

COCORide Two-Wheeler Package Policy- DHFL General Insurance – 5 Years

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 DHFL GENERAL INSURANCE LIMITED (hereinafter called the Company) for insurance hereinafter contained and has paid the premium mentioned in the schedule as consideration for such insurance in respect of accidental loss or damage occurring during the Period of Insurance.

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 and tubes, 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 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% |

DHFL General Insurance Limited
(A Wholly Owned Subsidiary Of WGC)

Exceeding 4 years but not exceeding 5 years.....35%
 Exceeding 5 year but not exceeding 10 years.....40%
 Exceeding 10 years..... 50%

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.

The insured may authorise 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 with 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 **Insured’s Declared Value (IDV)** of the vehicle will be deemed to be the ‘SUM INSURED’ for the purpose of this policy which is fixed separately for each year of insurance during policy period as shown in the policy schedule.

The IDV of the vehicle (and side car accessories, if any, fitted to the vehicle) is to be fixed on the basis of the manufacturer’s listed selling price of the brand and model as the insured vehicle at the commencement of insurance/renewal and adjusted for depreciation (as per schedule below).

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

THE SCHEDULE OF DEPRECIATION FOR FIXING IDV OF THE VEHICLE

| AGE OF THE VEHICLE | % OF DEPRECIATION FOR FIXING IDV |
|---|----------------------------------|
| Not exceeding 6 months | 5% |
| Exceeding 6 months but not exceeding 1 year | 15% |
| Exceeding 1 year but not exceeding 2 years | 20% |

DHFL General Insurance Limited
 (A Wholly Owned Subsidiary Of WGC)

| | |
|---|-----|
| 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 of vehicles beyond 5 years of age and of obsolete models of the vehicles (i.e. models which the manufacturers have discontinued to manufacture) is to be determined on the basis of an understanding between the insurer and the insured.

IDV shall be treated as the 'Market Value' throughout the policy period 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 Limit of liability as laid down in the schedule hereto, the Company will indemnify the insured in the event of 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 the Motor Vehicles Act, 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 also 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.

DHFL General Insurance Limited (A Wholly Owned Subsidiary Of WGC)

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.

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 provisions.

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. 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 insurer shall not in the aggregate exceed the sum of Rs. 15 lakh during any one 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, at the time of the accident.

DHFL General Insurance Limited
(A Wholly Owned Subsidiary Of WGC)

GENERAL EXCEPTIONS (Applicable to all Sections of the Policy)

The Company shall not be liable in respect of

A. Exclusion which can be waived on payment of additional premium

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

B. Exclusions specific to the policy which cannot be waived

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.

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

C. Standard Exclusions

4. (b) any liability of whatsoever nature directly or indirectly caused by or contributed to 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 damage or liability directly or indirectly caused by or contributed to 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 to 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 consequence 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 to 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.

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.

A. Conditions when a claim arises:

1. Notice shall be given in writing to the Company immediately upon the occurrence of any accidental or loss or damage in the event of any claim and thereafter the insured shall give all such information and assistance as the Company shall require. Every letter claims 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 inquiry in respect of any

DHFL General Insurance Limited

(A Wholly Owned Subsidiary Of WGC)

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 damage 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) as specified in the Schedule less the value of the wreck.

(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.

4. 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.

5. If any dispute or difference shall arise as to the quantum to be paid under this policy (liability being otherwise admitted), such difference shall independent of all other questions be referred to the decision of a sole arbitrator to be appointed in writing by the parties to the dispute or if they cannot agree upon a single arbitrator within 30 days of any party invoking Arbitration, the same shall be referred to a panel of three arbitrators comprising two arbitrators one to be appointed by each of the parties to the dispute / difference, and a third arbitrator to be appointed by such two arbitrators who shall act as the presiding arbitrator and Arbitration shall be conducted under and in accordance with the provisions of the Arbitration and Conciliation Act, 1996.

It is clearly agreed and understood that no difference or dispute shall be referable to Arbitration as hereinbefore provided, if the Company has disputed or not accepted liability under or in respect of this policy.

It is hereby expressly stipulated and declared that it shall be condition precedent to any right of action or suit upon this policy that the award by such arbitrator/ arbitrators of the amount of the loss or damage shall be first obtained.

It is also hereby further expressly agreed and declared that if the Company shall disclaim liability to the insured for any claim hereunder and such claim shall not, within twelve calendar months from the date of such disclaimer have been made the subject matter of a suit in a court of law, then the claim shall for all purposes be deemed to have been abandoned and shall not thereafter be recoverable hereunder.

B. Conditions applicable during the contract:

6. 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.

7. The Company may cancel the policy by sending fifteen days' notice by recorded delivery to the insured at insured's last known address on the grounds of misrepresentation, fraud, non-disclosure of material facts or non-cooperation. In the event of cancellation of this Policy on grounds of misrepresentation, fraud, non-disclosure of

DHFL General Insurance Limited (A Wholly Owned Subsidiary Of WGC)

material facts, the policy shall stand cancelled ab-initio and there will be no refund of premium. In the event the policy is cancelled on the grounds of non-cooperation of the insured or insured has initiated cancellation of the policy subject to proof of insurance elsewhere at least for Liability Only cover and surrender of original certificate of insurance, then the premium shall be computed and retained in accordance with company's short period rate provided below for the period the Policy has been in force.

Return of the premium by the Company will be subject to retention of the minimum premium of Rs. 150/- (or Rs. 50/- in respect of vehicles specifically designed/modified for use by blind/handicapped/ mentally challenged persons).

Where the ownership of the vehicle is transferred, the Policy cannot be cancelled unless evidence that the vehicle is insured elsewhere is produced.

In case of total / constructive loss of insured vehicle, policy will be cancelled, and own damage premium will be refunded as per short period table below and third party premium will be refunded for the full unexpired years.

SHORT PERIOD SCALE (For Refund of Premium If Claim is made or Pending)

In case of a claim, the refund of the portion of the premium will be as per the following table.

| Policy Period in which Loss Occurred | Refund % of OD premium |
|---|-------------------------------|
| Not exceeding 12 months | 62% |
| Exceeding 12 months but not exceeding 24 months | 45% |
| Exceeding 24 months but not exceeding 36 months | 27% |
| Exceeding 36 months but not exceeding 48 months | 9% |
| Exceeding 48 months | 0% |

SHORT PERIOD SCALE (For Refund of Premium if there is no Claim)
(% of Policy premium)

| Month | 5 Year Policy |
|--------------|----------------------|
| Up to 3 | 80% |
| 4 - 6 | 75% |
| 7 - 9 | 71% |
| 10 - 12 | 67% |
| 13 - 15 | 62% |
| 16 - 18 | 58% |
| 19 - 21 | 53% |
| 22 - 24 | 49% |
| 25 - 27 | 45% |
| 28 - 30 | 40% |
| 31 - 33 | 36% |

DHFL General Insurance Limited
(A Wholly Owned Subsidiary Of WGC)

| | |
|---------|-----|
| 34 - 36 | 31% |
| 37 - 39 | 27% |
| 40 - 42 | 23% |
| 43 - 45 | 18% |
| 46 - 48 | 14% |
| 49 - 51 | 9% |
| 52 - 54 | 5% |
| 55 - 57 | 1% |
| 58 - 60 | 0% |

8. 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
- c) Original Policy.

C. Conditions precedent to the Contract:

9. The due observance and fulfillment of the terms, conditions and endorsement 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.

ENDORSEMENTS:

(Attached to and forming part of Policy)

IMT.1. Extension of Geographical Area

In consideration of the payment of an additional premium of Rs....it is hereby understood and agreed that notwithstanding anything contained in this Policy to the contrary the Geographical Area in this Policy shall from the ././ ... to the ././.... (both days inclusive) be deemed to include_____

It is further specifically understood and agreed that such geographical extension excludes cover for damage to the vehicle insured / injury to its occupants / third party liability in respect of the vehicle insured during sea voyage / air passage for the purpose of ferrying the vehicle insured to the extended geographical area.

Subject otherwise to the terms exceptions conditions and limitations of this Policy.

DHFL General Insurance Limited
(A Wholly Owned Subsidiary Of WGC)

IMT.3. Transfer of Interest

It is hereby understood and agreed that as from .../.../..... the interest in the Policy is transferred to and vested in of..... carrying on or engaged in the business or profession of who shall be deemed to be the Insured and whose proposal and declaration dated. /.../.... shall be deemed to be incorporated in and to be the basis of this contract.

Provided always that for the purpose of the No Claim Bonus, no period during which the interest in this Policy has been vested in any previous insured shall accrue to the benefit of ...

Subject otherwise to the terms exceptions conditions and limitations of this Policy.

IMT. 4. Change of vehicle

It is hereby understood and agreed that as from .../... / the vehicle bearing Registration Number is deemed to be deleted from the Schedule of the Policy and the vehicle with details specified hereunder is deemed to be included therein-

| Regd. No. | Engine/ Chassis No. | Make | Type of Body | C.C. | Year of Manufacture | Seating Capacity including Driver | IDV |
|-----------|------------------------|------|-----------------|------|------------------------|--|-----|
| | | | | | | | |

In consequence of this change, an extra / refund premium of Rs..... is charged/ allowed to the insured.

Subject otherwise to the terms exceptions conditions and limitations of this Policy.

IMT. 5. Hire purchase Agreement

It is hereby understood and agreed that (hereinafter referred to as the Owners) are the Owners of the vehicle insured and that the vehicle insured is subject of an Hire Purchase Agreement made between the Owners on the one part and the insured on the other part and it is further understood and agreed that the Owners are interested in any monies which but for this Endorsement would be payable to the insured under this policy in respect of such loss or damage to the vehicle insured as cannot be made good by repair and / or replacement of parts and such monies shall be paid to the Owners as long as they are the Owners of the vehicle insured and their receipt shall be a full and final discharge to the insurer in respect of such loss or damage.

It is further declared and agreed that for the purpose of the Personal Accident Cover for the owner-driver granted under this policy, the insured named in the policy will continue to be deemed as the owner-driver subject to compliance of provisions of the policy relating to this cover.

Save as by this Endorsement expressly agreed nothing herein shall modify or affect the rights and liabilities of the insured or the insurer respectively under or about this Policy.

Subject otherwise to the terms exceptions conditions and limitations of this policy.

IMT.6. Lease Agreement

It is hereby understood and agreed that (hereinafter referred to as the Lessors) are the Owners of the vehicle insured and that the vehicle insured is the subject of a Lease Agreement made between the Lessor on the one part and the insured on the other part and it is further understood and agreed that the Lessors are interested in any monies which but for this Endorsement would be payable to the insured under this policy in respect of such loss or damage to the vehicle insured as cannot be made good by repair and / or replacement of parts and such monies shall be paid to the Lessors as long as they are the Owners of the vehicle insured and their receipt shall be a full and final discharge to the insurer in respect of such loss or damage. It is also understood and agreed

DHFL General Insurance Limited
(A Wholly Owned Subsidiary Of WGC)

that notwithstanding any provision in the Leasing Agreement to the contrary, this policy is issued to the insured namely as the principal party and not as agent or trustee and nothing herein contained shall be construed as constituting the insured an agent or trustee for the Lessors or as an assignment (whether legal or equitable) by the insured to the Lessors, of his rights benefits and claims under this policy and further nothing herein shall be construed as creating or vesting any right in the Owner/Lessor to sue the insurer in any capacity whatsoever for any alleged breach of its obligations hereunder.

It is further declared and agreed that for the purpose of the Personal Accident Cover for the owner-driver granted under this policy, the insured named in the policy will continue to be deemed as the owner-driver subject to compliance of provisions of the policy relating to this cover.

Save as by this Endorsement expressly agreed nothing herein shall modify or affect the rights and liabilities of the insured or the insurer respectively under or in connection with this Policy.

Subject otherwise to the terms exceptions conditions and limitations of this policy.

IMT.7. Vehicles subject to Hypothecation Agreement

It is hereby declared and agreed that the vehicle insured is pledged to / hypothecated with (hereinafter referred to as the "Pledgee") and it is further understood and agreed that the Pledgee is interested in any monies which but for this Endorsement would be payable to the insured under this policy in respect of such loss or damage to the vehicle insured as cannot be made good by repair and / or replacement of parts and such monies shall be paid to the Pledgee as long as they are the Pledgee of the vehicle insured and their receipt shall be a full and final discharge to the insurer in respect of such loss or damage.

It is further declared and agreed that for the purpose of the Personal Accident Cover for the owner-driver granted under this policy, the insured named in the policy will continue to be deemed as the owner-driver subject to compliance of provisions of the policy relating to this cover.

Save as by this Endorsement expressly agreed that nothing herein shall modify or affect the rights or liabilities of the Insured or the Insurer respectively under or in connection with this Policy or any term, provision or condition thereof.

Subject otherwise to the terms exceptions conditions and limitations of this policy.

IMT. 8. Discount for Membership of Recognised Automobile Associations

It is hereby understood and agreed that in consideration of insured's membership of a discount in premium of Rs. is allowed to the insured hereunder from .../.../.....

It is further understood and agreed that if the insured ceases to be a member of the above-mentioned association during the currency of this Policy the insured shall immediately notify the insurer accordingly and refund to the insurer a proportionate amount of the discount allowed on this account for the unexpired period of the cover.

Subject otherwise to the terms exceptions conditions and limitations of the policy

IMT.10. Installation of Anti-Theft Device

In consideration of certification by that an Anti-Theft device approved by Automobile Research Association of India (ARAI), Pune has been installed in the vehicle insured herein a premium discount of Rs..... is hereby allowed to the insured.

It is hereby understood and agreed that the insured shall ensure at all times that this Anti-theft device installed in the vehicle insured is maintained in efficient condition till the expiry of this policy.

Subject otherwise to the terms, exceptions, conditions and limitations of the policy

DHFL General Insurance Limited (A Wholly Owned Subsidiary Of WGC)

IMT. 11.A. Vehicles Laid Up (Lay-up period declared)

Notwithstanding anything to the contrary contained herein it is hereby understood and agreed that from .../.../..... to.../.../..... the vehicle insured is laid up in garage and not in use and during this period all liability of the insurer under this policy in respect of the vehicle insured is suspended SAVE ONLY IN RESPECT OF LOSS OR DAMAGE TO THE SAID VEHICLE CAUSED BY FIRE EXPLOSION SELF-IGNITION OR LIGHTNING OR BURGLARY, HOUSEBREAKING, THEFT OR RIOT STRIKE MALICIOUS DAMAGE TERRORISM OR STORM TEMPEST FLOOD INUNDATION OR EARTHQUAKE PERILS, in consideration whereof

- a) the insurer will deduct from the next renewal premium the sum of Rs..... and the No Claim Bonus (if any) shall be calculated on the next renewal premium after deduction of such sum.
- b) the period of insurance by this policy is extended to..../.../..... in view of the payment of an additional premium of Rs

Subject otherwise to the terms exceptions conditions and limitations of this policy.

IMT. 11. B. Vehicles Laid Up (Lay-up period not declared)

Notwithstanding anything to the contrary contained herein it is hereby understood and agreed that as from / /..... the vehicle no. insured hereunder is laid up in garage and not in use and liability of the insurer under this policy in respect of the said vehicle is suspended SAVE ONLY IN RESPECT OF LOSS OR DAMAGE TO THE SAID VEHICLE CAUSED BY FIRE EXPLOSION SELF-IGNITION OR LIGHTNING OR BURGLARY, HOUSEBREAKING, THEFT OR RIOT STRIKE MALICIOUS DAMAGE TERRORISM OR STORM TEMPEST FLOOD INUNDATION OR EARTHQUAKE PERILS

Subject otherwise to the terms exceptions conditions and limitations of this Policy.

IMT. 11(C). Termination of the Undeclared Period of Vehicle Laid Up

It is hereby understood and agreed that the insurance by this Policy in respect of vehicle no. insured hereunder is reinstated in full of /...../..... and the Endorsement IMT 11(B) attaching to this policy shall be deemed to be cancelled. It is further agreed that in consideration of the period during which the vehicle no. has been out of use

- a) The insurer will deduct from the next renewal premium the sum of Rs..... and the No Claim Bonus (if any) shall be calculated on the next renewal premium after deduction of such sum.
- b) the period of insurance by this policy is extended to..../.../..... in view of the payment of an additional premium of Rs

Subject otherwise to the terms exceptions conditions and limitations of this policy.

IMT.12. Discount for Specially designed/modified vehicles for the blind, handicapped and mentally challenged persons.

Notwithstanding anything to the contrary contained in the policy it is hereby understood and agreed that the vehicle insured being specially designed /modified for use of blind, handicapped and mentally challenged persons and suitable endorsement to this effect having been incorporated in the Registration Book by the Registering Authority, a discount of 50% on the Own Damage premium for the vehicle insured is hereby allowed to the insured.

Subject otherwise to the terms exceptions conditions and limitations of the policy.

IMT.13. Use of Vehicle within Insured's Own Premises

It is hereby understood and agreed that the Company shall not be liable in respect of the vehicle insured while the vehicle is being used elsewhere than in the Insured's premises except where the vehicle is specifically required for a mission to fight a fire.

DHFL General Insurance Limited (A Wholly Owned Subsidiary Of WGC)

For the purposes of this endorsement "Use confined to own premises" shall mean use only on Insured's premises to which public have no general right of access.

IMT.15. Personal Accident Cover to the Insured or any Named Person other than Paid Driver or Cleaner

In consideration of the payment of an additional premium, it is hereby agreed and understood that the Company undertakes to pay compensation on the scale provided below for bodily injury as hereinafter defined sustained by the Insured person 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 which independently of any other cause shall within six calendar months of the occurrence of such injury result in :-

| Details 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:

- (1) compensation shall be payable under only one of the items (i) to (iv) above in respect of any such person arising out of any one occurrence and total liability of the Company shall not in the aggregate exceed the sum of Rs..... during any one period of insurance in respect of any such person.
- (2) no compensation shall be payable in respect of death or 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.
- (3) such compensation shall be payable only with the approval of the Insured named in the Policy and directly to the injured person or his/her legal representative(s) whose receipt shall be a full discharge in respect of the injury of such person.

Subject otherwise to the terms exceptions conditions and limitations of this Policy.

IMT.16. Personal Accident to Unnamed Passengers other than Insured and the Paid Driver or Cleaner

In consideration of the payment of an additional premium, it is hereby understood and agreed that the Company undertakes to pay compensation on the scale provided below for bodily injuries hereinafter defined sustained by any passenger other than the Insured and/or the paid driver, attendant or cleaner and/or a person in the employ of the Insured coming within the scope of the Workmen's Compensation Act, 1923 and subsequent amendments of the said Act and engaged in and upon the service of the Insured at the time such injury is sustained whilst mounting into, dismounting from or traveling in the insured motor car and caused by violent accidental external and visible means which independently of any other cause shall within three calendar months of the occurrence of such injury result in :-

| Details of Injury | Scale of Compensation |
|-------------------|-----------------------|
| i) Death | 100% |

DHFL General Insurance Limited
(A Wholly Owned Subsidiary Of WGC)

| | |
|---|------|
| 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:

- (1) compensation shall be payable under only one of the items (i) to (iv) above in respect of any such person arising out of any one occurrence and total liability of the Company shall not in the aggregate exceed the sum of Rs..... during any one period of insurance in respect of any such person.
- (2) no compensation shall be payable in respect of death or 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.
- (3) such compensation shall be payable only with the approval of the Insured named in the Policy and directly to the injured person or his/her legal representative(s) whose receipt shall be a full discharge in respect of the injury of such person.
- (4) not more than persons/passengers are in the vehicle insured at the time of occurrence of such injury.

Subject otherwise to the terms exceptions conditions and limitations of this Policy.

IMT.17. Personal Accident Cover to Paid Drivers, Cleaners and Conductors

In consideration of the payment of an additional premium, it is hereby understood and agreed that the Company undertakes to pay compensation on the scale provided below for bodily injury as hereinafter defined sustained by the paid driver/cleaner/conductor in the employ of the Insured in direct connection with the vehicle insured whilst mounting into dismounting from or traveling in the insured vehicle and caused by violent accidental external and visible means which independently of any other cause shall within six calendar months of the occurrence of such injury result in :-

| Details 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:

DHFL General Insurance Limited
(A Wholly Owned Subsidiary Of WGC)

- (1) Compensation shall be payable under only one of the items (i) to (iv) above in respect of any such person arising out of any one occurrence and total liability of the Company shall not in the aggregate exceed the sum of Rs..... during any one period of insurance in respect of any such person.
- (2) No compensation shall be payable in respect of death or 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.
- (3) Such compensation shall be payable only with the approval of the Insured named in the Policy and directly to the injured person or his/her legal representative(s) whose receipt shall be a full discharge in respect of the injury of such person.

Subject otherwise to the terms exceptions conditions and limitations of this Policy.

IMT.18. Personal Accident to Unnamed Hirer and Unnamed Pillion Passengers

In consideration of the payment of an additional premium, it is hereby understood and agreed that the Company undertakes to pay compensation to any unnamed hirer/ driver/ any unnamed pillion/ sidecar passenger on the scale provided below for bodily injury caused by violent accidental external and visible means whilst mounting into/onto and/or dismounting from or traveling in/on the vehicle insured which independently of any other cause shall within three calendar months of the occurrence of such injury result in :-

| Details 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:

- (1) Compensation shall be payable under only one of the items (i) to (iv) above in respect of any such person arising out of any one occurrence and total liability of the Company shall not in the aggregate exceed the sum of Rs.....during any one period of insurance in respect of any such person.
- (2) No compensation shall be payable in respect of death or 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.
- (3) Such compensation shall be payable only with the approval of the Insured named in the Policy and directly to the injured person or his/her legal representative(s) whose receipt shall be a full discharge in respect of the injury of such person.
- (4) Not more than persons/passengers are in the vehicle insured at the time of occurrence of such injury.

Subject otherwise to the terms exceptions conditions and limitations of this Policy.

DHFL General Insurance Limited (A Wholly Owned Subsidiary Of WGC)

IMT.19. Cover for vehicles Imported without Custom Duty

Notwithstanding anything to the contrary contained in this policy it is hereby understood and agreed that in the event of loss or damage to the vehicle insured and/or its accessories necessitating the supply of a part not obtainable from stocks held in the country in which the vehicle insured is held for repair or in the event of the insurer exercising the option under condition 4, to pay in cash the amount of the loss or damage the liability of the insurer in respect of any such part shall be limited to :-

(a) (i) the price quoted in the latest catalogue or the price list issued by the Manufacturer or his Agent for the country in which the vehicle insured is held for repair less depreciation applicable;

OR

(ii) if no such catalogue or price list exists the price list obtaining at the Manufacturer's Works plus the reasonable cost of transport otherwise than by air to the country in which the vehicle insured is held for repair and the amount of the relative import duty less depreciation applicable under the Policy; and

(b) the reasonable cost of fitting such parts.

Subject otherwise to the terms conditions limitations and exceptions of this Policy.

IMT.20. Reduction in the Limit of Liability for Property Damage

It is hereby understood and agreed that notwithstanding anything to the contrary contained in the policy the Company's liability is limited to Rs. 6000/- (Rupees six thousand only) for damage to property other than the property belonging to the Insured or held in trust or in custody or control of the Insured

In consideration of this reduction in the limit of liability a reduction in premium of Rs.... is hereby made to the Insured.

Subject otherwise to the terms conditions limitations and exceptions of the Policy.

IMT.22. Compulsory Deductible

Notwithstanding anything to the contrary contained in the policy it is hereby understood and agreed that the insured shall bear under Section 1 of the policy in respect of each and every event (including event giving rise to a total loss/constructive total loss) the first Rs.... (or any less expenditure which may be incurred) of any expenditure for which provision has been made under this policy and/or of any expenditure by the insurer in the exercise of his discretion under Condition no 4 of this policy.

If the expenditure incurred by the insurer shall include any amount for which the insured is responsible hereunder such amount shall be repaid by the insured to the insurer forthwith.

For the purpose of this Endorsement the expression "event" shall mean an event or series of events arising out of one cause in connection with the vehicle insured in respect of which indemnity is provided under this policy.

Subject otherwise to the terms conditions limitations and exceptions of this Policy.

IMT.22A. Voluntary Deductible

It is by declared and agreed that the insured having opted a voluntary deductible of Rs. a reduction in premium of Rs. under Section 1 of the policy is hereby allowed.

In consideration of the above, it is hereby understood and agreed that the insured shall bear under Section 1 of the policy in respect of each and every event (including event giving rise to a total loss/constructive total loss) the first Rs..... (or any less expenditure which may be incurred) of any expenditure for which provision has been made under this policy and/or of any expenditure by the insurer in the exercise of his discretion under Condition no of this policy.

DHFL General Insurance Limited
(A Wholly Owned Subsidiary Of WGC)

If the expenditure incurred by the insurer shall include any amount for which the insured is responsible hereunder such amount shall be repaid by the insured to the insurer forthwith.

For the purpose of this Endorsement the expression "event" shall mean an event or series of events arising out of one cause in connection with the vehicle insured in respect of which indemnity is provided under this policy.

Subject otherwise to the terms conditions limitations and exceptions of this Policy.

IMT.24. Electrical/Electronic fittings

In consideration of the payment of additional premium of Rs....., notwithstanding anything to the contrary contained in the policy it is hereby understood and agreed that the insurer will indemnify the insured against loss of or damage to such electrical and/or electronic fitting(s) as specified in the schedule whilst it/these is/are fitted in or on the vehicle insured where such loss or damage is occasioned by any of the perils mentioned in Section.I of the policy.

The insurer shall, however, not be liable for loss of or damage to such fitting(s) caused by/as a result of mechanical or electrical breakdown.

Provided always that the liability of the insurer hereunder shall not exceed the Insured's Declared Value (IDV) of the item.

Subject otherwise to the terms conditions limitations and exceptions of this Policy.

IMT.25. CNG/LPG kit in BI fuel system

In consideration of the payment of premium of Rs..... notwithstanding anything to the contrary contained in the policy it is hereby understood and agreed that the insurer will indemnify the insured in terms conditions limitations and exceptions of Section I of the policy against loss and/or damage to the CNG/LPG kit fitted in the vehicle insured arising from an accidental loss or damage to the vehicle insured, subject to the limit of the Insured's Declared Value of the CNG/LPG kit specified in the Schedule of the policy.

Subject otherwise to the terms conditions limitations and exceptions of this Policy.

IMT.26. Fire and/or Theft risk only

Notwithstanding anything to the contrary contained in the policy it is hereby understood and agreed that Section II of the Policy is deemed to be cancelled and under Section I thereof the insurer shall only be liable to indemnify the insured against loss or damage by fire explosion self-ignition lightning and/or burglary housebreaking theft and riot strike malicious damage terrorism storm tempest flood inundation and earthquake perils whilst the vehicle is laid up in garage and not in use.

Subject otherwise to the terms conditions limitations and exceptions of this Policy.

IMT.27. Liability and Fire and/or Theft

Notwithstanding anything to the contrary contained in the policy it is hereby understood and agreed that Section I of the Policy the insurer shall not be liable thereunder except in respect of loss or damage by fire explosion self-ignition lightning and/or burglary housebreaking theft and riot strike malicious damage terrorism storm tempest flood inundation and earthquake perils.

Subject otherwise to the terms conditions limitations and exceptions of the Policy.

IMT.28. Legal Liability to Paid Driver and/or Conductor and /or Cleaner employed in Connection with the Operation of Insured Vehicle

In consideration of an additional premium of Rs. 50/- notwithstanding anything to the contrary contained in the Policy it is hereby understood and agreed that the Company shall indemnify the Insured against the insured's legal liability under the Workmen's Compensation Act, 1923 , the Fatal Accidents Act, 1855 or at Common Law and

DHFL General Insurance Limited
(A Wholly Owned Subsidiary Of WGC)

subsequent amendments of these Acts prior to the date of this Endorsement in respect of personal injury to any paid driver and/or conductor and/or cleaner whilst engaged in the service of the Insured in such occupation in connection with the vehicle insured herein and will in addition be responsible for all costs and expenses incurred with its written consent.

Provided always that:

- (1) this Endorsement does not indemnify the Insured in respect of any liability in cases where the Insured holds or subsequently effects with any insurer or group of insurers a Policy of Insurance in respect of liability as herein defined for Insured's general employees;
- (2) The Insured shall take reasonable precautions to prevent accidents and shall comply with all statutory obligations;
- (3) In the event of the Policy being cancelled at the request of the Insured no refund of the premium paid in respect of this Endorsement will be allowed.

Subject otherwise to the terms conditions limitations and exceptions of the Policy except so far as necessary to meet the requirements of the Motor Vehicles Act, 1988.

IMT.29. Legal Liability to Employees of the Insured other than Paid Driver and / or Conductor and / or Cleaner who may be Travelling or Driving in Employer's Car

In consideration of the payment of an additional premium @ Rs.50/- per employee insured notwithstanding anything to the contrary contained in the Policy it is hereby understood and agreed that the Company will indemnify the Insured against the Insured's liability at Common Law and Statutory Liability under the Fatal Accidents Act, 1855 for compensation (including legal costs of any claimant) for death of or bodily injury to any employee (other than paid drivers) of the within named Insured being carried in or upon or entering in or getting on to or alighting from or driving the vehicle insured.

Provided that in the event of an accident whilst the vehicle insured is carrying more than.... employees of the Insured (including the driver) the Insured shall repay to the Company a ratable proportion of the total amount payable by the Company by the reason of this endorsement in respect of accident in connection with such vehicle insured.

Subject otherwise to the terms, conditions limitations and exceptions of this policy.

IMT.31. Reliability Trials and Rallies

In consideration of the payment of an additional premium it is hereby understood and agreed that in the indemnity granted by this Policy is extended to apply whilst the vehicle insured is engaged in to be held at on or about the date of. /./... under the auspices of

Provided that –

- (a) No indemnity shall be granted by this Endorsement to
- (b) This Policy does not cover use for organized racing, pace making, or speed testing.
- (c) During the course of the , the Company shall not be liable in respect of death of or bodily injury to any person being carried in or upon or entering or getting on to or alighting from the vehicle insured at the time of the occurrence of the event out of which any claim arises.

Provided that if the Company shall make any payment in exercise of its discretion under condition No. 3 of the Policy in settlement of any claim and such payment includes the amount for which the Insured is responsible by reason of this Endorsement the Insured shall repay to the Company forthwith the amount for which the insured is so responsible.

DHFL General Insurance Limited
(A Wholly Owned Subsidiary Of WGC)

For the purpose of this Endorsement the expression “claim” shall mean a claim or series of claims arising out of one event.

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

IMT.32. Accidents to Soldiers / Sailors / Airmen Employed As Drivers

In consideration of the payment of an additional premium of Rs 100/- it is hereby understood and agreed that in the event of any Soldier/Sailor/Airman employed by the Insured to drive the vehicle insured being injured or killed whilst so employed, this policy will extend to relieve the Insured of his liability to indemnify Ministry of Defense under the respective Regulations.

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

IMT.33. Loss of Accessories

In consideration of the payment of an additional premium of Rs..... it is hereby understood and agreed that as from. /...../..... notwithstanding anything to the contrary contained in Section I but subject otherwise to the terms exceptions conditions and limitations of this Policy the insurer will indemnify the insured in respect of loss of or damage to accessories the property of the insured, specifically declared by the insured caused by burglary, housebreaking or theft.

Subject otherwise to the terms conditions limitations and exceptions of this policy.

Grievance Redressal Procedure:

At DHFL General Insurance, we want your relationship with insurance to soar beyond what you've experienced yet. To understand, appreciate, and enjoy insurance—we're here for you. You can connect with us on the following channels.

- a. Call us on our Toll Free 1800 123 0004 (From 8 am to 8 pm) for any queries that you may have!
- b. Email your queries to mycare@dhfliinsurance.com.
- c. Visit our website www.dhfliinsurance.com to register & track your queries.
- d. Please walk in to any of our branches or partner locations.
- e. You can also dispatch your letters to us at:

DHFL General Insurance Ltd.

402, 403 & 404, A&B Wing, 4th Floor,

Fulcrum, Sahar Road, Next to Hyatt Regency,

Andheri (E), Mumbai - 400 099

We request you to please mention your complete details: Full Name, Policy Number and Contact Details in all your communications, to enable our customer experience expert to connect with you and provide you with the quickest possible solution.

We'll make sure to acknowledge your service request within 3 working days—and try and resolve it to your satisfaction within 15 working days. That's a promise!

Escalation

Level I:

While we attempt to give you best-in-class and prompt resolution for any concerns—sometimes it may not be perfect. If you felt that you weren't offered a perfect resolution, please feel free to share your feedback to our Customer Experience team at managercustomerexperience@dhfliinsurance.com

DHFL General Insurance Limited

(A Wholly Owned Subsidiary Of WGC)

Level 2:

If you still are not happy about the resolution provided, then you may please write to our Head

Customer Experience and Redressal Manager at HeadCustomerExperience@dhflinsurance.com

If your concern remains unresolved after having followed the above escalation procedure, then you may please approach the Insurance Ombudsman for Redressal. To know who your Insurance Ombudsman is—simply refer to the list below/overleaf.

Contact details of Insurance Ombudsman are available at our website www.dhflinsurance.com

OMBUDSMAN AND ADDRESSES: Refer the below link

<http://ecoi.co.in/ombudsman.html>

NAMES OF OMBUDSMAN AND ADDRESSES OF OMBUDSMAN CENTRES

| S.No. | CONTACT DETAILS | JURISDICTION OF OFFICE |
|-------|--|--|
| 1 | AHMEDABAD Office of the Insurance Ombudsman. Jeevan Prakash Building, 6 th Floor, Tilak Marg, Relief Road, Ahmedabad- 380 001. Tel.: 079 - 25501201 / 02/05/06 Email: bimalokpal.ahmedabad@ecoi.co.in | State of Gujarat and Union Territories of Dadra & Nagar Haveli and Daman and Diu |
| 2 | BENGALURU Office of the Insurance Ombudsman, Jeevan Soudha Building, PID No. 57-27-N-19, Ground Floor, 19/19, 24th Main Road, JP Nagar, 1st Phase, Bengaluru – 560 078. Tel.: 080 - 26652048 / 26652049 Email: bimalokpal.bengaluru@ecoi.co.in | Karnataka |
| 3 | BHOPAL Office of the Insurance Ombudsman, Janak Vihar Complex, 2nd Floor, 6, Malviya Nagar, Opp. Airtel Office, Near New Market, Bhopal – 462 003. Tel.: 0755 - 2769201 / 2769202 Fax: 0755 - 2769203 Email: bimalokpal.bhopal@ecoi.co.in | States of Madhya Pradesh and Chattisgarh. |

DHFL General Insurance Limited
(A Wholly Owned Subsidiary Of WGC)

| | | |
|---|---|---|
| 4 | <p>BHUBANESHWAR</p> <p>Office of the Insurance Ombudsman, 62, Forest park, Bhubneshwar – 751 009. Tel.: 0674 - 2596461 / 2596455 Fax: 0674 - 2596429 Email: bimalokpal.bhubaneswar@ecoi.co.in</p> | State of Orissa |
| 5 | <p>CHANDIGARH</p> <p>Office of the Insurance Ombudsman, S.C.O. No. 101, 102 & 103, 2nd Floor, Batra Building, Sector 17 – D, Chandigarh – 160 017. Tel.: 0172 - 2706196 / 2706468 Fax: 0172 - 2708274 Email: bimalokpal.chandigarh@ecoi.co.in</p> | States of Punjab, Haryana, Himachal Pradesh, Jammu & Kashmir and Union territory of Chandigarh. |
| 6 | <p>CHENNAI</p> <p>Office of the Insurance Ombudsman, Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, CHENNAI – 600 018. Tel.: 044 - 24333668 / 24335284 Fax: 044 - 24333664 Email: bimalokpal.chennai@ecoi.co.in</p> | State of Tamil Nadu and Union Territories - Pondicherry Town and Karaikal (which are part of Union Territory of Pondicherry). |
| 7 | <p>DELHI</p> <p>Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Building, Asaf Ali Road, New Delhi – 110 002. Tel.: 011 - 23239633 / 23237532 Fax: 011 - 23230858 Email: bimalokpal.delhi@ecoi.co.in</p> | State of Delhi |
| 8 | <p>GUWAHATI</p> <p>Office of the Insurance Ombudsman, Jeevan Nivesh, 5th Floor, Nr. Panbazar over bridge, S.S. Road, Guwahati – 781001(ASSAM). Tel.: 0361 - 2132204 / 2132205 Fax: 0361 - 2732937 Email: bimalokpal.guwahati@ecoi.co.in</p> | States of Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura. |

DHFL General Insurance Limited
(A Wholly Owned Subsidiary Of WGC)

| | | |
|----|--|---|
| 9 | <p>HYDERABAD</p> <p>Office of the Insurance Ombudsman, 6-2-46, 1st floor, "Moin Court", Lane Opp. Saleem Function Palace, A. C. Guards, Lakdi-Ka-Pool, Hyderabad - 500 004.</p> <p>Tel.: 040 - 65504123 / 23312122 Fax: 040 - 23376599 Email: bimalokpal.hyderabad@ecoi.co.in</p> | <p>States of Andhra Pradesh, Telangana and Union Territory of Yanam - a part of the Union Territory of Pondicherry</p> |
| 10 | <p>JAIPUR</p> <p>Office of the Insurance Ombudsman, Jeevan Nidhi - II Bldg., Gr. Floor, Bhawani Singh Marg, Jaipur - 302 005.</p> <p>Tel.: 0141 - 2740363 Email: Bimalokpal.jaipur@ecoi.co.in</p> | <p>State of Rajasthan</p> |
| 11 | <p>ERNAKULAM</p> <p>Office of the Insurance Ombudsman, 2nd Floor, Pulinat Bldg., Opp. Cochin Shipyard, M. G. Road, Ernakulam - 682 015.</p> <p>Tel.: 0484 - 2358759 / 2359338 Fax: 0484 - 2359336 Email: bimalokpal.ernakulam@ecoi.co.in</p> | <p>Kerala, Lakshadweep, Mahe-a part of Pondicherry</p> |
| 12 | <p>KOLKATA</p> <p>Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 4th Floor, 4, C.R. Avenue, KOLKATA - 700 072.</p> <p>Tel.: 033 - 22124339 / 22124340 Fax : 033 - 22124341 Email: bimalokpal.kolkata@ecoi.co.in</p> | <p>States of West Bengal, Bihar, Sikkim and Union Territories of Andaman and Nicobar Islands</p> |
| 13 | <p>LUCKNOW</p> <p>Office of the Insurance Ombudsman, 6th Floor, Jeevan Bhawan, Phase-II, Nawal Kishore Road, Hazratganj, Lucknow - 226 001.</p> <p>Tel.: 0522 - 2231330 / 2231331 Fax: 0522 - 2231310 Email: bimalokpal.lucknow@ecoi.co.in</p> | <p>District of Uttar Pradesh: Lalitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhadra, Fatehpur, Pratapgarh, Jaunpur, Varansi, Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareli, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkarnagar, Sultanpur, Maharajganj, Santkabirnagar, Azamgarh, Kaushinagar, Gorkhpur, Deoria, Mau, Chandauli, Ballia, Sidharathnagar.</p> |

DHFL General Insurance Limited
(A Wholly Owned Subsidiary Of WGC)

| | | |
|----|---|--|
| 14 | <p>MUMBAI</p> <p>Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: 022 - 26106552 / 26106960 Fax: 022 - 26106052 Email: bimalokpal.mumbai@ecoi.co.in</p> | States of Goa, Mumbai Metropolitan Region excluding Navi Mumbai & Thane. |
| 15 | <p>NOIDA</p> <p>Office of the Insurance Ombudsman, Bhagwan Sahai Palace 4th Floor, Main Road, Naya Bans, Sector 15, Distt: Gautam Buddh Nagar, U.P-201301. Tel.: 0120-2514250 / 2514251 / 2514253 Email: bimalokpal.noida@ecoi.co.in</p> | States of Uttaranchal and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshehar, Etah, Kanooj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farrukhabad, Firozabad, Gautam Budh Nagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanshiramnagar, Saharanpur |
| 16 | <p>PATNA</p> <p>Office of the Insurance Ombudsman, 1st Floor, Kalpana Arcade Building, Bazar Samiti Road, Bahadurpur, Patna 800 006. Tel.: 0612- 2680952 Email: bimalokpal.patna@ecoi.co.in</p> | States of Bihar and Jharkhand |
| 17 | <p>PUNE</p> <p>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 - 32341320 Email: bimalokpal.pune@ecoi.co.in</p> | States of Maharashtra, Area of Navi Mumbai and Thane excluding Mumbai Metropolitan Region |

IRDAI Regulation No 17: This Policy is subject to regulation 17 of IRDAI (Protection of Policyholder's Interests) Regulation 2017 or any amendment thereof from time to time.

Annexure 1. (Claims related guidelines as per Protection of Policy Holders Interest Regulations 2017):

While notifying the claim, following information should be provided:

- Name of insured
- Insured contact numbers
- Policy number
- Date and time of loss
- Location of loss

DHFL General Insurance Limited
(A Wholly Owned Subsidiary Of WGC)

- Nature and approximate extent of loss
- Place and contact details of the person at the loss location

On receipt of notice of loss, Company will respond immediately and provide information to the insured on the claim procedures.

In cases where surveyor is to be appointed for assessment of loss, Company shall immediately appoint surveyor within 72 hours of receipt of intimation from the insured. Company shall communicate the details of the appointment of surveyor, including the role, duties and responsibilities of the surveyor to the insured by letter, email or any other electronic form immediately after the appointment of the surveyor.

Insured/Claimant shall submit following documents in support of the claim notified to us in addition to Claim Form. Where documents are available in public domain or with a public authority, the surveyor/Company will obtain themselves. The Company may ask additional relevant documents basis nature, complexity and circumstances of the loss.

For Accident Claims

- Proof of insurance – Policy copy
- Copy of Registration Book, Tax Receipt [original required for verification]
- Copy of Motor Driving License of the person driving the vehicle at the time of accident (original required for verification)
- Police Panchanama /FIR (In case of Third Party property damage /Death / Body Injury)
- Estimate for repairs if available
- Repair Bills/Invoices and payment receipts after the job is completed

Documents for Theft Claims

- Original Policy document
- Original Registration Book/Certificate and Tax Payment Receipt
- All the sets of keys/Service Booklet/Warranty Card/Original Purchase Invoice
- Police Panchanama/ FIR and Final Investigation Report/Non-Traceable Report.
- Acknowledged copy of letter addressed to RTO intimating theft and informing "NON-USE"
- Form 28, 29 and 30 signed by the Insured and Form 35 signed by the Financer/ transferred RC as applicable
- Letter of Subrogation
- NOC from the Financer if claim is to be paid to Insured.

Documents for Liability claims

- Policy Copy
- Copy of Registration Book
- Copy of Motor Driving License of the person driving the vehicle at the time of accident
- Police Panchanama /FIR

DHFL General Insurance Limited (A Wholly Owned Subsidiary Of WGC)

Documents for Personal Accident Claims

- Policy copy
- Certificate of from government hospital doctor confirming the nature and degree of disability
- Discharge summary of the treating hospital clearly indicating the Hospital Registration No.
- Diagnostic reports
- FIR / Panchanama– (if Notified to Police) Attested or Original
- Final Police Report- (if applicable)
- Death Certificate*
- Post Mortem report*
- Legal Heir certificate /nominee certificate*
- Driving license for owner driver (ODPA claim)

(Marked with * are required only in death claims)

The surveyor shall start the survey immediately unless there is a contingency that delays immediate survey, in any case within 48 hours of his appointment. Interim report of the physical details of the loss shall be recorded and uploaded/forwarded to the Company within the shortest time but not later than 15 days from the date of first visit of the surveyor. A copy of the interim report shall be furnished by the Company to the insured/claimant, if he so desires.

Where the insured is unable to furnish all the particulars required by the surveyor or where the surveyor does not receive the full cooperation of the insured, the Company or the surveyor, as the case may be, will inform in writing to the insured about the consequent delay that may result in the assessment of the claim. Company and the surveyor will follow up with the insured for pending information/documents guiding the insured with regard to submissions to be made. The Company and/or surveyor will not call for any information/document that is not relevant for the claim.

The surveyor shall, subject to the para above, submit his final report to the Company within 30 days of his appointment. A copy of the surveyor's report shall be furnished to the insured/claimant, on request.

Where special circumstances exist in respect of a claim either due to its special / complicated nature, or due to difficulties associated with replacement/reinstatement, the surveyor shall, seek an extension from Company for submission of his report. In such an event, the Company will give the status to the insured/claimant fortnightly wherever warranted. The Company may make provisional/ on account payment based on the admitted claim liability.

If Company, on the receipt of a survey report, finds that it is incomplete in any respect, it shall require the surveyor, under intimation to the insured/claimant, to furnish an additional report on certain specific issues as may be required by the Company. Such a request may be made by the Company within 15 days of the receipt of the final survey report and not more than once in case of a claim.

The surveyor, on receipt of this communication, shall furnish an additional report within three weeks from the date of receipt of communication from the Company.

On receipt of the final survey report or the additional survey report, as the case may be, and on receipt of all required information/documents that are relevant and necessary for the claim, the Company shall offer a settlement of the claim to the insured/claimant within a period of 30 days. If the Company, for any reasons to be recorded in writing and communicated to the insured/claimant, decides to reject a claim under the policy, it shall

DHFL General Insurance Limited (A Wholly Owned Subsidiary Of WGC)

do so within a period of 30 days from the receipt of the final survey report and/or additional information/documents or the additional survey report, as the case may be.

In case, the amount admitted is less than the amount claimed, then the Company shall inform the insured/claimant in writing about the basis of settlement. Where the claim is rejected, the Company shall give the reasons for the same in writing drawing reference to the specific terms and conditions of the policy document.

In the event the claim is not settled within 30 days as stipulated above, the Company shall be liable to pay interest at a rate, which is 2% above the bank rate from the date of receipt of last relevant and necessary document from the insured/claimant by the Company till the date of actual payment.

Insured will assist the Company if so required, in any prosecution, proceeding or in the matter of recovery of claims by the Company against third parties.

Annexure 2.

General Regulations as per Indian Motor Tariff:

GR.1. Insurance not provided for:

Motor Insurance in India cannot be transacted outside the purview of the India Motor Tariff unless specifically authorized by the TAC. For risks which have not been provided for in the tariff, reference should be made to TAC for advice thereon.

Motor Insurance includes Private Cars, Motorized Two Wheelers and Commercial Vehicles excluding vehicles running on rails.

GR.2. Proposal Forms:

Proposal Form as specified in **Section 5 of the INDIA MOTOR TARIFF** is required to be submitted by the insured to the insurer before the commencement of cover and at renewal in case of material alteration. For change of IDV at each renewal, however, **a fresh proposal is not necessary**. Such changes may be advised by the insured to the insurer by a letter signed by the insured / insured's authorized signatory (for companies / body corporate) and sent to the insurer by recorded delivery. In case of change of insurer, a fresh proposal is required to be submitted to the new insurer. The insurers may include additional questions in the proposal form for their information and use.

GR.3. Policy Forms:

Policies insuring Motor Vehicles are to be issued only as per the Standard Form(s) given in **Section 6 of the INDIA MOTOR TARIFF**.

A. Types of Policies

There are two types of Policies:

(i) Liability Only Policy: This covers Third Party Liability for bodily injury and/ or death and Property Damage. Personal Accident Cover for Owner-Driver is also included.

(ii) Package Policy: This covers loss or damage to the vehicle insured in addition to **(i)** above.

Restricting the scope of cover under **Section-I (loss of or damage to the vehicle insured)** of the Package policy without any reduction in Tariff rates is permitted. Excepting this, no alteration or extension of any of the Covers, Terms, Conditions, Exclusions, etc. of any of the Policies/Endorsements laid down in this tariff is permitted without prior approval of the TAC.

B. Rating:

Rates provided under this Tariff are minimum rates. Loading on tariff premium rates by 100% may be applied for adverse claims experience of the vehicle insured and individual risk perception as per the insurer's assessment. If

DHFL General Insurance Limited (A Wholly Owned Subsidiary Of WGC)

the experience continues to be adverse, a further loading of 100% on the expiring premium may be applied. No further loading shall apply.

GR.4. Extension of Geographical Area

The Geographical Area of Motor Policies may be extended to include

- a) Bangladesh
- b) Bhutan
- c) Nepal
- d) Pakistan
- e) Sri Lanka
- f) Maldives

by charging a flat additional premium, as stated below for a period not exceeding 12 months:

| | |
|--|--|
| For Package Policy.... | Rs.500/ per vehicle, irrespective of the class of vehicle. |
| For policies other than Package Policy | Rs.100/ per vehicle, irrespective of the class of vehicle. |

For such extensions **Endorsement IMT 1 is to be used.**

Such geographical extensions, however, specifically exclude cover for damage to the vehicle/ injury to its occupants/ TP liability in respect of the vehicle during air passage/ sea voyage for the purpose of ferrying the vehicle to the extended Geographical Area.

GR.5. Vintage Cars

Any car manufactured prior to 31-12-1940 and duly certified by the **Vintage and Classic Car Club of India** can be considered a Vintage car for the purpose of this tariff.

GR.6. Classic Cars

Any car manufactured after 31-12-1940, but before 31-12-1970, is considered as a Classic Car by the **Vintage and Classic Car Club of India**. **There is however, no provision for special rating or special cover for such vehicles under this tariff.**

GR.7. Valued Policies

Under an **Agreed Value Policy**, a specified sum agreed as the **insured value of the vehicle** is paid as compensation in case of Total Loss/Constructive Total Loss of the vehicle without any deduction for depreciation.

It is **not** permitted to issue **Agreed Value Policies** under this tariff excepting for policies covering **vintage cars** as defined under 5 above.

For such policies, **Endorsement IMT- 2 is to be used.**

GR.8. Insured's Declared Value (IDV)

The **Insured's Declared Value (IDV)** of the vehicle will be deemed to be the 'SUM INSURED' for the purpose of this tariff and it will be fixed at the commencement of each policy period for each insured vehicle.

The IDV of the vehicle is to be fixed on the basis of manufacturer's listed selling price of the brand and model as the vehicle proposed for insurance at the commencement of insurance /renewal and adjusted for depreciation (as per schedule specified below). The IDV of the side car(s) and / or accessories, if any, fitted to the vehicle but not

DHFL General Insurance Limited
(A Wholly Owned Subsidiary Of WGC)

included in the manufacturer's listed selling price of the vehicle is also likewise to be fixed. However, depreciation will not be applied to brand new vehicles covered under motor trade policies. (IMT/08/2002 dt 16th Dec, 2002).

The schedule of age-wise depreciation as shown below is applicable for the purpose of Total Loss/ Constructive Total Loss (**TL/CTL**) claims only. A vehicle will be considered to be a **CTL**, where the aggregate cost of retrieval and / or repair of the vehicle subject to terms and conditions of the policy exceeds 75% of the IDV.

The depreciation for replacement of parts in partial loss claims will be as per a separate schedule **specified under GR.9.**

**SCHEDULE OF DEPRECIATION FOR ARRIVING AT IDV
(Other Than Motor Trade Policies)**

| AGE OF THE VEHICLE | % OF DEPRECIATION FOR FIXING IDV |
|--|---|
| 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% |

**SCHEDULE OF DEPRECIATION FOR ARRIVING AT IDV
(Motor Trade Policies)**

| AGE OF THE VEHICLE | % OF DEPRECIATION FOR FIXING IDV |
|--|---|
| Not exceeding 6 months | 0% |
| 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% |

NOTE: IDV of vehicles beyond 5 years of age and of obsolete models of the vehicles (i.e. models which the manufacturers have discontinued to manufacture) is to be determined on the basis of an understanding between the insurer and the insured.

For the purpose of **TL/CTL** claim settlement, this IDV will not change during the currency of the policy period in question. It is clearly understood that the liability of the insurer shall in no case exceed the IDV as specified in the policy schedule less the value of the wreck, in 'as is where is' condition.

DHFL General Insurance Limited
(A Wholly Owned Subsidiary Of WGC)

GR.9. Depreciation on Parts for Partial Loss Claims

The following rates of depreciation shall apply for **replacement of parts for partial loss claims** in respect of all categories of vehicles / accessories.

1. Rate of depreciation for all rubber nylon/ plastic parts, tyres and tubes, batteries and air bags 50%
2. Rate of depreciation for all fibre glass components 30%
3. Rate of depreciation for all parts made of glass Nil
4. Rate of depreciation for all other parts including wooden parts is to 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% |
| Exceeding 5 years but not exceeding 10 years | 40% |
| Exceeding 10 years | 50% |

GR.10. Geographical Zones

For the purpose of rating, the whole of India has been divided into the following zones depending upon the location of the office of registration of the vehicle concerned.

(i) Private Cars/ Motorized Two Wheelers / Commercial Vehicles rateable under Section 4.C.1 and C.4.

Zone A: Ahmedabad, Bangalore, Chennai, Hyderabad, Kolkata, Mumbai, New Delhi and Pune.

Zone B: Rest of India

(ii) Commercial Vehicles excluding vehicles rateable under Section 4. C.1 and C.4.

Zone A Chennai, Delhi / New Delhi, Kolkata, Mumbai

Zone B All Other State Capitals

Zone C Rest of India

GR.11. Period of Insurance

Unless specifically stated otherwise, premiums quoted in the Schedules under various Sections of the **India Motor Tariff** are the premiums payable on policies issued or renewed for a period of **twelve months**. No policy is permitted to be issued or renewed for any period longer than twelve months. It shall, however, be permissible to extend the period of insurance under the policy for any period less than twelve months, for the purpose of arriving

DHFL General Insurance Limited

(A Wholly Owned Subsidiary Of WGC)

at a particular renewal date or for any other reasons convenient to the insured, by payment of extra premium calculated on pro-rata basis, **provided such policies are renewed with the same insurer immediately after the expiry of such an extension.** All such extensions will require attachment of the following Warranty to the policy.

"In consideration of the premium for this extension being calculated at a pro-rata proportion of the annual premium, it is hereby declared and agreed by the insured that upon expiry of this extension, this policy shall be renewed for a period of twelve months, failing which the difference between the extension premium now paid on **pro rata** basis and the premium at **short period** rate shall become payable by the insured."

GR.12. Premium Rates for Short Period Cover

Short Period Cover/ Renewal may be granted for periods less than twelve months at the following short period scale:

SHORT PERIOD SCALE

| PERIOD | % OF ANNUAL PREMIUM RATE |
|---|---------------------------------|
| Not exceeding 1 month | 20% |
| Exceeding 1 month but not exceeding 2 months | 30% |
| Exceeding 2 months but not exceeding 3 months | 40% |
| Exceeding 3 months but not exceeding 4 months | 50% |
| Exceeding 4 months but not exceeding 5 months | 60% |
| Exceeding 5 months but not exceeding 6 months | 70% |
| Exceeding 6 months but not exceeding 7 months | 80% |
| Exceeding 7 months but not exceeding 8 months | 90% |
| Exceeding 8 months | Full annual premium/ rate |

N.B.:1. Extension of short period covers/short period renewals, for any reason, can be granted only by charging the premium for such extensions at the above mentioned short period rates.

N.B.:2. Short period covers/short period renewals for Liability Only Policies are not permissible.

GR.13. Display of Premium

(a) In case of a **Package Policy**, the Own Damage and the Liability components of premium are required to be displayed separately in the Policy Schedule.

(b) Similarly, all permissible **loadings** on **/discounts** from tariff rates are required to be displayed separately in the policy schedule.

(c) The Own Damage as well as the Liability components of premium are required to be rounded off to the nearest rupee, separately.

DHFL General Insurance Limited
(A Wholly Owned Subsidiary Of WGC)

GR.14. Computation of Premium

The premium payable on a policy is required to be calculated in accordance with the Premium Computation Tables appearing in the Tariff. For applicable discounts / loadings, if any, reference is also to be made to the relevant GRs as well as regulations contained in the specific section(s) of the Tariff while computing premium.

GR.15. Payment of Premium

The full premium is required to be collected before commencement of cover. It is **not permissible** to collect premium in installments.

GR.16. Minimum Premium

The minimum premium applicable for vehicles specially designed or modified for use of the blind, handicapped and mentally challenged persons will be Rs.25/- per vehicle. For all other vehicles, the applicable minimum premium per vehicle will be Rs.100/-.

GR.17. Transfers

On transfer of ownership, the **Liability Only cover**, either under a Liability Only policy or under a Package policy, is deemed to have been transferred in favour of the person to whom the motor vehicle is transferred with effect from the date of transfer.

The transferee shall apply within fourteen days from the date of transfer in writing under recorded delivery to the insurer who has insured the vehicle, with the details of the registration of the vehicle, the date of transfer of the vehicle, the previous owner of the vehicle and the number and date of the insurance policy so that the insurer may make the necessary changes in his record and issue fresh Certificate of Insurance.

In case of Package Policies, transfer of the "Own Damage" section of the policy in favour of the transferee, shall be made by the insurer only on receipt of a specific request from the transferee along with consent of the transferor. If the transferee is not entitled to the benefit of the No Claim Bonus (NCB) shown on the policy or is entitled to a lesser percentage of NCB than that existing in the policy, recovery of the difference between the transferee's entitlement, if any, and that shown on the policy shall be made before effecting the transfer.

A fresh Proposal Form duly completed is to be obtained from the transferee in respect of both Liability Only and Package Policies.

Transfer of Package Policy in the name of the transferee can be done only on getting acceptable evidence of sale and a fresh proposal form duly filled and signed. The old Certificate of Insurance for the vehicle, is required to be surrendered and a fee of **Rs.50/-** is to be collected for issue of fresh Certificate in the name of the transferee. If for any reason, the old Certificate of Insurance cannot be surrendered, a proper declaration to that effect is to be taken from the transferee before a new Certificate of Insurance is issued.

Endorsement IMT - 3 is to be used.

GR.18. Change of Vehicle

A vehicle insured under a policy can be substituted by another vehicle of the same class for the balance period of the policy subject to adjustment of premium, if any, on pro-rata basis from the date of substitution.

Where the vehicle so substituted is not a total loss, evidence in support of continuation of insurance on the substituted vehicle is required to be submitted to the insurer before such substitution can be carried out.

Endorsement IMT - 4 is to be used.

DHFL General Insurance Limited (A Wholly Owned Subsidiary Of WGC)

GR.19. Vehicles Subject to Hire Purchase Agreement

Policies and Certificates of Insurance are to be issued in the name of Hirer only and issuance in the joint names of the Hirer and Owner is prohibited. If Owner's interest is to be protected it should be done by the use of **Endorsement IMT - 5**.

For the purpose of the Personal Accident cover for the Owner-Driver granted under the policy, the insured named in the policy will continue to be deemed as the Owner- driver subject to conditions of the policy relating to this cover.

GR.20. Vehicles Subject to Lease Agreement

Policies and Certificates of Insurance are to be issued in the name of Lessee only and issuance in the joint names of the Lessee and Lessor is prohibited. If Lessor's interest is to be protected, it should be done by the use of **Endorsement IMT - 6**.

For the purpose of the Personal Accident cover for the Owner-Driver granted under the policy, the insured named in the policy will continue to be deemed as the Owner- driver subject to conditions of the policy relating to this cover.

GR.21. Vehicles Subject to Hypothecation Agreement

Policies and Certificates of Insurance are to be issued in the name of Registered Owner only and issuance in the joint names of the Registered Owner and Pledgee is prohibited. If Pledgee's interest is to be protected, it should be done by the use of **Endorsement IMT - 7**.

For the purpose of the Personal Accident cover for the Owner-Driver granted under the policy, the registered owner named in the policy will continue to be deemed as the Owner- driver subject to conditions of the policy relating to this cover.

GR.22. Cover Note

(i) Cover Notes insuring Motor Vehicles are to be issued only in **Form 52** in terms of Rule 142 Sub-Rule (1) of the Central Motor Vehicles Rules 1989. **(Refer Section 6 of the India Motor Tariff)**.

(ii) In terms of Rule 142, Sub-Rule (2) of Central Motor Vehicles Rules 1989, a Cover Note shall be valid for a period of sixty days from the date of its issue and the insurer shall issue a policy of insurance before the date of expiry of the Cover Note.

GR.23. Certificate of Insurance

A Certificate of Insurance for a Motor Vehicle is to be issued only in **FORM 51** in terms of Rule 141 of Central Motor Vehicle Rules 1989. **(Refer Section 6 of the India Motor Tariff)**.

GR.24. Cancellation of Insurance and Double Insurance

A Cancellation of Insurance

- (a) A policy may be cancelled by the insurer by sending to the insured seven days' notice of cancellation by recorded delivery to the insured's last known address and the insurer will refund to the insured the pro-rata premium for the balance period of the policy.
- (b) A policy may be cancelled at the option of the insured with seven days' notice of cancellation and the insurer will be entitled to retain premium on short period scale of rates for the period for which the cover has been in existence prior to the cancellation of the policy. The balance premium, if any, will be refundable to the insured. Refund of premium will be subject to:
 - i) there being no claim under the policy, and
 - ii) the retention of minimum premium of Rs.150 (or Rs. 50/- in respect of vehicles specifically designed/modified for use by blind/handicapped/ mentally challenged persons).

DHFL General Insurance Limited

(A Wholly Owned Subsidiary Of WGC)

- (c) A policy can be cancelled only after ensuring that the vehicle is insured elsewhere, at least for Liability Only cover and after surrender of the original Certificate of Insurance for cancellation.
- (d) **Insurer should inform the Regional Transport Authority (RTA) concerned by recorded delivery about such cancellation of insurance.**

Double Insurance

When two policies are in existence on the same vehicle with identical cover, one of the policies may be cancelled. Where one of the policies commences at a date later than the other policy, the policy commencing later is to be cancelled by the insurer concerned.

If a vehicle is insured at any time with two different offices of the same insurer, 100% refund of premium of one policy may be allowed by canceling the later of the two policies. However, if the two policies are issued by two different insurers, the policy commencing later is to be cancelled by the insurer concerned and pro-rata refund of premium thereon is to be allowed.

If, however, due to requirements of Banks/Financial Institutions, intimated to the insurer in writing, the earlier dated policy is required to be cancelled, then refund of premium is to be allowed after retaining premium at short period scale for the period the policy was in force prior to cancellation.

In all such eventualities, the minimum premium of Rs.150 (or Rs. 50/- in respect of vehicles specifically designed/modified for use by blind/handicapped/ mentally challenged persons) to be retained.

In either case, 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 the policies were in operation, but prior to cancellation of one of the policies.

GR.25. Cancellation and issuance of fresh Certificate of Insurance

Following any changes in the policy during its currency, affecting the information shown on the Certificate of Insurance, the Certificate of Insurance is required to be returned to the Insurer for cancellation and a fresh Certificate incorporating the changes is to be issued.

Information regarding change of number of Engine and/ or Chassis of the vehicle, is required to be intimated to the insurer immediately for effecting necessary changes in the policy, provided such changes are duly endorsed on the Registration Certificate. The Certificate of Insurance is also required to be returned immediately for issuance of fresh Certificate of Insurance incorporating the changes.

Remittance of Rs. 50/- is required to be made to the insurer for each issuance of fresh Certificate of Insurance.

GR.26. Certificate or Cover Note destroyed, torn, soiled, defaced or mutilated.

1. Where the insured

- a) lodges with an insurer a declaration in which he declares that a Certificate of Insurance or Cover Note issued to him by such insurer has been lost, destroyed, torn, soiled, defaced or mutilated and sets out full particulars of the circumstances connected with the loss or destruction of the certificate or cover note and the efforts made to find it;

OR

- b) returns to the authorized insurer the Certificate or Cover Note issued to him by such insurer in a torn, soiled, defaced or mutilated condition;

AND

DHFL General Insurance Limited (A Wholly Owned Subsidiary Of WGC)

c) pays to the insurer a fee of Rs.50/- (Fifty) in respect of each such new certificate or Cover Note, the insurer shall, if satisfied that such certificate or cover note has been lost, destroyed and that all reasonable efforts have been made to find it, or that it has been destroyed or is soiled, defaced or mutilated as the case may be, issue in lieu thereof a duplicate certificate or insurance or cover note with the word 'Duplicate' prominently endorsed to that effect.

2. When a duplicate certificate of insurance or cover note has been issued in accordance with the provisions of sub rule (1) on representation that a certificate or cover note has been lost and the original certificate or cover note is afterwards found by the holder, the original certificate or cover note, as the case may be, shall be surrendered to the insurer.

GR.27. No Claim Bonus

(a) No Claim Bonus(NCB) can be earned **only in the Own Damage section of Policies** covering all classes of vehicles **but not on Motor Trade Policies (Road Transit Risks / Road Risks / Internal Risks) and policies which cover only Fire and / or Theft Risks.** 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. An insured becomes entitled to NCB only at the renewal of a policy after the expiry of the full duration of 12 months.

(b) No Claim Bonus, wherever applicable, will be as per the following table.

| All types of Vehicles | % Discount on Own Damage premium |
|--|---|
| 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% |

Sunset Clause: If at the renewal falling due any time between 1st July 2002 and 30th June 2003, both days inclusive, (after completion of the full policy period of 12 months)

(IMT/08/2002 dt 16th Dec, 2002).

i) An insured becomes entitled to NCB in terms of the tariff prevailing prior to 01st July, 2002 which is different from the slabs given above, the entitlement of such percentage of NCB will remain protected at the renewal. For subsequent renewals, NCB if any earned, will be in terms of the above table. In case claims arises under renewed policy, the NCB will become NIL at the following renewal.

ii) An insured becomes entitled to an NCB of 55% or 65% in terms of the Tariff prevailing prior to 1st July 2002, the entitlement of such higher percentage of NCB will remain protected for all subsequent renewals till a claim arises under the policy, in which case the NCB will become 'Nil' at the following renewal. Thereafter, NCB if any earned, will be in terms of the above table.

(c) The percentage of applicable NCB is to be computed on the Own Damage premium required for renewal of the insurance after deducting any rebate in respect of "Vehicle Laid Up" under the policy. If the policy period has been extended in lieu of the rebate for the layup of the vehicle, as per 'Vehicle Laid Up' Regulation, such extended period shall be deemed to have been part of the preceding year of insurance.

DHFL General Insurance Limited
(A Wholly Owned Subsidiary Of WGC)

(d) The entitlement of NCB shall follow the fortune of the original insured and not the vehicle or the policy. In the event of transfer of interest in the policy from one insured to another, the entitlement of NCB for the new insured will be as per the transferee's eligibility following the transfer of interest.

It is however, clarified that the entitlement of No Claim Bonus will be applicable for the substituted vehicle subject to the provision that the substituted vehicle on which the entitled NCB is to be applied is of the same class (as per this tariff) as the vehicle on which the NCB has been earned.

Provided that where the insured is an individual, and on his/ her death the custody and use of the vehicle pass to his/her spouse and/or children and/or parents, the NCB entitlement of the original insured will pass on to such person/s to whom the custody and use of the vehicle pass.

- (e) The percentage of NCB earned on a vehicle owned by an institution during the period when it was allotted to and exclusively operated by an employee should be passed on to the employee if the ownership of the vehicle is transferred in the name of the employee. This will however require submission of a suitable letter from the employer confirming that prior to transfer of ownership of the vehicle to the employee, it was allotted to and exclusively operated by the employee during the period in which the NCB was earned.
- (f) In the event of the insured, transferring his insurance from one insurer to another insurer, the transferee insurer may allow the same rate of NCB which the insured would have received from the previous insurer. Evidence of the insured's NCB entitlement either in the form of a renewal notice or a letter confirming the NCB entitlement from the previous insurer will be required for this purpose.

Where the insured is unable to produce such evidence of NCB entitlement from the previous insurer, the claimed NCB may be permitted after obtaining from the insured a declaration as per the following wording:

"I/ We declare that the rate of NCB claimed by me/us is correct and that no claim as arisen in the expiring policy period (copy of the policy enclosed). I/We further undertake that if this declaration is found to be incorrect, all benefits under the policy in respect of Section I of the Policy will stand forfeited."

Notwithstanding the above declaration, the insurer allowing the NCB will be obliged to write to the policy issuing office of the previous insurer by recorded delivery calling for confirmation of the entitlement and rate of NCB for the particular insured and the previous insurer shall be obliged to provide the information sought within 30 days of receipt of the letter of enquiry failing which the matter will be treated as a breach of Tariff on the part of the previous insurer. Failure of the insurer granting the NCB to write to the previous insurer **within 21 days** after granting the cover will also constitute a breach of the Tariff.

(g) If an insured vehicle is sold and not replaced immediately, or laid up, and the policy is not renewed immediately after expiry, NCB, if any, may be granted on a subsequent insurance, provided such fresh insurance is effected within 3 (three) years from the expiry of the previous insurance. The rate of NCB applicable to the fresh policy shall be that earned at the expiry of the last 12 months period of insurance.

(h) On production of evidence of having earned NCB abroad, an insured may be granted NCB on a new policy taken out in India as per entitlement earned abroad, provided the policy is taken out in India within three years of expiry of the overseas insurance policy, subject to relevant provisions of NCB under these rules.

(i) Except as provided in Rule (g), no NCB can be allowed when a policy is not renewed within 90 days of its expiry. However, in the case of Military or Paramilitary Personnel working in Forward areas, the period of 90 days may be extended upto 365 days depending on the circumstances of each individual case with a declaration in writing by the policy holder that the vehicle was not put to use during the interim period.

(j) Except as provided in Rules (g), (h) and (i) above, NCB is to be allowed **only** when the vehicle has been insured continuously for a period of 12 months without any break.

DHFL General Insurance Limited
(A Wholly Owned Subsidiary Of WGC)

GR.28. Automobile Association Membership Discount:

For valid membership of recognized Automobile Associations such as Automobile Association of Eastern India, the Uttar Pradesh Automobile Association, the Western India Automobile Association, Automobile Association of Southern India, the Automobile Association of Upper India, a discount @ 5% of the Own Damage premium, subject to a maximum of Rs.200/- for a Private Car and maximum of Rs.50/- for a Motorized Two-Wheeler may be allowed. It is, however, clarified that irrespective of the number of Associations of which an insured may be a member, discount for only one membership of such Association is to be permitted.

The discount is applicable only on the Own Damage premium under Section I of the Package Policy. Policies covering Fire and/or Theft risks only are not eligible for the discount.

The discount applies to both new business and renewals. If the insured becomes a member of any of the above Automobile Associations, during the currency of the policy, the discount may be allowed pro-rata calculated from the date of his membership of the Association concerned. **On cancellation or termination of the membership of the Automobile Association during the currency of the policy, pro rata discount from the date of cancellation/ termination of membership till the expiry of the policy is to be recovered from the insured.**

Application of this discount will require attachment of **Endorsement IMT – 8**. The insurers, however, should ascertain the validity of the membership at each renewal before granting the discount.

The discount is applicable only to individual owners or joint owners or companies who are members of the above-mentioned Automobile Associations.

A member of the above-mentioned Automobile Associations, who buys a private car/motorized two-wheeler under Hire Purchase system or under a leasing agreement and has the sole use of it and pays the insurance premium, shall be entitled to the discount for Automobile Association membership, provided he/she is otherwise eligible to receive the discount under the rules. The name of such hire purchaser/lessee is to be stated on the policy.

GR.29. Discount for Vintage Cars

Private cars certified by the Vintage and Classic Car Club of India as Vintage Cars will be eligible for 25% discount on basic Own Damage and/or Third-Party Premium.

For mid-term certification as Vintage car, pro-rata proportion of the tariff discount for the unexpired period of the policy is to be allowed.

Endorsement IMT – 9 is to be used."

Reno. IMT/01/2003

Endorsement IMT – 9 is to be used.

GR.30. Discount for Anti-Theft Devices

Vehicles (**other than those covered under Motor Trade policies**) fitted with anti-theft devices approved by Automobile Research Association of India (ARAI), Pune and whose installation is duly certified by any of the Automobile Associations mentioned in **GR.28** above are eligible for a discount of 2.5% on the OD component of premium subject to a maximum of Rs. 500/-.

For mid-term installation of anti-theft device approved and certified as above in the vehicle insured, pro rata proportion of the premium discount calculated as per tariff provision for the unexpired period of the policy is to be allowed.

Endorsement IMT – 10 is to be used.

Vehicles (other than those covered under Motor Trade policies) fitted with anti-theft devices approved by Automobile Research Association of India (ARAI), Pune and whose installation is duly certified by any of the
DHFL General Insurance Limited

(A Wholly Owned Subsidiary Of WGC)

Automobile Associations mentioned in GR.28 above are eligible for a discount of 2.5% on the OD component of premium subject to a maximum of Rs.500/-.

For mid-term installation of anti-theft device approved and certified as above in the vehicle insured, pro-rata proportion of the premium discount calculated as per tariff provision for the unexpired period of the policy is to be allowed."

Ref. IMT/08/2005

GR.31. Concession for Laid-Up Vehicles

Vehicles laid up in garage and not in use for a period of not less than two consecutive months will be entitled to:

I. For Liability Only Policy -

- a) A pro-rata returns of premium for the period during which the vehicle is so laid up, which return will be credited to the insured in consideration of suspension of the insurer's liability under the policy during the period of lay-up.

The credited return of premium will be deducted from the next renewal premium. **This cannot be given as cash refund even if the policy is not renewed with the same insurer.**

The calculation of the amount of the return premium is to be made on the net premium on the date of issue of the policy or the date of renewal of the policy preceding the laying-up of the vehicle.

OR

- b) The expiry date of the current period of insurance under the policy may be extended for a period equal to the period the policy remained suspended on account of the lay-up.

The adoption of alternatives (a) or (b) above will be at the option of the insured. In either case, the insured will be required to pay Rs.15/- towards administrative costs.

II. For Package Policy

The liability of the insurer under the policy will remain restricted for loss or damage of the insured vehicle by Fire and/or Theft as applicable during the period of such lay-up. In consideration of this restriction of cover under the policy: -

- a) a pro rata returns of premium for the period during which the vehicle is so laid up will be credited to the insured after retention of pro rata premium for the lay-up period in the tariff rate for Fire and/or Theft Risks as applicable for the class of vehicle concerned.

The credited return of premium will be deducted from the next renewal premium. **This cannot be given as cash refund even if the policy is not renewed with the same insurer.**

The calculation of the amount of the return of premium is to be made on the net premium on the date of issue of the policy or the date of renewal of the policy preceding the laying-up of the vehicle

OR

- b) the expiry date of the current period of insurance under the policy may be extended for a period equal to the period the policy remained suspended on account of the lay-up.

The adoption of alternatives (a) or (b) above will be at the option of the insured. In either case, the insured will be required to pay Rs.15/- towards administrative costs.

Return of premium or extension of policy period in lieu thereof, on account of lay-up of vehicles, both in respect of Liability Only Policies and Package Policies, will be available provided

DHFL General Insurance Limited (A Wholly Owned Subsidiary Of WGC)

- i) the vehicle is not undergoing repairs during lay-up as a result of an event giving rise to a claim under the policy;
- ii) previous notice in writing has been given to the insurer by recorded delivery;
- iii) the certificate of insurance has been returned to the insurer; and
- iv) the period of lay-up / suspension of policy shall not extend beyond twelve months from the expiry date of the policy period in which the lay-up has commenced.

Endorsement IMT 11-A is to be used where the entire period of lay-up and suspension / restriction of cover has been intimated to the insurer.

Endorsements IMT 11-B/11-C is to be used where the entire period of lay-up and suspension / restriction of cover is "until further notice".

No return of premium or extension of policy period in lieu thereof is to be allowed for lay-up of trailers and vehicles used for hire or reward or for Motor Trade purpose, except when the permits for vehicles are temporarily withheld or suspended by the Government.

GR.32. Prohibition of mid-term inclusion/cancellation of extra benefits

Mid-term inclusion/cancellation of extra benefits shall not be permitted more than once during the currency of a policy.

GR.33. Concessions for Specially Designed / Modified Vehicles for the Blind, Handicapped and Mentally challenged persons

In case of vehicles specially designed / modified for use of blind, handicapped and mentally challenged persons, a discount of 50% may be allowed on the Own Damage premium in respect of both privately owned vehicles and vehicles owned and used by institutions engaged exclusively in the services of the blind, handicapped and mentally challenged persons. The discount is to be allowed only in respect of such vehicles, which have been suitably endorsed in the Registration Certificate by the RTA concerned.

Endorsement IMT -12 is to be used.

GR.34. Registration, use and insurance

It is not permissible to insure any vehicle in the name of an insured not conforming to the name recorded as owner of the vehicle in the vehicle registration document, excepting

- i) in case of temporary substitution,
- ii) in respect of Motor Trade Risk, or
- iii) as provided in General Regulation 19, 20 and 21

It is not permissible to insure any vehicle for use for a purpose other than that permitted by the RTA concerned

GR.35. Use of Vehicles within Insured's Premises / Sites

(i) Use confined to own premises (applicable to all classes except as otherwise provided in the Tariff).

Where a vehicle is to be used in the insured's own premises to which the public have no general right of access and provided the vehicle is not licensed by the authorities concerned for general road use, a policy may be issued at the applicable Tariff rate with a discount of 33 1/3%.

No Certificate of Insurance or Cover Note which includes a Certification is permitted to be issued in such cases.

Endorsement IMT 13 is to be used.

DHFL General Insurance Limited
(A Wholly Owned Subsidiary Of WGC)

(ii) Use confined to Sites (Applicable to Goods Carrying Vehicles).

Where a vehicle is to be used only on a site or sites to which the public has no general right of access and the vehicle is not required to be registered under the Motor Vehicles Act, a policy may be issued at the applicable Tariff rate with a discount of 33 1/3%.

No Certificate of Insurance or Cover Note which includes a Certification is permitted to be issued in such cases.

Endorsement IMT 14 is to be used.

GR.36. Personal Accident (PA) Cover under Motor Policy

(not applicable to vehicles covered under Section E, F and G of Tariff for Commercial Vehicles)

A. Compulsory Personal Accident Cover for Owner-Driver

Compulsory Personal Accident Cover shall be applicable under both Liability Only and Package policies. The owner of insured vehicle holding an 'effective' driving license is termed as Owner-Driver for the purposes of this section.

Cover is provided to the Owner-Driver whilst driving the vehicle including mounting into/ dismounting from or traveling in the insured vehicle as a co-driver.

NB. This provision deals with Personal Accident cover and only the registered owner in person is entitled to the compulsory cover where he/she holds an effective driving license. Hence compulsory PA cover cannot be granted where a vehicle is owned by a company, a partnership firm or a similar body corporate or where the owner-driver does not hold an effective driving license. In all such cases, where compulsory PA cover cannot be granted, the additional premium for the compulsory P.A. cover for the owner - driver should not be charged and the compulsory P. A. cover provision in the policy should also be deleted.

No. IMT/02/2006

The scope of the cover, Capital Sum Insured (CSI) and the annual premium payable under this section are as under:

| TYPE OF VEHICLES | CAPITAL SUM INSURED (Rs.) | COVER |
|-------------------------------|------------------------------|--|
| Motorised Two Wheelers | 15 lakh | i) 100% of CSI for Death, Loss of Two Limbs or sight of both eyes or one limb and sight of one eye. ii) 50% of CSI for Loss of one Limb or sight of one eye. iii) 100% for Permanent Total Disablement from injuries other than named above. |
| Private Cars | 15 lakh | i) 100% of CSI for Death, Loss of Two Limbs or sight of both eyes or one limb and sight of one eye. ii) 50% of CSI for Loss of one Limb or sight of one eye. iii) 100% for Permanent Total Disablement from injuries other than named above |

DHFL General Insurance Limited
(A Wholly Owned Subsidiary Of WGC)

| | | |
|----------------------------|---------|---|
| Commercial vehicles | 15 lakh | <p>i) 100% of CSI for Death, Loss of Two Limbs or sight of both eyes or one limb and sight of one eye.</p> <p>ii) 50% of CSI for Loss of one Limb or sight of one eye.</p> <p>iii) 100% for Permanent Total Disablement from injuries other than those named above.</p> |
|----------------------------|---------|---|

B. Optional Personal Accident Cover for persons other than Owner-Driver

The cover under this section is limited to maximum Capital Sum Insured (CSI) of Rs. 2 lacs. per person.

Cover is available only in respect of the following persons: -

1. Private Cars including three wheelers rated as Private cars and motorized two wheelers with or without side car (not for hire or reward): For insured or any **named person** other than the paid driver and cleaner.

Endorsement IMT – 15 is to be used.

2. Private Cars, three wheelers rated as Private cars and Motorized Two Wheelers (not used for hire or reward) with or without side car: For **unnamed passengers** limited to the registered carrying capacity of the vehicle other than the insured, his paid driver and cleaner.

Endorsement IMT – 16 is to be used.

3. In respect of all classes of vehicles: For paid drivers, cleaners and conductors.

Endorsement IMT – 17 is to be used.

4. Motorized Two Wheelers with or without side car (used for hire or reward): For unnamed hirer/ driver.

Endorsement IMT – 18 is to be used.

The scope of the cover, Capital Sum Insured and the annual premium payable under this section would be as under: -

| Description of benefits | % of Capital Sum Insured |
|---|--------------------------|
| i) Death only | 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% |

GR.37. Foreign made vehicles belonging to Embassies, High Commission or Consulates in India

DHFL General Insurance Limited
(A Wholly Owned Subsidiary Of WGC)

Policies issued to cover imported vehicles belonging to Embassies, Consulates and such other diplomatic missions where the 'import duty' element is not included in the IDV the premium chargeable under Section – I (loss of or damage to the vehicle insured) of the policy shall be loaded by 30%.

Endorsement IMT – 19 is to be used.

Ref. No. Mot/1/2004

GR.38. Vehicles requisitioned by Government

Vehicles requisitioned by the Government are automatically held covered during the period of requisition without any additional premium. In the event of a loss/ damage occurring during the period of such requisition, the insurer shall pay losses / liabilities if any, in excess of the amount(s) made good by the Government.

GR.39. Third Party Property Damage (TPPD) Cover

A. Limits of cover for Third Party Property Damage (other than for goods carried in the insured vehicle) under **Liability Only** policies and under Section II – 1(ii) of various **Package** policies are as per the following table: – (This provision shall not apply to vehicles ratable under Class G – Tariff for Motor Trade – Internal Risks)

| CLASS OF VEHICLES | | TPPD COVER (Rs) |
|-------------------|---|-----------------|
| 1. | Commercial Vehicles (Excluding Three Wheelers, Taxis and motorized two wheelers ratable under Tariff for Commercial vehicles) | 7.50 lakhs |
| 2. | Commercial Vehicles - Three Wheelers and Taxis | 7.50 lakhs |
| 3. | Private Cars | 7.50 lakhs |
| 4. | Motorized Two Wheelers – Private and Commercial | 1.00 lakh |

B. However, the insured can at the inception of the policy, opt to restrict to the TPPD cover to the statutory limit of Rs. 6000/- as provided in the M. V. Act. In such an event, the base TP premium applicable (before any loading/ discount) may be reduced by Rs. 200/-, Rs. 150/-, Rs. 100/- and Rs. 50/- for Class 1, 2, 3 and 4 as above respectively.

C. No TPPD cover for unlimited liability or for limits other than those shown under this GR shall be granted.

Endorsement IMT – 20 is to be used.

Mid-term change of TPPD limits is not permitted.

GR.40. Compulsory Deductibles.

Claims under **Own Damage** section of policies covering all classes of vehicles are subject to a compulsory deductible as per the under noted table: –

| TYPE OF VEHICLES | | | COMPULSORY DEDUCTIBLES (Rs) |
|--|----------------------------|-----------------------------|-----------------------------|
| Commercial Vehicles (other than vehicles ratable under | Goods carrying Vehicles | Passenger carrying Vehicles | 500/- |
| | Not exceeding 7500 Kg. GVW | Not exceeding 17 passengers | |

DHFL General Insurance Limited
(A Wholly Owned Subsidiary Of WGC)

| | | | |
|--|---|--|---|
| Class-D, E, F and G of CVT) | Exceeding 7500 Kg. GVW but not exceeding 16500 Kg. GVW | Exceeding 17 passengers but not exceeding 36 passengers | 1000/- |
| | Exceeding 16500 Kg. GVW | Exceeding 36 passengers | 1500/- |
| Vehicles rateable under Class D of the Commercial Vehicles Tariff (CVT) | | | 0.5% of IDV of the vehicle subject to a minimum of Rs. 2000/- |
| Vehicles rateable under Class E, F and G of the Commercial Vehicles Tariff (CVT) | | | Rs.50/-for two-wheelers and Rs. 500/- for others |
| Taxis and Three Wheelers rated as Commercial Vehicles (Not exceeding 1500cc) | | | 500/- |
| Taxis and Three Wheelers rated as Commercial Vehicles (Exceeding 1500 cc) | | | 1000/- |
| Private Cars including three wheelers rated as Private Cars (Not exceeding 1500cc) | | | 1000/- |
| Private Cars including three wheelers rated as Private Cars (Exceeding 1500 cc) | | | 2000/- |
| Motorized Two Wheelers. | | | 100/- |

NB.1. The above Compulsory Deductibles are also to be applied where restricted covers as specified under GR 45 A/B are granted.

NB.2. The endorsements applicable for compulsory deductibles as per above schedule will be as follows:

- For all commercial vehicles excluding taxis and motorized two wheelers
- carrying passengers for hire or reward – **Endorsement IMT – 21 is to be used.**
- For private cars, three wheelers rated as private cars, all motorized two wheelers and taxis – **Endorsement IMT– 22 is to be used.**

NB.3. Exclusions under (a) of Endorsement IMT- 21 may be reinstated in cover by payment of additional premium @15% of the total gross OD premium (before application of any discount) and **Endorsement IMT-23** is to be used for such reinstatement of excluded cover.

GR.41. Electrical / Electronic fittings

If electrical and or electronic items fitted to the vehicle but not included in the manufacturer's selling price of the vehicle are to be insured, it can be done separately under Section-I (loss of or damage to the vehicle insured) of the package policy at an additional premium @ 4% on the value of such fittings **to be specifically declared by the insured in the proposal form and or in a letter forming part of the proposal form.**

Endorsement IMT- 24 is to be used.

GR.42. Use of CNG / LPG fuel (IMT/08/2002 dt 16th Dec, 2002).

(a) In case of vehicles fitted with bi-fuel system such as Petrol/Diesel and CNG /LPG, permitted by the concerned RTA, the CNG/LPG kit fitted to the vehicle is to be insured separately at an additional premium @ 4% on the value of such kit to be specifically declared by the insured in the proposal form and/or in a letter forming part of the proposal form. If CNG/LPG kit is fitted during the currency of the policy, pro-rata premium is to be charged.

DHFL General Insurance Limited
(A Wholly Owned Subsidiary Of WGC)

Endorsement IMT- 25 is to be used.

(b) "Where the vehicle is fitted with only CNG / LPG engine or **Bi fuel system** as approved by RTA and the value of the CNG / LPG kit is not separately available, 5% extra is to be charged on Own Damage Premium"

Endorsement IMT-25 is to be used

(c) An additional premium of Rs. 60/- per vehicle to be charged towards Liability Only cover on account of CNG/ LPG system.

Note: To insert sum arrived at in terms of GR42, where the value of the CNG/LPG kit is not separately available, the words, "premium of Rs" appearing in the first line of the IMT shall be replaced by the words "5% extra on Own Damage premium of Rs". The words in the last two lines of IMT reading as "subject to the limit of the Insured's Declared Value of the CNG/LPG kit specified in the Schedule of the policy" are to be deleted".

The 5% extra referred to above in GR 42 (b) shall be accounted under item f) of "A". "Own Damage" portion of the premium computation table on page number 185.

GR.43. Fibre glass fuel tanks

All policies covering vehicles fitted with fibre glass fuel tanks will attract an additional premium of Rs. 50/- in the Own Damage section excepting vehicles rateable under Class D of Commercial Vehicles Tariff where the additional premium will be Rs. 100/-.

GR. 44. Vehicles used for Driving Tuitions

Vehicles used by Driving Schools recognized by the **RTA** for giving tuition, having double clutches and double brakes with professional tutor accompanying the trainee can be covered by charging premium as under:

| VEHICLE | OWN DAMAGE PREMIUM | LIABILITY ONLY PREMIUM |
|--|-------------------------------|-----------------------------------|
| Private cars | Applicable O.D. premium + 60% | As per Private car tariff |
| Commercial vehicle - Goods carrying vehicle | Applicable O.D. premium + 60% | As per Commercial vehicle tariffs |
| Commercial vehicle - Passenger carrying vehicles | Applicable O.D. premium + 60% | As per Commercial vehicle tariffs |

In case of three wheelers and motorized two wheelers used by Driving Schools recognized by the **RTA** for giving tuition, the premium chargeable will be the applicable tariff premium with a loading of 60% (on both Own Damage and Liability Only risks premiums.)

Note: For vehicles used for driving tuitions the words "other than for the purpose of driving tuitions" are to be added after the words "hire or reward" in the Policy Schedule/ Certificate of Insurance concerning "LIMITATIONS AS TO USE".

GR. 45A Restricted cover for Fire and / or Theft Risks

(Only while the vehicle is in garage and not in use)

On the basis of written specific declaration from the insured to the effect that for the entire duration of the policy period the vehicle will not be used at all, policies may be issued to cover the risks of Fire and/or Theft only (without Liability Only cover) at the following rates of premium subject to a minimum premium as specified under **GR. 16**.

DHFL General Insurance Limited
(A Wholly Owned Subsidiary Of WGC)

Issuance of this restricted cover is prohibited for vehicles rateable under Class – D (Tariff for Miscellaneous and Special Types of Vehicles), Class – E (Tariff for Motor Trade – Road Transit Risks), Class – F (Tariff for Motor Trade – Road Risks only) and Class – G (Tariff for Motor Trade – Internal Risks only).

| RISKS COVERED | PREMIUM |
|-------------------|---------------|
| Fire Only | 0.50 % on IDV |
| Theft Only | 0.50 % on IDV |
| Fire & Theft Only | 0.75 % on IDV |

Endorsement IMT 26 is to be used.

Compulsory deductibles as in GR.40 shall apply.

Additional premium for electric / electronic items as in GR.41 shall apply.

Additional premium for use of CNG / LPG as in GR.42 shall apply.

Additional premium for compulsory PA cover to owner-driver as in GR 36 shall apply.

N.B. Discounts may be granted on the net premium for Fire & Theft risks if the insured opts for voluntary deductibles in respect of vehicles rateable under Tariff for Private Cars / Motorized Two Wheelers.

No other discount is permissible.

GR 45 B Restricted cover for Liability Only and Fire and / or Theft Risks

Policy may be issued covering the vehicle for the restricted Liability Only with Fire and /or Theft risks only by charging premium as per the following schedule subject to a minimum premium as specified under GR – 16.

Issuance of this restricted cover is prohibited for vehicles rateable under Class – D, Tariff for Miscellaneous and Special Types of Vehicles.

| Risk Covered | Premium |
|--|--|
| Liability Only Policy with Fire only cover | Liability Only Premium + 25% of the appropriate OD Premium for the vehicle |
| Liability Only Policy and Theft | Liability Only Premium + 30% of the appropriate OD Premium for the vehicle |
| Liability Only Policy and Fire & Theft | Liability Only Premium + 50% of the appropriate OD Premium for the vehicle |

Endorsement IMT 27 is to be used.

NOTE: For Declaration Policies issued under Section 'Motor Trade – Road Transit Risks only – Class E' – Refer to the relevant section of the said Tariff.

Compulsory deductible as in GR- 40 shall apply

Additional premium for electric / electronic items as in GR.41 shall apply.

Additional premium for use of CNG / LPG as in GR.42 shall apply.

Additional premium for compulsory PA cover to owner-driver as in GR 36 shall apply.

DHFL General Insurance Limited
(A Wholly Owned Subsidiary Of WGC)

N. B. The following discounts are permissible

- (a) NCB on Fire and/or Theft components of the premium
- (b) Discounts on fire and / or theft risks premium components for voluntary deductibles for vehicles rateable under Tariff for Private Cars / Motorized Two Wheelers.
- (c) Discounts for Membership of Recognised Automobile Associations as per **GR.28** for vehicles rateable under Tariff for Private Cars / Motorized Two Wheelers.

GR. 46. Vehicles driven by non-conventional source of power. (IMT/08/2002 dt 16th Dec, 2002).

“Rating of Private Cars/Taxis and Motorised Two Wheelers running on battery, as approved by RTA, is to be done as under:

Private Cars/Taxis: To be rated as private cars/taxis upto 1000 cc (refer to tariff for private car/commercial vehicles).

Motorised Two Wheelers: To be rated at par with rates applicable for motorised two wheeler of capacity exceeding 150 CC but not exceeding 350 CC (refer to tariff for motorised two wheelers).

For rating of vehicles driven solely by any other non-conventional source of power approved by RTA, reference may be made to TAC”

GR.47. Towing charges for vehicles met with an Accident (IMT/08/2002 dt 16th Dec, 2002).

It is permissible to opt for higher towing charges, subject to charging extra premium, as per the following table (in addition to the limit already provided under the Standard Package Policies).

| Vehicles | Additional towing charges opted for over and above the limit prescribed in the policy | Premium chargeable on the additional amount opted for |
|--|---|---|
| Private Cars | Upto Rs 1500 | 5% on the additional amount opted |
| Two Wheelers | Upto Rs 300 | 5% on the additional amount opted |
| Commercial Vehicles (other than vehicles covered under Motor Trade Policies) | | |
| Two Wheelers | Upto Rs 300 | 5% on the additional amount opted |
| Three wheeled vehicles | Upto Rs 750 Exceeding Rs750 but not exceeding Rs 1500 | 5% on additional amount opted 7.5% on the additional amount opted. |
| Taxis | Upto Rs.1500 Exceeding Rs.1500 but not exceeding Rs.3000. | 5% on the additional amount opted 7.5% on the additional amount opted. |
| Other commercial vehicles | Upto Rs. 10, 000 Exceeding Rs. 10, 000 but not | 5% on the additional amount opted 7.5% on the additional amount opted. |

DHFL General Insurance Limited
(A Wholly Owned Subsidiary Of WGC)

| | | |
|---|--|---|
| | exceeding Rs. 20, 000. | |
| Vehicles covered under motor trade policy | Upto Rs.300 Exceeding Rs.300 but not exceeding Rs.500 | 5% on the additional amount opted 7.5% on the additional amount opted. |

GR. 48. Submission of Statistics (IMT/08/2002 dt 16th Dec, 2002).

To enable the TAC to evaluate the efficacy, adequacy and justification of this tariff and to consider whether or not provisions of the tariff require review / rationalization and to facilitate such review / rationalization based on actual underwriting experience of the Motor portfolio it is imperative that the insurers furnish detailed and dependable statistics on various aspects of this tariff relating to terms of cover limitations exceptions and pricing thereof.

To facilitate data collection and its periodical submission to TAC under provisions of Section 64 UE of Insurance Act 1938 extensive statistical codes as provided under Section - 8 of this tariff has to be made use of.

GR. 49. Interpretation of India Motor Tariff (IMT/08/2002 dt 16th Dec, 2002).

On matters relating to any of the provisions of the India Motor Tariff, clarifications and interpretations given by the Tariff Advisory Committee will be final and binding on all concerned.

DHFL General Insurance Limited
(A Wholly Owned Subsidiary Of WGC)