

## Commercial Vehicle Insurance Policy - Package (Passenger Carrying)

### PROSPECTUS

This Policy is designed to cover the compulsory Third Party Liability as required by Motor Vehicles Act, together with loss or damage to the Vehicle itself for a period of one year.

#### Scope of Cover

**Third party liability:** protects against any legal liability arising out of the use of the vehicle, towards third parties arising on bodily injury to / on death of a person and any damage caused to third party property.

**Loss or damage to the vehicle:** The policy covers against any loss or damage caused to the vehicle or its accessories due to the following natural and man made calamities.

**Natural Calamities** – Fire, explosion, self-ignition or lightning, earthquake, flood, typhoon, hurricane, storm, tempest, inundation, cyclone, hailstorm, frost, landslide, rockslide.

**Man made Calamities** – Burglary, theft, riot, strike, malicious act, accident by external means, terrorist activity, and any damage in transit by road, rail, inland waterway, lift, elevator or air.

#### Sum Insured

The vehicles are insured at a fixed value called the Insured's Declared Value (IDV). IDV is calculated on the basis of the manufacturer's listed selling price of the vehicle (plus the listed price of any accessories) after deducting the depreciation for every year as per the following rates.

Age of the vehicle	% of Depreciation
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%

If the price of any electrical and / or electronic item installed in the vehicle is not included in the manufacturer's listed selling price, then the actual value (after depreciation) of this item can be added to the Sum Insured over and above the IDV.

#### Additional covers at extra cost

1. Paid Driver can also be covered for Personal Accident for a maximum Capital Sum Insured of Rs 2 lakh per person. You may also now opt for higher limits in Personal Accident cover

\* Available only if the owner of the vehicle holds a valid driving license.

2. **Additional Legal liabilities:**

The following additional legal liabilities may also be opted for at an additional premium Paid driver/conductor/cleaner employed in operation of vehicle.

Employees travelling in/driving the vehicle other than paid driver.

3. **Bifuel-Kit**

The CNG-LPG bifuel kit fitted externally can also be covered by paying additional premium

#### Discounts Available

**No Claim Bonus:** If you do not make a claim during the Policy period, a No Claim Bonus (NCB) is offered on renewals. This discount can go as high as 50%. (NCB will only be allowed provided the Policy is renewed within 90 days of the expiry date of the previous policy.)

**Transfer of NCB:** You can transfer full benefits of No Claim Bonus when you shift your motor insurance policy from another company.

#### Exclusions

Any accidental loss/damage to the insured vehicle and/or its accessories will not be covered if caused by the following-

- Normal wear, tear and general ageing of the vehicle
- Depreciation or any consequential loss
- Mechanical/ electrical breakdown
- Vehicle being used otherwise than in accordance with limitations as to use

- Damage to / by a person driving the vehicle without a valid license
- Damage to / by a person driving the vehicle under the influence of drugs or liquor
- Loss / damage due to war, mutiny, or nuclear risk

### Information about our Claims Services

- The Company's dedicated and experienced claims team aim to deliver a differentiated customer service of a fast, fair, convenient and transparent claims process for the management and settlement of your claim.
- The Company's philosophy is to always look for ways to pay valid claims in a fair and timely manner.
- Our claims service will:
  - Provide assistance in emergency situations
  - Where necessary, co-ordinate repair/replacement of your property if it is damaged or lost
  - Keep you informed of the progress of your claim
- The Company will act efficiently to ensure you get back to normal as quickly as possible.

### Cancellation

The Insured may cancel the Policy anytime during the Policy Period by giving a notice to the Company , in such case the Company shall refund premium for the unexpired Policy Period on prorate basis subject to no claim(s) made during the Policy Period.

The Company may cancel the Policy by giving 7 days' notice on grounds of established fraud, in such case no refund shall be made to the Insured.

Under no circumstances, the Company will cancel statutory Motor Third Party Liability insurance or any other compulsory insurance mandated by law except in case of double insurance or Total Loss/CTL.

### Add On Covers

Add on Name	Cover Description
Depreciation Reimbursement	The Company will re-imburse the Insured, the amount of depreciation deducted on the value of parts which were allowed to be replaced for own damage claim lodged
Return to Invoice	In case of TOTAL LOSS, CONSTRUCTIVE TOTAL LOSS or THEFT OF THE INSURED VEHICLE the Company will pay IDV or replace with, a NEW vehicle of same make and model (or a similar model with similar specification available locally in India. Cover is applicable only for first owner.
Protection of NCB	This add-on cover provides insured with coverage for his NCB even if insured makes an insurance claim during his policy period. Insured can make up to one insurance claim for his car and still avail the NCB when he opt for this add-on cover.
Cover for Key replacement	The Company will re-imburse the Insured, the cost of replacing the vehicle keys which are lost, stolen or the vehicle lock is broken at the time of burglary or attempted burglary.
Enhanced PA cover for Insured (Owner driver)	Company undertakes to pay compensation on the scale provided for bodily sustained by the Insured (Owner Driver) in direct connection with the vehicle insured, or whilst mounting and dismounting from or traveling in the vehicle insured and caused by violent accidental external and visible means.
Enhanced PA Cover for Unnamed Passengers	Company undertakes to pay compensation on the scale provided for bodily injury sustained by the Un-named Passengers of the insured vehicle, in direct connection with the vehicle insured, or whilst mounting and dismounting from or traveling in the vehicle insured and caused by violent accidental external and visible means.
Enhanced PA for Paid Driver	Company undertakes to pay compensation on the scale provided for bodily injury sustained by the Paid Driver of the insured vehicle, in direct connection with the vehicle insured, or whilst mounting and dismounting from or traveling in the vehicle insured and caused by violent accidental external and visible means.
Engine Guard	Policy extends to cover the damage to the internal child parts of the engine and/or gear box of the insured vehicle arising out of water ingress, Leakage of lubricating oil due to accidental external means
Hospital Cash Cover for Insured (Owner Driver)	It pays compensation hospital confinement allowance for accident or injuries sustained by the Owner Driver in direct connection with the vehicle insured, or whilst mounting and dismounting from or travelling in the vehicle insured and caused by violent accidental external and visible means.
Hospital Cash Cover for Paid Driver	It pays compensation hospital confinement allowance for accident or injuries sustained by the Paid driver in direct connection with the vehicle insured, or whilst mounting and dismounting from or travelling in the vehicle insured and caused by violent accidental external and visible means.

Hospital Cash cover for Unnamed Passengers	It pays compensation hospital confinement allowance for accident or injuries sustained by the unnamed passenger in direct connection with the vehicle insured, or whilst mounting and dismounting from or travelling in the vehicle insured and caused by violent accidental external and visible means.
Roadside Assistance	The Roadside Assistance for commercial vehicles is to provide prompt and reliable support services to vehicle owners and operators during breakdowns or emergencies while on the road.

Note - Details specified above are indicative and not exhaustive, kindly refer to the policy wordings for complete details.

### Grievance Redressal Procedure

#### Stage 1: Bima Bharosa

You can register your grievances with the regulator using the following link: <https://bimabharosa.irdai.gov.in/Home/Home>

#### Stage 2: Head – Customer Care

Alternatively, if you wish to register your grievances directly with us, you may write to the Head – Customer Care. We aim to respond to all Grievances within 7 days. In our initial acknowledgement of receipt letter, we will provide the name and title of the person that is handling your Grievance. This individual will have the authority necessary to investigate and resolve the Grievance.

Email: [head.customerCare@sbigeneral.in](mailto:head.customerCare@sbigeneral.in)

Phone: 1800 102 1111

For Senior Citizens:

Senior citizens can reach us through the following dedicated channels:

Email: [SeniorcitizenGrievances@sbigeneral.in](mailto:SeniorcitizenGrievances@sbigeneral.in)

Toll-Free Number: 1800 102 1111 (Available 24/7)

#### Stage 3: Grievance Redressal Officer (GRO)

In case, you are still not satisfied with the decision/resolution communicated by the above officer or have not received any response within 5 Business days, you may escalate the matter to the Grievance Redressal Officer (GRO) which will undergo a detailed case investigation, and we aim to resolve the issue within 7 days from the date of receipt of your Grievance at GRO Desk

Email: [gro@sbigeneral.in](mailto:gro@sbigeneral.in)

Phone: 022-45138021

Note:- The Company shall endeavour to maintain the regulatory TAT of 14 days in resolving your grievances.

#### Stage 4: Escalation to Insurance Ombudsman

If you feel that the response to your Grievance was unsatisfactory, or if you believe your concerns have not been adequately addressed by the company, you may escalate the matter to the Insurance Ombudsman.

Submit your Grievance online: <https://www.cioins.co.in/Ombudsman>

### Insurance Act,1938, Section 41-Prohibition of Rebates

1. No person shall allow or offer to allow, either directly or indirectly as an inducement to any person to take out or renew or continue an insurance in respect of any kind or risk relating to lives or property in India, any rebate of the whole or part of the commission payable or any rebate of the premium shown on the policy, nor shall any person taking out or renewing or continuing a policy, accept any rebate except such rebate as may be allowed in accordance with the prospectuses or tables of the Insurer
2. Any person making default in complying with the provisions of this section shall be liable for a penalty, which may extend to Ten Lakh rupees.

INSURANCE IS THE SUBJECT MATTER OF SOLICITATION