

Lock & Key Protect Add-on

Whereas the Insured by a Proposal and declaration, as stated in the Schedule, which shall be the basis of this contract and is deemed to be incorporated herein, has applied to National Insurance Company Limited (hereinafter called the Company) for the Insurance hereinafter set forth and has paid the premium as consideration for such Insurance in respect of the vehicle as described in the Schedule (hereinafter called the Insured Vehicle).

1 Operative Clause

Subject to the terms, definitions, exclusions and conditions contained herein, it is hereby understood and agreed that in the event of the contingencies provided below, the Company undertakes to indemnify the Insured the aggregate cost of replacing/ repairing of Key(s) and/or Lock(s) of the Insured Vehicle including payment of Reasonable Labour Charges incurred up to the Sum Insured opted and stated in the Schedule. The covered contingencies are:

- (i) Vehicle Key(s) being stolen
- (ii) Vehicle Key(s) being lost
- (iii) Vehicle Key(s) being damaged
- (iv) Vehicle Lock being damaged if the vehicle is broken into or attempted to be broken into

The Add-on covers damage/loss to Keys as well as damage to Lock only without damaging the Insured Vehicle, along with Reasonable Labour Charges payable to authorized dealer/workshop.

2 Definitions

- 2.1 **Key** means all original keys provided by the manufacturer to unlock or start the vehicle.
- 2.2 **Lock** means all original lock sets including door locks, dickey lock, ignition key cylinder and central locking system.
- 2.3 **Obsolete Models** means vehicle models which the manufacturers have discontinued to manufacture.
- 2.4 **Policy** means either **Private Car Package Policy (IRDAN058RP0034V01100001)/ Long Term Private Car Bundled Policy (IRDAN058RP0006V01201819)/ National Stand Alone Private Car Own Damage Cover (IRDAN058RP0004V01201920)** to which the Add-on is attached.
- 2.5 **Reasonable Labour Charges** shall mean charges for standard services for replacing/ repairing of Key(s) and/or Lock(s) at the authorized dealer/workshop, which are consistent with the prevailing charges in the geographical area for identical or similar services.
- 2.6 **Schedule** means a document forming part of the Policy containing details including Insured's particulars, period of insurance, Insured Declared Value (IDV), premium paid, Insured Vehicle details including vehicle make, type of body, engine number, Sum Insured.
- 2.7 **Sum Insured** means the maximum liability of the Company under this Add-on.

3 Exclusions

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

- 3.1 Any damage or defect existing in the covered Lock and/ or Key, prior to opting for the Add-on for the first time.
- 3.2 Losses covered under any other Insurance of any nature or manufacturer's warranty or recall campaign at the time of happening of any loss or damage.
- 3.3 Loss or damage to the Lock(s) and/or Key(s) due to depreciation, deterioration, wear and tear, misuse or mishandling.
- 3.4 Replacement by Lock(s) or Key(s) of higher standards or specifications as compared to the original Keys or Locks of the Insured Vehicle.
- 3.5 Any claim resulting directly/ indirectly from Key(s) being left inside the Insured Vehicle.
- 3.6 Any claim in respect of loss or damage to Lock(s) and/or Key(s) payable under OD Section of the Policy (Own Damage).

4 Conditions

- 4.1 In case of a lost or stolen Key(s), remaining original Key(s) and the Lock(s) are to be deposited with the Company.
- 4.2 In case of claims for broken/ damaged Lock(s), as a consequence of burglary/ housebreaking or attempted burglary/ housebreaking, the entire set of original Key(s) is to be deposited with the Company.
- 4.3 For lost/stolen Key(s), immediate intimation should be given to the Police and Company.
- 4.4 Where a lost/stolen Key(s) is recovered after intimation of loss, the recovery should be informed to the Police and the recovered Key(s) is to be deposited with the Company.
- 4.5 Key(s) shall not be deemed to be irrecoverably lost, until a period of five days from the date of loss (as mentioned in the FIR/ DDR) has elapsed.
- 4.6 The replacement of Key(s) and or Lock(s) should be carried out in the authorized dealer/workshop.

4.7 Claim Procedure

Number of Admissible Claims

Maximum one claim shall be admissible under the Add-on during the policy period.

Claim Intimation

Notice shall be given in writing to the Company immediately upon occurrence of loss giving rise to a claim under the Add-on and thereafter the Insured shall give all such information and assistance as the Company shall require

Documents

- (i) Duly filled and signed Claim Form
- (ii) Copy of FIR/ DDR registered by the police (mandatory for stolen or lost claim).
- (iii) Original Bill/ cash memo/ invoice for expenses incurred towards repair/ replacement of Key(s) and/ or Lock(s) from the authorized dealer/workshop.

4.8 Cancellation of the Lock & Key Protect Add-on shall follow the Cancellation clause of the underlying Policy.

5 Redressal of Grievance

Grievance Level 1 – In case of any grievance relating to servicing the Policy, the insured person may submit in writing to the Policy issuing office or regional office for redressal.

Grievance Level 2 – If the grievance remains unaddressed, insured person may contact us one of the methods

Website: <https://nationalinsurance.nic.co.in/>

Toll free: 1800 345 0330

E-mail: customer.relations@nic.co.in

Phn : (033) 2283 1742

Post: National Insurance Co. Ltd.,

6A Middleton Street, 7th Floor,

CRM Dept.,

Kolkata - 700 071.

Grievance Level 3 – If the insured person is not satisfied, the grievance may be referred to “Motor Insurance Dept.”, National Insurance Company Limited, 3 Middleton Street, Kolkata - 700071.

IRDAI Integrated Grievance Management System - <https://igms.irda.gov.in/>

Insurance Ombudsman – The insured person may also approach the office of Insurance Ombudsman of the respective area/region for redressal of grievance. The contact details of the Insurance Ombudsman are available in IRDAI website.

Subject otherwise to terms, conditions, limitations and exclusions of the Policy.