

# Motor Insurance - FAQs

**Q1. Is it mandatory to have motor insurance in India?**

**A. Yes, motor third-party liability insurance is mandatory in India. It is a statutory requirement as per the Motor Vehicles Act, 1988.**

**Q2. What categories of vehicles are eligible for coverage under Liberty General Insurance's Motor Insurance policies?**

**A. Liberty General Insurance (LGI) offers Motor Insurance coverage for the following categories of vehicles, subject to the applicable underwriting guidelines, policy terms, conditions, and exclusions:**

- 1. Private Cars – Vehicles registered and used for private and non-commercial purposes.**
- 2. Two-Wheelers – Motorcycles, scooters, and other two-wheeled vehicles used in accordance with their permitted usage.**
- 3. Commercial Vehicles – Vehicles used for commercial purposes and classified under the applicable Motor Tariff, including goods-carrying and passenger-carrying vehicles.**

**Q3. What are the various types of motor insurance policies offered by LGI?**

**A. At Liberty General, below types of motor insurance policies are available:**

- 'Liability Only' or Third-Party Motor Insurance - Third-party insurance is essential and mandatory for every Vehicle on the road. It only covers loss or damage suffered by a third party in case of an accident in an insured vehicle. A 'Liability Only' policy does not cover any loss or damage to the insured vehicle or the insured.**
- Comprehensive Motor Insurance- This policy includes loss or damage to the insured vehicle, insured as well as the third-party, in case of theft or accident.**
- A Standalone Own Damage (SAOD) policy can be purchased only if the vehicle has a valid Third-Party Liability insurance policy. SAOD covers only the insured vehicle and does not provide any third-party liability coverage.**

- **Bundled Motor Insurance Policy** provides both **Third-Party Liability** and **Own Damage** coverage under a single policy package, offering comprehensive protection for the insured vehicle. For new private cars, the policy typically includes 3 years of **Third-Party Liability** coverage along with 1 year of **Own Damage** coverage. For new two-wheelers, the policy generally includes 5 years of **Third-Party Liability** coverage along with 1 year of **Own Damage** coverage.

**Q3. When I buy a motor insurance policy, do I purchase a third party or comprehensive motor insurance?**

**A. Third-party motor insurance** is mandatory in India. But you should buy a policy according to your requirements. As the **Liability Only** policy covers third-party liability exclusively, you will not be able to claim any damage to your vehicle. Hence, it is advisable to buy a comprehensive cover as it protects you and your car against accidental damages or losses.

**Q4. What are the factors that affect the premiums on a motor insurance policy?**

**A. The below factors can affect your motor insurance policy premium:**

- Insured's Declared Value (IDV) of the vehicle**
- Cubic capacity of the vehicle**
- Geographical zones (city of registration of the vehicle)** - Your premium will vary according to your location, which means that motor insurance in Delhi will be different from one in Mumbai, Chennai or Bangalore.
- Age of the vehicle**
- Claim history of your vehicle**

**Q5. What is an Insured Declared Value (IDV) in motor insurance policy?**

**A. An Insured Declared Value or an IDV** (of the sum insured under your motor insurance policy) reflects the value of your vehicle. This value is determined based on the manufacturer's listed selling price and depreciation based on your vehicle age. The IDV is fixed at the start of each policy period for each insured vehicle. The IDV applies to **Total or Constructive Total Loss (TL/CTL)** claims only. For TL/CTL claim settlement, this IDV will not change during the currency of the policy period in question. The insurer's liability shall in no circumstance exceed the IDV as specified in the policy schedule less the value of the wreck & excess.

The IDV depreciates with age, which means motor insurance prices for a new vehicle will be higher than an old vehicle.

**Q6. What is a No-Claim Bonus or NCB in motor insurance?**

**A. No-claim bonus (NCB) is a discount in OD premium offered by vehicle insurance companies on motor insurance. This bonus applies only if an Insured has not made a single claim during the term of the motor insurance policy. The NCB slab is set at (GR 27). You are entitled to an NCB only at the time of policy renewal. Moreover, this bonus applies only to new vehicle insurance policies, and each policy tenure of full duration of 12 months.**

**You can transfer a No Claim Bonus on another new vehicle insurance policy subject to you having an NCB Reserving Letter.**

**You are ineligible for an NCB in these two situations:**

- **1. In case there is a break of more than 90 days between policy renewals.**
- **2. In case of Transfer of Ownership of vehicle.**

**Q7. What is the meaning of Depreciation cover under motor insurance?**

**A. Depreciation cover under motor insurance means that the policy with this coverage would cover the entire cost of repairing or replacing damaged car parts, without factoring in depreciation. This comprehensive coverage ensures the policyholder receives the full value of the replaced parts, providing more financial protection in case of an accident.**

**Q8. What add-on covers are available under Liberty General Insurance's Motor Insurance Policy?**

**A. Liberty General Insurance offers various optional add-on covers to enhance the coverage under the base Motor Insurance Policy. Some of the available add-ons include:**

- **Depreciation Cover**
- **Consumable Cover**
- **Liberty Complete Assistance**
- **Engine Safe Cover**

The availability of add-on covers is subject to vehicle eligibility, policy type, underwriting acceptance, and other applicable criteria. Coverage under each add-on is governed by the respective terms, conditions, exclusions, and limitations specified in the policy wording.

For complete list of available add-ons, you can refer to the link provided below for detailed information about the available add-on covers.

<https://www.libertyinsurance.in/car-insurance/>

**Q9. What coverage is offered for third-party liability under a Liberty General motor insurance policy?**

**A. Liberty General's motor insurance coverage for third-party damages includes:**

- 1. Permanent injury or death caused by the insured vehicle**
- 2. Damage to any property (excluding the vehicle) due to the insured vehicle.**

**10. Does LGI's Motor Insurance policy also include personal accident coverage?**

**A. Yes, Liberty General offers personal accident cover to the owner/driver. However, you can also purchase an add-on personal accident cover for your passengers by paying extra premium.**

**Q11. What documents do I need to buy a Liberty General Motor insurance policy?**

**A. The documents required may vary depending on whether you are purchasing a new policy, renewing an existing policy, or insuring a used vehicle. Generally, you may be required to provide:**

- Vehicle Registration Certificate (RC)**
- Previous insurance policy details (for renewals)**
- Identity and address proof of the proposer, if required**
- Vehicle inspection details/photos, wherever applicable**
- Any other documents as may be requested by the insurer for underwriting purposes**

**The exact documentation requirement will be communicated during the proposal process.**

**Q12. How do I renew my Liberty General Motor Insurance policy?**

**A. You can renew your Liberty General Motor Insurance policy online through the Liberty General Insurance website or via your insurance intermediary before the policy expiry date. Alternatively, you can renew your policy by calling the customer helpdesk at 1800-266-5844 or by visiting the nearest Liberty General Insurance (LGI) branch.**

**To renew your policy, simply provide your policy or vehicle details, review the available coverage options, select any applicable add-on covers, and make the premium payment. Once the payment is successfully completed and any required underwriting formalities are fulfilled, your renewed policy will be issued.**

**Q13. Can I make changes (endorsements) to my policy mid-term?**

**A. Yes, certain changes can be made to your policy during the policy period through an endorsement request. Examples include correction of contact details, change in nominee details, vehicle-related modifications, addition or deletion of covers (where permitted), and other permissible policy changes. The endorsement may be subject to underwriting review, supporting documents, and payment/refund of premium, as applicable.**

**Q14. How do I raise a grievance or complaint?**

**A. Customers may contact Liberty General Insurance through:**

- **Grievance Redressal Officer**
- **Toll-free number: 1800-266-5844**
- **For Senior Citizen Support you may email at [seniorcitizen@libertyinsurance.in](mailto:seniorcitizen@libertyinsurance.in)**
- **IRDAI Bima Bharosa portal / Insurance Ombudsman if you are not satisfied with our resolution.**

**You can refer to the link provided below for information regarding grievances and complaints.**

**<https://www.libertyinsurance.in/customer-support/grievance-redressal.html>**

**Q15. How to File a Motor Insurance Claim?**

**A. Navigating the process of filing a motor insurance claim can be straightforward and efficient with our step-by-step guide.**

Follow these simple steps to ensure a smooth experience in handling motor accident claims:

**Step 1. Immediate Reporting**

**Step 2. Document the Scene**

**Step 3. Contact Your Insurance Provider**

**Step 4. Complete Claim Forms**

**Step 5. Submit Required Documentation**

**Step 6. Professional Assessment.**

You can refer to the link provided below for detailed information on the claims process.

<https://www.libertyinsurance.in/motor-insurance.html>

**Q16. What are the documents Required For Filing Motor Insurance Claim?**

**A. When it comes to filing a motor insurance claim, having the right documentation is crucial for a seamless process. Ensure you have the following documents for vehicle insurance claim:**

- 1. Motor Insurance Policy Number**
- 2. Insured's Name and Contact Details**
- 3. Address of Loss/Damage Location**
- 4. Address of Damaged Vehicle for Inspection**
- 5. Vehicle Registration Number**
- 6. Driver's Details at the Time of Damage**
- 7. Caller's Information**
- 8. Description of Loss/Injuries**
- 9. Estimated Total Loss:**

Provide an estimated total loss, helping the insurance company understand the extent of the damage and enabling a more efficient processing of your claim. By ensuring you have these documents ready when filing a motor insurance claim, you contribute to a smoother and more streamlined claims process. At Liberty General, we value transparency and efficiency in handling claims and your cooperation with the required documentation is crucial for a prompt resolution.

**You can refer to the link provided below for detailed information on the claims process.**

**<https://www.libertyinsurance.in/motor-insurance.html>**