

**Customer Information Sheet**

**Two Wheeler Package Policy - Annual**

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

Sl. No.	Title	Description (Please refer to applicable Policy Clause Number in next column)	Policy Clause Number
1	Product Name	Two Wheeler Package Policy - Annual	
2	Unique Identification Number (UIN) allotted by IRDAI	IRDAN125RP0009V01202122	
3	Structure	Basis of Sum / Limit Insured Indemnity basis	
4	Interests Insured	Motor Vehicles	
5	Sum Insured / Motor Insured Declared Value Scope	Section I: <<Value to print from schedule>> Section II: Third party Property damage: <<As per schedule basis vehicle type TW/Pvt car Cv.> Third party liability: As per Motor Vehicle Act Sec III- Personal Accident Cover to Owner Driver- <<15 lakh>>	
6	Policy Coverage	<<dynamic as per product>>	<b>Section I: Loss of or Damage to the Vehicle Insured</b>
		Covers the Private Cars against:	
		<b>Section I: Loss of or Damage to the Vehicle Insured</b>	
		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.			

		<p><b>Section II: Liability to Third Parties</b></p> <p>Company will indemnify the insured in the event of an accident caused by or arising out of the use of the insured vehicle against all sums which the insured shall become legally liable to pay in respect of</p> <ul style="list-style-type: none"> <li>death of or bodily injury to any person including occupants carried in the insured vehicle (provided such occupants are not carried for hire or reward) but except so far as it is necessary to meet the requirements of Motor Vehicles Act, 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,</li> <li>damage to property other than property belonging to the insured or held in trust or in the custody or control of the insured.</li> </ul>	<p><b>Section II: Liability to Third Parties</b></p>
		<p><b>Section III – Personal Accident Cover for Owner-Driver</b></p> <p>Company to pay compensation as per the scale (mentioned in policy document) for bodily injury/ death sustained by the owner driver of the vehicle, in direct connection with the vehicle insured or whilst driving or mounting into/dismounting from the vehicle insured or whilst traveling in it 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.</p>	<p><b>Section III – Personal Accident Cover for Owner-Driver</b></p>
7	Add-on Cover	<<as per policy schedule>>	
8	Loss Participation	<p>Workshop Generates the invoice basis the assessment given by the surveyor.</p> <p>- For Cashless Settlement, Insured pays his share of liability to the Workshop which includes - Compulsory deductible (As per the policy schedule) and Voluntary deductible (IMT22A), if opted as per the chosen slab and takes delivery of the vehicle.</p> <p>- For Reimbursement Settlement, Insured pays the entire invoice amount to Garage Workshop, HDFC ERGO will reimburse its share of liability minus the Compulsory and voluntary deductible(if applicable) to Insured's account.</p>	
9	Exclusions	<p>The Company shall not be liable under this Policy in respect of</p> <ol style="list-style-type: none"> <li>any accidental loss or damage and/or liability caused sustained or incurred outside the geographical area;</li> <li>any claim arising out of any contractual liability;</li> <li>any accidental loss damage and/or liability caused sustained or incurred whilst the vehicle insured herein is <ul style="list-style-type: none"> <li>being used otherwise than in accordance with the 'Limitations as to Use' or</li> <li>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</li> </ul> </li> </ol>	<p><b>GENERAL EXCEPTIONS</b></p>

		<p>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.</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>	
		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 war like 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.	
10.	Special Conditions and Warranties (if any)	<<as per policy schedule>>	
11.	Admissibility of Claim	<ul style="list-style-type: none"> <li>Following are the key parameters leading to admissibility or denial of claims:</li> </ul>	NA
		<ul style="list-style-type: none"> <li>Loss will be admissible only if occurred from insured perils mentioned in policy wordings.</li> </ul>	
		<ul style="list-style-type: none"> <li>Report the Loss to Insurance Company without any delay.</li> </ul>	
		<ul style="list-style-type: none"> <li>Duty of care &amp; loss minimization post accident.</li> </ul>	
		<ul style="list-style-type: none"> <li>Avoid willful Negligence and self-damage to insured vehicle.</li> </ul>	
		<ul style="list-style-type: none"> <li>Ensure vehicle is in best running condition</li> </ul>	
		<ul style="list-style-type: none"> <li>Drive the vehicle responsibly</li> </ul>	
		<ul style="list-style-type: none"> <li>Not to use the vehicle for any other purposes other than what is the vehicle is registered for.</li> </ul>	
		<ul style="list-style-type: none"> <li>Take additional coverage before planning to take vehicle outside the defined geographical areas.</li> </ul>	
		<ul style="list-style-type: none"> <li>Include a sample claim calculation process for retail products</li> </ul>	

		1. Assessed amount by the surveyor is billed in the final invoice.	
		2. Surveyor processes the bill and calculates the amount payable by Insurance Company (Sample Calculation Sheet)	
		3. Parts in bills are categorized as per replacement, repair, labor and paint and applicable depreciation as per the Indian Motor Tariff is applied.(Parts Depreciation Sheet)	
		4. Deductibles as per the policy are deducted from the summary and policy benefit (Zero Depreciation, Consumables, Return to Invoice, etc) is added and final Insurance Company payable is calculated.	
		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 <ul style="list-style-type: none"> <li>a. being used otherwise than in accordance with the 'Limitations as to Use' or</li> <li>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</li> </ul>	
		4. i. any accidental loss or damage to any property whatsoever or any loss or expense whatsoever resulting or arising there from or any consequential	
		ii. 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 war like 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.	
12.	Policy Servicing - Claim Intimation and Processing	<p>As per PPHI guidelines on our website <a href="https://www.hdfcergo.com/docs/default-source/policies/pphi-policy.pdf">https://www.hdfcergo.com/docs/default-source/policies/pphi-policy.pdf</a></p> <p>2. a) Surveyor appointment - 24hrs</p> <p>Survey report - 15 days</p> <p>Decision on claim - 22 days</p> <p>b) Customer Escalation Matrix</p> <p>Level 1 In case the Complainant has not received a response or is not satisfied with the response / resolution given / offered, then the Customer can write to: The Complaints &amp; Grievance Cell HDFC ERGO General Insurance Company Limited D-301, 3rd Floor, Eastern Business District (Magnet Mall), LBS Marg, Bhandup (West), Mumbai – 400078, Maharashtra e-mail: <a href="mailto:grievance@hdfcergo.com">grievance@hdfcergo.com</a></p> <p>Level 2 In case the Complainant has not received a response or is not satisfied with the response / resolution given / offered by the C&amp;G cell, then the Customer can write to the Chief Grievance Officer of the Company at the following address The Chief Grievance Officer HDFC ERGO General Insurance Company Limited D-301, 3rd Floor, Eastern Business District (Magnet Mall), LBS Marg, Bhandup (West), Mumbai – 400078, Maharashtra e-mail: <a href="mailto:cgo@hdfcergo.com">cgo@hdfcergo.com</a></p> <p>Level 3 Office of The Insurance Ombudsman</p>	NA
13.	Grievance Redressal and Policyholders Protection	<p>If You have any grievance about any matter relating to the policy, or Our decision on any matter, or Our decision about Your claim, You can pursue Your grievance with</p> <p><b>1. Our Grievance Redressal Officer</b></p> <p>You can send Your grievance in writing by post or email to Our Grievance Redressal Officer at the following address:</p> <p>If you have a grievance that you wish us to redress, you may contact us with the details of your grievance through:</p>	GRIEVANCE REDRESSAL PROCEDURE

		<p>Call Centre - 120 6234 6234 / 022-6234 6234 Emails – grievance@hdfcergo.com</p>	
		<p>Contact Details for Senior Citizens: 022 6242 6226   Email ID: seniorcitizen@hdfcergo.com Designated Grievance Officer in each branch.</p>	
		<p>Company Website – www.hdfcergo.com</p>	
		<p>Courier - Any of our Branch office or corporate office</p>	
		<p>You may also approach the Complaint &amp; Grievance (C&amp;G) Redressal Cell at any of our branches with the details of your grievance during our working hours from Monday to Friday.</p>	
		<p>If you are not satisfied with our redressal of your grievance through one of the above methods, you may contact our Head of Customer Service at</p>	
		<p><b>The Complaint &amp; Grievance Redressal Cell, HDFC ERGO General Insurance Company Limited. D-301, 3rd Floor, Eastern Business District (Magnet Mall), LBS Marg, Bhandup (West), Mumbai - 400078, Maharashtra</b></p>	
		<p>In case you are not satisfied with the response / resolution given / offered by the C&amp;G cell, then you can write to the Chief Grievance Officer of the Company at the following address</p>	
		<p><b>To the Chief Grievance Officer HDFC ERGO General Insurance Company Limited D-301, 3rd Floor, Eastern Business District (Magnet Mall), LBS Marg, Bhandup (West), Mumbai - 400078, Maharashtra e-mail: cgo@hdfcergo.com</b></p>	
		<p>Bima Bharosa Portal Grievance may also be lodged at IRDAI Integrated Grievance Management System- <a href="https://bimabharosa.irdai.gov.in">https://bimabharosa.irdai.gov.in</a></p>	
		<p>Ombudsman (Please provide contact details, Toll free number and email)</p>	
		<p>You may also approach the nearest Insurance Ombudsman for resolution, if your grievance is not redressed by the Company. The contact details of Ombudsman offices are below if your grievance pertains to:</p>	
		<p>Insurance claim that has been rejected or dispute of a claim on legal construction of the policy</p>	
		<p>Delay in settlement of claim</p>	
		<p>Dispute with regard to premium</p>	
		<p>Non-receipt of your insurance document</p>	
		<p>You may also refer Our website <a href="http://www.hdfcergo.com">www.hdfcergo.com</a> <a href="https://www.hdfcergo.com/customer-voice/grievances">https://www.hdfcergo.com/customer-voice/grievances</a> for detailed grievance redressal procedure.</p>	

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.	

Declaration by the Policyholder;

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

Place: \_\_\_\_\_

Date: \_\_\_\_\_

(Signature of the Policyholder)

**Note:**

- i. In case of any conflict, the terms and conditions mentioned in the policy document shall prevail.