

KEY FEATURE DOCUMENT

AUTO SECURE COMMERCIAL VEHICLE PACKAGE POLICY- TATA AIG GENERAL INSURANCE COMPANY LIMITED

This document is a summary of the benefits offered. Please refer to the actual policy for complete terms, conditions, and exclusions

About the Coverages

Loss or Damage to Insured Vehicle

The company will make good the losses caused to the vehicle and/or its accessories while fitted on the vehicle due to:

- a) Fire, explosion, self-ignition or lightening.
- b) Burglary, housebreaking or theft
- c) Earthquake, flood, typhoon, hurricane, storm, tempest, inundation, cyclone, hailstorm, frost, landslide and rockslide
- d) Accidental External means
- e) malicious act, terrorist activity, riot and strike

Liability to Third Parties

Company will make good the legal liability arising out of accident caused by or the use of insured vehicle resulting into

- a) Death or bodily injury to any person caused by or arising out of the use (including the loading and/ or unloading) of the vehicle. The company shall not be liable in respect of death or bodily injury to any person in the employment of the insured arising out of and in the course of such employment.
- b) Damage to property other than property belonging to the insured or held in custody or control of the insured with an upper limit of 7.5 lacs.
- c) The company will pay all costs and expenses incurred with its written consent.

Compulsory Personal Accident cover to Owner Driver

For all vehicles registered in individual's name the company will undertake to pay the compensation of personal accident for owner driver as per the following scale of bodily injury/death sustained by the owner-driver of the vehicle, in direct connection with the vehicle insured caused by violent accidental external and visible means which is independent of any other cause shall within 6 calendar months of such injury result in:

Nature of Injury	Scale of Compensation in %
1. Death	100%
2. Loss of two limbs or sight and sight of two eyes or one limb and sight of one eye	100%
3. Loss of one limb or sight of one eye	50%
4. Permanent total disablement from injuries other than named above	100%

- A) the compensation will be payable only under one of the items (1 to 4) above in respect of owner driver arising out of any one occurrence and the total liability of the insured shall not exceed the sum of INR 2 Lakhs during any one period of Insurance.
- B) No compensation shall be payable in respect of death or bodily injury arising out of
 - i) intentional self injury suicide or attempted suicide, physical defect or infirmity
 - ii) An accident occurring under influence of intoxicating liquor or drugs.
- C) Such compensation shall be payable directly to the insured or to his/her legal representatives whose receipt shall be full discharge in respect of the injury to the insured.
This cover is subject to
 - a) The owner-driver is the registered owner of the vehicle insured there in
 - b) The owner-driver is the insured named in this policy
 - c) The owner-driver holds an effective driving license, in accordance with the provisions of rule 3 of the central Motor Vehicles Rules 1989 at the time of the accident

Coverages

Additional Coverages

A) Discount for Anti-Theft Devices

Vehicles fitted with anti-theft devices approved by Automobile Research Association of India (ARAI), Pune and whose installation is duly certified by any of the recognized Automobile Associations are eligible for a discount of 2.5% on the OD component of premium subject to a maximum of Rs. 500/-. For mid-term installation, pro-rata proportion of the premium discount for the unexpired period of the policy will be allowed.

B) Electrical / Electronic fittings

If electrical and or electronic items fitted to the vehicle but not included in the manufacturer's selling price of the vehicle are to be insured, it can be done separately under Section-I (loss of or damage to the vehicle insured) of the

call.

C) CNG / LPG fuel

In case of vehicles fitted with bi-fuel system such as Petrol/Diesel and CNG /LPG, permitted by the concerned RTA, the CNG/LPG kit fitted to the vehicle is to be insured separately at an additional premium @ 4% on the value of such kit to be specifically declared by you in the call. An additional premium of Rs 60/- shall be payable for Third Party cover.

E) Personal accident to Paid Drivers, Cleaners & Conductors.

In consideration of the payment of an additional premium it is hereby understood and agreed that the insurer undertakes to pay compensation on the scale provided below for bodily injuries hereinafter defined sustained by any paid driver/ cleaner/ conductor in the employment of the insured in direct connection with the vehicle insured whilst mounting into, dismounting from or traveling in the insured vehicle and caused by violent, accidental, external and visible means which independently of any other cause shall within six calendar months of the occurrence 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%

Provided always that: -

(1) compensation shall be payable under only one of the items (i) to (iv) above in respect of any such person arising out of any one occurrence and total liability of the insurer shall not in the aggregate exceed the sum as covered in the policy schedule during any one period of insurance in respect of any such person.

(2) 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.

(3) such compensation shall be payable only with the approval of the insured named in the policy and directly to the injured person or his/her legal representative(s) whose receipt shall be a full discharge in respect of the injury of such person.

Subject otherwise to the terms exceptions conditions and limitations of this policy.

The cover of Capital Sum Insured can be maximum of Rs 200000/- in multiples of 10000/- per passenger with a premium of 6 per passenger for each 10000/- of Capital Sum Insured.

Coverage Conditions

1. In the event of any accidental loss or damage, the insured shall give immediate Notice in writing providing the details of the loss or damage to the insurance company. Further the insured should also give all the information and assistance to the insurance company as and when required.

2. The company has the option to repair, re-instate or replace the vehicle or part thereof and/or its accessories or may pay in cash the amount of loss or damage. The Liability of the company shall not exceed:a) for total Loss/constructive total loss of the vehicle - the Insured Declared Value of the vehicle (including accessories) as specified in the schedule after deducting the value of wreck.

For partial losses, i.e. losses other than total loss/constructive total loss of the vehicle - actual and reasonable costs of repair and/or replacement costs of repair and/or replacement of parts lost/damaged subject to deduction of depreciation as per limit specified.

Incase of partial loss the depreciation at the below mentioned rates would be applicable.

- i). For Rubber/nylon/plastic parts, tyres and tubes, batteries and air bags -50%
- ii) For Fibre glass components - 30%
- iii) For all parts made of glass - Nil
- iv) Rate of depreciation for all other parts including wooden parts will be as per the following schedule

Age of Vehicle	% of Depreciation
Not exceeding 6 months	Nil
Exceeding 6 months but not exceeding 1 year	5%
Exceeding 1 year but not exceeding 2 year	10%
Exceeding 2 year but not exceeding 3 year	15%
Exceeding 3 year but not exceeding 4 year	25%
Exceeding 4 year but not exceeding 5 year	35%
Exceeding 5 year but not exceeding 10 year	40%
Exceeding 10 years	50%

v) Rate of Depreciation for Painting: In the case of Painting, the 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.

- 3. The insured shall take all reasonable steps to safeguard the vehicle from loss or damage.
- 4. In the event of claim, If the vehicle is insured with 2 separate insurance companies, then the company will pay ratable portion of any compensation cost or expense.
- 5. In the event of the death of the insured the policy remains valid for a period of three months from the date of death of the insured or till the policy expires (whichever is earlier). During this period, legal heirs(s) of the insured to whom the custody and use of the vehicle passes may apply to have this policy transferred in the name(s) of the heir(s) or obtain new insurance policy for the insured vehicle. The application to transfer or Issuance of new policy should be accompanied by:
 - a) Death certificate in respect of the insured
 - b) Proof of title to the vehicle
 - c) Original Policy

6. In case of any dispute or difference between the insured and insurer as to the quantum to be paid then such dispute shall be referred to the sole arbitrator to be appointed by both the parties. If they cannot agree upon a single arbitrator, then this will be referred to a panel of 3 arbitrators, comprising of one each to be appointed by each party and then these two will appoint the 3rd arbitrator who shall act as presiding arbitrator. Arbitration shall be conducted under and in accordance with Arbitration and Conciliation Act, 1968.

7. The Due observance and fulfillment of the terms, conditions and endorsements of the 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 answer in the said proposal shall be conditions precedent to any liability of the company to make any payment under the policy.

Sum Insured -Insured Declared Value (IDV): The insured declared value of the vehicle will be deemed as the "SUM INSURED" for the purpose of this policy which is fixed at the time of commencement of each policy period for the insured vehicle. IDV of the vehicle and accessories is to be fixed on the basis of Manufacturer's Ex showroom price of the brand and model as the vehicle insured at the commencement of insurance/renewal and adjusted for depreciation. Below is the schedule of depreciation for fixing IDV of the Vehicle for insurance

Age of 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 year but not exceeding 3 years	30%

Sum Insured -Insured Declared Value(IDV)

	Exceeding 4 year but not exceeding 5 year 50%	IDV of vehicles greater than 5 year and of obsolete models 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 policy period without any further depreciation for the purpose of Total Loss (TL)/Constructive total Loss (CTL) claims. Insured vehicle will 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.												
Important General Regulations	<p>A) No Claim Bonus(NCB) No Claim Bonus(NCB) can be earned only in the Own Damage section of Policies covering all classes of vehicles but not on Motor Trade Policies (Road Transit Risks / Road Risks / Internal Risks) and policies which cover only Fire and / or Theft Risks. For policies covering Liability with Fire and/or Theft Risks, the NCB will be applicable only on the Fire and / or Theft components of the premium. An insured becomes entitled to NCB only at the renewal of a policy after the expiry of the full duration of 12 months.</p> <p>No Claim Bonus, wherever applicable, will be as per the following table.</p> <table border="1" data-bbox="336 705 1490 1010"> <thead> <tr> <th>All types of Vehicles</th> <th>% of Discount on Own Damage premium</th> </tr> </thead> <tbody> <tr> <td>No claim made or pending during the preceding full year of insurance</td> <td>20%</td> </tr> <tr> <td>No claim made or pending during the preceding 2 consecutive years of insurance</td> <td>25%</td> </tr> <tr> <td>No claim made or pending during the preceding 3 consecutive years of insurance</td> <td>35%</td> </tr> <tr> <td>No claim made or pending during the preceding 4 consecutive years of insurance</td> <td>45%</td> </tr> <tr> <td>No claim made or pending during the preceding 5 consecutive years of insurance</td> <td>50%</td> </tr> </tbody> </table> <p>B) Change of Vehicle/Sale of Vehicle A vehicle insured under a policy can be substituted by another vehicle of the same class for the balance period of the policy subject to adjustment of premium, if any, on pro-rata basis from the date of substitution. Where the vehicle so substituted is not a total loss, evidence in support of continuation of insurance on the substituted vehicle is required to be submitted to the insurer before such substitution can be carried out</p> <p>C) Cancellation Issuance of fresh Certificate of Insurance Any changes in the policy during its currency, affecting the information shown on the Certificate of Insurance, the Certificate of Insurance is required to be returned to the Insurer for cancellation and a fresh Certificate incorporating the changes is to be issued. Remittance of Rs. 50/- is required to be made to the insurer for each issuance of fresh Certificate of Insurance</p> <p>D) Third Party Property Damage (TPPD) Cover Limits of cover for Third Party Property Damage (other than for goods carried in the insured vehicle) under Liability Only policies and under Section II – 1(ii) of Commercial Vehicle policy is INR 7.50 Lakhs. However, the insured can at the inception of the policy, opt to restrict to the TPPD cover to the statutory limit of Rs. 6000/- as provided in the M. V. Act. In such an event, the base TP premium applicable will be reduced by INR 200/- for Commercial Vehicles (excluding three wheelers, Taxies & TW CV), INR 150/- (Three Wheelers & Taxies) & INR 50 (TW CV) policy. For mid-term installation of anti-theft device approved and certified as above in the vehicle insured, pro rata proportion of the premium discount calculated as per tariff provision for the unexpired period of the policy is to be allowed.</p>		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%
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Exclusion	<p>Exclusion:</p> <ol style="list-style-type: none"> Any accidental loss or damage and /or liability caused outside geographical area as mentioned in the policy. Any claim arising due to contractual liability Accidental loss or damage or expenses arising from any consequential loss Accidental loss or damage or expenses arising from nuclear weapons, war, invasion, the act of foreign enemies, hostilities or warlike operations (whether before or after declaration of war, civil war, or 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. Any accidental loss or 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 'Limitation 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. 													

Compulsory Deductibles: The amount of loss that the insured has to bear.

Type of Vehicle			Compulsory Deductible
Commercial Vehicles (Other than ratable under Class D,E,F & G of CVT)	Goods Carrying Vehicles	Passengers Carrying Vehicles	INR
	Not Exceeding 7500 kgs GVW	Not Exceeding 17 Passengers	500
	Exceeding 7500 kgs GVW but not exceeding 16500 Kgs GVW	Exceeding 17 Passengers but not exceeding 36 Passengers	1000
	Exceeding 16500 Kgs GVW	Exceeding 36 Passengers	1500
Vehicle ratable under class D of the commercial vehicles Tariff (CVT)			.5% of the IDV of the vehicle subject to a minimum of Rs 2000/-
Vehicle ratable under class E, F, G of the commercial vehicles Tariff (CVT)			50/- for two wheelers and 500/- for others
Taxies & Three Wheelers rated as commercial vehicle (Not Exceeding 1500 CC)			500
Taxies & Three Wheelers rated as commercial vehicle (Exceeding 1500 CC)			1000

The policy can be cancelled only if there is no claim in the policy during this tenure and also on the confirmation that the vehicle is insured with some other insurance company.
 Cancellation by insurance company: The policy can be cancelled by the insurance company by giving 7 days notice to the insured and company shall allow prorata refund for the balance period.
 Cancellation by the Insured: The policy can be cancelled by the insured by giving 7 days notice to the insurance company. The insurance company may refund the premium at short period rates as per motor tariff. The short period rates are as follows:

Period	% of Annual Premium rate to be retained by the insured company
Not exceeding 1 month	20%
Exceeding 1 month but not exceeding 2 months	30%
Exceeding 2 months but not exceeding 3 months	40%
Exceeding 3 months but not exceeding 4 months	50%
Exceeding 4 months but not exceeding 5 months	60%
Exceeding 5 months but not exceeding 6 months	70%
Exceeding 6 months but not exceeding 7 months	80%
Exceeding 7 months but not exceeding 8 months	90%
Exceeding 8 months	Full annual premium/rate

- Pre-requisite for claim**
1. Please attend to bodily injury, if any.
 2. Note the numbers of the other vehicle involved in the accident, if any.
 3. Try to note the names and contact details of witnesses, if any.
 4. Please immediately contact our 24x7 Helpline 1800 11 9966 (Toll free) or 022 66939500 (Tolled) in the event of any claim. Answer a few simple questions. Our Call Centre executives are there to help.
 5. Fill up the Intimation cum Preliminary Claim Form (attached in the booklet) to keep your replies ready for the Call Centre.
 6. In case of property damage, theft or bodily injury claims, file a First Information Report with the Police. In other circumstances FIR is not necessary.
 7. Documents required: The Intimation – cum – Preliminary Claim Form (duly filled and signed) you may download the same from our website www.tata-aiggeneral.com. Driving License of the person driving the vehicle at the time of loss. FIR, if it is a case of property damage or bodily injury claims or theft. Vehicle Registration Book.

At your Doorsteps We have a 24/7 help line for addressing customer queries and grievances. The contact details are as under.

Toll Free: 1 800 11 99 66 (from a BSNL/ MTNL landline)

	Tolled No: 022 6693 9500
	Email: customersupport@tata-aig.com
	Website : www.tata-aiggeneral.com

Add on Coverages (if opted)

1. Depreciation Re-imbursment

This cover offers the amount of depreciation deducted on the value of parts replaced for own damage claim lodged under section 1 of the policy. The cover is available for maximum 2 claims during the policy period. Vehicle should be repaired at any of our authorized garage.

Deductible: 5% of claim amount subject to minimum of Rs 1500 for each and every claim shall borne by you.

Exclusions: Depreciation amount in respect of tyres, tubes, rims & radiator

2. Additional Transportation Expenses

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 cannot 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.

Limit of liability:

Class of vehicle	Limit of percentage of IDV under standard package policy
Goods carrying vehicles other than 3 wheeled vehicles- Private Carrier	INR 25000
Goods Carrying Vehicle- 3 Wheeled Vehicles- Private Carrier	INR 5000
Goods Carrying Vehicle other than 3 Wheeled Vehicles- Public Carrier	INR 25000
Goods Carrying Vehicle- 3 Wheeled Vehicle- Public Carriers	INR 5000

Exclusions:

1. If you are only claiming for windscreen or any other glass damage under section 1 of the policy
2. If the claim under section 1 is not valid and admissible
3. If damage to the vehicle has happened prior to the 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

3. Repair of Glass, Fibre, Plastic and Rubber Parts - A claim for only Glass / plastic / rubber / fiber part where you opt for repairs rather than replacement, at our authorized workshop, 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 currency of the policy.

Exclusion:

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

4. Loss of equipments/ goods (For Private Carrier Only)

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

Exclusions:

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 100000 whichever is less

Deductible: 10% of claim amount or Rs 10000 whichever is less for each and every claim under this section.

5. Loss of Income: 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 payable amount is per the following table:

Type/ Class of vehicle	Benefit- Per day limit
Three wheelers (Goods Carrying and passenger carrying vehicles)	INR 500
Taxis	INR 1000
Buses	INR 1500
Luxury Buses	INR 3000
Goods Carrying Vehicle	
Up to 7500 Kgs	INR 1000
>7500 Kgs <=25000 kgs	INR 1500
>25000 kgs	INR 2000
Miscellaneous class D vehicle	INR 2000

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

Exclusions:

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

6. EMI Protector: 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. If , vehicle is repaired before the end of 2nd month then proportionate amount of EMI will be paid subject to other provisions mentioned herein. 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.

Exclusions:

1. If the claim under section 1 is not valid & 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.