



IFFCO-TOKIO GENERAL INSURANCE CO. LTD

Regd. Office: IFFCO Sadan, C-1, Distt. Centre, Saket, New Delhi-110017

**Electric/Hybrid Vehicle Cover for Commercial Vehicle Package Policy
Prospectus/ sales literature**

UIN:IRDAN106RP0005V01200607/A0068V01202526

What is covered: -

In consideration of the payment of additional premium paid by You, We agree to indemnify reasonable and customary expenses incurred against repair or replacement for the loss / failure or damage to the following parts of the HEV/BEV's:

- i). Battery including detachable battery
- ii). Battery Management System (BMS)
- iii). Drive Motor/Electric Motor and their related child parts

Arising out of/attribution to/ caused by the following perils while the vehicle is running or idle or during transit, mounting/dismounting of vehicle and charger, or while charging:

- a) Accidental external means
- b) Water or any liquid ingress or moisture buildup
- c) Leakage of liquid or grease
- d) Short-circuit or arcing or self heating or leakage of electricity (while mounting, dismounting, or standing idle vehicle in the charging port)
- e) Unexpected surge of power while charging the battery
- f) Spontaneous, unexplained and uncontrolled exothermic electrochemical reactions (of substrates that are within the battery cells) resulting in explosion of and/or visible flames and or smoke from the battery or BMS or their child parts.

Conditions:-

- a) Maximum number of claims payable under this add-on cover for each year of the policy period shall be mentioned on Your policy schedule.
- b) Any claim under this add-on will affect the entitlement of availing NCB (No Claim Bonus).
- c) Co-pay (if any) as mentioned on Your policy schedule shall be applicable at the time of claim assessment under this add-on.
- d) In case of ownership transfer, where the policy is transferred to the new owner, the coverage under this add on shall be valid for the new owner without any premium impact.

What is not covered :-

We will not be liable for:-

- a) Any payment under this Add-on in case the vehicle is a Total Loss/ Constructive Total Loss.

- b) Any claim where the subject matter of claims is covered under any other type of insurance or warranty including recall campaign or under any other such packages at the same time.
- c) Any claim that results from manufacturing defects or operating methods other than those mentioned in the owner's manual or usage beyond the limitations as specified by the manufacturer.
- d) Any claim where the repair has been carried out without prior approval from Us.
- e) Any claim related to loss or damage due to wear and tear.
- f) Any claim where charging is not done as per the guidelines of OEM (original equipment manufacturer) and using standard charging infrastructure as provided (with the vehicle) or recommended by the OEM.
- g) Any damage attributable to neglect of periodic maintenance of the vehicle or neglect of state of health of the battery/ charger accessories/ cables/ electrical panels as recommended/prescribed by the OEM (original equipment manufacturer).
- h) Any claim if all reasonable measures and precautions as prescribed by the OEM (original equipment manufacturer) are not followed by the insured at all times.
- i) Any willful damage by the Insured/his employees/family members.
- j) Any damage attributable to modifications/additional installations to the vehicle not approved by the OEM (original equipment manufacturer).
- k) Any repair/replacement not carried out at an Authorized Workshop of the OEM (original equipment manufacturer).
- l) Any claim of inconsequential aspects such as noises, vibrations, heating that do not affect or reduce the performance of the vehicle.
- m) Any loss or damage to detachable battery arising out of use in anything other than the insured vehicle.
- n) Any loss or damage to accessories/attachments not supplied as Original Equipment fitments or are not as per OEM/manufacture specifications/configurations.
- o) Any loss or damage due to power outages or dips in voltage or current supplied.
- p) Any claim where the battery is already dead/non-functional before opting for this add-on.
- q) Any claim where You did not take minimal reasonable care to protect further loss after occurrence of an event which may have given rise to a claim.
- r) Any kind of consequential loss.

Illustration –
(Only for example purpose)

IDV of the vehicle	10 Lacs
Cause of loss	Accident
Damage to	Battery
Estimated Loss of battery costs	6 Lacs
Claim settled on	Replacement of Battery
Estimated claim payable amount	6 Lacs

Redressal Of Grievance

In case of any grievance, the insured person may contact Us through:

Website: <https://www.iffcotokio.co.in/customer-services/grievance-redressal>

Grievance Registration: Follow the above-mentioned link and fil the details to register the grievance.

Toll free: 1800-103-5499

Email: chiefgrievanceofficer@iffcotokio.co.in

Address : Chief Grievance Officer
IFFCO-Tokio General Insurance Co Ltd
IFFCO Tower, Plot no. 3
Sector -29, Gurgaon – 122001

Insured person may also approach the grievance cell at any of the company's branches with the details of grievance. The list of branches with addresses are available at <https://www.iffcotokio.co.in/contact-us>.

If Insured person is not satisfied with the redressal of grievance through one of the above methods, insured person may contact the grievance officer at chiefgrievanceofficer@iffcotokio.co.in.

For updated details of grievance officer, kindly refer the link:

<https://www.iffcotokio.co.in/contact-us/customer-services/grievance-redressal>

If Insured Person 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 Insurance Ombudsman Rules 2017.

The contact details of the Insurance Ombudsman offices have been provided in the below link:

- <https://www.cioins.co.in/Ombudsman>

Grievance may also be lodged at Grievance Portal of IRDAI- 'Bima Bharosa' and tracked through your mobile number at <https://bimabharosa.irdai.gov.in/Home/Home>.

PROHIBITION OF REBATES

Section 41 of the Insurance Act 1938 provides as follows:

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 of 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 a policy accept any rebate ,except such rebate as may be allowed in accordance with the published prospectus 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.

Notes:

- The terms and conditions of the Standard Motor Package Policy will apply unless stated otherwise.
- Prospectus/ Sales literature contains salient features of the product. For exhaustive details on covers, exclusions, conditions and cancellation, kindly refer Policy Wordings. For all Insurance contracts, Schedule along with Coverage Wordings will be considered as contract documents. For more and detailed information regarding policies/ claims, please contact the nearest IFFCO-Tokio Office/ Authorized representative of the Company.

Disclaimer: In the event of any question relating to interpretation of the insurance coverage, the policy document will prevail.