

**CUSTOMER INFORMATION SHEET**

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

Sr. No	Title	Description (Please refer to applicable Policy Clause Number in next column)	Policy Clause Number														
1.	Name of Insurance Product	Two Wheeler Package policy	Policy Schedule														
2.	Unique Identification Number (UIN) allotted by IRDAI	IRDAN190RP0043V01100001	Policy Schedule														
3.	Structure	Indemnity Basis: Section I Own Damage and Section II Liability to Third Parties Benefit Basis: Section III Personal Accident Cover for Owner-driver	Policy Schedule														
4.	Interests Insured	- Motor Own Damage - Motor Third Party Liability - Motor Personal Accident (if opted by you and as mentioned in your policy schedule)	Policy Schedule														
5.	Sum Insured / Motor Insured Declared Value Scope	Section I – Loss of Or Damage To The Vehicle Insured: 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 <u>Below is the illustration table showing depreciation for arriving at IDV for vehicles aged up to 5 years.</u> <table><tr><th>Age of Vehicle</th><th>% of Depreciation for Fixing IDV</th></tr><tr><td>Not Exceeding 6 months</td><td>5%</td></tr><tr><td>Exceeding 6 months but not exceeding 1 year</td><td>15%</td></tr><tr><td>Exceeding 1 year but not exceeding 2 years</td><td>20%</td></tr><tr><td>Exceeding 2 years but not exceeding 3 years</td><td>30%</td></tr><tr><td>Exceeding 3 years but not exceeding 4 years</td><td>40%</td></tr><tr><td>Exceeding 4 years but not exceeding 5 years</td><td>50%</td></tr></table> NOTE: 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	Age of Vehicle	% of Depreciation for Fixing IDV	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%	SECTION I – LOSS OF OR DAMAGE TO THE VEHICLE INSURED
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		the insurer and the insured. Section II- Liability to Third Party For Third Party Death / bodily injury – No Limit For Third Party Property Damage- Upto INR 1 lakhs (Motor Accidents Claim Tribunal decides the third-party insurance claim amount) Section III - Personal Accident Cover For Owner-Driver (if Opted and shown in the Policy Schedule): Benefit payment up to 15 Lakhs basis below scale <table><tr><th>Nature of injury</th><th>Scale of Compensation</th></tr><tr><td>i) Death</td><td>100%</td></tr><tr><td>ii) Loss of two limbs or sight of two eyes or one limb and sight of one eye</td><td>100%</td></tr><tr><td>iii) Loss of one limb or sight of one eye</td><td>50%</td></tr><tr><td>iv) Permanent Total Disablement from injuries other than named above</td><td>100%</td></tr></table>	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%	Section II- Liability to Third Parties Section III - Personal Accident Cover For Owner-Driver
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6.	Policy Coverage	1. Loss or Damage to Insured Vehicle We will make good the losses caused to the vehicle and/or its accessories while fitted on the vehicle due to: <table><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> 2. Liability To Third Parties We will indemnify against legal liabilities with respect to the following arising out of accident of insured vehicle: 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 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 of the third party other than property belonging to the insured or held in trust or in the custody or control of the Insured. c) Legal liability for death or bodily injury to employees whilst travelling/getting in or alighting from insured's vehicle (including paid driver). 3. Personal accident cover for owner-driver (if opted and shown in the Policy Schedule) We will compensate for bodily injury/ death sustained by the owner-driver of the vehicle up to Rs. 15 lakhs during any one period of insurance.	(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.	Section I – Loss of or Damage to The Vehicle Insured Section II – Liability to Third Parties Section III - Personal Accident Cover For Owner-Driver
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7.	Available Add on for the said Product (Within the territory of India only)	Add-on covers (Only Add-On covers opted by you and mentioned in the policy schedule will be applicable to your Policy) 1. Nil Depreciation Cover In the event of any partial loss claim admissible under this Add On Cover, no depreciation shall be deducted for the replaced parts including tyres, tubes, rubber/plastic, payable under the claim for the specified number of times mentioned in the policy schedule. 2. Consumable Items This covers the cost of consumables, such as nut and bolt, screw, washers, grease, lubricants, clip, AC gas, bearings, distilled water, engine oil, oil filter, fuel filter, brake oil and items of similar nature excluding fuel, required to be replaced/replenished arising from an accident to the insured vehicle. 3. Engine Protect This Add On Cover indemnifies the expenses incurred in repair or replacement due to consequential damages arising out of water ingress / leakage of lubricating oil, coolant and damage to vehicle's under carriage arising out of any accidental external means, leading to loss or damage to Engine and Engine Parts, Transmission or Differential Parts Assembly and Parts and Gear Box and Gear Box Parts of the Insured's vehicle. 4. Return to Invoice This Add On Cover indemnifies the Insured with On Road Price of the insured vehicle in case of Constructive Total Loss / Total Loss / Theft claim which includes Total Ex-showroom price as on date of purchase and accessories if any installed in the vehicle at the time of purchase and included in IDV, Road Tax, Registration charges, First Year Insurance Premium at the time of purchase. 5. Road Side Assistance(Basic/Gold) Under this cover, the Insured will be provided with following Roadside Assistance : A. Basic Cover Under this cover, the Insured will get following assistances : - Mechanical and Electrical Breakdown - Towing due to accident - Keys Locked In - Flat tyre support - Battery Jump Start - Fuel delivery (fuel charges to be borne by customers) B. Gold Cover Under this cover, the Insured will get following assistances in addition to the Basic Cover : - Cab Assistance (cab charges to be borne by customers) - Medical Assistance (medical charges to be borne by customers) - Hotel Accommodation and Ticketing (Hotel & Ticket charges to be borne by customers)	
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		6. No Claim Bonus Protection Cover This Add On cover allows the Insured to be entitled for the next slab of NCB in percentage terms as per IMT 2002 even in case of an OD claim(upto 2 claims) in the current policy. 7. Road Tax cover This Add On Cover provides protection against the Road Tax that the Insured may have to pay while replacing the vehicle due to major accident to his present vehicle. Under this cover where the claim is finalized on Total Loss basis the Road Tax to the extent covered in policy shall be reimbursed on taking add on cover for these charges.			
		Sr. No	Add-On	Sum / Limit Insured	
		1	Nil Depreciation	Actual cost without deduction towards depreciation	
		2	Consumables cover	Actual cost of consumable items	
		3	Engine Protect	The replacement value which is the cost of a new engine or gear box or differential assembly will be subject to policy terms conditions.	
		4	Return to invoice	As per the cover terms	
		5	Road Side Assistance	-	
		6	No Claim Bonus Protection Cover	-	
		7	Road Tax cover	Maximum liability shall be limited to the Sum Insured	
8.	Loss Participation	Compulsory Deductible Compulsory Deductible is applicable only for Section-I of the Policy. <u>Two Wheeler</u> Rs.100			Section I – Loss of or Damage to The Vehicle Insured



9.	Exclusions	General Exclusions - Any accidental loss or damage and/or liability caused sustained or incurred outside the Geographical Area. - Any claim arising out of any contractual liability; - 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. - Any accidental loss or damage to any property whatsoever or any loss or expense whatsoever resulting or arising there from or any consequential loss. - 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; - Any accidental loss or damage or liability directly or indirectly caused by or contributed to by or arising from nuclear weapons material. - 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. - 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. - For more detailed exclusions, please refer to your policy wordings here http://www.newindia.co.in	General Exclusions
10.	Special Conditions and Warranties (if any)	Warranty - It is hereby warranted the coverage under this Policy commences only from the Risk Start time and Date as mentioned in the Policy schedule. No Liability shall attach under this Policy in respect of any Accident/Loss prior to the time and date of commencement of Period of Insurance. If this policy is preceded by break-in insurance, it is expressly agreed and understood that there will be no liability for any loss or damage that has occurred prior to the date of commencement mentioned in the schedule. Special conditions - 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: - 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.	Conditions



		b. 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. - 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 be 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. - The Insured should expeditiously provide the Insurer and its representatives and appointees with all the information, assistance, records and documentation that they might reasonably require, and - The Insured should allow the Insurer and its representatives and appointees to inspect the Insured Vehicle or any other material items. - You must have a valid Pollution Under Control (PUC) certificate and/or Vehicle Fitness Certificate at the start of the policy and ensure they stay up to date throughout the policy period. This keeps your coverage smooth and uninterrupted - Limitations of Usage: The policy covers your vehicle for all purposes except using it for hire, carrying goods (except personal luggage), organized racing or speed tests, and motor trade activities. - Driver's Clause: The policy covers any driver, including you, as long as you have a valid driving license at the time of the accident and are not disqualified from holding one, or if you have a learner's license that follows Rule 3 of the Central Motor Vehicles Rules, 1989 - Important Notice: If your vehicle is used outside the terms of this policy, the same will not be covered	
11.	Admissibility of Claim	- You shall take all reasonable steps to safeguard the vehicle insured from loss or damage and to maintain it in efficient condition. - 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. - 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. - If the claim is for theft, insured should report to the Police as well as insurer immediately and obtain an FIR or a written acknowledgement from the Police authorities. - 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. - The driver at the time of accident holds a valid & effective driving license. - The insured vehicle is driven in within the specified geographical limits.	Policy Schedule



		8. Cause of loss is not covered under the standard policy conditions. E.g. Mechanical failure / Wear & Tear Sample Claims Calculation: <table><tr><td>A</td><td>Gross Assessed Liability</td><td>₹10,000</td></tr><tr><td>B</td><td>Less: Depreciation (if applicable)</td><td>(₹4,000)</td></tr><tr><td>C</td><td>Net Assessed Liability (A-B)</td><td>₹6,000</td></tr><tr><td>D</td><td>Less: Compulsory Deductible</td><td>(₹2,000)</td></tr><tr><td>E</td><td>Net payable amount (C-D)</td><td>₹4,000</td></tr></table> • Claims will be admissible under Third Party Liability Claims only if your vehicle has caused accidental bodily injury or damage to property of third party. • Claim will be admissible under Personal Accident Cover for Owner Driver only if you have received accidental bodily injury while driving or mounting into/dismounting from the vehicle insured or whilst traveling in it as a co-driver. • The Third Party should lodge a FIR at the local police station. All third-party liability claims are settled in a Motor Accident Claims Tribunal (MACT). The third party must file a case at the local tribunal.	A	Gross Assessed Liability	₹10,000	B	Less: Depreciation (if applicable)	(₹4,000)	C	Net Assessed Liability (A-B)	₹6,000	D	Less: Compulsory Deductible	(₹2,000)	E	Net payable amount (C-D)	₹4,000	
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12.	Policy Servicing - Claim Intimation and Processing	The insured/ claimant may intimate claim to The New India Assurance Co Ltd via– • Website – www.newindia.co.in • Toll Free Number – 1800-209-1415 • Email – nia.[office code]@newindia.co.in • Details of procedure to be followed for cashless service as well as for reimbursement of claim • Intimation of claim to Insurance Company through various mediums available • Deputation of surveyor by Insurance Company • Documents are verified by the surveyor, and if all documents are in order, repair approval is shared immediately • Once the repair works are completed by the workshop, re-inspection of the vehicle may be carried out, if required. • 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. • In case of reimbursement claims, Insured will have to submit repair invoice in original and any other documents are pending. The Claim amount will be reimbursed to insured. • Turn Around Time (TAT) for claims settlement	Policy Schedule															



			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.		
13.	Grievance Redressal and Policyholders Protection	In case of any grievance the insured person may contact the company through Website: https://www.newindia.co.in/portal/readMore/Grievances Toll free: 1800-209-1415 Visit the Servicing Branch mentioned in the policy Document Insurance Ombudsman 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 www.irdai.gov.in or General Insurance Council website https://www.cioins.co.in/ombudsman or on company website www.newindia.co.in. Grievance may also be lodged at IRDAI Integrated Grievance Management System (https://bimabharosa.irdai.gov.in/)				Customer grievance redressal policy & Details of insurance ombudsman
14.	Obligations of the Policyholder	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. 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 3. Transcript of Information & 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. a) Please note that any fraud will lead to cancellation of Policy ab initio with non-consideration of claim, if any. 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				



Declaration by the Policyholder;

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

Place:

Date: (Signature of the Policyholder)

Note:

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