

Brochure

Introduction

Motor Third Party insurance is mandatory under Motor vehicles Act. Arranging insurance every year for your two wheeler may be a tedious & stressful task. In the hectic & busy schedule of modern world the chances that you forget to renew is also there which will not only be a violation of law but may land you up in huge loss & liability in case of any accident.

To relieve you from the stress of buying policy every year TATA AIG has brought **Long term two wheeler Package policy** (covering own damage & third Party risks) for a maximum period of 3 years provided your vehicle is not more than 5 year old which will have the following additional advantages –

1. Saving on Own Damage premium.
2. Protection from increase in third party premium.
3. Reliving you from remembering the renewal dates.

Product Description

This policy will be covering the vehicle while it is being used

1. Against loss/damages by perils such as fire, lightning, accident, burglary & house breaking, flood, Earthquake, Riot, strike & Malicious damages etc.
2. Against the legal liability to death & bodily injury to any person including the occupant (carried as per the provision of M V Act), property damage of maximum of Rs 1 lakh unless lower amount selected by you along with cost & expenses incurred with the consent of the company.
3. The policy will also cover the risk of Personal accident for Rs 1 lakh for the owner driver if the vehicle is registered in the name of an individual who holds an effective & valid driving license.

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

Following extra benefits are also available with this policy -

- **Personal accident to unnamed passengers / pillion other than insured and the paid driver** – this cover is also available for a SI of Rs.2,00,000/-
- **Electrical / Electronic fittings** – The fittings which are not in-built with the vehicle can also be covered for this

Sum insured –Insured Declared Value (IDV) –

In this policy the IDV of the vehicle up to 5 years of age will be fixed separately for each year of insurance during the policy period based on a fixed age - wise depreciation for each year. Beyond 5 years of age this will be based on the mutual agreement between insurers & insured. IDV of each year will be the maximum liability of the company in case of total loss/ constructive total loss claims occurred during that year.

No Claim Bonus - You will be entitled for this benefit if no claim has been reported under the expiring policy. Your entitlement of NCB will keep on increasing every claim free year as per the below mentioned slab subject to a maximum of 50% but will be reduced to previous slab if a claim is reported in any risk year. You will be able

to enjoy the NCB so far as you continue to insure with us on under long term policy as per our underwriting guidelines.

NCB at Inception of each year of risk of the policy period*	NCB earned at the end of each year of risk of the policy period	
	If claim is made	If no claim is made
0% Bonus	0% Bonus	20% Bonus
20% Bonus	0% Bonus	25% Bonus
25% Bonus	20% Bonus	35% Bonus
35% Bonus	25% Bonus	45% Bonus
45% Bonus	35% Bonus	50% Bonus
50% Bonus	45% Bonus	50% Bonus

*NCB at Inception of each year of risk shall be the NCB earned at the end of previous year of risk.

The above entitlement of NCB will be applicable only when the long term policy (LT policy) is renewed with us as a long term only. However, if LT policy is being converted into annual policy with us / any other insurer at the time of renewal entitlement of NCB will be governed by the Provision of GR 27 of the erstwhile tariff. Accordingly, the movement of NCB will be decided as if 3 or 2 annual policies (depending upon the tenure of the policy) were existing as per table below.

Claim experience	% 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%

Illustration: In a case where L T policy of 3 years is taken with an entry level NCB of 50% & claim is reported in the first year of the risk and the balance two years remain claim free then customer would be eligible for 50% NCB as per rules specified here. However, in case he moves to annual policy on account of any reason then his NCB eligibility as per existing tariff provisions would be 25%.

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, brand new/old 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.

The minimum premium needs to be paid for a long term policy of 3 years duration will be Rs 600/- & for 2 years it will be Rs 400/-.

Cancellation:

The Company may cancel the policy by sending fifteen days notice by recorded delivery to the insured at insured's last known address on the grounds of misrepresentation, fraud, non-disclosure of material facts or non-cooperation. In the event of cancellation of this policy on the grounds of misrepresentation, fraud, non-disclosure of material facts, the policy shall stand cancelled ab-initio and there will be no refund of premium. In the event the policy is cancelled on the grounds of non-cooperation of the insured then the premium shall be computed and retained in accordance with company's short period rate for the period the Policy has been in force.

The policy may be cancelled at any time by the insured on fifteen days notice by recorded delivery and provided no claim has arisen during the currency of the policy, the insured shall be entitled to a return of premium less premium at the Company's Short Period rates for the period the Policy has been in force subject to submission of proof that vehicle is insured elsewhere at least for Liability Only cover and original certificate of insurance.

Return of the premium by the company will be subject to retention of the minimum premium of Rs.400/Rs.600 for two/three year policy respectively (or Rs.100/- in respect of vehicles specifically designed/modified for use by blind/handicapped/mentally challenged persons).

In case of total / constructive loss of insured vehicle policy will be cancelled and only third party premium for the full unexpired years shall be refunded.

Where the ownership of the vehicle is transferred, the policy cannot be cancelled unless evidence that the vehicle is insured elsewhere is produced.

Cancellation of only add on cover is not permitted.

Short period scale (for short period cover and cancellation):

Three Year Policy	
Period	% Premium Refund
<=3 month	70%
>3 month to- 6 month	65%
>6 month to 9 month	60%
>9month to 12 month	60%
>12 month to 15 month	55%
>15month to 18 month	50%
>18month to 21 month	50%
>21month to 24 month	45%
>24month to 27 month	40%
>27 month to 30 month	40%
>30	Nil
Two Year Policy	
<=3 month	70%
>3 month to- 6 month	65%
>6 month to 9 month	60%
>9month to 12 month	55%
>12 month to 15 month	50%
> 15month to 18 month	45%

Tata AIG brings to you add-on covers to enhance the coverage of your Long Term Two Wheeler Package Policy. Our value-added offering will give you extra assurance and peace of mind. Our various customized packages include add-on covers in addition to Long Term Two Wheeler Package Policy to provide you additional benefits.

**1. Depreciation Allowance
(IRDAN108RP0007V01201516/A0073V01201819)**

In this cover we will pay you the amount of depreciation deducted on the value of the parts replaced under own damage claim, under section I (own damage) of the policy. Claims under depreciation cover will be

limited to 2 claims per year during the policy period, however, additional number of claims can be covered by paying additional premium.

This cover is also available with deductible option of Rs. 250, Rs. 350 & Rs. 450 with suitable reduction in premium rate for vehicles up to age of 10 year.

2. Return To Invoice (RTI) (IRDAN108RP0007V01201516/A0074V01201819)

In this cover we will pay the financial shortfall between the amount you receive for loss or damage to the vehicle as confirmed in the invoice of sale OR current replacement price of new vehicle in case exactly same make / model is available, whichever is less under total loss. We will also pay the first time registration charges and road tax which was incurred by you on this two wheeler. This Add on cover will be available for the vehicle age up to 5 years.

Important exclusions:

- Total loss/CTL and theft claim is not valid and admissible under section 1 (own damage) of the policy.
- Final Investigation report in case of theft claim is not submitted to us.

3. Consumable Expenses (IRDAN108RP0007V01201516/A0024V01201920)

You are covered for consumables required to be replaced/replenished arising from an 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 and items of similar nature excluding fuel.

Key Exclusions:

- o Any consumable not associated with admissible Own Damage claim under section I (Own Damage) of the policy.
- o If the damages to the vehicle are not covered under section I (Own Damage) of the policy.

4. Additional Third Party Property Damage Cover (IRDAN108RP0007V01201516/A0026V01201920)

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 Rs15.lacs. This can be opted by you for any amount between Rs 50,000/- to Rs 15,00,000/- in a multiple of Rs 50,000/-

For example - If customer wishes to opt for Rs.2,50,000/- as total Third Party Property Damage cover then we will provide Rs.1,50,000/- as addon cover and rate will be charged for Rs.1,50,000/- only.

5. Additional Personal Accident cover to unnamed persons (IRDAN108RP0007V01201516/A0027V01201920)

In the unfortunate event of an accident resulting into death and injury to any person driving the insured vehicle or travelling as pillion or side car passenger, 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.1 lakh to Rs.15 lakhs in a multiple of Rs 50,000/-.

For example - If customer wishes to opt for Rs.2,50,000/- as total Personal Accident cover to unnamed passengers then we will provide Rs.1,50,000/- as addon cover and rate will be charged for Rs.1,50,000/- only.

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 Intentional self injury suicide or attempted suicide physical defect or infirmity

6. Emergency Medical Expenses (IRDAN108RP0007V01201516/A0025V01201920)

In the unfortunate event of an accident, we will reimburse emergency medical expenses incurred for the treatment of bodily injury/ies sustained by driver/ pillion riders/side car passengers in a Hospital / Nursing Home and reasonable Ambulance charges for shifting injured from the site of accident to the hospital/ nursing home.

The sum insured opted for this add-on can be any amount between Rs 25000/- to Rs 1,00,000/- in a multiple of Rs 5000/-

Special Conditions:

Claim under this benefit will be admissible, only if the injuries is/are 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 psychosomatic disorders whether caused or accentuated by accident or otherwise.
- 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
- Any expense arising or resulting from or traceable to intentional self injury, suicide or attempted suicide, physical defect or infirmity
- Any expense arising or resulting from or traceable to an accident happening whilst such person is under influence of intoxicating liquor or drugs

7. Long Term Two wheeler package policy Add on cover – Road Side Assistance (IRDAN108RP0007V01201516/A0075V01201819)

Tata AIG 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.

Salient Features & Benefits:

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

I. REPAIR AND TOWING ASSISTANCE –

- i. Service for Flat Tyre -You shall get assistance of Vehicle Technician to change the flat tyre.
 - Spare tyre available in your vehicle will be used –to replace the flat tyre.
 - In case spare tyre is not available in your vehicle, the flat tyre will be taken to nearest tyre repair shop for repairs and then reattached to vehicle.

Note- All incidental charges for transporting the tyre to repair shop and its repair cost shall be borne by you.

- ii. Flat Battery – Jump Start Service - You shall get assistance of Vehicle Technician to jump start the vehicle with appropriate means.

Note - Cost of battery replacement or any cost to obtain the battery including cost for charging of run down battery shall be borne by you.

- iii. Repair on the spot - You shall get assistance of Vehicle Technician to repair the vehicle in case of any minor mechanical/ electrical fault.

Note - Cost of material & spare parts (if required) to repair the vehicle and incidental conveyance charges to obtain the spare parts and material shall be borne by you.

- iv. Locked / Lost keys - If the keys of the vehicle are broken / lost / misplaced, the same shall be arranged for you from your residence provided distance between the vehicle & residence is less than 50 kms. In case of distance being more than 50 kms, keys shall be delivered by courier.

Note - In case of lost key situation, assistance would be provided in towing the vehicle to a nearest safe place.

- v. Fuel Support (Emergency Fuel Delivery) - You shall get assistance of Emergency Fuel (up to 5 ltrs on chargeable basis) in case your vehicle runs out of fuel.
- vi. Emergency Towing Assistance - You shall get Towing Assistance to the nearest garage within the radius of 100 Kms from the location of breakdown, if the event has happened either due to accident or due to some mechanical / electrical fault which cannot be repaired on the spot. Note - In case of distance to the garage is more than 100 kms from the location of break down, the additional cost shall be paid by you to the vendor's actual rates.
- vii. Towing in case of incorrect fuelling - You shall get Towing Assistance to the nearest garage within the radius of 100 Kms from the location of breakdown, if the event has happened due to incorrect fuelling.

Note - In case of distance to the garage is more than 100 kms from the location of break down, the additional cost shall be paid by you to the vendor's actual rates.

- II. BREAKDOWN SUPPORT OVER PHONE - You shall get assistance over phone for resolution of your problem.

Facilitate finding closest dealer - Contact details of the nearest dealer shall be provided to you upon your request.

Customer Conference calling - Conference call can be arranged with the garage / assistance company and insured for seamless and speedy services.

III. CONCIERGE SERVICES

- i. SMS Relays / Emergency Message Service • Assistance shall be provided to relay the urgent messages to a person of your choice.
- ii. Continuation / Return Journey (Taxi Support) - Assistance shall be provided for arrangement of alternate mode of transport (i.e. C Class vehicle i.e. Taxi which is widely used in automobile industry) to continue the journey or return to your home town, if the breakdown of your vehicle happens outside the municipal/ corporation limits of your home city and cannot be repaired on the same day.

Due to some constrains / geographical restrictions, if taxi is not available, you shall be provided with next best class of vehicle for your journey.

Note - 1. Fare for the journey will be borne by you and shall be paid directly to the vendor.

- 2. If you have opted for the sum insured - {(a) 1500/- (b) 2000/- (c) 2500/-} and reflected in the policy, we shall pay you up to the amount stated in your policy.

- iii. Hotel Accommodation - Assistance shall be provided for arrangement of Hotel accommodation near the location of event, if vehicle repair cannot be done on the same day.

Note. - 1. Fare of the Hotel stay will be borne by you and shall be paid directly to the vendor.

- 2. If you have opted for the sum insured {(a) 2500/- (b) 3500/- (c) 5000/-} and reflected in the policy, we shall pay you up to the amount stated in your policy.

- iv. Ambulance Arrangement - Assistance shall be provided for arrangement of ambulance (if required), if the breakdown of your vehicle happens outside the municipal/ corporation limits of your home city and cannot be repaired on the same day.

Note - Fare for the journey will be borne by you and shall be paid directly to the vendor.

- v. Medical Referral- You shall get assistance upon request on - contact details/ address/ name of physician/ hospitals/ clinics.

Note - Quality of medical services of the referred service providers cannot be guaranteed.

Important Note - We will make our best effort to provide you various services within 3 hours of reporting. However, as a rare chance you do not get the eligible assistance as mentioned above, you will be reimbursed the costs incurred for towing the insured vehicle to the nearest garage up to -

- Rs 2000/- per event for Towing
- Rs 250/- per event for other services

To avail this reimbursement, call at toll free number« » and obtain authorization prior to availing services.

LIMITATIONS

- 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:
- 3) 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.
- 4) loss of or damage to luggage or other personal effects that might occur during the services performance.
- 5) Vehicles should not be used for the purpose of racing, rallying, motor sports, or in any instance where the Vehicle is not being used /driven in accordance with applicable laws and regulations.
- 6) Not covered events: Any service not covered here, if provided shall be at your own expense..
- 7) Load carried in the vehicle such as boats, motor vehicles, gliders, or animals (horses, cattle...), merchandise, perishable goods, research and scientific equipment, building equipment, furniture, etc. shall not be transported.
- 8) You can avail of these services for maximum of 4 times during the course of the policy period.

Cancellation:

Policy contains following cancellation condition.

The Company may cancel the policy by sending fifteen days notice by recorded delivery to the insured at insured's last known address on the grounds of misrepresentation, fraud, non- disclosure of material facts or non-cooperation. In the event of cancellation of this policy on the grounds of mis- representation, fraud, non-disclosure of material facts, the policy shall stand cancelled ab- initio and there will be no refund of premium. In the event the policy is cancelled on the grounds of non-cooperation of the insured then the premium shall be computed and retained in accordance with company's short period rate for the period the Policy has been in force.

The policy may be cancelled at any time by the insured on fifteen days notice by recorded delivery and provided no claim has arisen during the currency of the policy, the insured shall be entitled to a return of premium less premium at the Company's Short Period rates for the period the Policy has been in force.

Return of the premium by the company will be subject to retention of the minimum premium of Rs.400/Rs.600 for two/three year policy respectively (or Rs.100/- in respect of vehicles specifically designed/modified for use by blind/handicapped/mentally challenged persons).

In case of total / constructive loss of insured vehicle policy will be cancelled and only third party premium for the full unexpired years shall be refunded.

Where the ownership of the vehicle is transferred, the policy cannot be cancelled unless evidence that the vehicle is insured elsewhere is produced.

- Cancellation of only add on cover is not permitted.

RENEWAL & CANCELLATION OF THEAIIID QN COVER: The above Add on covers are part of Auto Secure Two Wheeler Package Policy. Hence, conditions of the main policy will be applied for add on covers.

How do you lodge a claim with US?

You need to first report the claim in case of an unfortunate accident. We offer you convenient and multiple ways to do that:

Call us at our 24*7 Helpline 1800 266 7780

Or SMS 'CLAIMS' to 5616181

Or Email- customersupport@tata-aig.com

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. Do refer to the intimation cum preliminary claim form for more details required.

Our regional contact numbers:

Delhi: 011 66603500; Mumbai: 022 66939500; Bangalore: 080 66500001; Pune: 020 66014156; Chennai: 044 66841050; Hyderabad: 040 66629882; Ahmedabad: 079 66610201; Kolkata: 033 64509767

What are the documents required for smooth processing of your claim?

- Intimation cum Preliminary Claim form.
- In case of theft, third party property damage or bodily injury claims, file a FIR with the police.
- Policy Document.
- Self Certified Copies of Registration Certificate of vehicle & Driving License
- Original Hospital Bills/ Cash Memos/ Receipts of all medical expenses incurred for treatment of injury.
- Discharge Summary if there is hospitalization.
- All the medical papers (Doctors Prescription)

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

IRDA REGULATION NO 5: This policy is subject to regulation 5 of IRDA (Protection of Policyholder's Interests) Regulation.

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.

"Insurance is the subject matter of the solicitation". For more details on benefits, exclusions, limitations, terms & conditions, please refer sales brochure/ policy wordings carefully, before concluding a sale.

Commencement of risk cover under the policy is subject to receipt and realization 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 | Email: customersupport@tataaig.com | Website: www.tataaig.com
IRDA of India Registration No: 108 | CIN:U85110MH2000PLC128425
Long term Two Wheeler Package Policy UIN: IRDAN108RP0007V01201516