

Claim intimation by Insured

Claim Number to Insured via SMS and Email with require document List

Investigator Appointment within 24 Business hrs.

Investigator first visit/contact will be done Within 24 Business Hrs. After appointment

Investigator Preliminary report Submission within 15 days from date of First Visit

Claim admissibility within 7 days from receipt of the CAFR/ Last required document

For Full Theft claim payable assessment calculation will be as follow

For Non RTI cases one example shown below

IDV	Rs.4Lakhs
Less substandard	0
Less Compulsory Excess	Rs.1000/-
Payable Amt.	Rs.3.99Lakhs

For RTI cases one example shown below

RTI Value*	Rs.5.41Lakhs
Less substandard	0
Less Compulsory Excess	Rs.1000/-
Payable Amt.	Rs.5.40Lakhs

Original Sale Invoice Amount	Rs.5Lakh
Registration Charges	Rs.6000/-
Road Tax Amount	Rs.35,000/-
*Total RTI Value	Rs.5.41 Lakhs

If Vehicle recovered, then insured must inform to insurer & Insured must submit Withdrawal Letter to Insurer

Process End

Investigator Details to Insured via Email and vice versa

Admissibility of Theft Claim Involves verifying

64vb Clause,
Insurable Interest,
All relevant document Validity w.r.t
Loss date and Loss Time,
Previous Policy verification,
NCB verification,
Delay intimation due which insurer loss the chance to recover vehicle in "Golden Hour",
Moral Hazard
Usage of Vehicle as per Coverages in opted Policy
All statement verification related to theft

If Claim is admissible then claim will be settled in favor of Insured

Additional Document For Hypothecated cases-

Non repossession Letter by concern Financer, Loan Account Statement, NEFT details of Financer Loan Account, Foreclosure Letter
If no Hypothecation Or after Loan Closer
Bank NOC And Form 35 duly stamped and signed by Financer

Payment to Insured / Financer within 7 days from receipt of Last document

Basic Document for Motor OD Theft

Claims

For Pvt Car

- ✓ Claim Form,
- ✓ Original Vehicle Registration Certificate
- ✓ OR duly filled and signed Form26 by Insured triplicate copies,
- ✓ Driving License of last driver of vehicle,
- ✓ Vehicle Particular Blacklist /Stolen/ No use status update by concern RTO,
- ✓ OR Acknowledgment receipt by concern RTO about Vehicle Stolen / No Use / To Be blacklist
- ✓ Original Sale Invoice in case of First Owner,
- ✓ Sale / Purchase Deed in case other than first owner
- ✓ In case of 2nd owner without Hypothecation then may require ITR copy proof of purchase & transaction detail.
- ✓ Previous Policy verification
- ✓ Insured Statement about theft
- ✓ Last user statement about theft with Identity Proof
- ✓ Police FIR / Final Chargesheet
- ✓ Duly filled and signed Form28 by Insured triplicate copies
- ✓ Duly filled and signed Form29 by Insured triplicate copies,
- ✓ Duly filled and signed Form30 by Insured triplicate copies,
- ✓ All OEM Key Set,
- ✓ If Lock set has been changed then Lock set changed bill
- ✓ If Full Key set not available, then any intimation to concern Insurer / Police authority about Key Loss.
- ✓ Service History or Any other documentary/ digital evidence like recent CCTV footage of vehicle which can show vehicle existence just before theft,
- ✓ Honorable Court approved Final Untrace report,
- ✓ Duly signed and Notarized Indemnity Bond,
- ✓ Duly signed and Notarized Subrogation Letter,
- ✓ Address Proof,
- ✓ Identity Proof,
- ✓ CKYC form,
- ✓ Discharge Voucher,
- ✓ Duly signed Neft Mandate form / Cancel CTS Cheque / Bank Passbook

For Passenger Car /Bus (Above documents plus following addition documents)-

- ✓ Permit Copy, Authorization Copy,
- ✓ Fitness Copy,
- ✓ Road Tax Copy,
- ✓ Passenger Details,
- ✓ Trip Sheet.

For Goods Carrying Vehicle-

- ✓ Above documents plus Load Challan / Builty except Passenger Details, Trip Sheet
- ✓ **Pls Note-**Insured and Driver Google Timeline, Fast Tag Statement, Vehicle GPS / Blue link history as provided by OEM, Toll receipts will require to confirm Loss Place date, time

*Any other requirement on basis of merits of claim then insurer may ask for additional document if any