

Prospectus: Two Wheeler Extended Warranty Insurance Policy

We offer you total extended protection with our Two Wheeler Extended Warranty Insurance Policy which will indemnify you against the repair and replacement costs in respect to the Insured Vehicle, caused by a mechanical, electronic or electrical breakdown during the policy period. This policy can be availed by the customer anytime during the manufacturer's warranty period but not after the expiry of manufacturer's warranty period.

A. Why choose this protection?

1. Extended Protection

Two Wheeler Extended Warranty Insurance provides you with extended protection for mechanical, electronic or electrical breakdown of your covered item, affecting the functionality or operation of your covered vehicle after the expiry of your manufacturing warranty period. This policy gives cover after expiry of manufacturer's warranty till 3 (Three) years.

2. Comprehensive cover

The Company will indemnify the Insured against the repair or replacement costs in respect of the insured vehicle i.e. motorised two wheeler caused by mechanical, electronic or electrical breakdown during the policy period, provided that the liability of any one insured vehicle in any one policy period will not individually or in the aggregate exceed the sum insured set against such item in the Schedule. Repair costs inclusive of parts, labour and call out charges are also covered.

3. Replaced if not repaired

If a repair will cost more than the purchase price of a replacement, we reserve the right to replace the product/vehicle with a new equivalent model with similar specification and features, not to exceed the original purchase price of the insured product subject to terms and conditions of the policy.

4. National Cover

Your covered item will be protected against mechanical, electronic or electrical breakdown anywhere in India; however you need to intimate us with your new address and contact details while registering a claim and you can be rest assured. This Policy will cover all products manufactured in India and/or legally imported in India.

What is covered – Following parts are covered under the policy

1. Head Cylinder and Cover Cylinder Head;
2. Crankshaft and Camshafts;
3. Rocker Arm Shaft;
4. Sprocket Cam Shaft Complete Assembly;
5. Piston Rings;
6. Rocker Arm and Rocker Arm Bearing;

7. Inlet and Exhaust valve;
8. Cylinder Block and Piston;
9. Oil Pump;
10. Pinion Gear;
11. Alternation Assemble (Stator and Rotor), Regulator/ Rectifier;
12. Crankcase LH and RH Crankshaft and Tod Bearings;
13. Main Bearings;
14. Clutch Cover;
15. Starter Motor Assembly and Solenoid;
16. Transmission Assembly including but not limited to Main Drive Gear, Gear/Transmission Shafts, Gear and Gear Box Bearings, Transmission Sprocket, Rear Wheel Sprocket and Drive Belt;
17. Speedometer Assembly and fuel Cork;
18. ECM, BCM, TSSM, TS and HCM, CD Player/ Radio/ Navigation system;
19. Gas Cap Tank and Fuel Pump included;
20. Brake Disk Rotors and Brake Caliper Assemblies. Master Cylinder Assemblies – Front and Rear;
21. All sensor, Relays, Regulator/Rectifier, Wiring Harness and Vehicle Switches;
22. Fork, Shaft, Cam Gear Shift and Plate. Stopper and Springs;
23. Gear Kick Starter, Ratchet kick Starter and Shaft Kick Starter;
24. Brake Disk Rotors and Brake Caliper Assemblies, Master Cylinder Assemblies-Front and Rear;
25. SAI Valve Assembly;
26. Combined Digital CDI, Electronic Flasher Unit, Wiring Harness, Ignition Switch and Throttle switch;
27. Frame Assembly, Swing arm Assembly, Rear Shock Absorber (for Leakage Only);
28. Silencer and Front Fork Assembly;
29. Throttle Body;
30. Suppressor's Caps.

Parts NOT covered are –

1. All Fasteners, Oil seals, Cables, Gaskets, Rings (excluding Piston Rings), O-Rings, rubber items, Hoses and Bulbs;
2. Stem Oil seal, Guide Valve, Spring Valve Inner and Outer, Cam Chain, Tensioner and Guide Cam Chain. Adjuster Assembly Tensioner;
3. Clutch Plates and Hub. Cir Clips. Oil Filter and Sprockets (except those expressly included), Thrust Washer Engine Oil;
4. Upper and Lower Front Fork Bracket Assembly;
5. Wheel Bearing;
6. Throttle Cables. Clutch Cables and Gear Speedometer;
7. Tyres and rims, Inner Tube, Front Fork Oil Seal, Fork Oil;
8. Battery, tyres and tubes, brake pads.

Standard Exclusions -The Company shall not be liable under this policy for:

1. Payment of deductible – whether imposed or compulsory as specified in the Schedule;
2. Any claim arising within 'Time Excess' as specified in the policy schedule;
3. Any loss or damage due to adulterated fuel in any form & usages of non distinctive fuel as mentioned in the owner's manual;
4. Any repairs/replacement on account of mechanical, electronic or electrical failure existing before the commencement of Period of Insurance and was made good or repaired/replaced by the manufacturer and the current event is evident to be arisen due to the said event irrespective of when the failure actually occurred.
5. Break down due to –
 - I. 'Act of God Perils' such as Flood, Earthquake, Storm, Typhoon, Inundation, Cyclone etc.;
 - II. Riot, Strike, Malicious and Terrorism Damage;
 - III. Any willful act, neglect or negligence of policy holder;
 - IV. Usage of Insured Vehicle in competitions, motor sports, pace-making, speed testing or reliability trails, transportation of goods or for hire as taxi (commercial use) or is being driven by any person not holding a licence to drive the Insured Vehicle;
 - V. Failure of the Insured to observe usage guidance stipulated by the Manufacturer including any non adherence of servicing maintenance guidelines recommended in the owner's manual and/or service booklet or service or maintenance conducted by any centre not authorized by the Company;
 - VI. Normal Wear and Tear of the Parts of the Insured Vehicle as decided by authorised workshop;
 - VII. Gradual decline in output or performance due to age or usage of the Insured vehicle;
 - VIII. Faulty installation or connections or fitting of external LPG/CNG unit other than a unit supplied, fitted or endorsed by the Manufacturer in the insured vehicle;
 - IX. Any type of modification in the insured vehicle not approved by the manufacturer;
 - X. Frost, water, freezing liquids, rust, corrosion, sludge or silt or other foreign or waste matter;
 - XI. Overloading, strain, overturning, freezing, excessive pressure, overheating or short-circuiting;
 - XII. Poor workmanship of service personnel of authorized workshop or faulty parts supplied/used by the authorized workshop;
 - XIII. Product Recall by the manufacturer.
6. All the cost will be excluded for:

- I. Any loss directly or indirectly caused by or contributed to by or arising from ionizing radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste or from the combustion of nuclear fuel for the purpose of this exception, combustion shall include any self-sustaining process of nuclear fission;
- II. Loss directly or indirectly caused by or contributed to by or arising from nuclear weapon materials;
- III. Loss directly or indirectly occasioned by happening through or in consequence of war, invasion, act of foreign enemy, hostilities (whether war be declared or not) civil war, rebellion, revolution, insurrection or military or usurped power;
- IV. Loss or damage arising out of improper storage or transportation or mishandling at the time of towing and the like;
- V. Loss or damage resulting from hard driving due to race, rally or illegal activities;
- VI. Parts wherein long term guarantee is provided by the Manufacturer itself;
- VII. Parts which are either recalled by the Manufacturer or identified as having faulty design defects by the manufacturer itself;
- VIII. General maintenance, adjustments, resetting of controls, tuning, cleaning and the like;
- IX. Accessories and all consumable items. This includes but not limited to batteries, light bulbs, filters, brush, belts, leads, terminal connections, plugs, various types of oils and the like;
- X. Repairs to any parts which are not listed in the Policy wording;
- XI. Repairs to damage caused by scratching or denting or from the direct application of a tool to interior or exterior paintwork or casing or any other part of the Insured Vehicle;
- XII. Labour charges for the parts which are covered under the product however no fault has been identified;
- XIII. Total replacement of insured vehicle in case the replacement of parts is no longer manufactured or repair is not possible which is confirmed by the authorized workshop;
- XIV. Rectification of blockages and/or damages caused due to any foreign body;
- XV. All damages caused due to an accident. The Company shall not be liable for any breakdown consequent to an accident or covered under own damage section of the two wheeler package policy;
- XVI. Any claim where the damage to a covered component was caused due to fault in non-covered component and/or claims of insignificant defect not affecting vehicles performance of sound, vibration or fluid/oil seepage and the like;
- XVII. Any Insured Vehicle, on which engine number or chassis number is deleted, defaced or altered;
- XVIII. Any maintenance, adjustments, upgrade, modification and/or re-programming required to any part covered;

- XIX. Any failure due to unauthorized repairs, improper handling (including but not limited to storage, dismantling, fitting, repair, alteration, modification), inaccurate diagnosis and/or repair, use of spurious parts, parts of incorrect specification and/or parts of faulty manufacture or alterations or modifications (including fitment of any performance accessory/s) to the Insured Vehicle not permitted by the Manufacturer or Authorized Workshop;
- XX. Failure of the product to perform as designed which is not directly attributable to mechanical, electronic or electrical Breakdown of the Insured Vehicle;
- XXI. Damages caused by fire, theft, lighting, flood, road accident, ingress of moisture or other risks which could be covered under own damage section of normal two wheeler package policy;
- XXII. Loss due to vermin, animal or insect damage, bird droppings, effect of light, sun or any atmospheric conditions, dust and the like;
- XXIII. Failure of the non-operational components such as but not limited to decorative finishing and lighting, external fitments etc. which are not part of standard specification of manufacturer;
- XXIV. All kinds of diagnostic costs, unless accepted as a part of an authorized claim;
- XXV. Compensation for loss of use or any consequential loss whatsoever;
- XXVI. Any damage caused to any article or property or death or bodily injury/disability caused to but not limited to any third party while carrying out the repair/replacement due to mechanical, electronic or electrical breakdown of any part covered under this policy;
- XXVII. Any claim which is fraudulent;
- XXVIII. Any repairs required due to aggravation of losses happening to the covered parts due to continued operation of the Insured Vehicle after the defect and/or fault has been identified earlier such as but not limited to seepage of oil/lubricant;
- XXIX. Tampering of Odometer;
- XXX. Loss due to the direct or indirect effect of an explosion, heat emission, irradiation resulting from the transmutation of atomic, nuclear or radioactivity as well as damages due to the effects of radiation invoked by the artificial acceleration of particles. Pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds.

B. Deductible:

As applicable and mentioned in policy wording.

C. Time Excess

Time excess is applicable as mentioned in schedule at the discretion of underwriter.

D. Endorsements applicable on payment of additional premium

1. Extension of Geographical Area
2. Depreciation Reimbursement

E. Renewal Notice:

Every renewal premium (which shall be paid and accepted in respect of this Policy) shall be so paid and accepted upon the distinct understanding that no alteration has taken place in the facts contained in the proposal or declaration herein before mentioned and that nothing is known to the Insured that may result in enhancement of the risk of the Company under this policy. No renewal receipt shall be valid unless it is on the printed form of the company and signed by an authorized official of the Company. Renewal premium is subject to change.

F. How to claim?

Should you wish to make a claim, the procedure is fast, transparent and hassle free.

If an event occurs that may give rise to a claim under this Policy you must inform us immediately and, in any case by way of written intimation not later than 14 days from the occurrence of the loss or the event giving rise to the claim. You must provide us with all relevant information, documentation and also any other assistance that we may reasonably require to enable us or our representatives to investigate any claim and/or to establish to our reasonable satisfaction that a loss of the amount stated has occurred under this Policy.

In the unfortunate event of a claim, kindly take all reasonable steps to reduce and prevent further loss or damage and inform us immediately through telephone / fax / email / SMS / registered post.

- Please call our 24-hour Toll Free Call Centre on **1800 - 266 – 7780** or
- Email at: customersupport@tataaig.com
- Facsimile: 022 66938170
- Type '**WARRANTY**' and SMS to **5616181**
- Contact us - Peninsula Business Park, Tower A, 15th Floor, Ganpatrao Kadam Marg, Lower Parel, Mumbai – 400013, Maharashtra, India.
The insured needs to preserve any damaged property so that it may, at our discretion, be inspected and examined by independent surveyors and/or our representatives.

G. Cancellation:

- a) This Policy may be cancelled by or on behalf of the Company, on the grounds of established fraud, by giving the Insured at least 7 days written notice and in such case the policy will be cancelled on 'ab-initio' basis with forfeiture of premium and non-consideration of claim, if any.

For the avoidance of doubt, the Company shall remain liable for any claim that was made prior to the date upon which this Policy is cancelled.

- b) This Policy may be cancelled by the Insured at any time without assigning any reason provided no claim has arisen during the currency of the policy. The Company will refund premium on a proportionate basis by reference to the time cover as provided, subject to a minimum retention of premium
- c) If the Policy is cancelled prior to commencement of the Policy Period, we will retain minimum premium of Rs.200 towards administrative costs.
- d) No refund of premium shall be due on cancellation if a claim has been made under this Policy.

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

Disclaimer: This is only a summary of the product features. The actual benefits available are as described in the policy, and will be subject to the policy terms, conditions and exclusions. Please seek the advice of your insurance advisor if you require any further information or clarification.

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.

“Insurance is the subject matter of the solicitation”. 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.

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

Policy servicing office:
TATA AIG General Insurance Company Limited
Registered Address:- Peninsula Business Park, Tower A, 15th Floor, G. K. Marg, Lower
Parel, Mumbai- 400013.
Email: customersupport@tataaig.com or Visit us at www.tataaiginsurance.in
Toll Free Number: 1800 266 7780, IRDA of India Registration No .108, CIN No:
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