

MOTOR ACT ONLY- TWO WHEELER

CUSTOMER INFORMATION SHEET / KNOW YOUR POLICY

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

Sl. No.	Title	Description (Please refer to applicable Policy Clause Number in next column)	Policy Clause Number
1.	Name of Insurance Product	Motor Act Only- Two Wheeler	
2.	Unique Identification Number allotted by IRDAI	IRDAN144RP0003V02201819	
3.	Structure	Limit of liability -Indemnity	2.Coverage, section 2a ,2b
4.	Interests Insured	Interest insured is Third Party liability	2. Coverage, section 2a
5.	Sum Insured / Motor Insured Declared Value	1. coverage to the Third Party liabilities 2. Third Party Property Damages upto INR 750,000 with an option to restrict the coverage to INR 6000 whereby there will be reduction in Liability only premium	3. sum 3.Coverage, section 2a
6.	Policy Coverage (What the policy covers?)	Policy covers the following 1. Third party liability in case of injury/death of the person, or any damage caused to the property of the third party 2. Personal accident covers up to Rs 15 lakh for individual owners while driving. Passengers can also get coverage up to Rs 2 lakh per person For complete details on the coverage, limits, exclusions, terms & conditions, refer policy wording on www.sbigenral.in	2a.Section ii – liability to third parties 2b. Section iii – personal accident cover for owner-driver
7.	Add on Cover	Not applicable	
8.	Loss participation	Not applicable	
9.	Exclusions (what the policy does not cover)	The Insurer shall not be liable with respect to • Driving without a valid licence • Driving under the influence of drugs and alcohol • Own damage cover to vehicle • Unauthorized usage • Driving outside geographical area For complete details on the exclusions, refer policy wording	5.General Exceptions

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10.	Special Conditions and Warranties (if any)	Not applicable	
11.	Admissibility of Claim	Admissibility: Admissibility of claim can be done by filing the FIR with the police immediately after the accident and file a compensation claim case in the Motor Accident Claims Tribunal. The claim would not be acceptable if it falls under General exclusion/condition mentioned in the Policy Wordings. Policy can be cancelled on the ground of mis- representation, mis -declaration, fraud, non-disclosure of material facts.	6. Conditions
12.	Policy Servicing - Claim Intimation and Pro-cessing	1. Claim intimation & reaching to our designated officials please contact us at Email: customer.care@sbigeneral.in Toll-Free number: 18001021111 Website: www.sbigeneral.in Whatsapp: 7669800345 Mobile app: SMS: 561612	
13.	Grievance Redressal and Policy-holders Protection	<p>Details of protection of policyholder's interest-The Company has adopted Grievance Redressal Policy, wherein the Grievance Redressal Procedure, details of GRO, Ombudsman details and link to Bima Bharosa Portal is mentioned below.</p> <p>Stage 1</p> <p>To raise the query, you may write to head.customer@sbigeneral.in</p> <p>Toll Free - 1800 102 1111 Customer Care Toll-free number is available 24/7</p> <p>Stage 2</p> <p>If you are not satisfied with the decision communicated by the above office, or have not received any response within 14 days, send your appeal at : gro@sbigeneral.in. or contact at: 022-42412070</p> <p>Address: Grievance Redressal Officer, 9th Floor, A & B Wing, Fulcrum Building, Sahar Road, Andheri (East), Mumbai 400 099</p> <p>List of Grievance Redressal Officers at Branch: https://content.sbigeneral.in/uploads/0449cac1bcd144bbb160d3f6b714fbbd.pdf/</p> <p>Stage 3</p> <p>In case, you are not satisfied with the decision/resolution communicated by the above office, or have not received any response within 14 days, you may Register your complaint with IRDAI on the below given link https://bimabharosa.irdai.gov.in/Home/Home</p> <p>Stage 4</p>	8. Grievance Redressal Process

Sl. No.	Title	Description (Please refer to applicable policy clause number in next column)	Policy Clause Number
		<p>If your grievance remains unresolved from the date of filing your first complaint or is partially resolved, you may approach the Insurance Ombudsman falling in your jurisdiction for Redressal of your Grievance. The details of the Insurance Ombudsman can be accessed at https://www.cioins.co.in/Ombudsman.</p> <p>If Your issue remains unresolved You may approach IRDAI by calling on the Toll-Free no. 155255</p> <p>List of Ombudsman offices with contact details are attached as an Annexure-1. For updated status, please refer to website www.irdaindia.gov.in</p>	
14.	Obligations of prospective Policyholder / Customer	<p>The Policy shall be void and all premium paid hereon shall be forfeited to the Insurer, in the event of misrepresentation, misdescription or non disclosure of any material fact by the policyholder pertaining to the proposal form, written declarations or any other communication exchanged for the sake of obtaining the insurance policy by the Insured.</p> <p>Disclosure of other material information during the policy period:</p> <ol style="list-style-type: none"> 1. Change in insured name 2. Change in the vehicle details i.e make, model, cc, extra fitments, engine & chassis no, class of vehicle. In fact all (In fact, all relevant details are in the RC book/card and a copy of same may be handed over) Tax paid details; Certificate of fitness, license validity etc. 	

Declaration by the Policyholder: I have read the above and confirm having noted the details.

Place:

Date:/...../.....

Signature of the Policyholder

Note:

Note: For product related documents including Customer Information Sheet, kindly refer to the below link: <https://www.sbigeneral.in/downloads>

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