

**Policy Wordings**  
**Stand-alone Own Damage Policy for Private Car**  
**(UIN :- IRDAN150RP0001V01201920)**

Whereas the Insured by a proposal and declaration dated as stated in the Schedule which shall be the basis of this contract and is deemed to be incorporated herein has applied to Liberty General Insurance Ltd. (hereinafter referred to as “the Company”) for insurance hereinafter contained and has paid the premium mentioned in the schedule as consideration for such insurance in respect of accident loss or damage occurring during the Period of Insurance.

NOW THIS POLICY WITNESSETH:

That subject to the Terms Exceptions and Conditions contained herein or endorsed or otherwise expressed hereon.

**LOSS OF OR DAMAGE TO THE VEHICLE INSURED**

The Company will indemnify the insured against loss or damage to the vehicle insured hereunder and/or its accessories whilst thereon

- i. by fire explosion self-ignition or lightning;
- ii. by burglary housebreaking or theft;
- iii. by riot and strike;
- iv. by earthquake (fire and shock damage);
- v. by flood typhoon hurricane storm tempest inundation cyclone hailstorm frost;
- vi. by accidental external means;
- vii. by malicious act;
- viii. by terrorist activity;
- ix. whilst in transit by road rail inland- waterway lift elevator or air;
- x. by landslide rockslide.

Subject to a deduction for depreciation at the rates mentioned below in respect of parts replaced;

- |  |     |
|--|-----|
| 1. For all rubber/ nylon/ plastic parts, tyres, tubes and batteries  | 50% |
| 2. For fibre glass components  | 30% |
| 3. For all parts made of glass   | Nil |
| 4. Rate of depreciation for all other parts <b>including wooden parts</b> will be as per the following schedule: |     |

**AGE OF VEHICLE**

**% OF DEPRECIATION**

Not exceeding 6 months	Nil
Exceeding 6 months but not exceeding 1 year	5%
Exceeding 1 year but not exceeding 2 years	10%
Exceeding 2 years but not exceeding 3 years	15%
Exceeding 3 years but not exceeding 4 years	25%
Exceeding 4 years but not exceeding 5 years	35%
Exceeding 5 year but not exceeding 10 years	40%
Exceeding 10 years	50%

**Rate of depreciation for painting:**

In case of painting, the depreciation rate of 50% shall be applied only on material cost of total painting charges. In case of a consolidated bill for painting charges, the material component shall be considered at 25% of the total painting charges for the purpose of applying the depreciation.

The Company shall not be liable to make any payment in respect of :

- (a) Consequential loss, depreciation, wear and tear, mechanical or electrical breakdown failures or breakages;
- (b) Damage to Tyres and Tubes unless the vehicle insured is damaged at the same time in which case the liability of the Company shall be limited to 50% of the cost of replacement.
- (c) Loss of or damage to accessories by burglary housebreaking or theft unless the vehicle is stolen at the same time; and
- (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 drugs.

In the event of the vehicle being disabled by reason of loss or damage covered under this Policy the Company will bear the reasonable cost of protection and removal to the nearest repairer and of redelivery to the Insured but not exceeding in all Rs.1500/- in respect of any one accident.

The insured may authorise the repair of the vehicle necessitated by damage for which the Company may be liable under this Policy provided that:-

- (a) the estimated cost of such repair including replacements, if any, does not exceed Rs.500/-
- (b) the Company is furnished forthwith a detailed estimate of the cost of repairs and
- (c) the insured shall give the Company every assistance to see that such repair is necessary and the charges are reasonable.

### **SUM INSURED – INSURED’S DECLARED VALUE (IDV)**

The **Insured’s Declared Value (IDV)** of the vehicle will be deemed to be the ‘SUM INSURED’ for the purpose of this Policy which is fixed at the commencement of each policy period for the insured vehicle.

The IDV of the vehicle (and side car/accessories, if any, fitted to the vehicle) is to be fixed on the basis of the manufacturer’s listed selling price of the brand and model as the insured vehicle at the commencement of insurance/renewal and adjusted for depreciation (as per schedule below).

The schedule of age-wise depreciation as shown below is applicable for the purpose of Total Loss/Constructive Total Loss (TL/CTL) claims only.

### **THE SCHEDULE OF DEPRECIATION FOR FIXING IDV OF THE VEHICLE**

<b>AGE OF THE VEHICLE</b>	<b>% OF DEPRECIATION FOR FIXING IDV</b>
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%

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 the Company and the Insured.

IDV shall be treated as the ‘Market Value’ throughout the policy period without any further depreciation for the purpose of Total Loss (TL) / Constructive Total Loss (CTL) claims.

The insured vehicle shall be treated as CTL if the aggregate cost of retrieval and / or repair of the vehicle, subject to terms and conditions of the Policy, exceeds 75% of the IDV of the vehicle.

### **GENERAL EXCEPTIONS**

The Company shall not be liable in respect of:

1. any accidental loss damage caused sustained or incurred outside the Geographical Area.
2. any accidental loss damage caused sustained or incurred whilst the vehicle insured herein is:
  - a) being used otherwise than in accordance with the Limitations as to Use or
  - b) 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.
3. any accident loss damage resulting or arising there from or any consequential loss

4. any accidental loss or damage directly or indirectly caused by or contributed to by or arising from nuclear weapons material
5. any accidental loss damage and directly or indirectly or proximately or remotely occasioned by or contributed to by or traceable to or arising out of or in connection with war, invasion, the act of foreign enemies, hostilities or warlike operations (whether before or after declaration of war), civil war, mutiny rebellion, military or usurped power or by any direct or indirect consequences of any of the said occurrences and in the event of any claim hereunder the Insured shall prove that the accidental loss damage arose independently of and was in no way connected with or occasioned by or contributed to by or traceable to any of the said occurrences or any consequences thereof and in default of such proof the Company shall not be liable to make any payment in respect of such a claim.

### **DEDUCTIBLE**

The Company shall not be liable for each and every claim of this Policy in respect of the deductible stated in the Schedule.

### **CONDITIONS**

This Policy and the Schedule shall be read together and any word or expression to which a specific meaning has been attached in any part of this Policy or of the Schedule shall bear the same meaning wherever it may appear.

1. Notice shall be given in writing to the Company immediately upon the occurrence of any accident or loss or damage and in the event of any claim and thereafter the insured shall give all such information and assistance as the Company shall require. In case of theft or other criminal act which may be the subject of a claim under this Policy the insured shall give immediate notice to the police and co-operate with the Company in securing the conviction of the offender.
2. No admission offer promise payment or indemnity shall be made or given by or on behalf of the Insured without the written consent of the Company which shall be entitled if it so desires to take over and conduct in the name of the Insured the defence or settlement of any claim or to prosecute in the name of the Insured for its own benefit any claim for indemnity or damages or otherwise and shall have full discretion in the conduct of any proceedings or in the settlement of any claim and the Insured shall give all such information and assistance as the Company may require.
3. 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:
  - (a) 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.
  - (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.

4. 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.
5. The Company may cancel the Policy on grounds of mis-representation, fraud, non-disclosure of material facts or non-cooperation of the insured by sending seven days' notice by recorded delivery to the insured at insured's last known address and in such event will return to the insured the premium paid less the pro rata portion thereof for the period the Policy has been in force or the Policy may be cancelled at any time by the insured on seven days' notice by recorded delivery and provided no claim has arisen during the currency of the Policy, the insured shall be entitled to a return of premium less premium at the Company's Short Period rates for the period the Policy has been in force. Return of the premium by the company will be subject to retention of the minimum premium of Rs.100/- (or Rs.25/- in respect of vehicles specifically designed/modified for use by blind/handicapped/mentally challenged persons). Where the ownership of the vehicle is transferred, the Policy cannot be cancelled unless evidence that the vehicle is insured elsewhere is produced.
6. If at the time of occurrence of an event that gives rise to any claim under this Policy there is in existence any other insurance covering the same liability, the Company shall not be liable to pay or contribute more than its rateable proportion of any compensation, cost or expense.
7. If any dispute or difference shall arise as to the quantum to be paid under this Policy (liability being otherwise admitted), such difference shall independent of all other questions be referred to the decision of a sole arbitrator to be appointed in writing by the parties to the dispute or if they cannot agree upon a single arbitrator within 30 days of any party invoking Arbitration, the same shall be referred to a panel of three arbitrators comprising two arbitrators one to be appointed by each of the parties to the dispute / difference, and a third arbitrator to be appointed by such two arbitrators who shall act as the presiding arbitrator and Arbitration shall be conducted under and in accordance with the provisions of the Arbitration and Conciliation Act, 1996.

It is clearly agreed and understood that no dispute or difference shall be referable to Arbitration as hereinbefore provided, if the Company has disputed or not accepted liability under or in respect of this Policy.

It is hereby expressly stipulated and declared that it shall be condition precedent to any right of action or suit upon this Policy that the award by such arbitrator/ arbitrators of the amount of the loss or damage shall be first obtained.

It is also hereby further expressly agreed and declared that if the Company shall disclaim liability to the insured for any claim hereunder and such claim shall not, within twelve calendar months from the date of such disclaimer have been made the subject matter of a suit in a court of law, then the claim shall for all purposes be deemed to have been abandoned and shall not thereafter be recoverable

hereunder.

8. The due observance and fulfillment of the terms, conditions and endorsements of this Policy in so far as they relate to anything to be done or complied with by the insured and the truth of the statements and answers in the said proposal shall be conditions precedent to any liability of the Company to make any payment under this Policy.
9. In the event of the death of the sole insured, this Policy will not immediately lapse but will remain valid for a period of three months from the date of the death of insured or until the expiry of this Policy (whichever is earlier). During the said period, legal heir(s) of the insured to whom the custody and use of the Motor Vehicle passes may apply to have this Policy transferred to the name(s) of the heir(s) or obtain a new insurance policy for the Motor Vehicle.

Where such legal heir(s) desire(s) to apply for transfer of this Policy or obtain a new policy for the vehicle such heir(s) should make an application to the Company accordingly within the aforesaid period. All such applications should be accompanied by:-

- a) Death Certificate in respect of the insured
- b) Proof of title to the vehicle
- c) Original Policy

### **ADD-ON WORDINGS**

#### **AD 01.DEPRECIATION COVER (UIN :- IRDAN150RP0001V01201920/A0003V01201920)**

##### **Scope of Cover**

In consideration of the payment of extra premium paid by the insured as mentioned in the policy schedule it is hereby understood and agreed subject to the terms, conditions, exclusions and limitations that the Company shall bear the Depreciation amount deducted on the value of the parts replaced as a result of admissible claim under the Own Damage Policy.

Conditions: -

- a) Insured Vehicle should be repaired at any of Company's authorized Garage.

\* For the purpose of this Cover the expression 'admissible claim' shall mean an event or series of events arising out of one cause in connection with the vehicle insured in respect of which indemnity is provided under this policy.

**AD 02.CONSUMABLES COVER (UIN :- IRDAN150RP0001V01201920/A0004V01201920)**

**Scope of Cover:**

In consideration of the payment of extra premium paid by the insured as mentioned in the policy schedule it is hereby understood and agreed subject to the terms, conditions, exclusions and limitations that the Company agrees to cover expenses incurred towards “those items or substances of specific use which at the time of loss are either totally consumed or deemed unfit for further use in the vehicle” arising out of damage to the vehicle insured and/or to its accessories caused by insured peril under the Own Damage Policy.

Consumables shall mean those items or substances which have specific use and when applied to their respective uses are deemed to be consumed completely and/or are deemed to be unfit for future use. These items include grease, lubricants, air conditioner’s gas, bearings, engine oil, oil filter, fuel filter, break oil, nut and bolt, screw, washers and the like.

Subject otherwise to the terms, conditions, exceptions and limitations of the policy

**Special Conditions applicable:**

- a) The cover under this add-on will be available only for vehicles upto the maximum age of -- years.
- b) For any claim to become payable under this add-on, it should be admitted under the Own Damage Policy.
- c) All such costs to be supported with proper bills/invoices only from Garages authorized by the company.
- d) Such repairs to be undertaken within three (3) days of date of loss.

**AD 15.Daily Allowance: (UIN :- IRDAN150RP0001V01201920/A0008V01201920)**

**Scope of Cover:**

In consideration of extra premium paid by the Insured as mentioned in the policy schedule and realized by the Company it is hereby understood and agreed subject to the terms, conditions, exclusions and limitations that the Company will pay Insured the Daily Allowance as mentioned in the schedule, if insured vehicle is damaged by a covered peril mentioned in the Own Damage Policy.

Maximum Period for which mentioned allowance would be payable by Company:

- i. Partial Claims: upto 10 Days
- ii. Total Loss or Total Theft Claims: up to 20 Days

The time taken by garage for damages not admissible in the Own Damage Policy will be excluded for calculation of Daily Allowance

For computation of days for Daily Allowance entitlement in case of Partial claims, the start date will be taken as the day following the day on which the insured vehicle is given to garage for repair and end date will be taken as the day on which intimation regarding delivery of repaired vehicle is given to Insured. In case of Total Loss and/or theft claims, a flat payment for 20 days will be made at the time of settlement subject to admissibility of the claim by the company.

#### Exclusions:

1. Any repair taking upto 3 days
2. Any Claim not valid or admissible under Section 1
3. Vehicle not repaired at garage authorized by Company

Subject to the terms, conditions, exceptions and limitations of the Policy.

#### **AD 09.EMI Protection (UIN :- IRDAN150RP0001V01201920/A0015V01201920)**

#### Scope of Cover:

In consideration of the extra premium paid by the Insured as mentioned in the policy schedule, it is hereby understood and agreed subject to the terms, conditions, exclusions and limitations that the Company will pay the Insured the amount, maximum up to the Amount & Number of EMIs (Equated Monthly Installment) Covered as mentioned in the Schedule for each completed period of 30 days for which the insured vehicle is under repair arising of accidental damages provided –

- a. The claim is admissible under the Own Damage Policy;
- b. The vehicle is repaired at a garage/workshop authorized\* by the company

#### Conditions

1. Maximum two claims shall be admissible under this add on during the policy period.
2. For computation of ‘completed period of 30 days’, the start date will be taken as the day following the day on which the insured vehicle is given to garage for repair and end date will be taken as the day on which intimation regarding delivery of repaired vehicle is given to Insured or the Company. Time taken by the garage to commence the repair work or waiting time due to non-availability of spares is not considered.
3. In case of theft of insured vehicle, entire amount of EMI coverage as opted by the insured & mentioned on the policy schedule shall be reimbursed (subject to other conditions mentioned).
4. The claim under this add-on shall be paid directly to the financier as mentioned on the schedule, to which the insured vehicle is hypothecated.



5. Liability of the Company shall be limited to the EMI amount mentioned in the schedule or the actual EMI prevailing at the time of loss whichever is lower. Also, in no case, Company shall pay an amount higher than the actual amount of loan outstanding against the insured vehicle.

List of authorized garages/ workshop can be accessed at company's website.

#### **AD 07. ENGINE SAFE COVER (IRDAN150RP0001V01201920/A0013V01201920)**

In consideration of extra premium paid by the Insured as mentioned in the policy schedule it is hereby understood and agreed that the Company undertakes to provide cover to the engine of the insured vehicle including its block and child parts along with the gear box, transmission or differential assembly provided the loss or damage is due to”

- a) Ingression of water in the engine or
- b) leakage of lubricating oil from the engine / assembly arising out of accidental damage

Company shall indemnify the Insured towards the following repairs / replacements arising out of (a) & (b) above:

- a) Repair or replacement of the internal parts of the gear box such as gears or shafts, bearing, gear oil and gaskets.
- b) Repair or replacement of engine block and internal child parts of engine including lubricating oils /consumables used in the assembly but excluding fuel.
- c) Labour cost incurred towards overhauling the damaged engine/gearbox
- d) Engine compression tests and other machining charges.

#### **Special Conditions**

- (A) Vehicle is taken to the garage within 24 hours of water receding from the water logged area and the intimation to the Company be given not later than three days from the receding of water, unless the insured is prevented to do so by sufficient & reasonable reason, where the company can condone the delay based on merits of each case.
- (B) Insured shall take reasonable care to avoid further damage to engine/gear box post water ingress or leakage of lubricating oil. Insured should not try to crank or push start the engine post undercarriage damage or post insured vehicle stopping due to water ingress.

#### **Special Exclusions**

- 1. Loss or Damage covered under manufacture's warranty or part of manufacturer's recall.
- 2. Loss or damage to the engine and/or gear box due to delay in intimation to the insurer or delay in retrieval of insured vehicle from water clogged area.

Subject to the terms, conditions, exceptions and limitations of the policy.

**AD 03. GAP VALUE COVER (UIN :- IRDAN150RP0001V01201920/A0005V01201920)**

**Scope of Cover:**

In consideration of the payment of extra premium paid by the insured as mentioned in the Policy Schedule it is hereby understood and agreed subject to the terms, conditions exclusions and limitations that the Company shall pay the "difference amount" between the amount received under the Own Damage Policy i.e. Insured Declared Value (IDV) less deductibles under the policy AND price as per purchase invoice OR the current Replacement Value of vehicle if the same make model is available, whichever is less in the event of a Total Theft or Total Loss/ Constructive Total Loss (CTL) of the vehicle. It also covers the Road Tax and first time registration charges if specifically declared and additional premium is paid.

Maximum liability to the company is limited to the sum insured mentioned in the policy schedule.

**Special Conditions applicable to this benefit-**

- a) The vehicle insured is not more than --- years old on the date of commencement of the policy period.
- b) The Total Theft or Total loss/ Constructive Total Loss of the vehicle should be admissible under the Own Damage Policy.
- c) Insured should be the first registered owner of the vehicle as per RTO records.
- d) Vehicle Insured should be indigenous.

**Key Loss Cover:**

**Scope of Cover:**

In consideration of extra premium paid by the Insured as mentioned in the policy schedule it is hereby understood and agreed subject to the terms, conditions exclusions and limitations that the Company will reimburse insured towards:

- a. The cost of replacing vehicle keys in case of irrecoverable occurrences or broken or damaged keys
- b. The Cost of replacing locks and keys in case of theft of keys and /or if the vehicle is broken into along with damage to the locks/keys of the insured vehicle resulting in security threat to the vehicle.

**Special Condition**

- a. Insured is required to provide police report confirming the incident details occurring during the mentioned Policy Period.

Subject to the terms, conditions, exceptions and limitations of the Policy.

**AD 12 . Loss of Personal Belongings (UIN IRDAN150RP0001V01201920/A0011V01201920)**

**Scope of Cover:**

In consideration of extra premium paid by the Insured as mentioned in the policy schedule and realized by the Company it is hereby understood and agreed subject to the terms, conditions, exclusions and limitations that the Company will pay for the loss or damage to insured's personal belongings caused by perils mentioned under the Own Damage Policy while they are inside the insured vehicle at the time of loss or damage to the vehicle.

Personal belongings for purpose of this coverage would mean the articles or other items of personal nature which are likely to be used, carried or worn but excludes Money, Securities, Cheques, Bank Drafts, Credit or Debit Cards, Jewellery, Lens, Glasses, Travel Tickets, Watches, Valuables, Manuscripts, Painting and Items of similar nature. Any goods or samples in connection with any business or trade are not covered.

Company's liability (maximum subject to the sum insured mentioned in the schedule) under this cover will be payable as mentioned below:

- a. In case of Partial loss or damage to the insured item(s): Company will pay the reasonable cost of repair to restore the item in similar condition as it was immediately before the event leading to loss or damage.
- b. In case of Total loss or damage to the insured item(s) including the situation wherein the cost of repair is equal to or exceeding the value of insured item immediately prior to the event leading to loss or damage: Company will pay the market value of the insured item as it was immediately before the event leading to loss or damage less salvage value if any.

**Special Condition:**

- a. For any claim to become payable under this add-on cover, it should be admissible under the Own Damage Policy.
- b. A police report must be submitted to Company for claims due to theft, burglary or house-breaking.

The Insured will bear first INR. 200 of each and every claim under this section.

Subject to the terms, conditions, exceptions and limitations of the Policy.

**AD 14. No Claim Bonus Protection Cover (No Claim Bonus one slab down)**  
**(UIN :- IRDAN150RP0001V01201920/A0010V01201920)**

In consideration of the payment of extra premium paid by the Insured as mentioned in the policy schedule it is hereby understood and agreed that company will allow the No claim bonus which is one slab lower than the No claim percentage mentioned on the schedule at the time of renewal, even if there are upto two claims reported during the mentioned PolicyPeriod.

Special Conditions:

1. No claim bonus will be reduced to zero on renewal in case more than 2 claims are reported on Policy.
2. The cover will cease in case the No claim bonus declared while taking this cover is found to be incorrect.
3. The cover will cease in case of Transfer of ownership of insured vehicle.
4. The renewal of policy is done with us within 90 days of expiry of the Policy

Subject to the terms, conditions, exceptions and limitations of the Policy.

**AD 13. No Claim Bonus Protection Cover (Same No Claim Bonus)**  
**(UIN :- IRDAN150RP0001V01201920/A0009V01201920)**

In consideration of extra premium paid by the Insured as mentioned in the policy schedule and realized by the Company it is hereby understood and agreed that Company will allow the same No claim bonus, as mentioned on the schedule at the time of renewal, even if there are upto two claims reported during the mentioned Policy Period.

Special Conditions:

1. No claim bonus will be reduced to zero on renewal in case more than 2 claims are reported during the Policy Period.
2. The cover will cease in case the No claim bonus declared while taking this cover is found to be incorrect.
3. The cover will cease in case of Transfer of ownership of insured vehicle.
4. The renewal of policy is done with us within 90 days of expiry of the Policy

Subject to the terms, conditions, exceptions and limitations of the Policy.

**AD 04. Passenger Assist Cover (UIN :- IRDAN150RP0001V01201920/A0006V01201920)**

In consideration of the payment of extra premium paid by the insured as mentioned in the policy schedule it is hereby understood and agreed subject to the terms, conditions, exclusions and limitations that the Company stands to pay the insured as is provided below:-

- **Hospital Allowance:** the Company agrees to pay the amount mentioned in the policy schedule per insured with maximum number of insured limited to the seating capacity of the vehicle for per day of hospitalization caused due to bodily injury caused by accidental, external, violent and visible means while traveling in, embarking or disembarking from the insured vehicle during the policy period as mentioned in the schedule for which a valid claim under the Policy is admissible.
- **Medical Expenses:** Company undertakes to reimburse Medical Expenses per Insured person with maximum number of insured limited to the seating capacity of the vehicle up to the Sum Insured as specified in the Schedule, following treatment of bodily injury caused by accidental, external, violent and visible means while traveling in, embarking or disembarking from the insured vehicle during the policy period as mentioned in the schedule for which a valid claim under the Policy is admissible.

**Special Conditions applicable to Medical expenses Coverage:**

The Company stands to cover medical expenses for treatment taken from only registered Medical Practitioners under respective medical councils.

**Medical Transport Assistance:** The Company agrees to pay amount as mentioned in the policy schedule incurred by the insured towards transportation of the insured/ insured person(s) to the Hospital postsuffering bodily injury caused by accidental, external, violent and visible means while traveling in, embarking or disembarking from the insured vehicle during the policy period as mentioned in the schedule for which a valid claim under the Policy is admissible

**AD 05. ROADSIDE ASSISTANCE COVER (UIN :- IRDAN150RP0001V01201920/A0007V01201920)**

**Scope of Cover:**

In consideration of the payment of extra premium paid by the insured as mentioned in the policy schedule it is hereby understood and agreed subject to the terms, conditions, exclusions and limitations that the company shall provide "Roadside Assistance" in case of breakdown of the insured vehicle upon his request, with a maximum of four claims related to any one or more of the following emergency assistance services during the Policy Period through the authorized vendor. The services provided under the Roadside Assistance are as under:

<b>Sr No</b>	<b>Featured Benefits</b>	<b>Inclusion</b>
1	Vehicle relocation to the nearest garage in case of major breakdown.	Upto 50 Kms
2	Repair Service for Minor Breakdowns	Upto 50 Kms
3	Assistance in case of Lockout/lost keys	Upto 50 Kms
4	Change of Flat Tyre	Upto 50 Kms
6	Arrangement of emergency fuel in case the vehicle runs out of fuel. (Cost of Fuel shall be paid by insured on the spot)	Upto 50 Kms
7	Alternative Transport assistance to the nearest safe location for the passengers of the vehicle (Taxi fare for the journey shall be borne by customer and shall be payable directly to the provider on spot)	Yes

Cost of Services beyond coverage limits as mentioned against each service shall be borne by the customer.

**Special Conditions**

- a) All additional expenses regarding replacement of a part, additional Fuel and any other service which does not form a part of the standard services mentioned above would be on chargeable basis to the insured.

**AD 11. Towing Expense Cover (UIN :- IRDAN150RP0001V01201920/A0014V01201920)**

In consideration of extra premium paid by the Insured as mentioned in the policy schedule and realized by the Company it is hereby understood and agreed that the Company shall pay the towing expenses of the damaged insured vehicle from accident spot to the nearest authorized repairer/garage over and above the amount covered under the Own Damage Policy.

Maximum liability of the Company is restricted to the Sum Insured as mentioned in the schedule or actual expenses incurred whichever is less.

Subject to the terms, conditions, exceptions and limitations of the Policy.

**AD 06. Key Loss Cover (UIN :- IRDAN150RP0001V01201920/A0012V01201920)**

**Scope of Cover:**

In consideration of extra premium paid by the Insured as mentioned in the policy schedule it is hereby understood and agreed subject to the terms, conditions exclusions and limitations that the Company will reimburse insured towards:

- a. The cost of replacing vehicle keys in case of irrecoverable occurrences or broken or damaged keys
- b. The Cost of replacing locks and keys in case of theft of keys and /or if the vehicle is broken into along with damage to the locks/keys of the insured vehicle resulting in security threat to the vehicle.

**Special Condition**

- a. Insured is required to provide police report confirming the incident details occurring during the mentioned Policy Period.

Subject to the terms, conditions, exceptions and limitations of the Policy

## GRIEVANCE REDRESSAL PROCEDURE

We are concerned about you and are committed to extend the best possible services. In case you are not satisfied with our services or resolutions, please follow the below steps for redressal.

### Step 1

**Call us** on Toll free number: **1800-266-5844**

(8:00 AM to 8:00 PM, 7 days of the week)

or

**Email us at:** [care@libertyinsurance.in](mailto:care@libertyinsurance.in)

or

**Write to us at:**

**Customer Service**

**Liberty General Insurance Ltd.**

10<sup>th</sup> Floor, Tower A, Peninsula Business Park,  
Ganpatrao Kadam Marg, Lower Parel, Mumbai 400 013

### Step 2

If our response or resolution does not meet your expectations, you can escalate at

[Manager@libertyinsurance.in](mailto:Manager@libertyinsurance.in)

### Step 3

If you are still not satisfied with the resolution provided, you can further escalate at

[ServiceHead@libertyinsurance.in](mailto:ServiceHead@libertyinsurance.in)

An acknowledgement will be sent on receipt of your concern, we would then investigate the matter internally and respond with a suitable resolution. Please share your contact details to enable us to get in touch with you.

In case you are not satisfied with the decision or resolution provided by the company you may approach the Insurance Ombudsman for redressal. The details of Insurance Ombudsman offices are given below:

Office of the Ombudsman and Contact Details	Areas of Jurisdiction
<b>AHMEDABAD</b> Office of the Insurance Ombudsman, Jeevan Prakash Building, 6th floor, Tilak Marg,	Gujarat, Dadra & Nagar Haveli, Daman and Diu.



Office of the Ombudsman and Contact Details	Areas of Jurisdiction
Relief Road, Ahmedabad – 380 001. Tel.: 079 - 25501201/02/05/06 Email: bimalokpal.ahmedabad@ecoi.co.in	
<b>BENGALURU</b> Office of the Insurance Ombudsman, Jeevan Soudha Building, PID No. 57-27-N-19, Ground Floor, 19/19, 24th Main Road, JP Nagar, 1st Phase, Bengaluru – 560 078. Tel.: 080 - 26652048 / 26652049 Email: bimalokpal.bengaluru@ecoi.co.in	Karnataka.
<b>BHOPAL</b> Office of the Insurance Ombudsman, Janak Vihar Complex, 2nd Floor, 6, Malviya Nagar, Opp. Airtel Office, Near New Market, Bhopal – 462 003. Tel.: 0755 - 2769201 / 2769202 Fax: 0755 - 2769203 Email: bimalokpal.bhopal@ecoi.co.in	Madhya Pradesh Chattisgarh.
<b>BHUBANESHWAR</b> Office of the Insurance Ombudsman, 62, Forest park, Bhubneshwar – 751 009. Tel.: 0674 - 2596461 / 2596455 Fax: 0674 - 2596429 Email: bimalokpal.bhubaneswar@ecoi.co.in	Orissa
<b>CHANDIGARH</b> Office of the Insurance Ombudsman, S.C.O. No. 101, 102 & 103, 2nd Floor, Batra Building, Sector 17 – D, Chandigarh – 160 017. Tel.: 0172 - 2706196 / 2706468 Fax: 0172 - 2708274 Email: bimalokpal.chandigarh@ecoi.co.in	Punjab, Haryana, Himachal Pradesh, Jammu & Kashmir, Chandigarh.
<b>CHENNAI</b> Office of the Insurance Ombudsman, Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, CHENNAI – 600 018. Tel.: 044 - 24333668 / 24335284 Fax: 044 - 24333664 Email: bimalokpal.chennai@ecoi.co.in	Tamil Nadu, Pondicherry Town and Karaikal (which are part of Pondicherry).
<b>DELHI</b> Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Building, Asaf Ali Road, New Delhi – 110 002. Tel.: 011 - 2323481/23213504 Email: bimalokpal.delhi@ecoi.co.in	Delhi.
<b>GUWAHATI</b>	Assam, Meghalaya,

Office of the Ombudsman and Contact Details	Areas of Jurisdiction
<p>Office of the Insurance Ombudsman,                      Jeevan Nivesh, 5th Floor, Nr. Panbazar over bridge,                      S.S. Road, Guwahati – 781001(ASSAM).                      Tel.: 0361 - 2132204 / 2132205                      Fax: 0361 - 2732937                      Email: bimalokpal.guwahati@ecoi.co.in</p>	<p>Manipur,                      Mizoram,                      Arunachal Pradesh,                      Nagaland and Tripura.</p>
<p><b>HYDERABAD</b>                      Office of the Insurance Ombudsman,                      6-2-46, 1st floor, "Moin Court", Lane Opp. Saleem Function                      Palace, A. C. Guards, Lakdi-Ka-Pool,                      Hyderabad - 500 004.                      Tel.: 040 - 65504123 / 23312122                      Fax: 040 - 23376599                      Email: bimalokpal.hyderabad@ecoi.co.in</p>	<p>Andhra Pradesh,                      Telangana,                      Yanam and                      part of Territory of Pondicherry.</p>
<p><b>JAIPUR</b>                      Office of the Insurance Ombudsman,                      Jeevan Nidhi – II Bldg., Gr. Floor,                      Bhawani Singh Marg, Jaipur - 302 005.                      Tel.: 0141 - 2740363                      Email: Bimalokpal.jaipur@ecoi.co.in</p>	<p>Rajasthan.</p>
<p><b>ERNAKULAM</b>                      Office of the Insurance Ombudsman,                      2nd Floor, Pulinat Bldg., Opp. Cochin Shipyard, M. G. Road,                      Ernakulam - 682 015.                      Tel.: 0484 - 2358759 / 2359338                      Fax: 0484 - 2359336                      Email: bimalokpal.ernakulam@ecoi.co.in</p>	<p>Kerala, Lakshadweep,                      Mahe-a part of Pondicherry.</p>
<p><b>KOLKATA</b>                      Office of the Insurance Ombudsman,                      Hindustan Bldg. Annexe, 4th Floor,                      4, C.R. Avenue, KOLKATA - 700 072.                      Tel.: 033 - 22124339 / 22124340                      Fax : 033 - 22124341                      Email: bimalokpal.kolkata@ecoi.co.in</p>	<p>West Bengal,                      Sikkim,                      Andaman &amp; Nicobar Islands.</p>
<p><b>LUCKNOW</b>                      Office of the Insurance Ombudsman,                      6th Floor, Jeevan Bhawan, Phase-II,                      Nawal Kishore Road, Hazratganj,                      Lucknow - 226 001.                      Tel.: 0522 - 2231330 / 2231331                      Fax: 0522 - 2231310                      Email: bimalokpal.lucknow@ecoi.co.in</p>	<p>Districts of Uttar Pradesh :                      Laitpur, Jhansi, Mahoba, Hamirpur, Banda,                      Chitrakoot, Allahabad, Mirzapur,                      Sonbhadra, Fatehpur, Pratapgarh,                      Jaunpur, Varanasi, Gazipur, Jalaun, Kanpur,                      Lucknow, Unnao, Sitapur, Lakhimpur,                      Bahraich, Barabanki, Raebareli, Sravasti,                      Gonda, Faizabad, Amethi, Kaushambi,                      Balrampur, Basti, Ambedkarnagar,                      Sultanpur, Maharajgang, Santkabirnagar,                      Azamgarh, Kushinagar, Gorkhpur, Deoria,                      Mau, Ghazipur, Chandauli, Ballia,                      Sidharathnagar.</p>

Office of the Ombudsman and Contact Details	Areas of Jurisdiction
<p><b>MUMBAI</b>                      Office of the Insurance Ombudsman,                      3rd Floor, Jeevan Seva Annexe,                      S. V. Road, Santacruz (W), Mumbai - 400 054.                      Tel.: 022 - 26106552 / 26106960                      Fax: 022 - 26106052                      Email: bimalokpal.mumbai@ecoi.co.in</p>	<p>Goa,                      Mumbai Metropolitan Region                      excluding Navi Mumbai &amp; Thane.</p>
<p><b>NOIDA</b>                      Office of the Insurance Ombudsman,                      Bhagwan Sahai Palace                      4th Floor, Main Road, Naya Bans, Sector 15,                      Distt: Gautam Buddha Nagar, U.P-201301.                      Tel.: 0120-2514250 / 2514252 / 2514253                      Email: bimalokpal.noida@ecoi.co.in</p>	<p>State of Uttaranchal and the following                      Districts of Uttar Pradesh:                      Agra, Aligarh, Bagpat, Bareilly, Bijnor,                      Budaun, Bulandshehar, Etah, Kanooj,                      Mainpuri, Mathura, Meerut, Moradabad,                      Muzaffarnagar, Oraiyya, Pilibhit, Etawah,                      Farrukhabad, Firozbad, Gautambodhanagar,                      Ghaziabad, Hardoi, Shahjahanpur, Hapur,                      Shamli, Rampur, Kashganj, Sambhal,                      Amroha, Hathras, Kanshiramnagar,                      Saharanpur.</p>
<p><b>PATNA</b>                      Office of the Insurance Ombudsman,                      1st Floor, Kalpana Arcade Building,,                      Bazar Samiti Road, Bahadurpur, Patna 800 006.                      Tel.: 0612-2680952                      Email: bimalokpal.patna@ecoi.co.in</p>	<p>Bihar, Jharkhand.</p>
<p><b>PUNE</b>                      Office of the Insurance Ombudsman,                      Jeevan Darshan Bldg., 3rd Floor,                      C.T.S. No.s. 195 to 198, N.C. Kelkar Road,                      Narayan Peth, Pune – 411 030.                      Tel.: 020-41312555                      Email: bimalokpal.pune@ecoi.co.in</p>	<p>Maharashtra,                      Area of Navi Mumbai and Thane                      excluding Mumbai Metropolitan Region.</p>

**GOVERNING BODY OF INSURANCE COUNCIL**

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For updated details of Insurance Ombudsman Offices you may visit Governing Body of Insurance Council (GBIC) website at <http://www.gbic.co.in/ombudsman.html> or our website at <https://www.libertyinsurance.in/customer-support/grievance-redressal>