IFFCO-TOKIO GENERAL INSURANCE CO. LTD

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

TWO WHEELERS PACKAGE POLICY – 5 YEARS

UIN:IRDAN106RPMT0070V01202526

Policy Wordings

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

(The term **two wheeler** referred to in this Wording will include motor cycle/scooter / auto cycle or any other motorised two wheeled vehicle mentioned in the Schedule.)

NOW THIS POLICY WITNESSETH:

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

SECTION I : LOSS OF OR DAMAGE TO THE VEHICLE INSURED

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

i. by fire explosion self ignition or lightning;

ii. by burglary housebreaking or theft;

iii. by riot and strike;

iv. by earthquake (fire and shock damage);

v. by flood typhoon hurricane storm tempest inundation cyclone hailstorm frost;

vi. by accidental external means;

vii. by malicious act;

viii. by terrorist activity;

ix. whilst in transit by road rail inland- waterway lift elevator or air;

x. by landslide rockslide.

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

1. For all rubber/ nylon/ plastic parts, tyres, tubes and batteries - 50%

2. For Fibre glass components 30%

3. For all parts made of glass Nil

4. Rate of depreciation for all other parts **including wooden parts** will be as per the following schedule:

AGE OF THE VEHICLE	% OF DEPRECIATION
Not exceeding 6 months	Nil
Exceeding 6 months but not exceeding 1 year	5%
Exceeding 1 year but not exceeding 2 years	10%
Exceeding 2 years but not exceeding 3 years	15%
Exceeding 3 years but not exceeding 4 years	25%
Exceeding 4 years but not exceeding 5 years	35%

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

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

a) consequential loss, depreciation , wear and tear, mechanical or electrical breakdown failures or breakages ;
b) damage to Tyres and Tubes unless the vehicle insured is damaged at the same time in which case the liability of the company shall be limited to 50% of the cost of replacement.
c) loss of or damage to accessories by burglary housebreaking or theft unless the vehicle is stolen at the same time ; and
d) any accidental loss or damage suffered whilst the insured or any person driving the vehicle with the knowledge and consent of the insured is under the influence of intoxicating liquor or drugs.

In the event of the vehicle being disabled by reason of loss or damage covered under this Policy the Company will bear the reasonable cost of protection and removal to the nearest repairer and of redelivery to the Insured but not exceeding in all Rs.300/- in respect of any one accident in each policy year.

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

a) the estimated cost of such repair including replacements, if any, does not exceed Rs.150/-
b) the Company is furnished forthwith a detailed estimate of the cost of repairs and
c) the insured shall give the Company every assistance to see that such repair is necessary and the charges are reasonable.

SUM INSURED – INSURED'S DECLARED VALUE (IDV)

The IDV of the vehicle will be deemed to be the Sum Insured which is fixed for each year at the commencement of policy period for the Insured vehicle.

The IDV of the vehicle (including side car/accessories, if any, fitted to the vehicle) is to be fixed based on manufacturer's listed selling price of the brand and model as the insured vehicle at the commencement of the insurance and would subsequently change as per IDV depreciation slab every year within the policy period for the insured vehicle.

All ages of vehicle subject to valid fitness certificate as required under the law would be covered by the aforementioned product.

The IDV arrived after applying depreciation may also be increased or decreased based on various factors like usage, location, road conditions/terrain with agreement of the insured.

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

AGE OF THE VEHICLE	% OF DEPRECIATION FOR FIXING IDV FOR THE PURPOSE OF TL/CTL
Not exceeding 6 months	**5%**
Exceeding 6 months but not exceeding 1 year	**15%**
Exceeding 1 year but not exceeding 2 years	**20%**
Exceeding 2 years but not exceeding 3 years	**30%**
Exceeding 3 years but not exceeding 4 years	**40%**
Exceeding 4 years but not exceeding 5 years	**50%**

IDV for each policy year shall be treated as the 'Market Value' without any further depreciation for the purpose of Total Loss (**TL**) / Constructive Total Loss (**CTL**) claims.

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

SECTION II - LIABILITY TO THIRD PARTIES

1. 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 insured vehicle against all sums which the insured shall become legally liable to pay in respect of

   i. death of or bodily injury to any person including occupants carried in the insured vehicle (provided such occupants are not carried for hire or reward) but except so far as it is necessary to meet the requirements of Motor Vehicles Act (and its amendments), the Company shall not be liable where such death or injury arises out of and in the course of the employment of such person by the insured,

   ii. damage to property other than property belonging to the insured or held in trust or in the custody or control of the insured.

PROVIDED ALWAYS that the Company shall not be liable in respect of death injury or damage caused or arising beyond the limits of any carriageway or thoroughfare in connection with the bringing of the load to the vehicle for loading thereon or the taking away of the load from the vehicle after unloading there from.

2. The Company will pay all costs and expenses incurred with its written consent.

3. In terms of and subject to the limitations of the indemnity granted by this section to the insured, the Company will indemnify any driver who is driving the vehicle on the insured's order or with insured's permission provided that such driver shall as though he/she was the insured observe fulfill and be subject to the terms exceptions and conditions of this Policy in so far as they apply.

4. In the event of the death of any person entitled to indemnity under this policy the Company will in respect of the liability incurred by such person indemnify his/her personal representative in terms of and subject to the limitations of this Policy provided that such personal representative shall as though such representative was the insured observe fulfill and be subject to the terms exceptions and conditions of this Policy in so far as they apply.

5. The Company may at its own option
   a) arrange for representation at any Inquest or Fatal Inquiry in respect of any death which may be the subject of indemnity under this Policy and
   b) undertake the defence of proceedings in any Court of Law in respect of any act or alleged offence causing or relating to any event which may be the subject of indemnity under this Policy.

AVOIDANCE OF CERTAIN TERMS AND RIGHT OF RECOVERY

Nothing in this Policy or any endorsement hereon shall affect the right of any person indemnified by this policy or any other person to recover an amount under or by virtue of the Provisions of the Motor Vehicles Act (and its amendments).

But the Insured shall repay to the Company all sums paid by the Company which the Company would not have been liable to pay but for the said provision.

APPLICATION OF LIMITS OF INDEMNITY

In the event of any accident involving indemnity to more than one person any limitation by the terms of this Policy and/or of any Endorsement thereon of the amount of any indemnity shall apply to the aggregate amount of indemnity to all persons indemnified and such indemnity shall apply in priority to the insured.

SECTION III – COMPULSORY PERSONAL ACCIDENT COVER FOR OWNER-DRIVER

Subject otherwise to the terms exceptions conditions and limitations of this Policy, the Company undertakes to pay compensation as per the following scale for bodily injury/ death sustained by the owner-driver of the vehicle in direct connection with the vehicle insured or whilst mounting into/dismounting from or traveling in the insured vehicle 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:

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.	100%
(iii) Loss of one limb or sight of one eye	50%
(iv) Permanent total disablement from injuries other than named above.	100%

Provided always that

a) The compensation shall be payable under only one of the items (i) to (iv) above in respect of the owner-driver arising out of any one occurrence and the total liability of the company shall not in the aggregate exceed the sum of Rs.15 lakhs for each year in the period of insurance.

b) No compensation shall be payable in respect of death or bodily injury directly or indirectly wholly or in part arising or resulting from or traceable to

(a) intentional self injury suicide or attempted suicide physical defect or infirmity or
(b) an accident happening whilst such person is under the influence of intoxicating liquor or drugs.

c) Such compensation shall be payable directly to the insured or to his/her legal representatives whose receipt shall be the full discharge in respect of the injury to the insured.

This cover is subject to

a) the owner-driver is the registered owner of the vehicle insured herein;
b) the owner-driver is the insured named in this policy.
c) the owner-driver holds an effective driving license, in accordance with the provisions of Rule 3 of the Central Motor Vehicles Rules, 1989 (and its amendments) at the time of the accident.

GENERAL EXCEPTIONS

(Applicable to all sections of the Policy)

The Company shall not be liable in respect of :

1. any accidental loss damage and/or liability caused sustained or incurred outside the Geographical Area.

2. any claim arising out of any contractual liability.

3. any accidental loss damage and/or liability caused sustained or incurred whilst the vehicle insured herein is:

   (a) being used otherwise than in accordance with the 'Limitations as to Use'.

   or

   (b) being driven by or is for the purpose of being driven by him/her in the charge of any person other than a Driver as stated in the Driver's Clause.

   (c) Any accidental loss, damage and/or liability caused, sustained or incurred will not be covered, if the vehicle is not registered permanently, after the temporary registration number has expired.

   (d) Any minor scratches to the vehicle, paint fading, wear and tear arising out of normal use and requiring touch-up or minor repair under routine maintenance will not be covered.

4 i) any accidental loss or damage to any property whatsoever or any loss or expense whatsoever resulting or arising there from or any consequential loss.

ii) any liability of whatsoever nature directly or indirectly caused by or contributed 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 purpose of this exception combustion shall include any self-sustaining process of nuclear fission.

5. any accidental loss or damage or liability directly or indirectly caused by or contributed by or arising from nuclear weapons material.

6. any accidental loss damage and/or liability directly or indirectly or proximately or remotely occasioned by or contributed 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 by or traceable to any of the said occurrences or any consequences thereof and in default of such proof the Company shall not be liable to make any payment in respect of such a claim.

DEDUCTIBLE

The Company shall not be liable for each and every claim under Section -1 (loss of or damage to the vehicle insured) of this Policy in respect of the deductible stated in the schedule.

No Claim Bonus at Renewal

(a) No Claim Bonus (NCB) can be earned **only in the Own Damage section** of this policy**. For policies covering Liability with fire and/or theft risks, the NCB will be applicable only on the Fire and/or Theft components of the premium.**

(b) An insured becomes entitled to NCB only at the renewal of a policy after the expiry of the policy period.

(c) There are two variants of NCB plans : NCB Plan A or NCB Plan B.
These options will offer different NCB entitlement at policy expiry/renewal. However, NCB Plan B shall determine the NCB available for the completed years in case of mid term cancellation of policy (irrespective whether NCB Plan A or NCB Plan B is mentioned in the Policy documents).

(d) No Claim Bonus wherever applicable will be as per the plan mentioned on the policy documents.

NCB Plan A:

No Claim Bonus Status in Expiring Policy	NCB % in renewed policy				
	No. of Motor Own Damage claims during 5 years of policy Tenure				
	0	1	2	3	>3
0%	50%	Upto 45%	Upto 35%	Upto 25%	0%
20%	50%	Upto 45%	Upto 35%	Upto 25%	0%
25%	50%	Upto 45%	Upto 35%	Upto 25%	0%
35%	50%	Upto 45%	Upto 35%	Upto 25%	0%
45%	50%	Upto 45%	Upto 35%	Upto 25%	0%
50%	50%	Upto 45%	Upto 35%	Upto 25%	0%
55%	55%	Upto 45%	Upto 35%	Upto 25%	0%
65%	65%	Upto 45%	Upto 35%	Upto 25%	0%

NCB Plan B:

Claim Status	Eligible NCB % at renewed
At least one claim made or pending during the preceding full year of insurance	0%
No claim made or pending during the preceding full year of insurance	20%
No claim made or pending during the preceding 2 consecutive years of insurance	25%
No claim made or pending during the preceding 3 consecutive years of insurance	35%
No claim made or pending during the preceding 4 consecutive years of insurance	45%
No claim made or pending during the preceding 5 consecutive years of insurance	50% (or 55%/65%*)

***Sunset Clause:** If at the inception /renewal ,Insured was already availing NCB of 55% or 65% in accordance with the erstwhile India Motor Tariff, the entitlement of such higher percentage of NCB will remain protected for all subsequent renewals till a claim arises under the policy.

NCB will only be allowed provided the policy is renewed within 90 days of the expiry date of the previous policy.

CONDITIONS

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

Non-compliance of these conditions/warranties shall prejudice the claim admissibility/ settlement.

1. Notice shall be given in writing to the Company immediately upon the occurrence of any accidental 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.

2. No admission offer promise payment or indemnity shall be made or given by or on behalf of the Insured without the written consent of the Company which shall be entitled if it so desires to take over and conduct in the name of the Insured the defence or settlement of any claim or to prosecute in the name of the Insured for its own benefit any claim for indemnity or damages or otherwise and shall have full discretion in the conduct of any proceedings or in the settlement of any claim and the Insured shall give all such information and assistance as the Company may require.

3. The Company may at its own option repair reinstate or replace the vehicle or part thereof and/or its accessories or may pay in cash the amount of the loss or damage and the liability of the Company shall not exceed:

(a) for total loss / constructive total loss of the vehicle - the Insured's Declared Value (IDV) of the vehicle (including accessories thereon) for the policy year less the value of the wreck, in 'as is where is' condition.

The Company shall grant the insured the option to retain wreck and accept a 'cash loss' settlement (being the IDV less the assessed value of salvage based on competitive quotes procured by the Company including any submitted by or through the insured).

In the event of a 'cash-loss' settlement, the Company is entitled to cancel the Own Damage coverage effective from the date of damage. Additionally, the Company can cancel the statutory Motor Third Party Liability Insurance Policy after requiring the insured to either cancel the road registration of the wreck and submit documentary evidence in original thereof or alternatively evidence in original a statutory Motor Third Party liability insurance policy covering the wreck from the effective date of damage.
Basis of Loss settlement: Indemnity

(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.
The Company will not apply depreciation on Non-OEM (Original Equipment Manufacturer) /Non-OES (Original Equipment Supplier) parts that are used in repairs of Motor vehicle following a loss. The insured will not be burdened with disposal of salvage.

Salvage: The amount the damaged asset will fetch in the market.
Basis of Loss settlement: Indemnity

4. The Insured shall take all reasonable steps to safeguard the vehicle from loss or damage and to maintain it in efficient condition and the Company shall have at all times free and full access to examine the vehicle or any part thereof or any driver or employee of the insured. In the event of any accident or breakdown, the vehicle shall not be left unattended without proper precautions being taken to prevent further damage or loss and if the vehicle be driven before the necessary repairs are effected any extension of the damage or any further damage to the vehicle shall be entirely at the insured's own risk.

5. **Cancellation**

A. Cancellation of Section 1 (Loss of or Damage to the vehicle insured):
The Company may cancel this section of the policy on grounds of established fraud, or non-disclosure of material facts or mis-representation by sending seven days notice under recorded delivery to the insured at the insured's last known address and in such event the Company shall not refund the premium to the Insured.

The Insured may cancel this section of the policy by any time during the term by informing the Company.
The refund of section premium shall be the -
(i) the section premium of the unexpired policy years*
(ii) the refund calculated on pro rata basis of the section premium of the unexpired policy year in which the cancellation is received,

provided no claim has arisen during the policy year in which cancellation request in received.
(*The unexpired policy years are the complete years remaining in the long term policy excluding the year in which the cancellation has been received)

If a claim had arisen during the policy period, the refund for cancellation will be the section premium of unexpired policy year(s). (The unexpired policy years are the complete years remaining in the policy period excluding the year in which the cancellation has been received).

Refund of the premium by the company will be subject to retention of the minimum premium of Rs. 500/- (or Rs. 125/- in respect of vehicles specifically designed/modified for use by blind/handicapped/mentally challenged persons).

B: Cancellation of the policy:

This policy shall not be cancelled either by the Company or the Insured except on the following grounds:

a) Double Insurance.

b) Vehicle not in use any more because of Total Loss(TL) or Constructive Total Loss(CTL).

c) In the event the vehicle is sold and/or transferred.

For all the above grounds, Insured needs to be submit the relevant proofs to the Company.

a) Refund procedure in case of double Insurance

When two policies are in existence on the same vehicle with identical cover, one of the policies may be cancelled.

If a vehicle is insured at any time in two different policies of ITGI with the same risk start date, 100% refund of premium of one policy may be allowed by canceling either of the policies.

If the risk start dates are different but both policies are with ITGI,

i) pro rata refund shall be allowed if the policy with the earlier risk start date is cancelled.

ii) full refund shall be allowed if the policy with the later risk start date is cancelled.

In either case, no refund of premium for the year can be allowed for such cancellation if any claim has arisen on either of the policies during the period when both policies were in operation, but prior to cancellation of one of the policies.

Premium refund shall be allowed for the unexpired years(s).

If the two policies are issued by two different insurers, one of them being ITGI, pro rata refund shall be allowed if either of the policies are cancelled.

No refund of premium can be allowed for such cancellation if any claim has arisen on either of the policies during the period when both policies were in operation, but prior to cancellation of one of the policies. Premium refund shall be allowed for the unexpired years(s).

Refund of the premium by the ITGI will be subject to retention of the minimum premium of Rs. 500/- (or Rs. 125/- in respect of vehicles specifically designed/modified for use by blind/handicapped/mentally challenged persons).

b) Refund procedure in case of TL/CTL

If there is a TL/CTL claim during the policy period, the refund for cancellation will be the premium of unexpired policy year(s). The unexpired policy years are the complete years remaining in the long term

policy excluding the year in which the cancellation has been received.

c) Refund procedure in case of vehicle being sold and/or transferred

The policy may be cancelled if the vehicle is sold and/or transferred by the insured.

The refund of premium shall be the cumulative of -

(i) the premium of the unexpired policy years and

(ii) the refund calculated on pro rata basis on the policy premium of the year in which the cancellation is received,

provided no claim has arisen during the currency of the policy during the policy period and proof of Third Party cover being available for the vehicle sold.

(The unexpired policy years are the complete years remaining in the policy period excluding the year in which the cancellation has been received.)

If a claim had arisen during the policy period, the refund for cancellation will be the premium of unexpired policy year(s).The unexpired policy years are the complete years remaining in the policy excluding the year in which the cancellation has been received.

Refund of the premium by the company will be subject to retention of the minimum premium of Rs. 500/- (or Rs. 125/- in respect of vehicles specifically designed/modified for use by blind/handicapped/mentally challenged persons).

6. If at the time of occurrence of an event that gives rise to any claim under this policy there is in existence any other insurance covering the same liability, the Company shall not be liable to pay or contribute more than its ratable proportion of any compensation, cost or expense.

   Multiple policies involving Bank or other lending or financing entity: If at the time of any claim, in case there is more than one Insurance Policy issued to the insured covering the insured vehicle, the Company will not apply contribution clause.

7. **"Arbitration Clause" (applicable if Insured is not a retail individual) :**

   Any dispute or claim arising out of or in relation to this insurance policy shall be referred to and resolved by arbitration under the Arbitration & Conciliation Act, 1996, enacted in India.The arbitration proceedings shall be conducted in English under and in accordance with the provisions of the said Arbitration and Conciliation Act 1996.

   The seat of arbitration shall be the place of issuance of this insurance policy or any other place in India as agreed by the parties and the parties shall bear costs of fees and expenses of arbitral tribunal in equal proportion until unless otherwise stated in arbitral or other order/award.

8. The due observance and fulfillment of the terms, conditions and endorsements of this Policy in so far as they relate to anything to be done or complied with by the insured and the truth of the statements

and answers in the said proposal shall be conditions precedent to any liability of the Company to make any payment under this Policy.

9. In the event of the death of the sole insured, this policy will not immediately lapse but will remain valid for a period of three months from the date of the death of insured or until the expiry of this policy (whichever is earlier). During the said period, legal heir(s) of the insured to whom the custody and use of the Motor Vehicle passes may apply to have this Policy transferred to the name(s) of the heir(s) or obtain a new insurance policy for the Motor Vehicle.

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

   a) Death Certificate in respect of the insured.
   b) Proof of title to the vehicle.

10. Notice - Insured will give every notice and communication in writing to the company's office through which this insurance is effected.

11. **Change in Circumstances** - Insured or his/her authorized representative(s) must inform the Company, as soon as reasonably possible, of any change in information which have been provided to the Company about Insured, his/her Business or his/her employee(s) which may affect the insurance cover provided e.g. change of address. Insured must also notify the Company about any alteration made or change in information as described aforesaid whereby risk of damage or Accident is increased. In case of such alteration or changes made and not accepted by the Company in writing, all covers under this Policy shall cease.

12. All claims shall be settled in India in Indian Rupees. The provision of this Policy shall be governed by the laws of India for the time being in force. The parties hereto unconditionally subject to the jurisdiction of the Courts in India.

13. **Withdrawal of Policy** -
    In case this product is withdrawn, the Insured shall be duly notified at least 90 days prior to such withdrawal. If the policy does not have 90 days duration before expiry, the Company shall provide suitable option for its renewal.

14. **Alternative Product at renewal-**
    The Company shall provide alternative product option upon expiry of this policy, which may have different terms, conditions and premium rates from this policy.

15. **Action to be taken by the Insured in case of a Claim -**
    i). Inform the Company about any accident or loss immediately.

ii). Notice of accident should be filed with IFFCO-Tokio General Insurance's toll-free number 1800 103 5499 or website www.iffcotokio.co.in.

What to do in case the Insured vehicle meets with an accident?

a) In the event of an accident-Please arrange for medical attention if anyone suffers injuries. Takedown particulars of other vehicles/people involved, if any. Please do not accept any negligence for the accident nor commit to anybody regarding compensation, if any.
b) In the event of injury, death, third party property damage, burglary, theft, housebreaking and damage due to malicious act, riot, strike and terrorist activity, immediate information to the police station concerned is essential.
c) If the accident is severe, and the vehicle can not be moved, ensure proper protection of the vehicle at the spot. Please do not attempt either to start the engine or drive the vehicle after the accident and before the required repairs.
d) Arrange to shift the vehicle to the nearest garage of insured's choice and ask them to prepare a detailed estimate (labor charges with list of parts along with its prices).
e) Please do not dismantle or alter the accident condition of the vehicle or repair until the vehicle is surveyed/assessed by a surveyor. Also to ensure that no parts or accessories are missing at any point of time.
f) Please submit the duly/completely filled-in claim form to the Company.
g) Please contact the Company for guidance on the cashless facility to avail direct payment facility by the Company to such a repairer.
h) Documentation to be submitted for verification & return (along with a set of photocopies)

    1. Original vehicle registration book (including the fitness certification, if it is a separate document).
    2. Original driving license.
    3. Copy of the police complaint (FIR).
    4. Estimate of repairs.
    5. The Company may seek additional document(s) or ask for clarification(s) for processing the claim and that depends upon the claim. Please arrange to submit the same.

i) All damages/losses will be surveyed and assessed by a surveyor/assessor and admissibility of the claim and mode of settlement is decided only after the process.

Please note: Ensure that the insured give the Company correct & complete contact details (address /telephone numbers / mail IDs in the claim form. If the insured receive any notice or summon with regard to the accident (other than criminal proceedings, if any), contact the Company with the petition copy.

What to do in case of a theft claim?

a) If the insured's Two Wheeler has been stolen, the first thing to do will be to file a police report.

b) Notify the company as soon as the insured file the police report, this will help in case the thief has caused some damage to others with the Insured Two Wheeler. Also please note, the Company will not process the claim if the Insured has not filed a report with the police.
c) The Insured has to provide all the details of the loan/lease of the Insured vehicle along with the FIR to the Company.
d) A description of the Insured vehicle, mileage, service record if any needs to be submitted. Also, submit the list of personal items stolen along with the Two Wheeler.
e) It is also important to inform the RTO of the theft.
f) Inform the vehicle financier immediately of the theft and ask them to discuss the case directly with the Company to expedite the claim process.
g) In case the police recovers the vehicle, inform the Company about the same.
h) If the vehicle is recovered, the Company shall pay the compensation for loss/ damages caused to the vehicle as per the terms and conditions of the policy.
i) If the vehicle is not recovered, please submit the police Non-Traceable Certificate (NTC) and the court's final report.
j) If the insured vehicle is hypothecated , the Company will settle the amount directly with the financier as mentioned under policy schedule.

16. **Provision for Senior Citizens**

Separate channel to address the related claims and grievances of senior citizen are mentioned below:

Toll Free:	1800-103-5498
Courier:	Chief Grievance Officer IFFCO-Tokio General Insurance Co Ltd IFFCO Tower, Plot no. 3 Sector -29, Gurgaon – 122001
E-mail:	seniorcitizengrievance@iffcotokio.co.in

17. Get in touch with the Company

In case of any query, Insured may contact the Company through:

Company Website:	www.iffcotokio.co.in
Toll free:	1800-103-5499
E-mail:	support@iffcotokio.co.in
Address:	IFFCO-Tokio General Insurance Co Ltd IFFCO Tower, Plot no. 3 Sector -29, Gurgaon – 122001

18. Redressal Of Grievance

In case of any grievance, the Insured Person may contact the Company 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 Company shall comply with the award of the Insurance Ombudsman within 30 days of its receipt. The Company shall be liable for a penalty of Rs 5,000/- per day in case of non-compliance in addition to the penal interest liable to be paid, under The Insurance Ombudsman Rules, 2017.

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

The contact details of the Insurance Ombudsman offices have been provided in the below link (applicable if Insured is a retail individual):
- https://www.cioins.co.in/Ombudsman

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

Office Details	**Jurisdiction of Office Union Territory, District)**
AHMEDABAD - Shri Pranai Prabhakar Office of the Insurance Ombudsman, Jeevan Prakash Building, 6th floor, Tilak Marg, Relief Road, Ahmedabad – 380 001. Tel.: 079 - 25501201/02 Email: oio.ahmedabad@cioins.co.in	Gujarat, Dadra & Nagar Haveli, Daman and Diu.

Office Details	Jurisdiction of Office Union Territory, District)
BENGALURU - Ms.Neerja Kapur Office of the Insurance Ombudsman, Jeevan Soudha Building, PID No. 57-27-N-19 Ground Floor, 19/19, 24th Main Road, JP Nagar, Ist Phase, Bengaluru – 560 078. Tel.: 080 - 26652048 / 26652049 Email: oio.bengaluru@cioins.co.in	Karnataka.
BHOPAL – Shri Ajay Kumar Office of the Insurance Ombudsman, 1st floor,"Jeevan Shikha", 60-B,Hoshangabad Road, Opp. Gayatri Mandir, Arera Hills Bhopal – 462 011. Tel.: 0755 - 2769201 / 2769202/ 2769203 Email: oio.bhopal@cioins.co.in	Madhya Pradesh Chattisgarh.
BHUBANESHWAR - Shri Rashmi Raman Singh Office of the Insurance Ombudsman, 62, Forest park, Bhubneshwar – 751 009. Tel.: 0674 - 2596461 /2596455/2596429/2596003 Email: oio.bhubaneswar@cioins.co.in	Odisha.
CHANDIGARH – MS. Alka Jha Office of the Insurance Ombudsman, Jeevan Deep Building SCO 20-27, Ground Floor Sector- 17 A, Chandigarh – 160 017. Tel.: 0172-2706468 Email: oio.chandigarh@cioins.co.in	Punjab, Haryana (excluding Gurugram, Faridabad, Sonepat and Bahadurgarh), Himachal Pradesh, Union Territories of Jammu & Kashmir,Ladakh & Chandigarh.
CHENNAI – Shri K.Vinayak Rao Office of the Insurance Ombudsman, Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, CHENNAI – 600 018. Tel.: 044 - 24333668 / 24333678 Email: oio.chennai@cioins.co.in	Tamil Nadu, Pondicherry Town and Karaikal (which are part of Pondicherry).
DELHI – Shri Mukhmeet Singh Bhatia Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Building, Asaf Ali Road, New Delhi – 110 002. Tel.: 011 – 46013992 / 23213504 / 23232481 Email: bimalokpal.delhi@cioins.co.in	Delhi & following Districts of Haryana - Gurugram, Faridabad, Sonepat & Bahadurgarh.
GUWAHATI – Shri Ajay Kumar Sharma Office of the Insurance Ombudsman, Jeevan Nivesh, 5th Floor,	Assam, Meghalaya, Manipur,

Office Details	Jurisdiction of Office Union Territory, District)
Near Panbazar , S.S. Road, Guwahati – 781001(ASSAM). Tel.: 0361 - 2632204 / 2602205 / 2631307 Email: oio.guwahati@cioins.co.in	Mizoram, Arunachal Pradesh, Nagaland and Tripura.
HYDERABAD – Ms. G Shobna Reddy Office of the Insurance Ombudsman, 6-2-46, 1st floor, "Moin Court", Lane Opp. Hyundai Showroom, A. C. Guards, Lakdi-Ka-Pool, Hyderabad - 500 004. Tel.: 040 -23312122 / 23376991 / 23376599 / 23328709 / 23325325 Email: oio.hyderabad@cioins.co.in	Andhra Pradesh, Telangana, Yanam and part of Territory of Pondicherry.
JAIPUR- Shri Satyajeet Ranjan Office of the Insurance Ombudsman, Jeevan Nidhi – II Bldg., Gr. Floor, Bhawani Singh Marg, Jaipur - 302 005. Tel.: 0141 –2740363 Email: oio.jaipur@cioins.co.in	Rajasthan
KOCHI – Shri Pradeep Kumar Jain Office of the Insurance Ombudsman, 10th Floor, Jeevan Prakash,LIC Building, Opp to Maharaja's College Ground,M.G.Road, Kochi - 682 011. Tel.: 0484 - 2358759 Email: oio.ernakulam@cioins.co.in	Kerala, Lakshadweep, Mahe-a part of Pondicherry.
KOLKATA - Ms Manju Bagga Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 7th Floor, 4, C.R. Avenue, KOLKATA - 700 072. Tel.: 033 - 22124339 / 22124341, Email: oio.kolkata@cioins.co.in	West Bengal, Sikkim, Andaman & Nicobar Islands.
LUCKNOW - Shri. Sanjai Singh Office of the Insurance Ombudsman, 6th Floor, Jeevan Bhawan, Phase-II, Nawal Kishore Road, Hazratganj, Lucknow - 226 001. Tel.: 0522 - 4002082 / 3500613, Email: oio.lucknow@cioins.co.in	Districts of Uttar Pradesh : Lalitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhabdra, Fatehpur, Pratapgarh, Jaunpur,Varanasi, Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareli, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkarnagar, Sultanpur, Maharajgang, Santkabirnagar, Azamgarh, Kushinagar, Gorkhpur,

Office Details	Jurisdiction of Office Union Territory, District)
	Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharathnagar.
MUMBAI – Ms Sarojini S Dikhale Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: 022 - 69038800/27/29/31/32/33 Email: oio.mumbai@cioins.co.in	Goa, Mumbai Metropolitan Region (excluding Navi Mumbai & Thane).
NOIDA - Shri Rajiv Talwar Office of the Insurance Ombudsman, Bhagwan Sahai Palace, 4th Floor, Main Road, Naya Bans, Sector 15, Distt: Gautam Buddh Nagar, U.P-201301. Tel.: 0120-2514252 / 2514253 Email: oio.noida@cioins.co.in	State of Uttarakhand and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshehar, Etah, Kannauj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautam Buddh nagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanshiramnagar, Saharanpur.
PATNA – Shri Inderjeet Singh Office of the Insurance Ombudsman, 2nd Floor, Lalit Bhawan, Bailey Road, Patna 800 001. Tel.: 0612-2547068 Email: oio.patna@cioins.co.in	Bihar, Jharkhand.
PUNE – Ms Rachna Khare Office of the Insurance Ombudsman, Jeevan Darshan Bldg., 3rd Floor, C.T.S. No.s. 195 to 198, N.C. Kelkar Road, Narayan Peth, Pune – 411 030. Tel.: 020-24471175 Email: oio.pune@cioins.co.in	State of Goa and State of Maharashtra excluding areas of Navi Mumbai, Thane district,Palghar District, Raigad district & Mumbai Metropolitan Region
THANE - Shri Umesh Sinha 2nd Floor,Jeevan Chintamani Building, Vasantrao Naik Mahamarg, Thane (West) Thane - 400604 Email: oio.thane@cioins.co.in	Area of Navi Mumbai, Thane District, Raigad District, Palghar District and **wards of Mumbai,** M/East, M/West, N, S and T."

Insurance is the subject matter of solicitation.