

## CUSTOMER INFORMATION SHEET

This document provides only key information about your policy. Please refer to the policy document for detail terms and conditions.

Insured Name	MR/Ms. XXXXXX XXXXXXXX
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Sr. No	Title	Description (Please refer to applicable Policy Clause Number in next column)	Policy Clause Number
1.	Name of Insurance Product	Stand-Alone Motor Own Damage Policy - Two Wheeler	Not Applicable
2.	Unique Identification Number (UIN) allotted by IRDAI	IRDAN134RP0002V01201920	Not Applicable
3.	Structure	Indemnity Basis: Section I Own Damage	Section I – Loss of or Damage to The Vehicle Insured
4.	Interests Insured	<ul style="list-style-type: none"> <li>Damage of the Insured Vehicle</li> </ul>	Section I – Loss of or Damage to The Vehicle Insured

5.	Sum Insured / Motor Insured Declared Value Scope	<p><b>Section I – Loss of Or Damage To The Vehicle Insured:</b>  The IDV of the vehicle (and any fitted accessories) is based on the manufacturer's listed selling price of the brand and model at the start of insurance or renewal, adjusted for depreciation. For vehicles over 5 years old and obsolete models, the IDV is determined by agreement between the insurer and insured.  The IDV is considered the 'Market Value' throughout the policy period without further depreciation for Total Loss (TL) or Constructive Total Loss (CTL) claims. A vehicle is deemed a CTL if the cost of retrieval and/or repair, subject to terms and conditions of the policy exceeds 75% of the IDV</p> <p>The IDV arrived is basis factors, Location, usage, road type/ terrain, model segment, model which is with your (Insured) agreement and as captured in the policy schedule</p> <p>Vehicle IDV- Ex-showroom price * depreciation scale as per vehicle age = IDV  Vehicle depreciation age slab xx</p>	<p>Section I – Loss of or Damage to The Vehicle Insured</p> <p>Insured's Declared Value (IDV)</p>										
6.	Policy Coverage	<p><b>1. Loss or Damage to Insured Vehicle</b>  We will make good the losses caused to the vehicle and/or its accessories while fitted on the vehicle due to:</p> <table border="0"> <tr> <td>(i) Fire, explosion self-ignition or lightning;</td> <td>(ii) Burglary, housebreaking or theft;</td> </tr> <tr> <td>(iii) Riot and strike;</td> <td>(iv) Earthquake (Fire and Shock Damage);</td> </tr> <tr> <td>(v) Flood, typhoon, hurricane, storm, tempest, inundation, cyclone, hailstorm, frost;</td> <td>(vi) Accidental external means;</td> </tr> <tr> <td>(vii) Malicious act;</td> <td>(viii) Terrorist activity;</td> </tr> <tr> <td>(ix) whilst in transit by road rail inland - waterway lift elevator or air;</td> <td>(x) Landslide, rockslide.</td> </tr> </table>	(i) Fire, explosion self-ignition or lightning;	(ii) Burglary, housebreaking or theft;	(iii) Riot and strike;	(iv) Earthquake (Fire and Shock Damage);	(v) Flood, typhoon, hurricane, storm, tempest, inundation, cyclone, hailstorm, frost;	(vi) Accidental external means;	(vii) Malicious act;	(viii) Terrorist activity;	(ix) whilst in transit by road rail inland - waterway lift elevator or air;	(x) Landslide, rockslide.	<p>Section I – Loss of or Damage to The Vehicle Insured</p>
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(ix) whilst in transit by road rail inland - waterway lift elevator or air;	(x) Landslide, rockslide.												
7.	Add-on Cover	<p><b>Following Add-on covers are applicable under your policy. (Only Add-On covers opted by you and mentioned in the policy schedule will be applicable to your Policy)</b></p>	<p>Add-on Wordings</p>										

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|  | <ol style="list-style-type: none"> <li><b>1. Depreciation Waiver</b><br/>We will reimburse the total cost of parts replaced, due to loss or damage to the insured vehicle, without any deduction towards depreciation.</li> <li><b>2. Cost of Consumable</b><br/>We shall cover the cost of consumables, such as engine oil, gearbox oil, lubricants, nut &amp; bolt, and items of similar nature excluding fuel, required to be replaced/replenished arising from an accident to the insured vehicle.</li> <li><b>3. Engine Protector</b><br/>This covers repair and replacement expenses for damage to internal parts of the engine, gearbox, transmission, or differential assembly due to water ingress or lubricating oil leakage from the engine or assembly.</li> <li><b>4. Return to Invoice</b><br/>We will pay the financial shortfall between Insured's Declared Value (IDV) of the insured vehicle and on-road price of a new vehicle of similar make and model published by manufacturer/dealer' upon lost or stolen vehicle/total loss. On-road price includes registration fees, road tax &amp; Insurance charges.</li> <li><b>5. Road Side Assistance</b><br/>This cover provides assistance in case of an accident or breakdown, including repairs and towing. Services include flat tyre and battery repair, on-the-spot repairs, spare key retrieval, fuel delivery, emergency towing, SMS relays, taxi support for continuation/return journeys, hotel accommodation, and pickup of the repaired vehicle.</li> <li><b>6. Key Replacement</b><br/>We will reimburse you for the cost of replacing your vehicle keys which are lost or stolen. In case your vehicle is broken into, then we will reimburse you for the cost of replacing your locks and keys including the labour cost for replacing the lock.</li> <li><b>7. Secure Towing (Higher Towing &amp; Removal Costs)</b><br/>We will pay you the cost of towing the Insured Vehicle to the nearest garage/ service station in the event of the Insured Vehicle being disabled by any reason of loss or damage covered under section I of the policy.</li> <li><b>8. Daily Cash Allowances Benefit</b></li> </ol> |  |
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If the insured vehicle is damaged by a covered peril under Section 1 (Own Damage), we offer fixed allowance will be paid per day if the vehicle is in garage.

**9. Hospital Daily Cash Cover**

In The Event Insured Suffering From An Accidental Injury Involving The Insured Vehicle Leading To A Hospitalization As An Inpatient The Company Will Pay An Amount Of Rs.2000/- As Per Day Hospitalization Charges For Maximum Upto 30 Days Subject To Submission Of Documents In Support Hospitalization Due To Accidental Damages To Insured Vehicle.

**10. Accidental Hospitalization Clause For Family**

This Cover Provides Financial Protection To Insured Individuals And Their Family Members In The Event Of Hospitalization Due To Accidental Injuries.

**11. Insurance at manufacturing selling price**

It provides coverage for the vehicle's original manufacturing selling price (MSP) in case of total loss or theft. This add-on ensures that the policyholder receives compensation equivalent to the vehicle's original purchase price.

**12. Loss Of Driving License/ Registration Certification**

It Provides Coverage For The Expenses Incurred In Case The Insured Individual Loses Their Driving License Or Vehicle Registration Certificate.

**13. NCB Protector**

The No Claim Bonus (NCB) Protector add-on cover helps policyholders protect their accumulated NCB in case they make a claim during the policy period.

**14. Driving Train Protect**

It covers the consequential damage to the internal child parts of the engine, differential housing, and/or gear box of the insured vehicle arising out of water ingress, Leakage or lubricating oil due to accidental means

		<b>Sr. No</b>	<b>Add-On</b>	<b>Sum / Limit Insured</b>	
		1	Engine Protector	Actual cost of engine /gear box repair/replacement.	
		2	NCB Protector	<b>N.A.</b>	
		3	Return to invoice	Invoice Value+ Registration Charges + Road Tax + Insurance Amount	
		4	Key Replacement	As opted in the policy	
		5	Road Side Assistance	<b>N.A.</b>	
		6	Cost of Consumable	Actual cost of consumable items	
		7	Depreciation Waiver	Actual cost without deduction towards depreciation	
		8	Daily Cash Allowances Benefit	As opted in the policy	
		9	Insurance at manufacturing selling price	Invoice cost	
		10	Loss Of Driving License/ Registration Certification	document recreation	
		11	Secure Towing (Higher Towing & Removal Costs	As opted in the policy	
		12	Hospital Daily Cash Cover	As opted in the policy	
		13	Accidental Hospitalization Clause For Family	As opted in the policy	
		14.	Driving Train Protect	Actual cost of engine repair/replacement.	
<b>8.</b>	Loss Participation		Value as applicable ▪Compulsory deductible ▪Voluntary deductible ▪Theft excess		Endorsements

<p>9. Exclusions</p>	<p><b>SECTION I</b></p> <p><b>LOSS OF OR DAMAGE TO THE VEHICLE INSURED</b></p> <p><b>1. The Company shall not be liable to make any payment in respect of :-</b></p> <ol style="list-style-type: none"> <li>a. Consequential loss, depreciation, wear and tear, mechanical or electrical breakdown, failures or breakages</li> <li>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.</li> <li>c. Loss or damage to accessories by burglary, housebreaking or theft unless the vehicle is stolen at the same time ,and</li> <li>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 drug.</li> </ol> <p><b>General Exclusions</b></p> <ol style="list-style-type: none"> <li>1. Any accidental loss or damage and/or liability caused sustained or incurred outside the Geographical Area.</li> <li>2. Any claim arising out of any contractual liability;</li> <li>3. Any accidental loss or damage and/or liability caused sustained or incurred whilst the vehicle insured herein is being used otherwise than in accordance with the 'Limitations as to Use' or 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.</li> <li>4. Any accidental loss or damage to any property whatsoever or any loss or expense whatsoever resulting or arising there from or any consequential loss.</li> <li>5. 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;</li> <li>6. Any accidental loss or damage or liability directly or indirectly caused by or contributed to by or arising from nuclear weapons material.</li> </ol>	<p>Section I- Loss of or Damage to The Vehicle Insured</p> <p>General Exclusions</p>
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		<p>7. We will not cover any accidental loss, damage, or liability caused directly or indirectly by war, invasion, acts of foreign enemies, hostilities (whether before or after a declaration of war), civil war, mutiny, rebellion, military or usurped power, or any consequences of these events. In the event of a claim, the insured must prove the loss or damage arose independently of these occurrences. Without such proof, the Company is not liable for the claim.</p> <p>DEDUCTIBLE: We 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.</p>	Section- Deductible			
10.	Special Conditions and Warranties (if any)	NIL	Not Applicable			
11.	Admissibility of Claim	<ol style="list-style-type: none"> <li>1. You shall take all reasonable steps to safeguard the vehicle insured from loss or damage and to maintain it in efficient condition.</li> <li>2. Notice of claim must be given by you to us immediately after an actual or potential loss begins or as soon as reasonably possible after actual or potential loss begins.</li> <li>3. In the event of any accident or breakdown, the vehicle insured shall not be left unattended without proper precautions being taken to prevent further damage or loss and if the vehicle insured be driven before the necessary repairs are effected, any extension of the damage or any further damage to the vehicle shall be entirely at your own risk.</li> <li>4. If the claim is for theft, insured should report to the Police as well as insurer within 48 hrs from theft and obtain an FIR or a written acknowledgement from the Police authorities.</li> <li>5. We shall not cover any expense arising or resulting from or traceable to an accident happening whilst You are under the influence of intoxicating liquor or drugs.</li> <li>6. The driver at the time of accident holds a valid &amp; effective driving license.</li> <li>7. The insured vehicle is driven in within the specified geographical limits.</li> <li>8. Cause of loss is not covered under the standard policy conditions. E.g. Mechanical failure / Wear &amp; Tear</li> </ol> <p><b>Sample Claims Calculation:</b></p> <table border="1" style="width: 100%;"> <tr> <td style="width: 5%;"><b>A</b></td> <td style="width: 70%;">Gross Assessed Liability</td> <td style="width: 25%; text-align: right;">₹20,000</td> </tr> </table>	<b>A</b>	Gross Assessed Liability	₹20,000	Section: Claims Procedure
<b>A</b>	Gross Assessed Liability	₹20,000				

		<b>B</b>	Less: Depreciation (if applicable)	(₹4,000)		
		<b>C</b>	Net Assessed Liability (A-B)	₹16,000		
		<b>D</b>	Less: Compulsory Deductible	(₹2,000)		
		<b>E</b>	Net payable amount (C-D)	₹14,000		
<b>12.</b>	Policy Servicing - Claim Intimation and Processing	<p>The insured/ claimant may intimate claim at the below mentioned details–</p> <ul style="list-style-type: none"> <li>• Policy Servicing – Claim Intimation and Servicing <ul style="list-style-type: none"> <li>➤ Toll free numbers: 1800-22-4030 / 1800-200-4030, Senior citizen number: 1800-267-4030</li> <li>➤ Website: www.universalsompo.com</li> <li>➤ Pulz app from Play Store</li> </ul> </li> <li>• <b>Details of designated company officials to be contacted in time of claim</b> Once the claim is registered, SMS/Email/WhatsApp communication is sent to Insured on the mobile number/email ID registered in policy providing the name and contact details of company official to be contacted for any concerns/queries regarding the claim. Surveyor Appointment and contact details will be sent to Insured on the mobile number/email</li> <li>• <b>Details of procedure to be followed for cashless service as well as for reimbursement of claim</b> <ul style="list-style-type: none"> <li>• Intimation of claim to Insurance Company through various mediums available</li> <li>• Deputation of surveyor by Insurance Company</li> <li>• Documents are verified by the surveyor, and if all documents are in order, repair approval is shared immediately</li> <li>• Once the repair works are completed by the workshop, re-inspection of the vehicle may be carried out, if required.</li> <li>• Upon submission of repair invoice to Insurance Company in case of cashless claims, delivery order is shared with workshop, post which Insured can take delivery of vehicle. The insurance claim amount will be paid directly to the network garage.</li> <li>• In case of reimbursement claims, Insured will have to submit repair invoice in original</li> </ul> </li> </ul>				Section: Claims Procedure



and any other documents are pending. The Claim amount will be reimbursed to insured.

- **Turn Around Time (TAT) for claims settlement**

Initial Survey	Within 24 hours from the time of intimation of claim to Insurance Company
Obtaining Survey report by Insurance Company	Within 15 days of allocation
Approval /Rejection of Claim after receiving first/addendum survey report	With 7 days from the date of receipt of Survey Report with all relevant claim documents.

- **Escalation Matrix when TAT is not satisfied**

For lack of a response or if the resolution still does not meet your expectations, you can write to

- 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)

**13.** Grievance Redressal and Policyholders Protection

The Company is committed to extend the best possible services to its customers. However, if you are not satisfied with our services and wish to lodge a complaint, please feel free to contact us through:

Toll Free @ 1-800-224030/1-800-2004030

Email of Grievance Redressal Officer at [Contactus@universalsompo.com](mailto:Contactus@universalsompo.com)

**Write to us at (courier/ post):**

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

Visit the Servicing Branch mentioned in the policy Document

**Insurance Ombudsman**

Section: Grievances

		<p>If You are still not satisfied with the redressal of grievance through above methods, you may also approach the office of Insurance Ombudsman of the respective area/region for redressal of grievance as per Insurance Ombudsman Rules 2017. Details of the offices of the Insurance Ombudsman are available at IRDAI website <a href="http://www.irdai.gov.in">www.irdai.gov.in</a> or General Insurance Council website <a href="https://www.cioins.co.in/ombudsman">https://www.cioins.co.in/ombudsman</a> or on company website <a href="http://www.universalsompo.com">www.universalsompo.com</a>.</p> <p>Grievance may also be lodged at IRDAI Integrated Grievance Management System (<a href="https://bimabharosa.irdai.gov.in/">https://bimabharosa.irdai.gov.in/</a>)</p>	
14.	Obligations of the Policyholder	<ol style="list-style-type: none"> <li>1. You are advised to go through the policy schedule cum certificate of insurance which is issued based on information and declaration provided by you.</li> <li>2. In case of any change / modification / addition to the already declared information the same should be brought to the notice of the insurer immediately</li> <li>3. Transcript of Information &amp; Declaration is also provided to enable you to go through the same again and if any error/ discrepancy is found in respect of vehicle details, No Claim Bonus or any other information provided by you, it should be brought to our notice within 15 days of receipt of this policy for necessary correction along with the supporting documents, otherwise it will be deemed to be correct.             <ol style="list-style-type: none"> <li>a) Please note that any fraud will lead to cancellation of Policy ab initio with non-consideration of claim, if any.</li> <li>b) Further, non-disclosure of material facts may impact the claim settlement. Material facts include vehicle details such as Class of Vehicle, Cubic Capacity, Make, Model, Variant</li> </ol> </li> <li>4. This policy has been issued upon declaration by the Insured that a valid Pollution Under Control (PUC) Certificate is held on the date of commencement of the Policy. The insured undertakes to renew and maintain a valid and effective PUC and/or fitness Certificate, as applicable, during the subsistence of the Policy</li> </ol>	Section: Conditions

Declaration by the Policyholder:

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

Place:

Date:

(Signature of the Policyholder)

*Please read carefully the Customer Information Sheet (CIS) of your policy and acknowledge having received and noted the contents.  
Your acknowledgement will be deemed if no response is received within 15 days.*