpal.ernakulam@cioins.co.in</p>	
<p><b>KOLKATA</b>          Office of the Insurance Ombudsman,          Hindustan Bldg. Annexe, 7th Floor,          4, C.R. Avenue,          KOLKATA - 700 072.          Tel.: 033 - 22124339 / 22124341          Email: bimalokpal.kolkata@cioins.co.in</p>	<p>West Bengal,          Sikkim,          Andaman &amp; Nicobar Islands.</p>
<p><b>LUCKNOW</b>          Office of the Insurance Ombudsman,          6th Floor, Jeevan Bhawan, Phase-II,          Nawal Kishore Road, Hazratganj,          Lucknow - 226 001.          Tel.: 0522 - 4002082/3500613          Email: bimalokpal.lucknow@cioins.co.in</p>	<p>Districts of Uttar Pradesh :          Lalitpur, Jhansi, Mahoba, Hamirpur,          Banda, Chitrakoot, Allahabad, Mirzapur,          Sonbhadra, Fatehpur, Pratapgarh,          Jaunpur, Varanasi, Gazipur, Jalaun,          Kanpur, Lucknow, Unnao, Sitapur,          Lakhimpur, Bahraich, Barabanki,          Raebareli, Sravasti, Gonda, Faizabad,          Amethi, Kaushambi, Balrampur, Basti,          Ambedkarnagar, Sultanpur,          Maharajgang, Santkabirnagar,          Azamgarh, Kushinagar, Gorkhpur,          Deoria, Mau, Ghazipur, Chandauli,          Ballia, Sidharathnagar.</p>
<p><b>MUMBAI</b>          Office of the Insurance Ombudsman,          3rd Floor, Jeevan Seva Annexe,          S. V. Road, Santacruz (W),          Mumbai - 400 054.          Tel.: 69038800/27/29/31/32/33          Email: bimalokpal.mumbai@cioins.co.in</p>	<p>Goa,          Mumbai Metropolitan Region          Excluding Navi Mumbai &amp; Thane.</p>
<p><b>NOIDA</b>          Office of the Insurance Ombudsman,          Bhagwan Sahai Palace          4th Floor, Main Road,          Naya Bans, Sector 15,          Distt: Gautam Buddh Nagar,          U.P-201301.          Tel.: 0120-2514252 / 2514253          Email: bimalokpal.noida@cioins.co.in</p>	<p>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.</p>
<p><b>PATNA</b>          Office of the Insurance Ombudsman,          2nd Floor, Lalit Bhawan,          Bailey Road,          Patna 800 001.          Tel.: 0612-2547068          Email: bimalokpal.patna@cioins.co.in</p>	<p>Bihar,          Jharkhand.</p>
<p><b>PUNE</b>          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.</p>	<p>Maharashtra,          Area of Navi Mumbai and Thane          Excluding the Mumbai Metropolitan          Region.</p>

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