

ANNEXURE B
CUSTOMER INFORMATION SHEET/KNOW YOUR POLICY

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

SI NO	TITLE	DESCRIPTION	POLICY CLAUSE NUMBER																																								
	Policy Number	XXXXXXXXXXXXXXXXXXXXXXXXXXXX	Policy Schedule																																								
1.	Product Name	IndusInd Private Car Package Policy – 3Years																																									
2.	Unique Identification No. (UIN) allotted by IRDAI	<table border="1"> <tr> <td>Base Product</td> <td>IRDAN103RPMT0053V02202425</td> </tr> <tr> <td colspan="2" style="text-align: center;">Add Ons UIN</td> </tr> <tr> <td>Nil depreciation</td> <td>IRDAN103RPMT0053V02202425/A0054V02202425</td> </tr> <tr> <td>Consumables Expenses</td> <td>IRDAN103RPMT0053V02202425/A0048V02202425</td> </tr> <tr> <td>Engine Protect</td> <td>IRDAN103RPMT0053V02202425/A0051V02202425</td> </tr> <tr> <td>Return to Invoice</td> <td>IRDAN103RPMT0053V02202425/A0065V01202425</td> </tr> <tr> <td>Assistance Covers</td> <td>IRDAN103RPMT0053V02202425/A0061V01202425</td> </tr> <tr> <td>EMI Protect Cover</td> <td>IRDAN103RPMT0053V02202425/A0050V02202425</td> </tr> <tr> <td>Electric Vehicle Battery Protection Cover</td> <td>IRDAN103RPMT0053V02202425/A0063V01202425</td> </tr> <tr> <td>Electric Motor Protect Cover</td> <td>IRDAN103RPMT0053V02202425/A0062V01202425</td> </tr> <tr> <td>Electric Vehicle Charger Cover</td> <td>IRDAN103RPMT0053V02202425/A0064V01202425</td> </tr> <tr> <td>Daily Allowance Benefit Plus</td> <td>IRDAN103RPMT0053V02202425/A0049V02202425</td> </tr> <tr> <td>Hospital Cash Cover</td> <td>IRDAN103RPMT0053V02202425/A0060V01202425</td> </tr> <tr> <td>Voluntary Deductible</td> <td>IRDAN103RPMT0053V02202425/A0056V02202425</td> </tr> <tr> <td>No Claim Bonus Retention Cover</td> <td>IRDAN103RPMT0053V02202425/A0053V02202425</td> </tr> <tr> <td>Tyre Protector</td> <td>IRDAN103RPMT0053V02202425/A0057V01202425</td> </tr> <tr> <td>Rim Protector</td> <td>IRDAN103RPMT0053V02202425/A0058V01202425</td> </tr> <tr> <td>Loss of Personal Belongings</td> <td>IRDAN103RPMT0053V02202425/A0059V01202425</td> </tr> <tr> <td>Key Protect</td> <td>IRDAN103RPMT0053V02202425/A0052V02202425</td> </tr> <tr> <td>Replacement Car</td> <td>IRDAN103RPMT0053V02202425/A0055V02202425</td> </tr> </table>	Base Product	IRDAN103RPMT0053V02202425	Add Ons UIN		Nil depreciation	IRDAN103RPMT0053V02202425/A0054V02202425	Consumables Expenses	IRDAN103RPMT0053V02202425/A0048V02202425	Engine Protect	IRDAN103RPMT0053V02202425/A0051V02202425	Return to Invoice	IRDAN103RPMT0053V02202425/A0065V01202425	Assistance Covers	IRDAN103RPMT0053V02202425/A0061V01202425	EMI Protect Cover	IRDAN103RPMT0053V02202425/A0050V02202425	Electric Vehicle Battery Protection Cover	IRDAN103RPMT0053V02202425/A0063V01202425	Electric Motor Protect Cover	IRDAN103RPMT0053V02202425/A0062V01202425	Electric Vehicle Charger Cover	IRDAN103RPMT0053V02202425/A0064V01202425	Daily Allowance Benefit Plus	IRDAN103RPMT0053V02202425/A0049V02202425	Hospital Cash Cover	IRDAN103RPMT0053V02202425/A0060V01202425	Voluntary Deductible	IRDAN103RPMT0053V02202425/A0056V02202425	No Claim Bonus Retention Cover	IRDAN103RPMT0053V02202425/A0053V02202425	Tyre Protector	IRDAN103RPMT0053V02202425/A0057V01202425	Rim Protector	IRDAN103RPMT0053V02202425/A0058V01202425	Loss of Personal Belongings	IRDAN103RPMT0053V02202425/A0059V01202425	Key Protect	IRDAN103RPMT0053V02202425/A0052V02202425	Replacement Car	IRDAN103RPMT0053V02202425/A0055V02202425	Policy Schedule
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6. Policy Coverage	<p>Section I: Loss of or damage to the vehicle Insured Loss of or damage to the vehicle insured against</p> <ol style="list-style-type: none"> By fire explosion self ignition or lightning; By burglary housebreaking or theft; By riot and strike; By earthquake (fire and shock damage); By flood, typhoon, hurricane, storm, tempest, inundation, cyclone, hailstorm or frost; By accidental external means; By malicious act; By terrorist activity; Whilst in transit by road, rail, inland-waterway, lift, elevator or air; By landslide rockslide <p>Section 2: Liability to Third Parties:</p> <ol style="list-style-type: none"> 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 Insured vehicle against all sums which the Insured shall become legally liable to pay in respect of <ol style="list-style-type: none"> Death of or bodily injury to any person including occupants carried in the Insured vehicle (provided such occupants are not carried for hire or reward) but except so far as it is necessary to meet the requirements of 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, Damage to property other than property belonging to the Insured or held in trust or in the custody or control of the Insured <p>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 there from</p> <ol style="list-style-type: none"> The Company will pay all costs and expenses incurred with its written consent. 	Policy Wording Section 1																



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 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 which 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.

Section 3 : Personal Accident Cover for Owner Driver

Subject otherwise to the terms exceptions conditions and limitations of this Policy, 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 whilst mounting into/dismounting from or travelling in the Insured vehicle 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

- (i) Death
- (ii) Loss of two limbs or sight of two eyes or one limb and sight of one eye
- (iii) Loss of one limb or sight of one eye
- (iv) Permanent total disablement from injuries other than named above.

Provided always that

- (A) The 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 lakh during any one period of insurance.
- (B) 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 person has consumed alcohol or is under the influence of intoxicating liquor or drugs
- (C) 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 (as amended), at the time of the accident.

7.	Add-on Cover	Sr. No.	Name of Addon Covers	Description	Sum Insured (if any)
		1	Nil Depreciation	No deduction for depreciation on vehicle parts other than tyres and tubes with respect of approved partial loss claims	
		2	Consumables Expenses	Covers expenses incurred towards consumable items due to damage to vehicle caused by perils covered. For e.g. nut & bolt, screw, washers, grease etc	



		3	Engine Protector	Provides coverage to internal parts of engine, gear box, transmission assembly & differential assembly due to ingress of water or leakage of lubricating oil	
		4	Return to Invoice	Covers difference between IDV & purchase price of the vehicle in the event of theft, total loss/ CTL including first time registration charges, road tax & applicable insurance cost.	
		5	Assistance Cover	Provides Assistance Services to the insured vehicle due to accidental and mechanical breakdown	
		6	Tyre Protector	Covers repair or replacement expenses arising out of accidental loss or damage to tyre & tubes	
		7	Rim Protector	Covers repair or replacement expenses arising out of accidental loss or damage to Rims.	
		8	EMI Protection Cover	Pays for Vehicle EMIs for the time period during which the car is in one of our network garages for repair	(XXXX) as per Policy Schedule
		9	Daily allowance benefit Plus	This cover pays per day allowance if insured vehicle is in authorized garage for more than 3days due to accidental damage.	(XXXX) as per Policy Schedule
		10	Hospital Cash Cover	Provides hospital confinement allowance for accident or injuries sustained while driving insured vehicle.	(XXXX) as per Policy Schedule
		11	Voluntary deductible	This cover Provides discount under the policy if the insured voluntary opt for deductible under section I (Own damage) of the base policy.	(XXXX) as per Policy Schedule
		12	NCB Retention Cover	This cover protects applicable earned No claim bonus, in the event of an own damage claim.	
		13	Loss of Personal belongings	Covers loss of personal belongings of insured or his family while such items are in vehicle at the time loss or damage to the vehicle	(XXXX) as per Policy Schedule
		14	Key Protect	Provides replacement cost of keys in the event the keys are lost. It also covers replacement cost of locks if the vehicle is broken into	(XXXX) as per Policy Schedule
		15	Replacement car	Provides temporary replacement car to the insured for loss of use of the insured vehicle due to risk covered under section I of this policy.	
		16	Electric Vehicle Battery Protection Cover	This cover pays for repair and or replacement of damaged lithium-ion battery and or Battery Management System (BMS), due to unexpected power surge, Mechanical shock, water ingress, uncontrolled electrochemical reactions	
		17	Electric Vehicle Motor Protect Cover	The Company will pay for repair and or replacement expenses for the Consequential Loss or damage to internal parts of the Electric Motor and in case of Hybrid Electric Vehicle, the differential and transmission units along with it	
		18	Electric Vehicle Charger Cover	This cover pays for repair and /or replacement of the Electric Vehicle charger that has been bought along with the electric Vehicle and has been permanently installed at the communication address, mentioned so, in the Policy Schedule	(XXXX)as per Policy Schedule
8.	Loss Participation	Section I			Section I
		Compulsory Deductible	Below 1500cc- Rs.1000/- & Above 1500cc - Rs. 2000/- for each claim		
		Additional Compulsory Deductible	Rs. (as per Policy Schedule)		
		Voluntary deductible	Rs. (as per Policy Schedule)		



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74004 22200 (WhatsApp)

IRDAI Registration No. 103 IndusInd General Insurance Company Limited (Formerly known as Reliance General Insurance). An ISO 9001:2015 Certified Company For complete details on the benefits, coverage, terms & conditions and exclusions, do read the sales brochure, prospectus and policy wordings carefully before concluding sale. Registered & Corporate Office: 6th Floor, Oberoi Commerz, International Business Park, Oberoi Garden City, Off. Western Express Highway, Goregaon (E), Mumbai-400063. Corporate Identity Number: U66603MH2000PLC128300. IndusInd Private Car Package Policy – 3 Years. UIN No.: IRDAN103RPMT0053V02202425. IGI/MCOM/CO/MOT-04/PCPPOLICY-CIS/Ver. 1.0/300126.



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	Consumables Expenses	As per Section I of base Policy	
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	Replacement Car	As per Section I of base Policy	
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9.	Exclusions		Policy Wording - Exclusions
	Base Product	<ol style="list-style-type: none"> Consequential loss, depreciation, wear & tear, mechanical & electrical breakdown, failures breaks. Any loss incurred outside the geographical area as stated in the policy schedule. A claim arising out of contractual liability. If the vehicle is used other than in accordance with the "Limitations as to use". If the vehicle is being driven by driver other than a driver stated in "driver clause". Any loss arising out of ionizing radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste. Any accidental loss directly or indirectly arising from nuclear weapon material. Any loss arising, the act of foreign enemies, hostilities or war like operation, civil war, mutiny rebellion, military, or usurped power. Routine maintenance including adjustment, alignment, balancing or rotation of wheels / tyres / tubes. Loss or damage arising out of modifications not approved by manufacturers/RTO 	
		Addon Products	
	Engine Protector	<ol style="list-style-type: none"> Loss or damage covered under the manufacturer's warranty; recall campaign or forming part of maintenance / preventive maintenance. Any aggravation of loss or damage including corrosion due to delay in intimation to Company and / or retrieving the vehicle from water logged area. Cost of lubricants in case of loss due to leakage and flushing of consumables Any claim where the repair has been carried out without prior approval from Company 	
	EMI Protection Cover	<ol style="list-style-type: none"> For any EMI amount and/ or additional payment which becomes due because of default, non- payment or delayed payment of any amount due to bank/ financial institutions. Where the vehicle is stolen or in total loss. Where the auto loan availed of is in excess of the Insured's declared value (IDV) of the vehicle. Company shall not be liable to pay in case auto loan is already paid by insured during the policy period and subsequently no EMI falling due during repair of the vehicle. 	



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Key Protect	The cost to replace keys to vehicles that Insured do not own for personal use.
Return To Invoice	<ol style="list-style-type: none"> 1. The total loss/ CTL and theft claim is not valid and admissible under Section 1 of the policy. 2. For any non- built in electrical/ electronic and non- electrical/ electronic accessories including bi-fuel kit forming part of the invoice but not insured under Section 1 of the policy. 3. Final investigation report of police confirming the theft of the vehicle in case of theft claim is not submitted to Company. 4. Covered vehicle is imported.
Tyre Protector	<ol style="list-style-type: none"> 1. If the insured vehicle is not repaired at an Authorized garage. 2. loss or damage arising out of natural wear and tear including unevenly worn tyres caused by defective steering geometry outside manufacturer's recommended limits or wheel balance, failure of suspension component, wheel bearing or shock absorber. 3. any loss or damage within first 15 days of the inception of the policy. 4. any loss or damage occurred prior to the inception of the policy 5. any loss or damage resulting into total loss of the vehicle 6. routine maintenance including adjustment, alignment, balancing or rotation of wheels / tyres / tubes. 7. theft of tyre(s) / tube(s) or its parts, accessories without vehicle being Stolen or theft of entire vehicle 8. if the tyre(s) / tube(s) which are being claimed is different from tyre(s) insured / supplied as original equipment along with the vehicle unless informed to Company and mentioned / endorsed on the policy. 9. Fraudulent act committed by the Insured or the workshop or any person entrusted with the possession of the vehicle by the Insured. 10. loss or damage arising out of improper storage or transportation 11. any Consequential Loss or damage such as but not limited to noises, vibrations and sensations that do not affect tyre function or performance. 12. loss or damage arising out of modifications not approved by the tyre manufacturer. 13. loss or damage resulting from hard driving due to race, rally or illegal activities. 14. loss or damage due to neglect of periodic maintenance as specified by the manufacturer. 15. loss or damage resulting from poor workmanship while repair. 16. loss or damage arising out of any manufacturing defect or design including manufacturer's recall. 17. minor damage or scratch not affecting the functioning. 18. tyre which has been used for its full specified life as per manufacturer's guideline or where unused tread depth is less than 3 mm.
Rim Protector	<ol style="list-style-type: none"> 1. If the insured vehicle is not repaired at an Authorized garage. 2. Any damage to rim(s) of the insured vehicle fitted with tyres other than tubeless tyres or Run Flat Tyres. 3. Loss or damage arising out of natural wear and tear or damage caused by defective steering geometry outside the manufacturer's recommended limits or wheel balance, failure of suspension component, wheel bearing or shock absorber. 4. Any loss or damage to rims resulting from corrosion and/ or oxidation and/ or rusting. 5. Any loss or damage within first 15 days of the inception of the policy. 6. Any loss or damage occurred prior to the inception of the policy



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	<ol style="list-style-type: none"> 7. Any loss or damage resulting into total loss of the vehicle. 8. Routine maintenance including adjustment, alignment, balancing or rotation of wheels. 9. Theft of rim(s) or its parts, accessories without the insured vehicle being Stolen or theft of entire insured vehicle. 10. If the rims(s) are being claimed is different from rim(s) insured / supplied as original equipment along with the vehicle unless informed to Company and mentioned / endorsed on the policy. 11. Fraudulent act committed by the Insured or the workshop or any person entrusted possession of the vehicle by insured. 12. Loss or damage arising out of improper storage or transportation 13. Any Consequential Loss or damage such as but not limited to noises, vibrations and sensations that do not affect rim function or performance. 14. Loss or damage arising out of modifications not approved by manufacturers 15. Any loss or damage to rims arising due to fitment of accessories to the insured vehicle such as wheel covers etc. 16. Loss or damage resulting from hard driving due to race, rally or illegal activities. 17. Loss or damage due to neglect of periodic maintenance as specified by the manufacturer. 18. Loss or damage resulting from poor workmanship while repair. 19. Loss or damage arising out of any manufacturing defect or design including manufacturer's recall. 20. Minor damage or scratch not affecting the functioning.
Loss of Personal Belongings	<ol style="list-style-type: none"> 1. Money, securities, cheques, bank drafts, credit card or debit cards, jewellery, lens, glasses, travel tickets, watches, valuables, manuscripts, paintings and items of similar nature. 2. Any goods or sample carried in connections with any trade or business is not covered.
Hospital Cash Cover	<ol style="list-style-type: none"> 1. Any claim related to a sickness, disease, or medical disorder not directly consequential to the accident. 2. Any claim towards psychosomatic disorders of any kind, whether caused or accentuated by the accident or otherwise. 3. If the claim is not supported by a copy of valid bill/ receipt and related prescription of attending the Medical Practitioner/ Hospital/ Nursing Home. 4. Any claim arising or resulting from or traceable to intentional self-injury, suicide or attempted suicide physical defect or infirmity. 5. Any claim arising or resulting from or traceable to an accident happening whilst insured or any other person driving the insured vehicle are under the influence of intoxicating liquor or drugs.
NCB Retention Cover	<ol style="list-style-type: none"> 1. If the Policy is not renewed with Company within 90 days of the expiry of the policy. 2. The claim is a Total Loss (TL)/ Constructive Total Loss (CTL)
Assistance Cover	<ol style="list-style-type: none"> 1. These services shall not be provided / limited provision may happen under following conditions: Acts of God (including exceptional adverse weather conditions), earthquake, fire (not caused by the negligence of either party), war (declared or undeclared), invasion, rebellion, revolt, riot (other than among employees of either party), civil commotion, civil war, acts of terrorism, nuclear fission, strike, act(s) of omission/commission by any concerned Government(s), or government agencies, judicial or quasi-judicial authorities. 2) Insured Vehicle should not be used for the purpose of racing, rallying, motor - sports, or in any instance where the vehicle is not being used /driven in accordance with applicable laws and regulations.



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	3) Load carried in the vehicle such as boats, motor vehicles, gliders, or animals (horses, cattle etc.), merchandise, perishable goods, research, and scientific equipment, building equipment, furniture, etc. shall not be transported.
Electric Vehicle Motor Protect Cover	<ol style="list-style-type: none"> 1. Wear and tear damages. 2. Any Loss or damage covered under the manufacturer's warranty; recall campaign or forming part of maintenance preventive maintenance. 3. Any damages due to participation in adventurous activities or activities not recommended by manufacturer guidelines 4. Any damages due to extra installation of electric equipment apart from the already installed electric equipment provided by manufacturer. 5. Any costs relating to servicing, maintenance, adjustment or tuning. 6. Any claim where the repair has been carried out without prior approval from the Company. 7. Damages due to running the vehicle beyond the authorized carrying weight or passengers or capacity. 8. Any aggravation of loss or damage including corrosion due to delay in intimation to the Company and or retrieving the vehicle from waterlogged area
Electric Vehicle Battery Protection Cover	<ol style="list-style-type: none"> 1. Damages resulting from failure to use vehicle manufacturer's recommended and genuine equipment, spare parts, consumables like coolants. 2. Damages resulting from failure to follow the manufacturers' instructions whilst charging, parking, and riding the vehicle. 3. Any loss after the vehicle has been serviced in an unauthorized service garage or center. Handling of the equipment by unauthorized service personnel. 4. Any damages due to charging done through unauthorized charging stations (which are not recommended by manufacturer) or charging equipment (not provided or authorized by manufacturer). 5. Damages resulting from attempted or actual physical access or dislodgment of the battery or BMS by anyone apart from the authorized personnel. 6. Damages resulting from failure to use the latest software version as prescribed by the Manufacturer. 7. Damages resulting from any attempted or actual Theft of Battery 8. Damages resulting from any wear and tear of the battery, cable and wires 9. Any damages due to participation in adventurous activities or activities not recommended by manufacturer guidelines. 10. Any damages due to extra installation of electric equipment apart from the already installed electric equipment provided by manufacturer. 11. Damages resulting due to fully discharged Battery not plugged in within 24 hours of such discharge. 12. Any Third-Party bodily injury or property damage claim arising due to anything happening with battery. 13. Any claim where the repair has been carried out without prior approval from the Company.
Electric Vehicle Charger Cover	<ol style="list-style-type: none"> 1. Damages resulting from failure to use vehicle manufacturers recommended and genuine charging equipment and spare parts. 2. Damages resulting from failure to follow the manufacturers' instructions of Use. 3. Damages resulting from handling of the equipment by unauthorized service personnel. 4. Any Loss or damage covered under the manufacturer's warranty; recall campaign or forming part of preventive maintenance.



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	<ol style="list-style-type: none"> 5. Any damages due to extra installation of electric equipment apart from the already installed electric equipment done or provided by manufacturer is out of the scope of this coverage. Any costs relating to servicing, maintenance, adjustment or tuning. 6. Loss or damage caused by any faults or defects existing at the time of commencement of the Policy within the knowledge of the Insured, or his representatives, whether such faults or defects were known to the Company or not. 7. Any costs incurred in connection with the elimination of functional failures unless such failures were caused by an indemnifiable loss of or damage to the Insured Electric Vehicle charger. 8. Loss of or damage to rented or hired equipment for which the insured is responsible either by law or under a lease and/or maintenance agreement. 9. Damages resulting from any tampering with the EV charger or charging infrastructure. 10. Any loss or damage to the charger due to malfunctioning of battery or part of it and/ or due to innate chemical nature of battery and/or its constituents and related assembly parts. 11. Any loss or damage sustained before or during installation and/ or reinstallation of the Insured EV Charger. 12. Any aesthetic defects but not limited to dents, scratches on painted polished or enameled surfaces 13. Any loss or damages due to cyber events. 14. Any Loss of damage due to Wilful Act or Wilful Negligence of the Insured or his representative 15. Losses due to replacement of any consumable item of the EV Charger including but not limited to batteries (including rechargeable),bulbs(including projector bulbs), tapes, fuses, cartridges, replaceable fluids or application software including data storage media or materials which are designed to be consumed during the life of the Insured EV Charger. 16. Loss or damage where the insured EV Charger is used for commercial, business, industrial, educational, rental or for-profit generation purposes. 17. Any claim where the repair has been carried out without prior approval from the Company
Nil Depreciation	Same as per Section I of base policy
Consumables Expenses	<ol style="list-style-type: none"> 1. Any Consumable not associated with admissible Own Damage claim under section I (Own Damage) of the policy. 2. If there is no valid and admissible claim under section I (Own Damage) of the policy. 3. If the insured vehicle is not repaired at an Authorized garage
Voluntary Deductible	Same as per Section I of base policy
Replacement Car	Same as per Section I of base policy
Daily Allowance Benefit Plus	<ol style="list-style-type: none"> 1. If Insured vehicle required to be in authorized garage less than 3days for repairs. 2. No claim under this add on cover is payable if there is no admissible claim under the policy, of loss/damage to the insured vehicle. 3. This add on cover shall not be payable in case of Total Loss / Constructive Total loss. 4. The Company will not be liable for any delays on account of delay in delivering vehicle to the garage. 5. No further payment for specific accidental loss or damage will be made once the vehicle is removed from the garage



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10. Special Conditions and warranties (if any)	Base Product	Policy has been issued with reference to the vehicle inspection report, reference lead no. & special conditions. The inspection report remarks can be viewed on company's website by the lead no.
	For Add-on Products	
	Nil depreciation	Same as per Section I of base policy
	Consumables Expenses	Same as per Section I of base policy
	Tyre Protector	<ol style="list-style-type: none"> 1. If Insured make a fraudulent claim which is declined as per Para 9 of "What Company will not cover" of this endorsement, coverage under this section shall cease with immediate effect. 2. If during the Period of insurance any tyre is replaced for any reason for which claim is not preferred under the coverage, cover on new tyre would not be available unless details of new tyre are informed to Company. 3. In case of replacement of tyre for which a claim is preferred under the coverage, replaced tyre can be included by way of endorsement by paying requisite premium. 4. All claims must be made within 3 working days of damage. 5. Insured must take all reasonable steps to avoid loss or damage to tyre(s). Insured must not continue to drive the vehicle if Insured do not have run- flat tyres after any damage or incident if this could cause further damage to the tyre(s). 6. Exclusion as per Para 1 of "What Company will not cover" shall not hold true in case of repair claims & no replacement is involved.
	RIM Protector	<ol style="list-style-type: none"> 1. This cover will be provided only to the vehicle fitted with Tubeless Tyres or Run Flat Tyres. 2. If Insured make a fraudulent claim which is declined as per Para 11 of "What Company will not cover" of this endorsement, coverage under this section shall cease with immediate effect. 3. If during the Period of insurance any rim is replaced for any reason for which claim is not preferred under the coverage, cover on new rim would not be available unless details of new rim are informed to Company. 4. In case of replacement of rim for which a claim is preferred under the coverage, replaced rim can be included by way of endorsement by paying requisite premium. 5. All claims must be made within 3 working days of damage. 6. Insured must take all reasonable steps to avoid loss or damage to rim(s). Insured must not continue to drive the vehicle after any damage or incident if this could cause further damage to the rim(s). 7. Exclusion as per Para 1 of "What Company will not cover" shall not hold true in case of repair claims & no replacement is involved.
	Return to Invoice	The finance company/ bank whose interest is endorsed on the policy must agree in writing.
Engine Protector	<p>Claim under this endorsement will be admissible only if</p> <ol style="list-style-type: none"> 1. In case of water damage, there is an evidence of the insured vehicle being submerged or stopped in a water logged area. 2. In case of leakage of lubricating oil, there is a visible evidence of accidental damage to engine or respective assembly. 3. There is evidence of under carriage damage to Engine Parts and/ or Gear Box parts and/ or Differential parts leading to oil leakage and leading resulting into damage of covered parts. 4. Vehicle is transported / towed to garage within 2 (Two) days of water receding from the water logged area. 5. Insured have taken all reasonable steps, safeguards and precautions to avoid any loss or damage and also prevent aggravation of loss once the loss or damage to the insured vehicle is sustained and noticed by Insured 	



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	Key Protect	<ol style="list-style-type: none"> For Break-in protection claims, Insured must provide an official police report that confirms the incident happened within Period of insurance. This cover shall be available only for maximum of two claims during the Period of insurance. Any loss or damage to Keys & lock set only shall not impact Insured's No claim Bonus on renewal of the policy. The maximum amount payable under this section shall not in aggregate exceed the amount stated in the schedule during any one Period of insurance. 		
	Loss of Personal Belongings	<ol style="list-style-type: none"> A police report must be filed for claims due to burglary or theft. The maximum amount payable under this section is Rs (Refer Schedule) during the Period of insurance. Any claim under this section will be admissible only when there is a valid and admissible claim in respect of the insured vehicle arising out of the same accident. The insured shall bear 2.5% of Sum Insured Opted subject to minimum of INR 250 for each and every claim under this section. In the event of claim Insured shall submit invoice of the Personal Belongings where value of any such individual belonging exceeds Rs 5000. 		
	Daily Allowance Benefit Plus	Same as per Section I of base policy		
	Private Car Assistance Cover	Same as per Section I of base policy		
	NCB Retention Cover	<ol style="list-style-type: none"> A claim for theft of the entire vehicle will not be considered as TL/ CTL for this purpose provided a new vehicle is purchased and insured with Company within 90 days of the theft, in which case, Company will allow same No Claim Bonus on New vehicle as is shown in schedule. A claim for only Partial theft of accessories/ parts will not be considered as a claim under this benefit 		
	EMI Protection Cover	Same as per Section I of base policy		
	Hospital Cash Cover	Same as per Section I of base policy		
	Electric Vehicle Battery Protection Cover	Same as per Section I of base policy		
	Electric Vehicle Motor Protect Cover	Same as per Section I of base policy		
	Electric Vehicle Charger Cover	Same as per Section I of base policy		
	Replacement Car	Same as per Section I of base policy		
	Voluntary Deductible	Same as per Section I of base policy		
11.	Admissibility of claim.	<table border="1"> <tr> <td>Admissibility of claim</td> <td> <ol style="list-style-type: none"> The claim must be in accordance with the terms and conditions of the insurance policy. The policyholder must have paid the premium amount due. The claim must be for accidental damage or loss, not for wear and tear or maintenance-related issues. The policyholder must inform the insurer about the claim within the specified time frame. The policyholder must provide supporting documents at the time of claim, such as claim form, driving licence, Registration copy, Permit, Fitness, FIR, Un-traceable report, Fire brigade report, repair bills (only in case of reimbursement). </td> </tr> </table>	Admissibility of claim	<ol style="list-style-type: none"> The claim must be in accordance with the terms and conditions of the insurance policy. The policyholder must have paid the premium amount due. The claim must be for accidental damage or loss, not for wear and tear or maintenance-related issues. The policyholder must inform the insurer about the claim within the specified time frame. The policyholder must provide supporting documents at the time of claim, such as claim form, driving licence, Registration copy, Permit, Fitness, FIR, Un-traceable report, Fire brigade report, repair bills (only in case of reimbursement).
Admissibility of claim	<ol style="list-style-type: none"> The claim must be in accordance with the terms and conditions of the insurance policy. The policyholder must have paid the premium amount due. The claim must be for accidental damage or loss, not for wear and tear or maintenance-related issues. The policyholder must inform the insurer about the claim within the specified time frame. The policyholder must provide supporting documents at the time of claim, such as claim form, driving licence, Registration copy, Permit, Fitness, FIR, Un-traceable report, Fire brigade report, repair bills (only in case of reimbursement). 			



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	6. The insurer may conduct an investigation to assess the claim's validity.
Denial of Claim	<ol style="list-style-type: none"> 1. Claim can be denied due to misdeclaration , mis-representation , Fraud, and non-disclosure of material facts. 2. Inadequate or missing supporting documents 3. Pre-existing damages before policy inception date or prior to the incident. 4. Unapproved repair – repair done without the insurers survey & approval. 5. The policyholders negligence or contribution to the incident. 6. Policy lapse : claims filed after the policy has expired or lapsed. 7. Vehicle modification: unapproved vehicle modifications that affects the vehicle performance or safety. 8. Driver's violation: If the vehicle is being driven by driver other than a driver stated in "driver clause". 9. Claims related to normal wear & tear , maintenance , or aging of the vehicle.

Procedure to be followed in case of TL/CTL & Theft Claim

A. Total Loss

1. Claim can be denied due to misdeclaration , mis-representation , Fraud, and non-disclosure of material facts.
2. Inadequate or missing supporting documents
3. Pre-existing damages before policy inception date or prior to the incident.
4. Unapproved repair – repair done without the insurers survey & approval.
5. The policyholders negligence or contribution to the incident.
6. Policy lapse : claims filed after the policy has expired or lapsed.
7. Vehicle modification: unapproved vehicle modifications that affects the vehicle performance or safety.
8. Driver's violation: If the vehicle is being driven by driver other than a driver stated in "driver clause".
9. Claims related to normal wear & tear , maintenance , or aging of the vehicle.

B. Constructive Total Loss (CTL):

1. Intimate the claim immediately after the loss to the company.
2. Appointed Surveyor to survey the case for Constructive Total loss. The case will be evaluated for Constructive Total Loss based on the nature and extent of damage and estimated liability.
3. Insured to submit all the relevant documents to the Company.
4. Case shall be referred to the Salvage buyer for Salvage valuation/quotation.
5. Insured will be informed about the salvage value and given the option for Cashless Settlement (being the IDV less than the assessed value of Salvage based on quotes) for the Insured's consideration & consent.
6. Based on the Insured's consent Insurance the Company shall proceed with the claim settlement.

C. Theft:

- a. Intimate the claim immediately after the loss to the Company.
- b. First Investigation Report to be done immediately by the Insured without delay at the Police Station under whose jurisdiction the Theft has occurred.
- c. Insured to submit all the relevant documents along with the ignition keys to the Company.
- d. The Police shall investigate the case and will try to trace the Insured Vehicle.
- e. If the Insured Vehicle is traced down by the Police, then the case shall be closed by the Police Investigation Team as the Insured Vehicle has been recovered.
- f. If the Insured Vehicle cannot be traced by the Police Investigation Team within the stipulated time depending upon the jurisdiction, the Police Investigation Team will issue a non-traceable report (NTC report) to the Insured.
- g. Insured shall have to submit the NTC report to the Company.
- h. Upon receipt of the NTC report and other relevant documents, the Company shall settle the claim.



Sample Claim Calculation

Part Name	Part Type	Assessed Part Rate (Including GST)	Dep %	Payable Amt
FRONT WINDSHIELD GLASS	Glass	3480	0	3480
MOULDING + SEALANT	Plastic	380	50	190
LABOUR		1888	0	1888
Gross Payable Amt		5558		5558
Less : Policy Excess				1000
Net Payable Amt	Considering NIL depreciation			4748

12. Policy Servicing - Claim Intimation and Processing

Any issues related with respect to policy, kindly call us at 022 -48903009 (Paid) or E-mail us at services@indusindinsurance.com.

For any Claim related queries please contact us on -

Call Centre No – **022 4890 3009 (Paid)**

Email – services@indusindinsurance.com

For Cashless Process:

- Register claim by calling (022)-48903009(paid)
- Visit to our network garages for vehicle repair.
- Survey of the vehicle & submission of claim documents
- Liability confirmation
- Vehicle delivery

Claim TAT:

Appointment of Surveyor	<=24 hours from date of claim intimation
Receipt of Survey report	<=15days from the date appointment of the Surveyor.
Claims Approval	7days from the date of receipt of survey report.
Settlement of claim	15 days from the date of receipt of Surveyor report and/or last relevant and necessary document

Escalation Matrix:

For any Claim related queries please contact us on -

Call centre no – **022 4890 3009 (Paid)**

Email – services@indusindinsurance.com

13. Grievance Redressal and Policyholders Protection

While the company takes utmost care to ensure all our touch points are trained to ensure qualitative delivery, in case of any lapse from our members, we request you to report it to our front-end unit:

- Call us on phone number: **+91 22 4890 3009** or Writing

- email at: services@indusindinsurance.com

- Visiting any of our branches

https://igi-locator.appspot.com/?Search_by=branch&sourcesystem=website&phonenumber=&emailid=#/

- **Writing to us at:**

IndusInd General Insurance, Correspondence Unit, 2nd & 3rd Floor, Winway Building, 11/12, Block No-4, Old No-67, South Tukoganj, Near Madhumilan Square, Indore, Madhya Pradesh, India – 452001.

In case you are not pleased with the response received from one of the above mentioned touch points or there is a delay, you may contact Grievance officer at grievances@indusindinsurance.com



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Details of our Grievance Redressal Officers is available at - https://www.indusindinsurance.com/downloads/GRO_details_of_active_branches_Final.pdf

Even after this, If you are not satisfied with the response received from our Grievance Officer, you may write to Our Head of Grievance at headgrievances@indusindinsurance.com

Still, if you are not happy with the response received from the company, You may contact Insurance Ombudsman for redressal of grievance as per Insurance Ombudsman rules 2017. List of Ombudsman offices is mentioned in annexure _____ or you may visit <https://cioins.co.in/ombudsman>.

Grievances can also be registered at IRDAI's Bima Bharosa Portal (<https://bimabharosa.irdai.gov.in/>) or by calling Toll Free Number 155255 (or) 18004254 732 or by sending an e-mail at complaints@irdai.gov.in or by writing to General Manager, Insurance Regulatory and Development Authority of India (IRDAI), Consumer Affairs Department - Grievance Redressal Cell, Sy.No.115/1, Financial District, Nanakramguda, Gachibowli, Hyderabad-500032.

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| 14. Obligations of the Policyholder | <ul style="list-style-type: none"> a) Please disclose all the essential information of the risk before buying a Policy. b) In case of any change / modification / addition to the already declared information the same shall be brought to the notice of the Insurer immediately. c) Non-disclosure of material information may affect the claim settlement.W |
|--|---|

Declaration by the Policy Holder;

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

Place : _____

(Signature of the Policyholder)

Date: DD/MM/YYYY

Note:
For more details on risk features, terms and conditions, brochure, documents, please read Policy Wording at www.indusindinsurance.com to understand your policy better and learn more about the policy coverages, add-on covers and Policy Exclusion. (<https://www.indusindinsurance.com/insurance/aboutus/downloads/downloads.aspx>)

Declaration for Data Sharing and Analytical Review

I, [Policyholder's Name], holder of Policy Number XXXXXXXXXXXXXXXXXXXX, hereby acknowledge and agree that [Insurance Company Name] may collect, store, process, and share my personal and policy-related information, including but not limited to my name, contact details, vehicle details, claim history, and driving behaviour, for the purpose of data analysis, risk assessment, fraud prevention, and service enhancement.

- I understand that:**
- My information may be shared with third-party agencies, reinsurers, and regulatory authorities as required by law and for legitimate business purposes.
 - The data will be used for analytics, premium calculation, and improving insurance products and services.
 - The insurance company will implement reasonable security measures to protect my data against unauthorized access.
 - My consent is voluntary, and I have the right to withdraw it at any time by providing written notice, subject to applicable laws and regulations.
- By signing below, I confirm that I have read and understood this declaration and give my consent for the use of my information as described above.

Policyholder's Name:: _____

Date: _____

Signature