

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	TWO WHEELER SECURE																					
2	Unique Identification Number (UIN) allotted by IRDAI	IRDAN152RP0010V03201516																					
3	Structure	<ul style="list-style-type: none">State basis of Sum/Limit Insured<ul style="list-style-type: none">IndemnityFixed Benefit																					
4	Interests Insured	Two Wheeler Secure is designed to provide insurance cover to Two-wheeler Vehicles																					
5	Sum Insured / Motor Insured Declared Value Scope	<p>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 for each one year block at the commencement of contract for each insured vehicle.</p> <p>The IDV of the vehicle (and side car/accessories, if any, fitted to the vehicle) is to be fixed on the basis of manufacturer's listed selling price of the brand and model as the insured vehicle at the commencement of insurance /renewal and adjusted for depreciation.</p> <table><tr><th>Section</th><th>Coverage</th><th>Sum Insured</th></tr><tr><td>Section I</td><td>Loss of Or Damage to The Vehicle Insured</td><td>Refer below table</td></tr><tr><td>Section II</td><td>Liability to Third Parties</td><td>As per Court Order</td></tr><tr><td>Section III</td><td>Personal Accident Cover for Owner-Driver</td><td>INR 15,00,000/-</td></tr></table> <table><tr><td>Insured Declared Value (IDV) of the Vehicle (₹INR)</td><td>INR XXXXXX</td></tr><tr><td>IDV of Side Car</td><td>INR XXXXXX</td></tr><tr><td>Additional Accessories</td><td>INR XXXXXX</td></tr><tr><td>Non – Electrical Accessories fitted to the vehicle</td><td>INR XXXXXX</td></tr></table>	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	Personal Accident Cover for Owner-Driver	INR 15,00,000/-	Insured Declared Value (IDV) of the Vehicle (₹INR)	INR XXXXXX	IDV of Side Car	INR XXXXXX	Additional Accessories	INR XXXXXX	Non – Electrical Accessories fitted to the vehicle	INR XXXXXX	
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	Personal Accident Cover for Owner-Driver	INR 15,00,000/-																					
Insured Declared Value (IDV) of the Vehicle (₹INR)	INR XXXXXX																						
IDV of Side Car	INR XXXXXX																						
Additional Accessories	INR XXXXXX																						
Non – Electrical Accessories fitted to the vehicle	INR XXXXXX																						

		<table><tr><td>Electrical & Electronic Accessories fitted to the vehicle</td><td>INR XXXXXX</td></tr><tr><td>CNG / LPG Kit ('INR)</td><td>INR XXXXXX</td></tr><tr><td>Total Value of the Vehicle ('INR)</td><td>INR XXXXXX</td></tr></table>	Electrical & Electronic Accessories fitted to the vehicle	INR XXXXXX	CNG / LPG Kit ('INR)	INR XXXXXX	Total Value of the Vehicle ('INR)	INR XXXXXX											
Electrical & Electronic Accessories fitted to the vehicle	INR XXXXXX																		
CNG / LPG Kit ('INR)	INR XXXXXX																		
Total Value of the Vehicle ('INR)	INR XXXXXX																		
Total Loss/ Constructive Total Loss <p>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:</p> <ul style="list-style-type: none">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. <p>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.</p>																			
Illustration of IDV Calculation <p>IDV of the vehicle is calculated on ex-showroom price less depreciation depending on the age of the vehicle.</p> <table><tr><td colspan="4">Example: Ex-showroom price of the vehicle is INR 10,00,000.</td></tr><tr><td>Age of vehicle</td><td>1 Year</td><td>2 Years</td><td>3 Years</td></tr><tr><td>Depreciation %</td><td>15%</td><td>20%</td><td>30%</td></tr><tr><td>IDV</td><td>INR 8,50,000</td><td>INR 8,00,000</td><td>INR 7,00,000</td></tr></table>				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
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	<p>The coverages available under this policy are listed in below and will be applicable as mentioned in the Policy Schedule.</p> <p>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.</p> <p>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.</p> <p>Section III: 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.</p>	Policy Wordings – Section I, Section II, Section III
7	Add-on Cover	Not Applicable	
8	Loss Participation	<p>Deductible/Excess</p> <p>Additional Excess: INR XXXX</p> <p>Compulsory Deductible: INR XXXX</p> <p>Voluntary Deductible: INR XXXX</p> <p>Total Deductible: INR XXXX</p>	
9	Exclusions	<p>GENERAL EXCEPTIONS (Applicable to all Sections of the Policy)</p> <p>The Company shall not be liable under this Policy in respect of</p> <ol style="list-style-type: none"> Any accidental loss or damage and/or liability caused sustained or incurred outside the geographical area; Any claim arising out of any contractual liability; Any accidental loss damage and/or liability caused sustained or incurred whilst the vehicle insured herein is <ol style="list-style-type: none"> Being used otherwise than in accordance with the 'Limitations as to Use'. Or 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. 	Policy Wordings – General Exclusions (Applicable to all Sections of the Policy)

		<p>a. Any accident loss or damage to any property whatsoever or any loss or expense whatsoever resulting or arising there from or any consequential loss</p> <p>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.</p> <p>5. Any accidental loss or damage or liability directly or indirectly caused by or contributed to by or arising from nuclear weapons material.</p> <p>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.</p> <p>For complete list of exclusions including Section-wise exclusions, refer the policy wordings</p>	
10	Special Conditions and Warranties (if any)	<p>Special Conditions</p> <ul style="list-style-type: none"> XXXXXX <p>Obligations of the Policyholder</p> <ul style="list-style-type: none"> 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 	Policy Wording – Conditions

		be conditions precedent to any liability of the Company to make any payment under this Policy.													
11	Admissibility of Claim	<div><div><div>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.</div><div>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.</div><div>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).</div></div><div><div>• Sample claim calculation process</div><div>Mr. ABC has Two Wheeler Secure policy and met with an accident. The claim amount (for Own Damage Section) for this vehicle will be calculated as below:</div><table><tr><th>Details</th><th>Amount (INR)</th></tr><tr><td>Vehicle Repair Cost</td><td>50,000</td></tr><tr><td>Amount assessed by surveyor</td><td>48,000</td></tr><tr><td>Depreciation applicable (Part Depreciation: Metal as per age, plastic 50%, Glass nil)</td><td>5,000</td></tr><tr><td>Compulsory deductible</td><td>1,000</td></tr><tr><td>Total Claim payable</td><td>42,000</td></tr></table><div>** <i>The above claim calculation is subject to change as per Add on covers opted and policy terms and conditions.</i></div></div></div>	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	Policy Wording - Conditions
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														
12	Policy Servicing – Claim Intimation and Processing	<div><div>• Toll free / IVRS number of the insurer: 1800 266 4545 (8 AM TO 8 PM)</div><div>• Website / Email: www.zurichkotak.com/care@zurichkotak.com</div><div>• Details of designated company officials to be contacted in time of claim: zkgi.motorclaimservices@zurichkotak.com</div></div>													

	<p>Details of procedure to be followed for cashless service (In case of Motor Insurance) as well as-for reimbursement of claim</p> <p>In case of cashless process, please follow the below mentioned process</p> <ul style="list-style-type: none">• 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<ul style="list-style-type: none">- 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. <p>In case of reimbursement process, you will have to submit documents to Zurich Kotak General Insurance Company Ltd., 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.</p> <p>• Turn Around Time (TAT) for claims settlement</p> <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>	Appointment of surveyor	Immediate after intimation	Survey report submission	15 days	Claims concluded by the insurer	within 7 days after receipt of final survey report	Settlement of claims	Within 7 days after receipt of final survey report and/or the last relevant and necessary document as the case may be
Appointment of surveyor	Immediate after intimation								
Survey report submission	15 days								
Claims concluded by the insurer	within 7 days after receipt of final survey report								
Settlement of claims	Within 7 days after receipt of final survey report and/or the last relevant and necessary document as the case may be								

		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>	Level 1	regional.motorclaims@zurichkotak.com	Level 2	zonal.motorclaims@zurichkotak.com	Level 3	head.motorclaims@zurichkotak.com	
Level 1	regional.motorclaims@zurichkotak.com								
Level 2	zonal.motorclaims@zurichkotak.com								
Level 3	head.motorclaims@zurichkotak.com								
13	Grievance Redressal and Policyholders protection	<p>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.</p> <p>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.</p> <p>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.</p> <p>The details of the Insurance Ombudsman/ complete Grievance Redressal Process is also available at Company's website: www.zurichkotak.com</p>	Policy Wording – Grievance Redressal						
14	Obligations of the Policyholder/	<ul style="list-style-type: none">• 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. <p>("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.)</p>							

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.