

## CUSTOMER INFORMATION SHEET

This document provides only key information about your policy No XXXXXXXXXXXXXXXXXXXXXXX. Please refer to the policy document for detail terms and conditions.

SI No	Title	Description		Policy / Clause Number										
1	Product Name	Private Car Package Policy - 3 Years		NA										
2	Unique Identification Number (UIN) allotted by IRDAI	IRDAN150RPMTO007V02202425		NA										
3	Structure	Indemnity		NA										
4	Interests Insured	Interest of Insured is Own Damage & third party liability arising out of insured vehicle		NA										
5	Sum Insured / Motor Insured Declared Value Scope	/-		NA										
6	Policy Coverage	<p><b>SECTION I - LOSS OF OR DAMAGE TO THE VEHICLE INSURED :</b> The Company will indemnify the insured against loss or damage to the vehicle insured hereunder and/or its accessories whilst thereon:</p> <ul style="list-style-type: none"> <li>i. by fire explosion self ignition or lightning;</li> <li>ii. by burglary housebreaking or theft;</li> <li>iii. by riot and strike;</li> <li>iv. by earthquake (fire and shock damage);</li> <li>v. by flood typhoon hurricane storm tempest inundation cyclone hailstorm frost;</li> <li>vi. by accidental external means;</li> <li>vii. by malicious act;</li> <li>viii. by terrorist activity;</li> <li>ix. whilst in transit by road rail inland waterway lift elevator or air;</li> <li>x. by landslide rockslide.</li> </ul> <p><b>SECTION II - LIABILITY TO THIRD PARTIES :</b> 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 vehicle against all sums including claimant's cost and expenses which the insured shall become legally liable to pay in respect of</p> <ul style="list-style-type: none"> <li>i. Death of or bodily injury to any person caused by or arising out of the use (including the loading and/or unloading) of the vehicle.</li> <li>ii. Damage to property caused by the use (including the loading and/or unloading) of the vehicle.</li> </ul> <p>The Company undertakes to pay compensation as per the following scale for bodily injury/ death sustained by the Insured, in direct connection with any of the vehicle of which he / she is registered owner or whilst driving or mounting into/dismounting from such vehicle or whilst travelling in it 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:</p> <table border="1"> <thead> <tr> <th>Nature of Injury</th> <th>Scale of Compensation</th> </tr> </thead> <tbody> <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>50%</td> </tr> <tr> <td>(iii) Loss of one limb or sight of one eye</td> <td>100%</td> </tr> <tr> <td>(iv) permanent total disablement from injuries other than named above</td> <td>100%</td> </tr> </tbody> </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	50%	(iii) Loss of one limb or sight of one eye	100%	(iv) permanent total disablement from injuries other than named above	100%	Section I & Section II	
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	Add-on Name	UIN	Description	Sum Insured										
	Depreciation Cover	IRDAN150RPMTO007V01202425 / A0008V01202425	<p>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 Own Damage Section.</p> <p>Conditions:-</p> <p>a) Insured Vehicle should be repaired at any of Company's authorized Garage.</p> <p>* 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.</p>	/-										
	Passenger Assist Cover	IRDAN150RPMTO007V01202425 / A0009V01202425	<p>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:-</p>	/-										

		<ul style="list-style-type: none"> <li>• 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 hospitalisation 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.</li> <li>• 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.</li> </ul> <p>Special Conditions applicable to Medical expenses Coverage:</p> <p>The Company stands to cover medical expenses for treatment taken from only registered Medical Practitioners under respective medical councils.</p> <p>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 post suffering 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.</p>	
Daily Allowance	IRDAN150RPMTO007V 01202425 / A0010V01 202425	<p>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 section 1 of the Policy.</p> <p>Maximum Period for which mentioned allowance would be payable by Company:</p> <ul style="list-style-type: none"> <li>i. Partial Claims: upto 10 Days</li> <li>ii. Total Loss or Total Theft Claims: up to 20 Days</li> </ul> <p>The time taken by garage for damages not admissible under section 1 of Policy will be excluded for calculation of Daily Allowance</p> <p>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.</p> <p>Exclusions:</p> <ul style="list-style-type: none"> <li>1. Any repair taking upto 3 days</li> <li>2. Any Claim not valid or admissible under Section 1</li> <li>3. Vehicle not repaired at garage authorized by Company</li> </ul> <p>Subject to the terms, conditions, exceptions and limitations of the Policy.</p>	NA /-

	<p>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"</p> <ul style="list-style-type: none"> <li>a) Ingression of water in the engine or</li> <li>b) leakage of lubricating oil from the engine / assembly arising out of accidental damage</li> </ul> <p>Company shall indemnify the Insured towards the following repairs / replacements arising out of (a) &amp; (b) above:</p> <ul style="list-style-type: none"> <li>a) Repair or replacement of the internal parts of the gear box such as gears or shafts, bearing, gear oil and gaskets.</li> <li>b) Repair or replacement of engine block and internal child parts of engine including lubricating oils / consumables used in the assembly but excluding fuel.</li> <li>c) Labour cost incurred towards overhauling the damaged engine/gear box</li> <li>d) Engine compression tests and other machining charges.</li> </ul> <p><b>Special Conditions</b></p> <p>(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 &amp; reasonable reason, where the company can condone the delay based on merits of each case.</p> <p>(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.</p> <p><b>Special Exclusions</b></p> <ol style="list-style-type: none"> <li>1. Loss or Damage covered under manufacturer's warranty or part of manufacturer's recall.</li> <li>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.</li> </ol> <p>Subject to the terms, conditions, exceptions and limitations of the policy.</p>	/-	NA
Towing Expenses cover	<p>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 basic Private Car Policy- Bundled Cover.</p> <p>Maximum liability of the Company is restricted to the Sum Insured as mentioned in the schedule or actual expenses incurred whichever is less.</p> <p>Subject to the terms, conditions, exceptions and limitations of the Policy.</p>	/-	
EMI Protection	<p>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 &amp; 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</p> <ul style="list-style-type: none"> <li>- a. The claim is admissible under Section I</li> </ul>	/-	

		<p>(Own Damage) of the policy;</p> <p>b. The vehicle is repaired at a garage/workshop authorized* by the company</p> <p><b>Conditions</b></p> <ol style="list-style-type: none"> <li>1. Maximum two claims shall be admissible under this add on during the policy period.</li> <li>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.</li> <li>3. In case of theft of insured vehicle, entire amount of EMI coverage as opted by the insured &amp; mentioned on the policy schedule shall be reimbursed (subject to other conditions mentioned).</li> <li>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.</li> <li>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.</li> </ol>	
Tyre Protect	IRDAN150RPMTO007V01202425 / A0014V01202425	<p>In consideration of additional 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 cover expenses for repair and/or replacement as may be required arising out of accidental loss or damage to tyres and tubes of the insured vehicle due to-</p> <p>A. Impact cuts, bursts. B. Impact bulging of side wall excluding manufacturing defect, chemical or atmospheric damages. C. Flattening of Tyre due to Hard Braking.</p> <p>Unused Tread Depth of the Tyre(s) at the Time of Loss viz a viz Admissible Claim Amount</p> <p>&lt;3 mm - Nil &gt;= 3 to &lt;5 mm - 50% of the cost of new tyre(s) &gt;= 5 to &lt;6.5 mm - 75% of the cost of new tyre(s) &gt;= 6.5 to &lt;7mm - 85% of the cost of new tyre(s) &gt;=7mm - 100% of the cost of new tyre(s)</p> <p>Special Conditions:</p> <ol style="list-style-type: none"> <li>1. Unused Tread depth will be measured at the center of the tread. 4 measurements at 4 different places will be taken for the purpose of arriving at average tread depth which will be the basis of payment under the coverage.</li> <li>2. In cases of tyres with original tread of more than 8 mm, the scale of admissible claim amount mentioned in the above table shall be applied proportionately</li> <li>3. Replacement of tyre will be allowed for same make and specification and in case of non-availability of the same make or specification leading to replacement with tyre/tube of higher specification; company will not be liable for betterment charges.</li> <li>4. If damage to tyre and tube is due to the accidental damage to the insured vehicle covered under "Own Damage" section of the Policy, our liability under this cover will be restricted to the difference between</li> </ol>	NA /-

		<p>admissible claim amount under the add on cover based on Unused Tread Depth of the Tyre(s) at the time of loss as mentioned in above table and the liability of the company limited to 50% of the cost of replacement of Tyres and Tubes as stated under the "Own Damage" section of Motor Insurance Policy.</p> <p>In consequence whereof the exclusion appearing in the Private Car Package Policy Terms and Conditions which reads as "damage to tyres and tubes unless the vehicle is damaged at the same time in which case the liability of the company shall be limited to 50% of cost of replacement" stands deleted.</p> <p>5. In case of any tyre replacement during the Policy Period, due to any reason mentioned cover will not be applicable unless it is informed and endorsed in the Policy.</p> <p>6. Insured should take reasonable care to avoid loss or damage to the tyre/tube. Insured should not use the vehicle with damaged tyre/tube leading to further damage to tube/tyre/suspension.</p> <p>7. All claims must be reported within 3 working days of damage.</p> <p>8. Maximum 2 instances of admissible claims shall be eligible during the policy period.</p> <p>Special exclusions:</p> <p>a. Any loss or damage resulting into Total Loss / Constructive Total Loss of the vehicle</p> <p>b. Loss or damage arising out of normal wear and tear</p> <p>c. Any damages resulting from neglect of the periodic maintenance of the vehicle including but not limited to, non rotation of tyre(s), poor balancing / alignment of wheels, running with deflated tyres and/or due to improper storage and/or transportation of Insured vehicle.</p> <p>d. Expenses towards routine maintenance of wheels/tyres or tubes.</p> <p>e. Any tyre/tube different from tyre/tube supplied by the manufacturers unless same is informed and endorsed in the Policy</p> <p>f. Any Consequential loss not limited to any vibration, noise and like which do not affect the performance of the tyre/tube.</p> <p>g. Loss or Damage due to any modification done which are not approved by the tyre manufacturer</p> <p>h. Loss or damage arising out of driving for purpose of racing or rallying</p> <p>i. Loss or damage arising out of manufacturing defect or design.</p> <p>j. Any minor damages, cuts or scratches not affecting the functioning of tyre/tube.</p> <p>k. Loss or damage to wheel accessories, any other parts or rim.</p> <p>l. Damages caused by Malicious actions</p> <p>m. Theft of Tyre(s)/Tube(s) or its parts or accessories</p>	NA
7	Add- on Cover	EV Secure	<p>IRDAN150RPMTO0007V01202425 / A0015V01202425</p> <p>: In consideration of additional premium paid by the Insured, it is hereby understood and agreed, subject to the terms, conditions, exclusions, and limitations, that the Company will indemnify the insured as per the below mentioned coverages as opted either of section 1 and 2 as mentioned below or jointly together as a whole and specified in the policy schedule:</p> <p>1. Charger Protection covers:</p> <p>Any loss of/or damage, or destruction to detachable charger, including charging cables and charging adaptors or due to:</p> <ul style="list-style-type: none"> <li>• Theft or burglary</li> </ul>

- Impact damage caused by external accidental means.
- Fire, explosion, self-ignition

provided all instructions as prescribed by the manufacturer are followed, and reasonable care is taken by the insured to prevent the loss.

In case of any replacement of wall mount charger due to the above-mentioned reasons, company will re-imburse one-time actual cost for Re-Installation of "Wall mount charger and adaptor assembly unit" subject to maximum limit specified in the policy schedule.

Any loss of/or damage to property of Insured due to Fire, explosion, self-ignition of detachable charger, including charging cables and charging adaptors during authorized use as prescribed by manufacturer, subject to the maximum limit as specified in the policy schedule.

#### Limits of Indemnity -

- a) Total Loss of equipment - Actual cost of replacement subject to maximum indemnity as defined in the policy schedule.
- b) Partial Loss of equipment - Cost of repair subject to maximum indemnity as defined in the policy schedule.
- c) Property damage of Insured - Maximum indemnity as specified in the Policy schedule.

#### Conditions:

- a) This Add on can be opted only, if the person has obtained insurance policy from company
- b) The Charger/other equipment insured under this Add on are used in accordance with the guidance and in accordance with the instructions from the manufacturer
- c) The Charger/other equipment insured under this Add on are utilized for private use only for the vehicle, for which is insured in base policy.
- d) A claim resulting from theft / burglary must be supported by an FIR filed with the police.
- e) A claim resulting from major Fire or Explosion must be supported by an FIR filed with the police & Fire Brigade report.
- f) Indemnity under this cover is limited to two claims during policy year as applicable for own damage cover as specified in the schedule.
- g) Claim under this add-on is intimated to the Company within 24 hours of occurrence of Loss.

#### Exclusions:

The company shall not be liable for any claims under this section directly or indirectly arising out of:

- a) Loss or damage attributable to manufacturing defect or design or unauthorized alterations.
- b) Loss or damage to the equipment falling under the terms of the maintenance / warranty agreement by manufacturer /supplier or any AMC contract with Third party provider.
- c) Loss or Damage arising during the process of cleaning, maintenance, repair, dismantling of the equipment.
- d) Willful act or Willful negligence of the Insured or Insured's family or any other person authorized by the Insured.
- e) Arising out of the misuse of or use other than in accordance with manufacturer's recommendation of or use of any accessory which has not been approved by the manufacturer for the equipment.

NA

f) Loss or Damage/cost of repair associated due to direct consequence of wear and tear or of gradual deterioration due to atmospheric or climatic changes, moths, insects, and vermin.

**Warranty :**

a) All suitable measures and directions issued by the manufacturer or respective authorities needs to be followed at the time of "Use" or "Not in use".

b) The Insured shall take all reasonable steps to safeguard the interests of the Insured against accidental loss or Damage that may give rise to the claim.

**2.Charger Liability Protection:**

Legal Liability of the Insured to third parties for Injury, death, property damage due to Short Circuit or electric current or Fire and / or explosion of Detachable equipment's (Charging Cables, Charging Adaptors) at the time of "Not in use" (not connected to Electric Vehicle) within Insured premises up to the maximum limit as specified in the policy schedule.

Limits of Indemnity - As specified in the policy schedule.

**Conditions:**

a) This Add on can be opted only, if the person has obtained insurance policy from company

b) The Charger/other equipment insured under this Add on are used in accordance with the guidance and in accordance with the instructions from the manufacturer

c) The Charger/other equipment insured under this Add on are utilized for private use only for the vehicle, for which is insured in base policy.

d) A claim resulting from Short Circuit or electric current or Fire and / or explosion of Detachable equipment's must be supported by an FIR filed with the police & Fire Brigade report.

e) Indemnity under this cover is limited to one claim during the policy period specified in the schedule.

f) Claim under this add-on is intimated to the Company within 24 hours of occurrence of Loss.

**Exclusions:**

The company shall not be liable for any claims under this section directly or indirectly arising out of:

a) Fire or Explosion attributable to any manufacturing defect or design or unauthorized alterations.

b) Willful act or Willful negligence of the Insured or Insured's family or any other person authorized by the Insured.

c) Fire or Explosion arising during the process of cleaning, maintenance, repair, dismantling of the equipment.

d) Arising due to misuse of or use other than in accordance with manufacturer's recommendation of or use of any accessory which has not been approved by the manufacturer for the equipment.

**Warranty:**

a) All suitable measures and directions issued by the manufacturer or respective authorities needs to be followed at the time of "Use" or "Not in use".

b) The Insured shall take all reasonable steps to safeguard the interests of the Insured against accidental loss or Damage that may give rise to the claim.

NA

Gap Value Cover (Revision)	IRDAN150RPMTO007V01202425 / A0016V01202425	<p>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 Own Damage (OD) Section 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.</p> <p>Maximum liability to the company is limited to the sum insured mentioned in the policy schedule.</p> <p>Special Conditions applicable to this benefit-</p> <ul style="list-style-type: none"> <li>a) The vehicle insured is not more than --- years old on the date of commencement of the policy period.</li> <li>b) The Total Theft or Total loss/ Constructive Total Loss of the vehicle should be admissible under Own Damage Section of the policy.</li> </ul>	/-
Consumable	IRDAN150RPMTO007V01202425 / A0017V01202425	<p>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 basic Private Car Policy.</p> <p>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 clip, air conditioner's gas, bearings, engine oil, oil filter, fuel filter, break oil, nut and bolt, screw, washers and the like.</p> <p>Subject otherwise to the terms, conditions, exceptions and limitations of the policy</p> <p>Special Conditions applicable:</p> <ul style="list-style-type: none"> <li>a) The cover under this add-on will be available only for vehicles upto the maximum age of --- years.</li> <li>b) For any claim to become payable under this add-on, it should be admitted under Own Damage Section of the Policy.</li> <li>c) All such costs to be supported with proper bills/invoices only from Garages authorized by the company.</li> <li>d) Such repairs to be undertaken within three (3) days of date of loss.</li> </ul>	NA /-
Key Loss Cover	IRDAN150RPMTO007V01202425 / A0018V01202425	<p>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:</p> <ul style="list-style-type: none"> <li>a. The cost of replacing vehicle keys in case of irrecoverable occurrences or broken or damaged keys</li> <li>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.</li> </ul>	/-

		<p>Special Condition</p> <p>a. Insured is required to provide police report confirming the incident details occurring during the mentioned Policy Period.</p> <p>Subject to the terms, conditions, exceptions and limitations of the Policy.</p>	
Loss of personal belongings	IRDAN150RPMTO007V01202425 / A0019V01202425	<p>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 section 1 of the Policy while they are inside the insured vehicle at the time of loss or damage to the vehicle.</p> <p>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.</p> <p>Company's liability (maximum subject to the sum insured mentioned in the schedule) under this cover will be payable as mentioned below:</p> <p>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.</p> <p>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.</p> <p>Special Condition:</p> <p>a. For any claim to become payable under this add-on cover, it should be admissible under section 1 "Own Damage" of the Policy.</p> <p>b. A police report must be submitted to Company for claims due to theft, burglary or house- breaking.</p> <p>The Insured will bear first INR. 200 of each and every claim under this section.</p> <p>Subject to the terms, conditions, exceptions and limitations of the Policy.</p>	/-
Liberty Assure	IRDAN150RPMTO007V01202425 / A0020V01202425	<p>In consideration of additional 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 cover the Insured under the below mentioned sections during the Policy Period as mentioned in the policy schedule. Both the sections are mandatory and must be necessarily opted for coverage under this Add-on cover.</p> <p>A. Vehicle Assistance Services:</p> <p>1. Vehicle relocation to the nearest Liberty Authorized Repair Shop in case of Major breakdown - In the event of a breakdown of the insured vehicle due to a mechanical or electrical fault which cannot be repaired on the spot, the Service Provider will assist in making arrangement for the insured vehicle to be towed to the nearest Liberty Authorized Repair Shop. Any costs and expenses</p>	/-

pertaining to towing of the Insured vehicle over and above the Covered Distance shall be directly borne by the Insured and shall be paid to the Repair Shop.

2. Vehicle relocation to the nearest Liberty Authorized Battery Charging Station / Repair Shop in case of vehicle run out of charge - In the event that an Insured vehicle runs out of charge and is immobilized while on a trip, the Service Provider will assist in making arrangement for the insured vehicle to be towed to the nearest Liberty Authorized Battery Charging Station / Repair Shop whichever is nearest. Any costs and expenses pertaining to towing of the Insured vehicle over and above the Covered Distance shall be directly borne by the Insured and shall be paid to the Repair Shop.

3. Onsite Repair Services - In the event of a breakdown of the insured vehicle due to a minor mechanical or electrical fault and immediate repair on the spot is deemed possible, the Service Provider shall assist the Insured by arranging for a technician to reach the breakdown location. The cost of material & Spare Parts if required to repair the insured vehicle on the spot and any other incidental conveyance to obtain such material & spare parts will be borne by the Insured. This service will be provided when the Insured vehicle is not in a position to be driven to the nearest Repair Shop.

4. Changing of Flat tyre - In the event, that an insured vehicle is immobilized due to a flat tyre, Service Provider will assist the Insured by organizing for a technician to get the punctured tyre fixed. Service Provider will bear the labour cost and round-trip conveyance costs of the technician. Material/spare parts if required to repair the Vehicle (including repair of flat spare, stepney tyre) will be borne by the Insured. In case the spare tyre is not available in the Insured vehicle, the flat tyre will be taken to the nearest Liberty Authorized flat tyre repair shop for repairs & reattached to the Vehicle. All incidental charges for the same shall be borne by the Insured.

Covered Distance & Territorial Scope: The above Assistance Services shall be provided will be within a radius of 100 Kms from the place of breakdown to nearest available vendor / repairer within the Republic of India excluding islands. Cost of Services beyond the coverage as mentioned shall be borne by the Insured.

Conditions:

1. This Add-on can be opted only if the vehicle is insured under a Motor Insurance Policy issued by the Company.
2. 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 by the Service provider.
3. Coverage under this section can be availed only up to the maximum number of claims as specified and mentioned in the Policy Schedule.

Exclusions:

The company shall not be liable for any claims under this section directly or indirectly arising out of:

1. providing the above-mentioned services under conditions of earthquake, war, invasion, rebellion, revolt, riot, civil commotion, civil war, exceptional adverse weather conditions, acts of terrorism, nuclear fission, strike, act(s) of

NA

government(s)/government agencies/judicial/ quasi-judicial authorities.

2. any claims where the Insured's vehicle is being used for the purpose of racing, rallying, motorsports, or is not being used/driven in accordance with applicable laws and regulations.

3. Situation where breakdown is caused by deliberately inflicted damage, vandalism or participation in a criminal act or offence.

4. any claim where the Insured's vehicle can be safely transferred on its own power to the nearest Repair Shop.

5. any claims triggered by theft

6. any kind of consequential losses

7. any loss which is covered under any other insurance policy or manufacturer's warranty or recall campaign or under any other such packages at the same time.

8. any expenses for supply or replacement of parts/consumables

9. any loss/damage caused to the Insured's vehicle when it is being used/driven against the recommendations of the owner's/manufacturer's manual

10. any claims where services have been availed of without the prior consent of the Company

11. any claims where services have been availed at a Service Centre / Repair Centre other than a Liberty Authorized Repair Shop.

#### B. Waiver of Compulsory Deductible

The Compulsory Deductible applicable at the time of claim, under Own Damage section of the Private Car policy to which this add-on cover is attached, would be waived for the Insured, if the insured vehicle is repaired at any of the Liberty Authorized Repair Shops.

##### Conditions:

1. This Add-on can be opted only if the vehicle is insured under a Motor Insurance Policy issued by the Company.
2. Coverage under this section can be availed only up to the maximum number of claims as specified and mentioned in the Policy Schedule.
3. The Voluntary Deductible amount applicable under Motor Insurance Policy shall be borne by the insured.

NA

##### Exclusions:

The company shall not be liable to offer coverage under this section in case of:

1. Loss or damage falling under the terms of the maintenance / warranty agreement by manufacturer /supplier or any AMC contract with Third party provider.
2. Repair/replacement that is not carried out at a Liberty Authorized Repair Shop.
3. Any kind of consequential losses
4. Repair / replacement work carried out beyond the damages accepted & settled by the Company under Own Damage section of the Private Car policy to which the add-on cover is attached.
5. Coverage under this Add-on section shall not be applicable for insured vehicle theft and total loss claims.

Electric Vehicle (EV) for the purpose of this add-on means an electric vehicle, also referred to as an electric drive vehicle, is a vehicle which uses one or more electric motors for propulsion. It is an alternative fuel automobile that uses electric motors and motor controllers for propulsion, in place of more common propulsion methods such as the internal combustion engine (ICE). Electricity can be used as a transportation fuel to power battery electric vehicles (EVs).

Liberty Authorized Repair Shop for the

		<p>purpose of this add-on means any automobile repair shop which is formally approved by the Company as preferred Service Provider for repair of Insured Vehicle.</p>	
Liberty Battery Secure	IRDAN150RPMTO0007V 01202425 / A0021V012 02425	<p>In consideration of additional 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 cover expenses incurred for repair and/or replacement as may be required due to consequential loss arising out of</p> <ul style="list-style-type: none"> <li>A. Unexpected Power Surge</li> <li>B. Water Ingression</li> <li>C. Short Circuit</li> <li>D. Spontaneous, unexplained, and uncontrolled exothermic electrochemical reactions.</li> </ul> <p>causing loss or damage to battery, drive Motor/electric Motor and HEV (Hybrid electric vehicle) system (Collectively known as other insured parts), whether it forms part of or taken &amp; fitted separately to the insured vehicle.</p> <p><b>Limits of Indemnity:</b></p> <ul style="list-style-type: none"> <li>a) Total Loss of Battery and other insured parts - Actual cost of replacement subject to maximum indemnity amount as stated in the policy schedule.</li> <li>b) Partial Loss of Battery and other insured parts - Cost of repair subject to maximum indemnity amount as stated in the policy schedule.</li> </ul> <p><b>Conditions:</b></p> <ul style="list-style-type: none"> <li>a) This Add-on can be opted only if the vehicle is insured under a Motor Insurance Policy issued by the Company.</li> <li>b) The battery and other parts insured under this Add on are used in accordance with the guidance and in accordance with the instructions from the manufacturer</li> <li>c) The battery and other Insured parts under this Add on are utilized for Insured vehicle only.</li> <li>d) Indemnity under this Add-on is limited to one claim during the policy year as applicable for own damage cover as specified in the schedule.</li> <li>e) Claim under this Add-on is intimated to the Company within 24 hours of occurrence of loss.</li> <li>f) Water ingress shall cover loss or damage to Battery and covered parts, even in case of, no loss or damage to insured vehicle payable under base policy</li> </ul> <p><b>Exclusions:</b></p> <p>The company shall not be liable for any claims under this section directly or indirectly arising out of:</p> <ul style="list-style-type: none"> <li>a) Loss or damage attributable to manufacturing defect or design or unauthorized alterations.</li> <li>b) Loss or damage to the battery and other insured parts falling under the terms of the maintenance / warranty agreement by manufacturer /supplier or any AMC contract with Third party provider.</li> <li>c) Any claim where the subject matter of claims is covered under any other type of insurance policy with any other insurer or manufacturer's warranty including recall campaign, goodwill compensation or under any other such packages at the same time.</li> <li>d) Loss or Damage arising during the maintenance, repair, dismantling of the battery or other insured parts.</li> <li>e) Arising out of the misuse of or use other than in accordance with manufacturer's recommendation of or use of any part / accessory which has not been approved by the manufacturer for the equipment.</li> <li>f) Any claim where Charging is not done as</li> </ul>	/-

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per the guidelines of OEM (original equipment manufacturer).

- g) Any claim where battery is already dead due to untimely charging or any other purpose.
- h) Vehicle stopped due to over discharge of batteries and is not plugged for charge within 24 hrs from the time of stoppage.
- i) Loss or Damage/cost of repair associated due to direct consequence of wear and tear or of gradual deterioration due to atmospheric or climatic changes, moths, insects, and vermin.
- j) Any claim where the repair has been carried out without prior approval from the Company.
- k) Willful act or Willful negligence of the Insured or Insured's family or any other person authorized by the Insured.

**Warranty:**

- a) All suitable measures and directions issued by the manufacturer or respective authorities needs to be followed, at all times.
- b) The Insured shall take all reasonable steps to safeguard the interests of the Insured against accidental loss or Damage that may give rise to the claim.

**No Claim Bonus:** Any claim under this add-on will impact the eligibility of No claim bonus during renewal of the Insured vehicle with the company.

**Cancellation:** Cancellation conditions of the add-on cover will be identical to the base policy to which the add-on cover is attached.

**Definitions:** For the purpose of this add-on,

•Battery means an electric-vehicle battery (EVB) (also known as a traction battery) which is a rechargeable battery used to power the electric motors of a battery electric vehicle (BEV) or hybrid electric vehicle (HEV).

The energy storage system in electric cars comes in the form of a battery. Electric vehicle batteries are typically lithium-ion batteries and differ from starting, lighting, and ignition (SLI) batteries. Lithium-ion batteries have a high power-to-weight ratio, high energy efficiency and good high-temperature performance. In practice, this means that the batteries hold a lot of energy for their weight, which is vital for electric cars - less weight means the car can travel further on a single charge.

•Battery Electric Vehicle (BEV) means an electric vehicle, also referred to as an electric drive vehicle, is a vehicle which uses one or more electric motors for propulsion. It is an alternative fuel automobile that uses electric motors and motor controllers for propulsion, in place of more common propulsion methods such as the internal combustion engine (ICE). Electricity can be used as a transportation fuel to power battery electric vehicles (BEVs).

•Hybrid Electric Vehicle (HEV) means a vehicle, powered by traditional petrol or diesel engine combined with an electric motor that runs on a hybrid battery. These cars can switch between the Internal Combustion Engine (ICE) and the electric motor or draw power from both sources depending upon the driving scenario.

•Consequential Loss would mean the loss / damage more specifically expressed hereinabove caused to an insured vehicle not arising directly from an insured peril but as a direct consequence to the same.

•Drive Motor/electric Motor is a motor fitted on the axles that converts electric energy into

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			mechanical energy.	
			<ul style="list-style-type: none"> <li>•HEV (Hybrid electric vehicle) system contains of Electric motor, DC/DC step down converter, electric generator &amp; power electronics controller.</li> </ul>	
Liberty Complete Assistance (Revision)	IRDAN150RPMTO007V 01202425 / A0022V012 02425		<p>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 provide the Insured, upon his request, to any one or more of the following assistance services to the insured vehicle during the Policy Period, through the network of the service providers as per the plan opted by the Insured and mentioned on the policy schedule :</p> <p>A. Electric Vehicle :</p> <ol style="list-style-type: none"> <li>1. Vehicle relocation to the nearest Repair centre in case of Major breakdown - In the event of a break down of insured vehicle due to a mechanical or electrical fault which cannot be repaired on the spot, the Service Provider will assist in making arrangement for the insured vehicle to be towed to the nearest Authorized Service Center. Any costs and expenses pertaining to towing of the Insured vehicle over and above the Covered Distance shall be directly borne by the Insured and shall be paid to the Repair centre .</li> <li>2. Vehicle relocation to the nearest Battery Charging Station in case of vehicle run out of charge - In the event that a Insured vehicle runs out of charge and is immobilized while on a trip, the Service Provider will assist in making arrangement for the insured vehicle to be towed to the nearest Battery Charging Station or Repair Center whichever is nearest. Any costs and expenses pertaining to towing of the Insured vehicle over and above the Covered Distance shall be directly borne by the Insured and shall be paid to the Repair centre.</li> <li>3. Emergency DC Charging - In the event where Insured vehicle runs out of charge and is immobilized while on a trip, the Service Provider will assist in arranging the technician to provide emergency charging for upto 20 minutes to the Insured Vehicle on best effort basis. The cost of charging &amp; labor will be borne by the Insured.</li> <li>4. Onsite Repair Services - In the event of a breakdown of insured vehicle due to a minor mechanical or electrical fault and immediate repair on the spot is deemed possible, the Service Provider shall assist the Insured by arranging a technician to reach the breakdown location. The cost of material &amp; Spare Parts if required to repair the insured vehicle on the spot and any other incidental conveyance to obtain such material &amp; spare parts will be borne by the Insured. This service will be provided when the Insured vehicle is not in a position to be driven to the nearest repair centre.</li> <li>5. Changing of Flat tyre - In the event Insured vehicle is immobilized due to a flat tyre, Service Provider will assist the Insured by organizing for a technician to get the punctured tyre fixed. Service Provider will bear the labour cost and round-trip conveyance costs of the technician. Material/spare parts if required to repair the Vehicle (including repair of flat spare stepney tyre) will be borne by the Insured. In case the spare tyre is not available in the Insured vehicle, the flat tyre will be taken to the nearest flat tyre repair shop for repairs &amp; re-attached to the Vehicle. All incidental</li> </ol>	/-

charges for the same shall be borne by the Insured.

6. Assistance in case of Lockout/ lost keys - If the keys of the Insured vehicle is broken, lost, or misplaced, Service Provider (upon the request of the Insured) will arrange for the forwarding of another set from insured's place of residence or office by courier to the location of the Insured vehicle after receiving the requisite authorizations from the Insured with regards to the person designated to hand over the same to Service Provider. The Insured will be requested to submit an identity proof at the time of delivery of the keys.

7. Hydra Support - If the Insured vehicle is stuck in a ditch, mud or snow, but is accessible through normal roadways, Service Provider will arrange service by either towing (through hydra) or the best alternatives available depending on the situation. The Service Provider shall not be liable for any third Party expense incurred for facilitation of this service. The same shall be payable to the third Party directly by the Insured.

8. Hotel Accommodation - In the event that the Insured vehicle is immobilized at a place, at least 100 Kilometers away from the address of the Insured as appearing in the Policy Schedule and on-the-spot repairs could not be carried out, the Insured vehicle had to be towed away to a Repair shop/Garage for repairs and the vehicle is not delivered back on the same day within close of business hours of the Repair shop/Garage, the Service Provider shall arrange for hotel accommodation for the occupants of the vehicle (subject to the maximum of licensed carrying capacity of the Insured vehicle), for the period the vehicle is under repair in the Repair Shop/ Garage but not exceeding 2(Two) days.

9. Local Taxi - In the event that the Insured vehicle is immobilized at a place, at least 100 Kilometers away from the address of the insured as appearing in the Policy Schedule, and the vehicle is under Repair, the Service Provider shall arrange for an alternate hired car on best availability basis in that area for the period the vehicle is under Repair but not exceeding 2 (two) days on 8 (Eight) hours / 80 (Eighty) kilometers basis, to provide for the local travel of the Insured.

10. Refreshment - When the Insured vehicle is immobilized due to breakdown and insured is stranded on road, the insured shall be offered a refresher kit comprising of water bottle and wet tissue paper. The cost of refreshment would be borne by Service Provider & limited to water bottle & wet tissue paper.

11. Journey Continuation By Taxi - In the event the Insured vehicle is immobilized due to a breakdown, while travelling within Insured's city as mentioned in the policy schedule, Service Provider will assist the Insured by arranging Taxi to continue the journey or return to insured's home. Service Provider will bear cost in all such cases provided vehicle is towed to the workshop.

12. Pick up & Drop - On request of the insured, vehicle pickup & drop service for insured vehicle servicing would be provided to the Insured. The Service Provider would only act as a facilitator and services would be arranged on best effort basis. Any cost for servicing of the insured vehicle shall be directly borne by the Insured.

13. Free Custody - To release the Insured,

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custody for breakdown vehicle would be arranged by the Service Provider. This service would be available free of cost to the Insured on best effort basis.

14. Assistance on call :

a) Facilitate Finding nearest repairer/workshop - Upon receipt of a call from the Insured for specific issues with the Insured vehicle requiring the contact details of the nearest repairer/workshop , the Service Provider will provide the same based on the updated information in the system.

b) Medical Assistance - In the event the Insured vehicle meets with an accident and any of the occupants are injured, the Service Provider may provide for a conference call with nearest Medical Service Provider including an Ambulance Service Providers. The cost of such Service Providers shall be borne by the Insured. The role of Service Provider shall be limited to sharing of the contact details of medical professionals with the Insured. If such services are not available at the location of Breakdown, Service Provider shall not be held responsible for the same.

c) Legal Advice - In the event the Insured vehicle meets with an accident and needs legal assistance, the Service Provider may provide for a conference call with the legal Service Providers or provide their contact details. The cost of such Legal Service Providers shall be borne by the Insured. Service Provider shall merely be a facilitator and shall not be held responsible for quality of services provided by the legal professionals. The role of Service Provider shall be limited to sharing of the contact details of legal professionals with the Insured. If such services are not available at the location of Breakdown, Service Provider shall not be held responsible for the same.

d) Hospital Admission - If the Insured / Occupants in Insured vehicle suffers from any medical problem arising due to a Breakdown or an Accident of the Insured vehicle, the Service Provider shall assist Insured / Occupants for admission to nearby hospital, in order to provide convenience to the Insured. The Service Provider shall merely be a facilitator and shall not be held responsible for quality of services provided by the hospital.

e) SMS Alerts - On the request of Assistance service, the Service Provider will share the confirmation SMS to Insured mobile number for activation of the service and will share technician contact details and final closure SMS.

f) Message Relay - Service Provider will take charge of relaying urgent messages of the Insured relating to the breakdown of Insured vehicle to a designated person of their choice and the Company.

Conditions:

1) 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 by the Service provider

2) These services for "Emergency DC Charging" can be availed maximum at two times during the policy period. Further, the service/s shall get initiated only based on a

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specific request by the insured to the Company.  
Exclusions:

The company shall not be liable for any claims under this section directly or indirectly arising out of:

- 1) providing the above-mentioned services under conditions of earthquake, war, invasion, rebellion, revolt, riot, civil commotion, civil war, exceptional adverse weather conditions, acts of terrorism, nuclear fission, strike, act(s) of government(s)/government agencies/judicial/ quasi-judicial authorities.
- 2) any claims where the Insured's vehicle is being used for the purpose of racing, rallying, motorsports, or is not being used/driven in accordance with applicable laws and regulations
- 3) Situation where breakdown is caused by deliberately inflicted damage, vandalism or participation in a criminal act or offence
- 4) any claim where the Insured's vehicle can be safely transferred on its own power to the nearest repairer/workshop.
- 5) any claims triggered by theft; any kind of consequential losses.
- 6) any loss which is covered under any other insurance policy or manufacturer's warranty or recall campaign or under any other such packages at the same time
- 7) any expenses for supply or replacement of parts/consumables
- 8) any loss/damage caused to the Insured's vehicle when it is being used/driven against the recommendations of the owner's/manufacturer's manual
- 9) any claims where services have been availed of without the prior consent of the Company

NA

#### B. Other than Electric Vehicles

1. Vehicle relocation to the nearest Repair Centre in case of Major breakdown - In the event of a break down of insured vehicle due to a mechanical or electrical fault which cannot be repaired on the spot, the Service Provider will assist in making arrangement for the insured vehicle to be towed to the nearest repair centre. Any costs and expenses pertaining to towing of the Insured vehicle over and above the Covered Distance shall be directly borne by the Insured and shall be paid to the Repair centre.

2. Onsite Repair Services - In the event of a breakdown of insured vehicle due to a minor mechanical or electrical fault and immediate repair on the spot is deemed possible, the Service Provider shall assist the Insured by arranging for a technician to reach the breakdown location. The cost of material & Spare Parts if required to repair the insured vehicle on the spot and any other incidental conveyance to obtain such material & spare parts will be borne by the Insured. This service will be provided when the Insured vehicle is not in a position to be driven to the nearest repairer/workshop.

3. Battery Jump Start - In the event that the Insured vehicle is immobilized, due to rundown battery, Service Provider will assist

the Insured for a Vehicle technician to jump start the Insured vehicle with appropriate means. If the run-down battery has to be replaced with a new battery, the cost of such battery replacement and any costs to obtain the battery will be borne by the Insured.

4. Changing of Flat tyre - In the event Insured vehicle is immobilized due to a flat tyre, Service Provider will assist the Insured by organizing for a technician to get the punctured tyre fixed. Service Provider will bear the labour cost and round-trip conveyance costs of the technician. Material/spare parts if required to repair the Vehicle (including repair of flat spare stepney tyre) will be borne by the Insured. In case the spare tyre is not available in the Insured vehicle, the flat tyre will be taken to the nearest flat tyre repair shop for repairs & re-attached to the Vehicle. All incidental charges for the same shall be borne by the Insured.

5. Assistance in case of Lockout/ lost keys - If the keys of the Insured vehicle is broken, lost, or misplaced, Service Provider (upon the request of the Insured) will arrange for the forwarding of another set from insured's place of residence or office by courier to the location of the Insured vehicle after receiving the requisite authorizations from the Insured with regards to the person designated to hand over the same to Service Provider. The Insured will be requested to submit an identity proof at the time of delivery of the keys.

6. Arrangement of emergency fuel in case the vehicle runs out of fuel - In the event that the Insured vehicle runs out of fuel and is immobilized while on a trip, the Service Provider will assist the Insured by organizing a Vehicle technician to supply emergency fuel at the location of the breakdown. The cost of fuel will be borne by the Insured. Service Provider will bear the labour and conveyance costs.

7. Hydra Support - If the Insured vehicle is stuck in a ditch, mud, or snow, but is accessible through normal roadways, the Service Provider will arrange service by either towing (through hydra) or the best alternatives available depending on the situation. The Service Provider shall not be liable for any third Party expense incurred for facilitation of this service. The same shall be payable to the third Party directly by the Insured.

8. Hotel Accommodation - In the event that the Insured vehicle is immobilized at a place, at least 100 Kilometers away from the address of the Insured as appearing in the Policy Schedule and on-the-spot repairs could not be carried out, the Insured vehicle had to be towed away to a Repair shop/Garage for repairs and the vehicle is not delivered back on the same day within close of business hours of the Repair shop/Garage, the Service Provider shall arrange for hotel accommodation for the occupants of the vehicle (subject to the maximum of licensed carrying capacity of the Insured vehicle), for the period the vehicle is under repair in the Repairer/Workshop but not exceeding 2(Two) days.

9. Local Taxi - In the event that the Insured vehicle is immobilized at a place, at least 100 Kilometers away from the address of the insured as appearing in the Policy Schedule, and the vehicle is in a Repairer/Workshop for repairs, the Service Provider shall arrange for an alternate hired car on best availability basis

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in that area. for the period the insured vehicle is under Repair but not exceeding 2 (two) days on 8 (Eight) hours / 80 (Eighty) kilometers basis, to provide for the local travel of the Insured.

10. Refreshment - When the Insured vehicle is immobilized due to breakdown and insured is stranded on road, the insured shall be offered a refresher kit comprising of water bottle and wet tissue paper. The cost of refreshment would be borne by Service Provider & limited to water bottle & wet tissue paper.

11. Journey Continuation By Taxi - In the event the Insured vehicle is immobilized due to a breakdown, while travelling within Insured's city as mentioned in the policy schedule, Service Provider will assist the Insured by Taxi to continue the journey or return to insured's home. Service Provider will bear cost in all such cases provided insured vehicle is towed to the repairer/workshop.

12. Pick up & Drop - On request of the insured, vehicle pickup & drop service for insured vehicle servicing would be referred to Insured. The Service Provider would only act as a facilitator and services would be arranged on best effort basis. Any cost for servicing of the insured vehicle shall be directly borne by Insured.

13. Wrong Fueling - In the event of the Insured vehicle is immobilized due to incorrect fueling, the Service Provider will assist in making arrangement for the Insured vehicle to be towed to the nearest repairer/workshop provided the Insured agrees to pay directly the charges and expenses for such services to the repairer/workshop.

14. Free Custody - To release the Insured, custody for breakdown vehicle would be arranged by the Service Provider. This service would be available free of cost to the Insured on best effort basis.

15. Assistance on call :

a) Facilitate Finding nearest repairer/workshop - Upon receipt of a call from the Insured for specific issues with the Insured vehicle requiring the contact details of the nearest repairer/workshop, the Service Provider will provide the same based on the updated information in the system.

b) Medical Assistance - In the event the Insured vehicle meets with an accident and any of the occupants are injured, the Service Provider may provide for a conference call with nearest Medical Service Provider including an Ambulance Service Providers. The cost of such Service Providers shall be borne by the Insured. The role of Service Provider shall be limited to sharing of the contact details of medical professionals with the Insured. If such services are not available at the location of Breakdown, Service Provider shall not be held responsible for the same.

c) Legal Advice - In the event the Insured vehicle meets with an accident and needs legal assistance, the Service Provider may provide for a conference call with the legal Service Providers or their contact details. The cost of such legal Service Providers shall be borne by the Insured. Service Provider shall merely be a facilitator and shall not be held responsible for quality of services provided by the legal professionals. The role of Service Provider shall be limited to sharing of the contact details of legal professionals with the Insured. If such services are not available at

NA

the location of Breakdown, Service Provider shall not be held responsible for the same.

d) Hospital Admission - If the Insured/Occupants in Insured vehicle suffers from any medical problem arising due to a Breakdown or an Accident of the Insured vehicle, Service Provider shall assist Insured/occupants for nearby hospital admission, in order to provide convenience to the Insured. The Service Provider shall merely be a facilitator and shall not be held responsible for quality of services provided by the hospital.

e) SMS Alerts - On the request of Assistance service, the Service Provider will share the confirmation SMS to Insured mobile number for activation of the service and will share technician contact details and final closure SMS.

f) Message Relay - Service Provider will take charge of relaying urgent messages of the Insured relating to the breakdown of Insured vehicle to a designated person of their choice and the Company.

#### Conditions:

- 1) 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 by the Service Provider.
- 2) These services for "Arrangement of emergency fuel" can be availed maximum at two times during the policy period. Further, the service/s shall get initiated only based on a specific request by the insured to the Company.

#### Exclusions:

The company shall not be liable for any claims under this section directly or indirectly arising out of:

- 1) providing the above-mentioned services under conditions of earthquake, war, invasion, rebellion, revolt, riot, civil commotion, civil war, exceptional adverse weather conditions, acts of terrorism, nuclear fission, strike, act(s) of government(s)/government agencies/judicial/ quasi-judicial authorities.
- 2) any claims where the Insured's vehicle is being used for the purpose of racing, rallying, motorsports, or is not being used/driven in accordance with applicable laws and regulations
- 3) Situation where breakdown is caused by deliberately inflicted damage, vandalism or participation in a criminal act or offence
- 4) any claim where the Insured's vehicle can be safely transferred on its own power to the nearest repairer/workshop.
- 5) any claims triggered by theft; any kind of consequential losses.
- 6) any loss which is covered under any other insurance policy or manufacturer's warranty or recall campaign or under any other such packages at the same time
- 7) any expenses for supply or replacement of parts/consumables
- 8) any loss/damage caused to the Insured's vehicle when it is being used/driven against the recommendations of the owner's/manufacturer's manual
- 9) any claims where services have been availed of without the prior consent of the Company

Covered Distance & Territorial Scope: The

NA

		above Assistance Services provided will be within a radius of 100 Kms from the place of breakdown to nearest available vendor / repairer within the Republic of India excluding islands. Cost of Services beyond the coverage as mentioned shall be borne by the insured.	
8	Loss Participation	Compulsory deductible will be applied in each and every claim intimated under Own Damage section of the policy. Deductible : INR /-	NA
9	Exclusions	<p>The Company shall not be liable in respect of:</p> <ol style="list-style-type: none"> <li>1. any accidental loss damage and/or liability caused sustained or incurred outside the Geographical Area.</li> <li>2. any claim arising out of any contractual liability.</li> <li>3. any accidental loss damage and/or liability caused sustained or incurred whilst the vehicle insured herein is:             <ol style="list-style-type: none"> <li>a) being used otherwise than in accordance with the Limitations as to Use or</li> <li>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.</li> </ol> </li> <li>4. i) any accident loss or damage to any property whatsoever or any loss or expense whatsoever resulting or arising there from or any consequential loss</li> <li>ii) 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 purposes of this exception combustion shall include any self-sustaining process of nuclear fission.</li> <li>5. any accidental loss or damage or liability directly or indirectly caused by or contributed to by or arising from nuclear weapons material</li> <li>6. any accidental loss damage and/or liability 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 and/or liability 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.</li> </ol>	NA
10	Special Conditions and Warranties (if any)	<p>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.</p> <p>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.</p>	NA
11	Admissibility of Claim	<ol style="list-style-type: none"> <li>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. Every letter claim writ summons and/or process or copy thereof shall be forwarded to the Company immediately on receipt by the insured. Notice shall also be given in writing to the Company immediately the insured shall have knowledge of any impending prosecution inquest or fatal injury in respect of any occurrence which may give rise to a claim under this Policy. 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.</li> <li>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.</li> <li>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:             <ol style="list-style-type: none"> <li>(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.</li> <li>(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.</li> </ol> </li> <li>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.</li> <li>5. 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.</li> <li>6. 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.</li> <li>7. 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:-             <ol style="list-style-type: none"> <li>a) Death Certificate in respect of the insured</li> <li>b) Proof of title to the vehicle</li> <li>c) Original Policy</li> </ol> </li> </ol>	NA

**Sample Calculation :**

Particulars	Admissible amount	Amount net off depreciation	Final amount inc. Tax
Part	40000	20000	23600
Labour	20000	20000	23600
Paint Material	1800	900	1062
Paint Labour	1800	1800	2124
	Final Amount (+)		50386
	Compulsory Excess (-)		1000
	Final Claim amount		49386

		<p>Claim Intimation and details of designated company officials to be contacted at the time of claim  Toll-Free number:- 1800-266-5844  Website: <a href="http://www.libertyinsurance.in">www.libertyinsurance.in</a>  Email: <a href="mailto:care@libertyinsurance.in">care@libertyinsurance.in</a></p>	
12	<b>Policy Servicing -Claim Intimation and Processing</b>	<p>Customer can call our customer care number @1800-266-5844 or mail to <a href="mailto:care@libertyinsurance.in">care@libertyinsurance.in</a> or visit website/Liv Mobile app or directly walk-in to any of our offices and can get his/her claim registered with us  For Cashless Service: You may call to our Customer care number@1800-266-5844 or may visit to our Company website <a href="http://www.libertyinsurance.in">www.libertyinsurance.in</a> to know the list of cashless workshops.</p> <p>Surveyor appointment shall be within 72 hours of claim registration.</p> <p>The following basic minimum Claim documents are to be submitted by the insured</p> <ul style="list-style-type: none"> <li>· Motor Claim Form</li> <li>· Copy of Registration Certificate</li> <li>· Copy of Driving License</li> <li>· Copy Estimate and invoice</li> <li>· FIR in case of TP Injury/Death Case</li> </ul> <p>we or our surveyors may call for any additional documents/ information depending upon the nature and type of loss.</p> <p>Turnaround Time (TAT) for claim settlement</p> <ol style="list-style-type: none"> <li>1. Time limit for appointment of surveyors - 24 hours from claim registration</li> <li>2. Submission of survey report - 15 days from the date of appointment of surveyor</li> <li>3. Settlement/rejection of Claim -7 days after receiving last document</li> </ol> <p>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: <a href="mailto:care@libertyinsurance.in">care@libertyinsurance.in</a> or Write to us at: Customer Service Liberty General Insurance Limited Unit 1501 &amp; 1502, 15th Floor, Tower 2, One International Center, Senapati Bapat Marg, Prabhadevi, Mumbai - 400013 Maharashtra.</p>	NA
13	<b>Grievance Redressal and Policyholders Protection</b>	<p>For Details of Protection of Policyholders Interest kindly refer to the below link : <a href="http://www.libertyinsurance.in/customer-support/grievance-redressal.html">www.libertyinsurance.in/customer-support/grievance-redressal.html</a></p> <p>Details of GRO :  Grievance Redressal Officer : Sameer Malgundkar  Email ID : <a href="mailto:gro@libertyinsurance.in">gro@libertyinsurance.in</a></p> <p>Bima Bharosa (Grievance Redressal Portal), IRDAI- <a href="https://bimabharosa.irdai.gov.in/">https://bimabharosa.irdai.gov.in/</a></p>	NA
		<p>If the insured is not satisfied with the redressal of grievance through above methods, the insured person may also approach the office of Insurance Ombudsman of the respective area/region for redressal of grievance as per prevailing Insurance Ombudsman Rules.</p> <p>For the latest details of Ombudsman offices, please visit the Insurance Ombudsman website at the following link: <a href="http://www.cioins.co.in/Ombudsman">www.cioins.co.in/Ombudsman</a></p>	
14	<b>Obligations of the Policyholder</b>	<p>To disclose all information correctly sought by the insurer at time of filling the proposal form  In case of any change / modification / addition to the already declared information the same shall be brought to the notice of the Insurer immediately  Non-disclosure of material information may affect the claim settlement.</p>	

**Declaration by the Policyholder;**

I have read the above and confirm having noted the details.				
Place:				
Date:				(Signature of the Policyholder)
Note :				

a) For product related documents including the Customer Information Sheet, Kindly refer to this link : <https://www.libertyinsurance.in/customer-support/download-forms.html>

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