CUSTOMER INFORMATION SHEET

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

S. No	Title	Description (Please refer to applicable Policy Clause Number in next column)	Policy Clause Number
1	Product Name	Commercial Vehicle Secure (Passenger Carrying Vehicle)	
2	Unique Identification Number (UIN) allotted by IRDAI	IRDAN152RP0009V04201516	

3	Structure	• State basis of Sum/Limit Insured
		  • Indemnity
		  • Fixed Benefit	

4	Interests Insured	**Commercial Vehicle Secure (PCV)** is designed to provide insurance cover to Passenger Carrying Commercial Vehicles	
5	Sum Insured / Motor Insured Declared Value Scope	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 at the commencement of each policy period for the insured vehicle. The IDV of the vehicle (and 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 vehicle insured at the commencement of insurance/renewal and adjusted for depreciation.	

Section	Coverage	Sum Insured
Section I	Loss of Or Damage to The Vehicle Insured	Refer below table
Section II	Liability to Third Parties	As per Court Order
Section III	Towing Disabled Vehicle	INR XXXXX
Section IV	Personal Accident Cover For Owner-Driver	INR 15,00,000/-

Insured Declared Value (IDV) of the Vehicle (‘ÍNR)	INR XXXXXX
Non – Electrical Accessories fitted to the vehicle (‘ÍNR)	INR XXXXXX
Electrical & Electronic Accessories fitted to the vehicle (‘INR)	INR XXXXXX
Trailer (‘INR)	INR XXXXXX
CNG / LPG Kit (‘INR)	INR XXXXXX

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Total Value of the Vehicle ('INR)	INR XXXXXX	

Total Loss/ Constructive Total Loss

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/cash-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/cash-loss of the vehicle - actual and reasonable costs of repair and/or replacement of parts lost/damaged subject to depreciation as per limits specified.
c. If a damaged motor vehicle is assessed as being unrepairable and hence a wreck i.e. a 'total loss' or 'write-off' the Company shall grant the Policyholder the option to retain the wreck and accept a 'cash loss' settlement (being the IDV less the assessed value of Salvage based on competitive quotes procured by the Company including any submitted by or through the insured).
d. In the event of a 'cash-loss' settlement, the Company is entitled to cancel the Own Damage insurance effective the date of damage. Additionally, the Company can cancel the statutory Motor Third Party Liability insurance policy after requiring the insured to either cancel the road registration of the wreck and submit documentary evidence in original thereof or alternatively evidence in original a statutory Motor Third Party liability insurance policy covering the wreck effective the date of damage.

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.

Illustration of IDV Calculation

IDV of the vehicle is calculated on ex-showroom price less depreciation depending on the age of the vehicle.

Example: Ex-showroom price of the vehicle is INR 10,00,000.			
Age of vehicle	1 Year	2 Years	3 Years
Depreciation %	15%	20%	30%
IDV	INR 8,50,000	INR 8,00,000	INR 7,00,000

Note: The above Illustration is as per the depreciation slabs mentioned in the policy wording for the age of the vehicle.

6	Policy Coverage	The coverages available under this policy are listed below and will be applicable as mentioned in the Policy Schedule.	Policy Wordings –

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		Section I: Loss of Or Damage to The Vehicle Insured Cover for any Partial or Total Loss or Damage to the vehicle due to natural calamities such as - Fire, explosion, self-ignition or lightning, earthquake, flood, typhoon, hurricane, storm, tempest, inundation, cyclone, hailstorm, frost landslide, rockslide etc. Or man – made calamities such as burglary, theft, riot, strike, malicious act, accidental external means, terrorist activity, any damage in transit by road, rail, inland waterway, lift elevator or air, etc.				Section I, Section II, Section III Section IV
		Section II: Liability to Third Parties Covers legal liability for third party property damage and third-party bodily injury (including death) due to an accident.				
		Section III: Towing Disabled Vehicle The policy shall be operative whilst the insured vehicle is being used for the purpose of towing any one disabled mechanically propelled vehicle and the indemnity provided by Section II of this policy shall subject to its terms and limitations be extended to apply in respect of liability in connection with such towed vehicle				
		Section IV: Personal Accident Cover for Owner-Driver Personal Accident 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. Additionally, other passengers and paid drivers can also be covered by opting for the same- limited to the carrying capacity of the vehicle, excluding the driver.				
7	Add-on Cover	**S.No**	**Add-on Name and Description**	**UIN**	**Sum Insured**	Add-on Wording
		1	**Depreciation Cover** **Description:** Covers for depreciation in case of parts replaced on account of damage to the Insured vehicle and/or to its accessories, arising out of any peril covered under Section I of the Policy	IRDAN152RP0009V04201516/A0032V01201819	INR XXXX	
		2	**Consumables cover** **Description:** Cover is provided for expenses incurred by the Insured in respect of Consumable Items in the event of damage to the Insured vehicle and/or to its accessories, arising out of any peril as covered under the Policy.	IRDAN152RP0009V04201516/A0033V01201819	INR XXXX	
		3	**Engine Protect** **Description:** Cover is provided to indemnify the Insured for expenses incurred in repair or replacement of Engine Parts, Differential Parts and Gear Box Parts which becomes necessary due to Consequential Damage arising out of water ingression/leakage of lubricating	IRDAN152RP0009V04201516/A0034V01201819	INR XXXX	

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			oil which directly cause loss or damage to the aforesaid parts.			
		4	**Return to Invoice** **Description:** Cover is provided to pay the difference between the Insured's Declared Value (IDV) of the Insured vehicle and lower of the Purchase Invoice Price (as defined below) of Insured Vehicle OR current replacement price of new vehicle in case exactly same make/model is available, upon the occurrence of any Total Loss (including theft)/ Constructive Total Loss as defined in the Policy.	IRDAN152RP0009V04201516/A0035V01201819	INR XXXX	
		5	**Road Side Assistance** **Description:** Cover is provided to the Insured, upon his request the following road side assistance services during the Policy Period through its network garages or service providers, provided that (i) The services are requested to be provided in an area where the Company has its presence through its network garages or through the network of its service providers; and (ii) The Company shall be liable for only up to four road side assistance services claims during the Policy Period and commencing from the policy start date: a) Towing due to an accident or Breakdown b) Coordination in Extraction or Removal c) Load Transfer d) Battery jump start e) Arrangement/ Supply of fuel f) Flat Tyre(s) g) Breakdown support over phone h) Message Relay i) Minor Repairs	IRDAN152RP0009V04201516/A0036V01201819	INR XXXX	

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		6	**Key Replacement** **Description:** Cover is provided to indemnify the Insured, the cost of repair / replacement of Insured Vehicle key(s), including labor cost, in case key(s) of Insured Vehicle are lost / stolen or damaged.	IRDAN152RP0009V04201516/A0037V01201819	INR XXXX	
		7	**Tyre Cover** **Description:** Cover is provided to indemnify the Insured for the cost of repair and/or replacement of tyres and tubes, as may be necessitated arising out of accidental loss or damage or impact bulging of side wall excluding manufacturing defect, chemical or atmospheric damages. Maximum of 4 (four) tyre replacements will be allowed during the period of insurance.	IRDAN152RP0009V04201516/A0045V01201920	INR XXXX	
		8	**NCB Protect** **Description:** The Company hereby undertakes to allow the Insured the same No claim bonus slab, as shown on policy schedule at the time of renewal provided- • The rate of No claim bonus as shown in the schedule is an accumulation of applicable claim free year(s) and their being no own damage claim in the applicable preceding years or • NCB reserving certificate being produced with minimum 20% NCB • Not more than 1 own damage claim is registered in the current period of insurance.	IRDAN152RP0009V04201516/A0046V01201920	INR XXXX	
		9	**Additional PA Cover to Owner Driver** **Description:** Cover is provided to the Owner-Driver over and above the sum	IRDAN152RP0009V04201516/A0047V01201920	INR XXXX	

			insured available under Section IV of the Policy for bodily injury sustained in direct connection with vehicle insured or whilst mounting and dismounting from or driving or travelling in the insured vehicle and caused by violent, accidental external and visible means.			
		10	**Additional PA cover for Passengers** **Description:** Cover is provided to the Owner-Driver over and above the sum insured available under Section III of the Policy for bodily injury sustained in direct connection with vehicle insured or whilst mounting and dismounting from or travelling in the insured vehicle and caused by violent, accidental external and visible means.	IRDAN152RP0009V04201516/A0048V01201920	INR XXXX	
		11	**Hospital Cash Benefit** **Description:** The Company will provide daily cash benefit equivalent to the amount specified in the Policy Schedule to the Owner Driver, Paid Driver, and Cleaner traveling in / driving the insured vehicle in the event of hospitalization due to an accident of the insured vehicle. This benefit will be payable for the actual number of days for which the injured person is hospitalized upto the maximum number of days as mentioned in the Policy Schedule.	IRDAN152RP0009V04201516/A0049V01201920	INR XXXX	
		12	**EMI Protect** **Description:** The Company will reimburse the EMI (Equated Monthly Installment) against the outstanding loan of the Insured vehicle upto a maximum amount	IRDAN152RP0009V04201516/A0050V01201920	INR XXXX	

			and for the number of EMI's as mentioned in the Policy Schedule for each completed period of 30 days for which the insured vehicle is under repair arising out of accidental damages provided: • The vehicle is repaired at a garage authorized by the Company • For computation of 'completed period of 30 days', the start date will be the day on which the insured vehicle is given to garage for repair and end date will be the day on which intimation regarding delivery of repaired vehicle is given to Insured. Time taken by the garage to commence the repair work, time taken by insured for submission of documents to define claim admissibility or waiting time due to non-availability of spares will not be considered.			
		13	**Additional Towing charges** **Description:** The Company will reimburse the towing charges incurred by the insured while towing the vehicle to the nearest garage in the event of the insured's vehicle being immobilized or rendered unfit for the purpose of driving on the road due to an accident or mechanical breakdown.	IRDAN152RP0009V04201516/A0051V01201920	INR XXXX	
		14	**Loss of Income** **Description:** The Company hereby undertakes to pay the amount towards loss of income in case the insured vehicle is in garage for more than 2 days on account of damage arising out of any peril covered under Section I of the Policy upto maximum number of days as	IRDAN152RP0009V04201516/A0052V01201920	INR XXXX	

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			mentioned in the Policy schedule.			
		15	**Medical Expenses due to Accident** **Description:** Company will reimburse the medical expenses incurred to the registered owner driver, paid driver, cleaner or conductor of the vehicle as mentioned in the policy schedule for the treatment of bodily injury sustained by the covered occupants of the vehicle in direct connection with vehicle insured caused by violent, accidental external and visible means.	IRDAN152RP0009V04201516/A0041V01201920	INR XXXX	
		16	**Loan Protect** **Description:** The Company will pay the outstanding loan amount on the insured vehicle, in case of death of the registered owner driver of the vehicle due to accident of the insured vehicle. • The company will pay lower of the actual amount outstanding at the time of claim or total outstanding amount subject to company not being liable for default, arrears; non-payment or delayed payment of any amount due to the Bank/Financial Institution • The claim under this add-on shall be paid directly to the financier as mentioned on the schedule, to which the insured vehicle is hypothecated.	IRDAN152RP0009V04201516/A0042V01201920	INR XXXX	
8	Loss Participation	**Deductible/Excess**				
		Additional Excess: INR XXXX				
		Compulsory Deductible: INR XXXX				
		Voluntary Deductible: INR XXXX				

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		Voluntary Deductible for Depreciation Cover: INR XXXX Total Deductible: INR XXXX	
9	Exclusions	GENERAL EXCEPTIONS (Applicable to all Sections of the Policy) The Company shall not be liable under this Policy in respect of 1. Any accidental loss or damage and/or liability caused sustained or incurred outside the geographical area; 2. Any claim arising out of any contractual liability; 3. Any accidental loss damage and/or liability caused sustained or incurred whilst the vehicle insured herein is a. Being used otherwise than in accordance with the 'Limitations as to Use'. Or b. Being driven by or is for the purpose of being driven by him/her in the charge of any person other than a Driver as stated in the Driver's Clause. 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 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 or 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 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. **For complete list of exclusions including Section-wise exclusions, refer the policy wordings**	Policy Wordings – General Exclusions (Applicable to all Sections of the Policy)
10	Special Conditions and	**Special Conditions** • **XXXXXX**	

	Warranties (if any)	**Explain obligations of the Policyholder** • 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. • The due observance and fulfillment of the terms, conditions and endorsements of this Policy in so far as they relate to anything to be done or complied with by the insured and the truth of the statements and answers in the said proposal shall be conditions precedent to any liability of the Company to make any payment under this Policy.	Policy Wording – Conditions
11	Admissibility of Claim	1. Notice shall be given in writing to the Company immediately upon the occurrence of any accidental 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. 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 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. 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).	Policy Wording - Conditions

• **Sample claim calculation process**

Mr. ABC has Motor policy and met with an accident.
The claim amount (for OD Section) for this vehicle will be calculated as below:

Details	**Amount (INR)**
Vehicle Repair Cost	50,000
Amount assessed by surveyor	48,000
Depreciation applicable (Part Depreciation: Metal as per age, plastic 50%, Glass nil)	5,000
Compulsory deductible	1,000
Total Claim payable	42,000

** *The above claim calculation is subject to change as per Add on covers opted and policy terms and conditions.*

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<table>
<tr>
<td>12</td>
<td>Policy Servicing – Claim Intimation and Processing</td>
<td>

Toll free / IVRS number of the insurer: 1800 266 4545 (8 AM TO 8 PM)
Website / Email: www.zurichkotak.com/ care@zurichkotak.com
Details of designated company officials to be contacted in time of claim: zkgi.motorclaimservices@zurichkotak.com

Details of procedure to be followed for cashless service (In case of Motor Insurance) as well as for reimbursement of claim
In case of cashless process, please follow the below mentioned process
• Call our 12 hours helpline with details of accident and policy/cover note number.
• Once the claim is registered, the customer support executive will provide you with a Claim Reference Number.
• You will need to submit relevant documents to us such as - Driving license, RC copy, Policy copy etc. in accordance with the Policy terms and conditions.
• We will arrange for an inspection in
- 24 hours, if a claim is reported on a working day
- Next working day, if a claim is reported on Sunday or Public holiday
• On cashless facility confirmation, the vehicle would be repaired at a cashless garage and the payment would be made directly to the garage.
• You will only have to pay the deductible as mentioned in the policy and the depreciation value, salvage etc. as informed by the surveyor.
In case of reimbursement process, you will have to submit documents to Zurich Kotak General Insurance Company (India) Limited and we will make the payment within 7 days of completion of documentation. The detailed list of documents required is mentioned in the claims form which can be downloaded from our website www.zurichkotak.com

Turn Around Time (TAT) for claims settlement

<table>
<tr><td>Appointment of surveyor</td><td>Immediate after intimation</td></tr>
<tr><td>Survey report submission</td><td>15 days</td></tr>
<tr><td>Claims concluded by the insurer</td><td>within 7 days after receipt of final survey report</td></tr>
<tr><td>Settlement of claims</td><td>Within 7 days after receipt of final survey report and/or the last relevant and necessary document as the case may be</td></tr>
</table>
Escalation Matrix when TAT is not satisfied
<table>
<tr><td>Level 1</td><td>regional.motorclaims@zurichkotak.com</td></tr>
<tr><td>Level 2</td><td>zonal.motorclaims@zurichkotak.com</td></tr>
<tr><td>Level 3</td><td>head.motorclaims@zurichkotak.com</td></tr>
</table>
</td>
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</table>

13	Grievance Redressal and Policyholders protection	For resolution of any query or grievance, Insured may contact the respective branch office of the Company or may call toll free number 1800 266 4545 or may write an e- mail at care@zurichkotak.com. In case the Insured is not satisfied with the response, Insured may contact the Grievance Officer of the Company at grievanceofficer@zurichkotak.com. In case if the Insured is not satisfied with the solution the Grievance Officer has provided, Insured can write to seniorgrievanceofficer@zurichkotak.com/ chiefgrievanceofficer@zurichkotak.com. However, if the resolution provided by us is not satisfactory you may approach Insurance Regulatory and Development Authority of India (IRDAI) through the Bima Bharosa Portal: https://bimabharosa.irdai.gov.in. You may also approach Insurance Ombudsman, subject to vested jurisdiction, for the redressal of grievance. The details of the Insurance Ombudsman is available at Annexure I of the policy wordings. The details of the Insurance Ombudsman/ complete Grievance Redressal Process is also available at Company's website: www.zurichkotak.com The updated details of Insurance Ombudsman offices are also available on the website of Council for Insurance Ombudsmen: www.cioins.co.in/Ombudsman	Policy Wording – Grievance Redressal
14	Obligations of the Policyholder/	• To disclose all information correctly sought by the insurer at time of filling the proposal form • In case of any change / modification / addition to the already declared information the same shall be brought to the notice of the insurer immediately • Non-disclosure of material information may affect the claim settlement. • Disclosure of other material information during the policy period. ("Material Information" for the purpose of this policy shall mean all relevant information sought by the company in the proposal form and other connected documents to enable it to take informed decision in the context of underwriting the risk such as Purpose of the Vehicle, Usage of the Vehicle, Claim details (accident date, spot of accident, damaged parts etc.), details of vehicle, NCB details etc.)	

Declaration by the Policyholder

I have read the above and confirm having noted the details.

Place:

Date: (Signature of the Policyholder)

Note:

i. Please visit https://www.zurichkotak.com/documents/customer-support/downloads for product related documents including CIS
ii. In case of any conflict, the terms and conditions mentioned in the policy document shall prevail.

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