



Brochure

AUTO SECURE COMMERCIAL VEHICLE PACKAGE POLICY

(Auto Secure - Commercial Vehicle Package Policy - Goods Carrying Vehicle, Auto Secure - Commercial Vehicle Package Policy - Goods Carrying Vehicle & Auto Secure - Commercial Vehicle Package Policy - Miscellaneous & Special Type of Vehicles)

Introduction

Your commercial vehicle is not only a high value possession but a necessity also. Apart from comfort & exclusiveness, it gives freedom to your movement whether for transporting goods or paying passengers or use of vehicle for commercial purpose. Unforeseen accidents do lead to damage resulting in huge expenses. Why to worry about such expenses or even the vehicle getting stolen, when you have the commercial vehicle insurance policy from Tata AIG General Insurance Company Limited

To relieve you from the stress of buying policy every year TATA AIG has brought **Auto Secure – Commercial Vehicle Package Policy** for your vehicle which will have the following additional advantages –

1. Protection from increase in third party premium.
2. Relieving you from remembering the renewal dates.
3. More comprehensive coverage through Add Ons.

Product Description

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 deduction for depreciation at the rates mentioned below in respect of parts replaced:

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1. For All Rubber/ Nylon/ Plastic Parts, tyres, tubes and 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 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 year 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%
5. Rate of depreciation for painting: In the case of painting, 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 the total painting charges for the purpose of applying the depreciation.	
6. In the case of repair, no depreciation shall be deducted on Non-OEM (Original Equipment Manufacturer)/ Non-OES (Original Equipment Supplier) parts that are used in repairs	

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 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) 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.

II. Liability To Third Parties

Subject to the limits of liability as laid down in the Schedule hereto the Company will indemnify the Insured in the event of an accident caused by or arising out of the use of the 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 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.
- ii. damage to property other than property belonging to the insured or held in trust or in the custody or control of the Insured.

III. Towing Disabled Vehicles

- i. 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;
- ii. Provided always that
 - a. such towed vehicle is not towed for reward
 - b. the Company shall not be liable by reason of this section of this policy in respect of damage to such towed vehicle or property being conveyed thereby.

IV. Personal Accident Cover for Owner Driver:

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 driving or mounting into/dismounting from the vehicle insured or whilst travelling 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 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%

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 lakhs during any one period of insurance

Major exclusions of the policy are

- If the vehicle is used for hire or reward, racing, speed testing, reliability trials etc.
- If the vehicle is used outside the geographical area i.e. outside India
- Any consequential loss, wear & tear, Mechanical & electrical breakdown
- Nuclear perils, war & war like operations

Add On covers under Auto Secure Commercial Vehicle Package Policy

1. Depreciation Reimbursement

(GCV: IRDAN108RPMT0050V03201819/A0079V02201819, PCV:

IRDAN108RPMT0077V03201819/A0067V02201819, MCV:

IRDAN108RPMT0078V02201819/A0070V02201819)

We will pay You the amount of depreciation deducted on the value of parts replaced under own damage claim, lodged under section 1 (own damage) of the policy. We will pay for the first <> claims, as mentioned in the Policy Schedule, during the Period of insurance.

Deductible: First Rs..... for each and every claim, if opted and as mentioned in Policy Schedule, shall be borne by You.

2. Loss of Equipments/goods (For Private Carrier Only) – GCV

(GCV: IRDAN108RP0003V02200001/A0080V01201819)

- We will pay for the physical loss or damage to equipments / goods fitted / carried in the vehicle in connection with insured's trade / business but not for sale purposes, caused by perils mentioned under Section 1 (Own Damage) of the policy while they are in the vehicle at the time of loss or damage to the vehicle.
- If physical loss or damage to the insured item is reasonably capable of repair, We will pay You reasonable cost of repair to restore the insured item to the condition immediately prior to the event resulting into covered loss or damage. In the event of a total loss of insured item, i.e. when the cost of repair is equal to or exceeds the value of the damaged item immediately before the event, We will pay You the market value of the item as it existed immediately before the occurrence of the loss less salvage value.
- Under any circumstances, maximum amount payable under this cover during the period of insurance shall not exceed sum insured mentioned in the schedule.
- A police report must be filed for claims due to burglary, house-breaking or theft.

What is not covered:

1. Loss or damage to the equipment / goods unless there is a valid and admissible claim in respect of the insured vehicle arising out of the same accident / incident.
2. If the damage to the equipments / goods has happened prior to commencement of journey i.e. when the vehicle is parked or located in the Factory / Office premises, where the vehicle is parked normally.
3. Loss or damage to the equipment / goods from the insured vehicle unless insured vehicle is properly locked and all the doors are securely fastened while unattended.
4. Loss or damage to the goods due to burglary / theft at the factory / office premises.
5. Any pre-existing loss or damage to the equipment / goods.

Limit: 25% of IDV of the vehicle OR Rs.100,000 whichever is less.

Deductible: The insured will bear first 10% of the claim amount or Rs.10,000 whichever is less, for each and every claim under this section.

3. Additional Transportation Expenses – GCV

(GCV: IRDAN108RP0003V02200001/A0081V01201819)

What is Covered

We will pay the additional cost of transportation in hiring of an alternate vehicle including labour charges for loading/unloading at the spot of accident, incurred by You in transporting the goods to the destination mentioned in the bill of affreightment, if insured vehicle is damaged by a covered peril mentioned in Section 1 of the policy such that it can not move on its own and certified by spot surveyor in his survey report subject to submission of actual bills of transportation including labour charges for loading/unloading of goods. In case spot survey is not carried out then our liability will be restricted to 50% of the admissible claim amount under this cover. Under any circumstances, maximum amount payable under this cover during the period of insurance shall not exceed sum insured mentioned in the schedule.

Limit of liability: The limit of liability is restricted as percentage of IDV (Insured Declared Value) as per following table:

What is not Covered

We will not pay additional transportation cost

1. If You are only claiming for windscreen or any other glass damage under Section 1 of the policy.
2. If claim under Section 1 is not valid and admissible.
3. If damage to the vehicle has happened prior to commencement of journey.
4. If damage to any Goods Carrying vehicle (other than 3 wheeler vehicles) has happened within 100 kms of the town / city from where journey has commenced.
5. If the vehicle can be repaired at the spot of the accident.
6. If an alternate vehicle is not hired for transportation.

4. Loss of Income

(GCV: IRDAN108RP0003V02200001/A0082V01201819, PCV: IRDAN108RP0004V02200001/A0068V01201819, MCV: IRDAN108RP0005V01200001/A0071V01201819)

This section is applicable if it is shown on Your schedule.

- We will pay the amount as shown in the schedule towards loss of income in case insured vehicle meets with an accident and vehicle is under repair arising out of a covered peril mentioned in section 1 of the policy. We will pay for 20 days in case of claims other than total loss including theft and constructive total loss and 30 days in case of total loss including theft and constructive total loss. Our liability to pay per day and for the Period of insurance shall not exceed sum insured as mentioned in the policy schedule.
- Cover will commence after 3 days in case of Three wheeler commercial vehicle/taxi and 5 days in case of other classes of commercial vehicles respectively from the date and time insured vehicle reaches garage for repair and shall end on the date repairs have been completed and/or garage intimates the insured for taking delivery of the vehicle and/or re inspection is done whichever occurs first subject to limits mentioned above.

The Maximum Daily Hiring charges payable is per the following table:

Table	
Type/Class of the Vehicle	Benefit – Per day limit

(i) Three Wheelers (Goods Carrying and Passenger Carrying Vehicles)	Rs. 500/-	
(ii) Taxis	Rs. 1,000/-	
(iii) Buses	Rs. 1,500/-	
(iv) Luxury Buses	Rs. 3000/-	
(iv) Goods Carrying Vehicles	a) Up to 7500 kg	Rs. 1,000/-
	b) > 7500 kg <= 25000 kg	Rs.1500/-
	b) > 25000 kg	Rs. 2,000/-
(v) Miscellaneous Class 'D' Vehicle	Rs. 2,000/-	

A police report must be filed for claims due to total loss, constructive total loss, burglary, house-breaking or theft.

What is not Covered

We will not pay if

1. You are claiming only for windscreen or any other glass damage under Section 1 of the policy.
2. Claim under Section 1 is not valid and admissible.

Special Condition:

It will be condition precedent to the liability that vehicle must be in commercial use for minimum 30 days prior to the date of accident resulting into claim under this coverage substantiated by valid documentary evidence.

5. EMI Protector

(GCV: IRDAN108RP0003V02200001/A0083V01201819, PCV:

IRDAN108RP0004V02200001/A0069V01201819, MCV:

IRDAN108RP0005V01200001/A0072V01201819)

We will pay the Equated Monthly Installment (hereinafter referred as EMI) payable by You to financial institution shown in the policy schedule for the period insured vehicle is in garage for repair, provided insured vehicle is damaged by a covered peril mentioned in Section 1 of the policy and the extent of damage is such that the actual repair time is more than 7 days as certified by surveyor appointed to assess the loss. Actual repair time will be counted from the next calendar day of assessment of loss by surveyor and shall end on the day vehicle is ready for re-inspection or delivery. Our liability will be limited to maximum 2 months EMI or sum insured as mentioned in the schedule, whichever is less. Indemnity period of 2 months will be counted from the date of commencement of actual repair time as defined herein. You will have to submit the EMI schedule certified by financier along with EMI payment track record in the last one year immediately preceding the date of loss.

What is not Covered

We will not pay

1. if claim under Section 1 is not valid and admissible.
2. if the vehicle is a total loss or theft is reported.
3. for more than one covered incident during the policy period.
4. any other consequential loss or charges associated with the loan payment such as late payment charges, pre payment charges or other documentation charges.
5. if there is default in payment of EMI in the last one year preceding the date of accident.

6. Repair of Glass, Fibre, Plastic & Rubber Parts

GCV: IRDAN108RP0003V02200001/A0013V01201213, PCV:

IRDAN108RP0004V02200001/A0016V01201213, MCV:

IRDAN108RP0005V01200001/A0019V01201213)

A claim for only Glass / plastic / rubber / fiber part where You opt for repairs rather than replacement, at Our authorized workshops/ authorized dealers/authorized service stations, will not affect Your No Claim Bonus eligibility at the time of renewal with Us provided number of such claim does not exceed one and there is no other claim for damage to the vehicle during the period of insurance.

What is not Covered:

Cost of painting of parts without any other repair associated with these parts.

7. Consumable Expenses:

GCV: IRDAN108RP0003V02200001/A0045V01201920, PCV:

IRDAN108RP0004V02200001/A0060V01201920, MCV:

IRDAN108RP0005V01200001/A0030V01201920)

This covers cost of consumables required to be replaced/replenished arising from the accident to the insured vehicle. Consumable for the purpose of this cover shall include engine oil, gear box oil, lubricants, nut & bolt, screw, distilled water grease, oil filter, bearings, washers, clip, break oil, air conditioner gas and items of similar nature excluding fuel.

Claim made under this addon will affect the NCB eligibility and NCB will revert to 'Nil' at the next renewal.

Important exclusion

1. Any consumable not associated with admissible Own Damage claim under section I (Own Damage) of the policy.
2. If there is no valid and admissible claim under section I (Own Damage) of the policy.

8. Engine Secure:

(GCV: IRDAN108RP0003V02200001/A0044V01201920, PCV:

IRDAN108RP0004V02200001/A0059V01201920, MCV:

IRDAN108RP0005V01200001/A0029V01201920)

This covers repair and replacement expenses for the loss or damage to internal parts of the engine and gear box, transmission or differential Assembly provided loss or damage is due to ingress of water in the engine or leakage of lubricating oil from engine /respective assembly i.e. material, which is used up and needs continuous replenishment such as engine oil, gear box oil etc but excluding fuel.

Claim made under this addon will affect the NCB eligibility and NCB will revert to 'Nil' at the next renewal.

Important exclusion

- Loss or damage covered under manufacturer warranty; recall campaign or forming part of maintenance.
- Any aggravation of loss or damage including corrosion due to delay in intimation to us and/or retrieving the vehicle from water logged area
- Ageing, depreciation, wear and tear provided Depreciation Reimbursement cover is not opted by you.

9. Return to Invoice:

**(GCV: IRDAN108RP0003V02200001/A0048V01201920, PCV:
IRDAN108RP0004V02200001/A0063V01201920, MCV:
IRDAN108RP0005V01200001/A0033V01201920)**

In case your vehicle is declared a Total Loss or constructive Total Loss, *Return to Invoice* will pay for the difference between the claim amount receivable under the policy and the purchase price of your vehicle as per invoice. We will also reimburse the registration charges, road tax and insurance cost which you will incur on the new vehicle of same make & model. In case same make & Model is not available, our liability will be limited to the shortfall with respect to original purchase price of the insured vehicle. This cover is available to the original registered owner only.

Important exclusions:

- Any non built in electrical/electronic and non-electrical/electronic accessories forming part of the invoice but not insured under section 1 of the policy.
- Total Loss/CTL and theft claim is not valid and admissible under section 1 of the policy.
- Final investigation report of police confirming the theft of the vehicle in case of theft claim is not submitted to us.

10. No Claim Bonus Protection:

**(GCV: IRDAN108RP0003V02200001/A0046V01201920, PCV:
IRDAN108RP0004V02200001/A0061V01201920, MCV:
IRDAN108RP0005V01200001/A0031V01201920)**

- If you file for a claim you forego on your No Claim Bonus. But with *NO CLAIM BONUS PROTECTION* you get to benefit from certain claims even while you get to keep your No Claim bonus, if bonus accumulated by you is for 1 or more than 1 claim free year and there being no claim in preceding year. So you stay double protected.

11. Loss of Personal Belonging:

**(GCV: IRDAN108RP0003V02200001/A0049V01201920, PCV:
IRDAN108RP0004V02200001/A0064V01201920, MCV:
IRDAN108RP0005V01200001/A0034V01201920)**

LOSS OF PERSONAL BELONGING covers the loss or damage to personal belongings in the vehicle up to the sum insured opted at the time of loss or damage to the vehicle in excess of Rs. 250/- provided the own damage claim of the vehicle is admissible under the policy.

Claim made under this addon will affect the NCB eligibility and NCB will revert to 'Nil' at the next renewal.

Important exclusions:

- Deductible Rs. 250, Money, Securities, Cheques, Credit Cards, Jewellery, Lens, Glasses, Laptops, paintings, Watches, valuables, manuscripts & similar nature.

12. Emergency transport and Hotel Expenses

**(GCV: IRDAN108RP0003V02200001/A0051V01201920, PCV:
IRDAN108RP0004V02200001/A0066V01201920, MCV:
IRDAN108RP0005V01200001/A0036V01201920)**

If your insured vehicle is immobilized after an accident, Emergency Transport & Hotel Expenses offers to pay for the cost of overnight stay and taxi charges for returning back to the place of residence or the nearest city you were travelling to.

Claim made under this addon will affect the NCB eligibility and NCB will revert to 'Nil' at the next renewal.

Important exclusion -

If there is no valid and admissible claim under section I (Own Damage) of the policy.

13. Key Replacement Cover:

(MCV: IRDAN108RP0005V01200001/A0035V01201920, PCV:
IRDAN108RP0004V02200001/A0065V01201920, GCV:
IRDAN108RP0003V02200001/A0050V01201920)

KEY REPLACEMENT COVER provides cover for the cost of replacing your lost vehicle key & lock. If there is only claim for a Key Replacement & no other claim under section I (Own Damage) during the year, we will keep No Claim Bonus intact. Cover is available for minimum sum insured of Rs.10,000/- and maximum sum insured of Rs.1,00,000/- in multiple of Rs.5,000/-

Claim made under only key replacement cover add-on will not be considered as claim for NCB eligibility and NCB will revert to 'Next Slab' at the next renewal.

14. Additional Third Party Property Damage Cover:

(GCV: IRDAN108RP0003V02200001/A0043V01201920, PCV:
IRDAN108RP0004V02200001/A0058V01201920, MCV:
IRDAN108RP0005V01200001/A0028V01201920)

It provides additional protection against third party property damage which is over and above what is covered under the policy. Maximum limit of one claim or series of claims arising out of one event/ occurrence will be Rs.25 lacs. This can be opted by you for any amount between Rs.50,000/- to Rs 25,00,000/- in a multiple of Rs.50,000/-.

15. Additional Personal Accident Cover to Owner-Driver:

(MCV: IRDAN108RP0005V01200001/A0037V01201920, PCV:
IRDAN108RP0004V02200001/A0067V01201920, GCV:
IRDAN108RP0003V02200001/A0052V01201920)

In the unfortunate event of an accident resulting into death and injury to owner-driver, this cover provides additional Personal Accident cover in addition to coverage provided under the policy. This additional protection can be opted for any amount between Rs.15,00,000 to 40,00,000 in a multiple of Rs 1,00,000/-

Important Exclusions

- Intentional self injury suicide or attempted suicide physical defect or infirmity or
- An accident happening whilst such person is under the influence of intoxicating liquor or drugs.

16. Emergency Medical Expenses:

(GCV: IRDAN108RPMT0050V03201819/A0047V02201920, PCV:
IRDAN108RPMT0077V03201819/A0062V02201920, MCV:
IRDAN108RPMT0078V02201819/A0032V02201920)

In the unfortunate event of an accident, we will reimburse emergency medical expenses incurred for the treatment of bodily injury/ies sustained by you/driver/occupant in a Hospital / Nursing Home and reasonable Ambulance charges for shifting injured from the site of accident to the hospital/ nursing home along with cost of supporting items such as crutches, wheelchair, artificial limbs etc up to a maximum amount of Rs. 5,000 or 5% of the Sum Insured opted, whichever is less.

This additional protection can be opted for any amount between Rs.5,000 to Rs.2,00,000 in a multiple of Rs 5,000/-.

Special Conditions

Claim under this benefit will be admissible, only if the injury is sustained while travelling in the insured vehicle as a driver or occupant.

Key Exclusion:-

- Sickness, disease, or medical disorder not directly consequential to accident.
- Any physiotherapy treatment.
- Any expense not supported by an original and valid bill / receipt and related prescription of the attending Medical Practitioner / Hospital / Nursing Home.
- Expenses, if the treatment has started after 5 days from the date of Accident

17. Additional Personal Accident Cover to employee of the insured, driver & unnamed passengers

(MCV: IRDAN108RP0005V01200001/A0038V01201920, PCV:

IRDAN108RP0004V02200001/A0068V01201920, MCV:

IRDAN108RP0003V02200001/A0053V01201920)

- In the unfortunate event of an accident resulting into death and injury to any person driving the insured vehicle or travelling as occupant, they will get protection for an additional amount in addition to coverage provided under the policy.
- This additional Personal Accident cover can be opted for any amount between Rs.2,00,000 to Rs.25,00,000 in a multiple of Rs.1,00,000/- per person up to the seating capacity.

Key Exclusions:

- 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.
 - c. We shall not pay any compensation in respect of death or injury to any person who is not legally permitted to travel in the vehicle as per provisions of relevant applicable laws.

18. Additional Towing Charges

(GCV: IRDAN108RPMT0050V03201819/A0054V02201920, PCV:

IRDAN108RPMT0077V03201819/A0069V02201920, MCV:

IRDAN108RPMT0078V02201819/A0039V02201920)

It provides additional protection against vehicle towing charges which is over and above what is covered under the policy. This additional Towing Charges can be opted for any amount upto 5,00,000 in a multiple of Rs 5,000/-.

Claim made under this addon will affect the NCB eligibility and NCB will revert to 'Nil' at the next renewal.

Key Exclusions:

- Towing charges incurred where Own Damage Claim is not admissible
- Consequential Losses

19. Tyre Secure (Applicable only for PCV)

(PCV: IRDAN108RP0004V02200001/A0070V01201920)

This covers replacement expenses arising out of accidental loss or damage to tyres and tubes only, without any damage to the Insured Vehicle, resulting into bulge, puncture, burst, cut or damage including labor & service charges. This cover is on replacement basis and Replacement of 4 Tyres only are allowed during the policy period.

Claim made under only tyre secure cover addon will not be considered as claim for NCB eligibility and NCB will revert to 'Next Slab' at the next renewal.

Key Exclusions:

1. loss or damage arising out of natural wear and tear including unevenly worn tyres caused by defective steering geometry outside manufacturer's recommended limits or wheel balance, failure of suspension component, wheel bearing or shock absorber.
2. any loss or damage occurred prior to inception of the policy

20. Rim Guard

(GCV: IRDAN108RP0003V02200001/A0056V01201920, PCV:

IRDAN108RP0004V02200001/A0071V01201920, MCV:

IRDAN108RP0005V01200001/A0041V01201920)

This covers loss or damage to wheel rim(s) if the same is physically damaged or warped as a result of blowout or as a result of it being driven over potholes or other road debris. Cover is exclusively for vehicles fitted with tubeless or run flat tyres. Covers only four rims during the policy period. Cover is available for minimum sum insured of Rs.25,000 and maximum sum insured of Rs.50,000 in multiple of Rs.5,000.

Claim made under only Rim Guard cover addon will not be considered as claim for NCB eligibility and NCB will revert to 'Next Slab' at the next renewal.

Key Exclusions

- Any damage to rim/s of the Insured Vehicle fitted with tyres except tubeless tyres or run flat tyres
- Any form of damage resulting from a collision or any accidental fire or theft damage to the vehicle
- Non damaged rims for the purpose of matching a set of rims

21. Road Side Assistance

(MCV: IRDAN108RP0005V01200001/A0042V01201920, PCV:

IRDAN108RP0004V02200001/A0072V01201920, GCV:

IRDAN108RP0003V02200001/A0057V01201920)

This covers brings to you bunch of unique value added road side assistance services. The assistance services are designed to take care of your vehicle and your worries in an unfortunate event of your vehicle meeting with accident or breakdown.

These services are available on national Highways, state highways and motorable roads within mainland India.

The below assistance services during the policy period will be offered to you at the location of breakdown, if your vehicle get immobilized.

- I. Repair & towing assistance

- Service for Flat Tyre
- Flat Battery – Jump Start Service
- Repair on the spot
- Spare Key Retrieval / Service for keys locked inside
- Fuel Support
- Arrangement of alternate vehicle
- Emergency Towing Assistance
- Load Transfer
- II. Concierge Services
 - SMS Relays / Emergency message service
 - Continuation / Return Journey (Taxi Support)
 - Hotel Accommodation
 - Pick up of repaired vehicle
 - Medical & Legal coordination

Key Exclusions

1. The Services will be provided on a best effort basis, subject to regulations in force locally.
2. The services would not be provided under following conditions:
 - Acts of God (including exceptional adverse weather conditions), earthquake, fire (not caused by the negligence of either party), war (declared or undeclared), invasion, rebellion, revolt, riot (other than among employees of either party), civil commotion, civil war, acts of terrorism, nuclear fission, strike, act(s) of omission/commission by any concerned, Government(s), or government agencies, judicial or quasi-judicial authorities
3. loss of or damage to luggage or other personal effects that might occur during the services performance.

22. Electric Surge Secure (only in PCV & GCV)

(GCV: IRDAN108RP0050V02201819/A0016V01202223, PCV: IRDAN108RP0077V02201819/A0018V01202223)

This cover is applicable if it is shown on *Your* schedule.

We will pay you for partial or total or constructive total loss, destruction or damage to Electric vehicle including charging equipment arising out of arcing, self heating, leakage of electricity or short circuiting including due to ingress of water.

Our maximum liability will be limited to Insured Declared Value (IDV) mentioned in the policy

schedule. What is not Covered:

We shall not indemnify You in respect of-

- Loss or damage due to any Manufacturing Defect.
- Loss arising as a result of failure to follow the manufacturer's instructions.
- Use of batteries, charger and / or accessories not as per approved specification by the manufacturer.
- When Battery is charged not in accordance with manufacturer's instruction.
- loss or damage to the battery fitted in the vehicle unless cost of the battery is included in IDV or endorsed in the policy.

Special Condition:

In the event of an accident, we will indemnify under this add-on only if sufficient evidence of under carriage damage to Battery.

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

23. Depreciation Reimbursement - Battery(only in PCV & GCV)

(GCV: IRDAN108RP0050V02201819/A0017V01202223, PCV: IRDAN108RP0077V02201819/A0019V01202223)

This cover is applicable if it is shown on your schedule.

We will pay you the amount of depreciation deducted on the value of the Battery replaced under Own Damage claim, lodged under section 1 (Loss of or Damage to the Vehicle Insured) of the policy. We will pay for the first (1/2/3/n) claims during the period of insurance as mentioned in the Policy schedule.

Deductible: First Rs..... for each and every claim.

Deductible is in the form of two options

1. Zero Deductible
2. 5% of claim amount and minimum of Rs. 500

What is not covered:

We shall not indemnify You in respect of, loss or damage to the battery fitted in the vehicle unless cost of the battery is included in IDV or endorsed on the policy.

24. Hydraulic Jack Cover

(GCV: IRDAN108RPMT0050V03201819/A0006V01202425, MCV: IRDAN108RPMT0078V02201819/A0007V01202425)

Definition:

Hydraulic Jack: It is a tipping mechanism which is telescopically actuated using hydraulic pressure to remove/unload/discharge load/debris from the tipper body

This Add On cover is applicable if it is shown on Your schedule.

In consideration of payment of additional premium, it is hereby agreed and declared that notwithstanding anything to the contrary stated in the policy, we will pay for loss or damage to the Hydraulic Jack fitted in Commercial Vehicles against unforeseen and sudden physical damage by any cause not hereinafter excluded, during operational use as a tool of trade.

Loss or damage due to electrical or Mechanical breakdown of Hydraulic Jack will not be covered, but if as a consequence of such breakdown or derangement an accident occurs causing external damage, such resulting damage will be indemnifiable under Section 1 of the Policy.

Specific Conditions:

We will pay maximum < Count of >claim/s during the policy period.

Deductible: First Rs..... for each and every claim.

What is not covered:

- loss or damage for which the supplier or manufacturer is responsible either by law or under contract.

- Any accidental loss or damage and/or liability caused sustained or incurred outside the Geographical Area
- We shall not be liable for each and every claim under the add-on in respect of the deductible stated in the Schedule against this add-on
- Loss or damage arising out of natural wear and tear shall not be covered

This Add On cover is otherwise subject to all other terms, conditions, exclusions and limitations of the base policy.

Sum insured –Insured 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 at the commencement of each Period of insurance / policy year (where period of insurance exceeds one year), as the case may be, for the insured vehicle.

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%
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 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 Period of insurance / policy year (where period of insurance exceeds one year), as the case may be, without any further depreciation for the purpose of Total Loss (TL)/ Total Theft of the Insured Vehicle (TT) /Constructive Total Loss (CTL) claims.

The insured vehicle shall be treated as 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.

No Claim Bonus:

The insured is entitled for a No Claim Bonus (NCB) on the own damage section of the policy, as per the following table provided the policy is renewed within a 90 days of its expiry date for a long term as well as an annual policy.

ALL TYPES OF VEHICLES	% OF 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%

Premium:

The entire premium shall be paid in one installment on or before the date of inception of risk to comply the requirements of Section 64VB of Insurance Act, 1938. Premium payable will depend upon the age of your vehicle, segment such as motor cycle, scooter, moped, cubic capacity etc.

The discounts in premium can be availed for the following features-

- If you are member of Recognized Automobile Association of India.
- If the vehicle is fitted with Anti theft device which is recognized by ARAI.
- If any voluntary excess (self claim bearing limit) has been opted by you.
- If no claim has been lodged under policy in the expiring policy period.

Cancellation of Policy:

I. Cancellation by Insurer

The Company may cancel the policy on the grounds of established fraud, subject to clause III mentioned under this section, by sending seven days notice by recorded delivery to the insured at insured's last known address and in which case the policy will be cancelled 'ab-initio' with forfeiture of premium and non-consideration of claim, if any.

II. Cancellation by Insured

The policy may be cancelled at any time by the insured without assigning any reason provided no claim has arisen during the Period of Insurance. The insured shall be entitled to a refund of proportionate premium for the unexpired period in the running year and full refund of premium for remaining full policy years (where period of insurance exceeds one year) subject to submission of proof that vehicle is insured elsewhere at least for Liability Only cover and original certificate of insurance.

III. Liability to Third party section of the policy may be cancelled either by the Company or the Insured only on the following grounds :

a. Double Insurance

b. Vehicle not in use anymore because of Total Loss or Constructive Total Loss

on submission of original cancelled Registration Certificate or on providing evidence that the vehicle is insured elsewhere, at least for Liability Only cover on submission of original proof of such insurance. The Company will refund proportionate premium for unexpired period of insurance.

Double Insurance:

When the insured vehicle is covered under another policy with identical cover, then the policy commencing later may be cancelled by the insured subject to the following.

If a vehicle is insured at any time with two different offices of the same insurer, 100% refund of premium of one policy shall be allowed by cancelling the later of the two policies. However, if the two policies are issued by two different insurers, the policy commencing later shall be cancelled by the insurer concerned and pro-rata refund of premium thereon shall 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 will be allowed after retaining premium on pro-rate basis for the period the policy was in force prior to cancellation.

In either case, no refund of premium shall 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.

Deductible:

The Company shall not be liable for each and every claim under Own Damage Section of this Policy in respect of the deductible stated in the Schedule.

How do you lodge a claim with US?

The insured / claimant will intimate claim to TATA AIG via -

I. Call Centre:

- Toll Free Number – 18002667780
- Email - general.claims@tataaig.com
- Website – www.tataaig.com

II. Insured or claimant shall furnish immediate loss details, which shall include details of the loss event, location of the loss, location of the damaged vehicle, and names and telephone numbers of contact personnel

III. If the claim is for theft, insured should report to the Police as well as insurer within 48 hrs from theft and obtain an FIR or a written acknowledgement from the Police authorities.

Notice of claim must be given by you to us immediately after an actual or potential loss begins or as soon as reasonably possible after actual or potential loss begins.

In case of vehicle theft, a police complaint has to be filed immediately after the loss. Please keep the following information ready when you call the call centre:

1. Your Contact Numbers
2. Policy Number
3. Name of Insured
4. Date & Time of loss
5. Location of loss
6. Nature of Loss
7. Place & Contact Details of the person at the loss location

Note: The above list is only indicative. You may be asked for additional documents. For more details, please refer to the intimation cum preliminary claim form.

Note: Above mentioned documents are primary documents which need to be provided at the time of claim. Other documents can be called for as per the treatment undergone

Customer Grievance Redressal Policy

Redressal of Grievance

At TATA AIG, we strive to provide the best service to our customers. If you're not satisfied and wish to lodge a complaint, please call our 24/7 toll-free number **1800-266-7780** or **022-66939500** (toll charges apply), or email us at customersupport@tataaig.com. We will investigate and respond within the regulatory turnaround time (TAT).

Escalation Level 1

If you do not receive a response or are not satisfied with the resolution, please contact us at manager.customersupport@tataaig.com.

Escalation Level 2

If you still need assistance, reach out to the Head of Customer Services at head.customerservices@tataaig.com. We will provide our final response within the regulatory TAT. If you're still not satisfied after this process, you may approach the Insurance Ombudsman of concerned jurisdiction. You can also lodge a grievance on the Bima Bharosa Grievance Redressal Portal: <https://bimabharosa.irdai.gov.in/>.

This Policy is subject to IRDAI (protection of Policyholder's Interests, Operations and Allied Matters of Insurers) Regulations, 2024

Prohibition of Rebates - Section 41 of the Insurance Act, 1938 as amended by Insurance Laws (Amendment) Act, 2015

1. No person shall allow or offer to allow, either directly or indirectly, as an inducement to any person to take out or renew or continue an insurance in respect of any kind of risk relating to lives or property in India, any rebate of the whole or part of the commission payable or any rebate of the premium shown on the policy, nor shall any person taking out or renewing or continuing a policy accept any rebate, except such rebate as may be allowed in accordance with the published prospectus or tables of the Insurer.
2. Any person making default in complying with the provisions of this section shall be punished with a fine which may extend to ten lakhs rupees.

Disclaimer: “Insurance is the subject matter of the solicitation”. This is a summary of the product features, exclusions, limitations and conditions. For more details on benefits, exclusions, limitations, terms & conditions, please refer policy wordings carefully, before concluding a sale. The trade logo displayed above belongs to TATA Sons Private Limited and AIG and is used by TATA AIG General Insurance Company Limited under License

Section 64VB of the Insurance Act,1938 –

“Commencement of risk cover under the policy is subject to receipt of payable premium by TATA AIG General Insurance Company Limited”.

TATA AIG General Insurance Company Limited

Registered Office: Peninsula Business Park, Tower- A, 15th Floor, G.K. Marg, Lower Parel, Mumbai –
400013.

24X7 Toll Free No: 1800 266 7780; E-mail: customersupport@tataaig.com Website: www.tataaig.com

IRDA of India Registration No: 108; CIN: U85110MH2000PLC128425;

UIN: IRDAN108RPMT0050V03201819 (GCV), IRDAN108RPMT0077V03201819 (PCV),

IRDAN108RPMT0078V02201819 (Misc.D)