

Customer Information Sheet

This document provides only key information about your policy. Please refer to the policy document for detail terms and conditions.							
Sl. No.	Title	Description (Please refer to applicable Policy Clause number in next column)				Policy / Clause Number	
1	Product Name	Motor Trade - Internal Risk Only Policy				Header in all pages	
2	Unique Identification Number (UIN) allotted by IRDAI	IRDAN123RP0010V02100001				Header in all pages	
3	Structure	Section I - Loss or damage to the vehicle insured: Indemnity Section II - Liability to Third Parties (TP) Personal Liability: Indemnity Property damage: Indemnity					
4	Interest Insured	This is a comprehensive product which offers insurance coverage to your vehicle). The details of the insured vehicle mentioned below is also available in the policy schedule.				As per policy Schedule cum certificate of Insurance	
		Regn. No.	Make	Model	Variant		Year of manufacturing
		As per Motor Vehicle Act 1988, it is compulsory for vehicle owners to purchase atleast Third party liability insurance cover before operating their vehicles on Road.					
5	Motor Insured Declared Value Scope	<div>Section I – Damage Indemnity basis - Limits of liability as declared by Insured.</div> <div>Section II - Limit of liability for TP property damage and personal injuries: 1. For damages to property of the third party – The Company will pay all costs and expenses incurred with its written consent. 2. For Personal injuries of Third party Death / bodily injury –Section 147 (1) In order to comply with the requirements of this Chapter, a policy of insurance must be a policy which - (a) Is issued by a person who is an authorised insurer, and (b) Insures the person or classes of persons specified in the policy to the extent specified in subsection (2)--- (i) Against any liability which may be incurred by him in respect of the death of or bodily injury to any person including owner of the goods or his authorised representative carried in the motor vehicle or damage to any property of a third party caused by or arising out of the use of the motor vehicle in a public place; (ii) Against the death of or bodily injury to any passenger of a transport vehicle, except gratuitous passengers of a goods vehicle, caused by or arising out of the use of the motor vehicle in a public place. 3. In the event of death of the insured the Company will in respect of the liability incurred by him indemnify his legal personal representatives in terms of and subject to the limitations to the policy provided that such representatives shall as though they were the insured observe fulfill and be subject to the terms exceptions and conditions of this policy in so far as they can apply.</div>				Section I - Damage.	
						Section II - Liability Third Parties	

Customer Information Sheet

This document provides only key information about your policy. Please refer to the policy document for detail terms and conditions.									
Sl. No.	Title	Description (Please refer to applicable Policy Clause number in next column)	Policy / Clause Number						
6	Policy Coverage	<table><tr><th>Coverages</th><th>Policy period</th></tr><tr><td>Subject to the Limits of liability the Company will indemnify the insured against damage to any insured vehicle (including its accessories whilst thereon) the property of the insured or any member of the insured's family or household caused by accidental, external and visible means and occurring in or on the premises.</td><td>As per Policy schedule</td></tr><tr><td>Subject to the Limits of liability as laid down in the Schedule hereto the Company will indemnify the insured against all sums including claimant's costs and expenses which the insured shall become legally liable to pay in respect of 1) accidental death of or bodily injury to any person other than a person in the insured's service or a member of the insured's family or household. 2) accidental damage to (a) any insured vehicle (including its accessories whilst thereon) held in trust by or in the custody or control of the insured. (b) other property not being property belonging to or held in trust by or in the custody or control of the insured. occurring in on or about the premises through the negligence of the insured or any person in the service of or acting on behalf of the insured or by or through any defect in</td><td>As per Policy schedule</td></tr></table>	Coverages	Policy period	Subject to the Limits of liability the Company will indemnify the insured against damage to any insured vehicle (including its accessories whilst thereon) the property of the insured or any member of the insured's family or household caused by accidental, external and visible means and occurring in or on the premises.	As per Policy schedule	Subject to the Limits of liability as laid down in the Schedule hereto the Company will indemnify the insured against all sums including claimant's costs and expenses which the insured shall become legally liable to pay in respect of 1) accidental death of or bodily injury to any person other than a person in the insured's service or a member of the insured's family or household. 2) accidental damage to (a) any insured vehicle (including its accessories whilst thereon) held in trust by or in the custody or control of the insured. (b) other property not being property belonging to or held in trust by or in the custody or control of the insured. occurring in on or about the premises through the negligence of the insured or any person in the service of or acting on behalf of the insured or by or through any defect in	As per Policy schedule	Section I – Damage
		Coverages	Policy period						
		Subject to the Limits of liability the Company will indemnify the insured against damage to any insured vehicle (including its accessories whilst thereon) the property of the insured or any member of the insured's family or household caused by accidental, external and visible means and occurring in or on the premises.	As per Policy schedule						
Subject to the Limits of liability as laid down in the Schedule hereto the Company will indemnify the insured against all sums including claimant's costs and expenses which the insured shall become legally liable to pay in respect of 1) accidental death of or bodily injury to any person other than a person in the insured's service or a member of the insured's family or household. 2) accidental damage to (a) any insured vehicle (including its accessories whilst thereon) held in trust by or in the custody or control of the insured. (b) other property not being property belonging to or held in trust by or in the custody or control of the insured. occurring in on or about the premises through the negligence of the insured or any person in the service of or acting on behalf of the insured or by or through any defect in	As per Policy schedule								
Section II - Liability to Third Parties									
7	Add-on Covers	Add-on covers not applicable for Trade policies.							
8	Loss Participation	1. Compulsory deductible:- Compulsory Deductible is applicable only for Section-I of the Policy. A deductible is the amount that you have to pay per claim before we pay for the rest. The deductible for Trade Vehicles: - Rs.50/-for twowheelers and Rs.500/- for others.	As mentioned in policy schedule						
9	Exclusions	<u>Section I - Loss or damage to the vehicle insured</u> The Company shall not be liable to pay (a) for loss of use, depreciation, wear and tear, mechanical or electrical breakdown, failures or breakages. (b) for damage to tyres by application of brakes or by punctures, cuts or bursts	Section I – Damage						
		GENERAL EXCEPTIONS (Applicable to all Sections of the Policy) The Company shall not be liable under this Policy in respect of (a) any accidental loss damage and/or liability directly or indirectly proximately or remotely occasioned by contributed to by or traceable to or arising out of or in connection with flood typhoon hurricane volcanic eruption earthquake or other convulsion of nature invasion the act of foreign enemies hostilities or warlike operations (whether war be declared or not) civil war, riot strike mutiny rebellion revolution insurrection military or usurped power or by any direct or indirect consequences of any of the said occurrences and in the event of any claim hereunder the insured shall prove that the accidental loss damage and/or liability arose independently of and was in no way connected with or occasioned by or contributed to by or traceable to any of said occurrences or any consequence thereof and in default of such proof the Company shall not be liable to make any payment in respect of such a claim. (b) damage to property caused directly or indirectly by fire or explosion (c) any consequence of burglary housebreaking or theft or any attempt thereat (d) damage to property sustained while it is being worked upon and directly resulting from such work	General Exceptions						

Customer Information Sheet

This document provides only key information about your policy. Please refer to the policy document for detail terms and conditions.						
Sl. No.	Title	Description (Please refer to applicable Policy Clause number in next column)	Policy / Clause Number			
		<p>(e) any defective workmanship</p> <p>(f) death injury or damage caused by or through any demolition or of structural alteration or addition to the premises or by or through the installation of any equipment</p> <p>(g) death injury or damage caused by or through or in connection with the use by the insured of power driven cranes elevators lifts or hoists other than car hoists having a lift not exceeding 6 feet or its equivalent</p> <p>(h) any liability which attached by virtue of an agreement but which would not have attached in the absence of such agreement.</p> <p>(i) death injury or damage resulting from the driving elsewhere than in or on the premises of any vehicle by the insured or any person in the service of or acting on behalf of the insured</p> <p>(j) damage to any motor vehicle or its accessories caused by weather conditions</p> <p>(k) (i) any accidental loss or damage to any property whatsoever or any loss or expense whatsoever resulting or arising there from or consequential loss</p> <p>(ii) any liability of whatsoever nature directly or indirectly caused by or contributed to by or arising from ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel. For the purposes of this exception combustion shall include any self-sustaining process of nuclear fission.</p> <p>(l) any accidental loss damage or liability directly or indirectly caused by or contributed to by or arising from nuclear weapons material.</p>				
10	Special conditions and warranties if any	<p>Warranty:-</p> <p>1. It is hereby warranted the coverage under this Policy commences only from the Risk Start time and Date as mentioned in the Policy schedule. No Liability shall attach under this Policy in respect of any Accident/Loss prior to the time and date of commencement of Period of Insurance.</p> <p>Special conditions:</p> <p>1. The insured shall use care in the selection of competent employees and shall take all reasonable steps to safeguard from damage the property in respect of which indemnity is hereby granted and to maintain the premises in good repair and the Company shall have free access at all reasonable times to the premises and to examine by their authorized representative any vehicle insured hereunder.</p> <p>2. The first premium and all renewal premiums that may be accepted are to be regulated partly upon the amount of wages salaries and other earnings paid by the insured to employees during each period of insurance. The name of every employee together with the amount of wages salaries and other earnings shall be properly recorded and the insured at all times allow the Company to inspect such records and shall supply the Company with a correct account of all such wages salaries and other earnings paid during any period of insurance within one month from the expiry date of such period of insurance. If the amount so paid shall differ from the amount on which premium has been paid the difference in premium shall be met by a further proportionate payment to the Company or subject to the Company's usual scale of minimum premium by a refund by the Company as the case may be. In the event of any extension or alteration of the premises during the currency of this Policy the insured shall immediately notify the Company thereof and shall pay to the Company any adjusted premium required in respect of such extension or alteration.</p> <p>3. The policy may be cancelled at any time by the insured for any reason by informing the Company. The Company can cancel the policy only on the grounds of established fraud, by sending seven days' notice by recorded delivery to the insured at insured's last known address. In the event of cancellation, the Company will</p> <p>i) Refund proportionate premium for unexpired policy period, provided there is no claim (s) made during the policy period.</p> <p>ii) However under no circumstances, the company can cancel the Motor Third Party Liability Section except in case of double insurance or Total Loss of the insured vehicle.</p> <p>a. In the event of cancellation due to double insurance, the refund of premium (OD+TP) will be as follows provided there is no claim:-</p> <table><tr><td>1.</td><td>If double insurance (both policies) is with Chola MS</td><td>100% refund in the policy commencing later (Risk start date (RSD) is later)</td></tr></table>	1.	If double insurance (both policies) is with Chola MS	100% refund in the policy commencing later (Risk start date (RSD) is later)	Conditions
1.	If double insurance (both policies) is with Chola MS	100% refund in the policy commencing later (Risk start date (RSD) is later)				

Customer Information Sheet

This document provides only key information about your policy. Please refer to the policy document for detail terms and conditions.					
Sl. No.	Title	Description (Please refer to applicable Policy Clause number in next column)			Policy / Clause Number
			2.	<div><div>If double insurance where one policy is with Chola MS</div><div><ul style="list-style-type: none">100% refund under Chola MS policy if policy is commencing later (RSD is later)If Chola MS policy is commencing earlier (RSD) and is requested to be cancelled, premium will be refunded proportionately for the unexpired policy period</div></div>	
		<div><div><div>b. In the event of a `cash-loss settlement` for Total Loss of the insured vehicle, the insurer is entitled to cancel the Own Damage insurance effective the date of damage. Additionally the insurer can cancel the statutory Motor Third Party Liability Insurance Policy after requiring the Policyholder to either cancel the road registration of the wreck and submit documentary evidence in original thereof or alternatively evidence in original a statutory Motor Third Party liability insurance policy covering the wreck effective the date of damage.</div></div><div><div>4. <u>Multiple policies involving Bank or other lending or financing entity</u></div><div>If at the time of occurrence of an event that gives rise to any claim under this policy, if it is found that there is more than one Insurance Policy issued to the insured covering the same insured vehicle, the insurer will not apply Contribution clause.</div></div><div><div>5. The due observance and fulfilment of the terms conditions and endorsements of this 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 answers in the said proposal shall be conditions precedent to any liability of the Company to make any payment under this policy.</div></div></div>			
11	Admissibility of Claim	<div><div>1. <u>Admissibility of Claim:-</u></div><div>A claim under the Motor Insurance policy becomes admissible if</div><div><div><div>✓ The loss or damage to the vehicle insured is due to accidental collision, or due to natural disasters as mentioned in Section-I or theft or Fire.</div><div>✓ The policy of insurance is in force at the time of accident</div><div>✓ The driver at the time of accident is not under the influence of drugs/alcohol and holds a valid driving license.</div><div>✓ Complying all other requirements in accordance with the Motor Vehicle Act 1988 and as amended 2019.</div><div>✓ There shall be no breach of policy terms and conditions.</div></div></div><div><div>2. <u>Denial of claims:</u></div><div>We have mentioned below few instances in consequence of which a claim may be denied under the policy.</div><div><div>a) Claims arising as a result of gross negligence will be rejected. Some examples are as follows:-</div><div><div><div>• Keys Left in the vehicle</div><div>• Theft due to giving Lift to unknown persons</div><div>• No precautionary measure to Safeguard the vehicle when left abandoned / un attended by insured / driver / users of vehicle at the time of theft loss..</div><div>• Driver/employees willful act(sec-406)</div></div></div><div><div>b) If Fraudulent means are adopted for settlement of claim.</div><div>c) If the vehicle insured is used for Commercial purpose</div><div>d) If the insured /driver / user does not hold an effective driving license at the time of the accident and is disqualified from holding or obtaining such a license.</div><div>e) If the vehicle is driven before the necessary repairs are effected. Any extension of the damage or any further damage to the vehicle insured will be entirely at the insured's own risk.</div><div>f) Cause of loss is not covered under the standard policy conditions. E.g. Mechanical failure / Wear & Tear / Rusted / Corrosions / accumulated / multiple scratches & damages / cosmetic loss / damages. For E-vehicles- Insured vehicle should run min kms as per the OEM guidelines for claiming battery damages/failures.</div></div></div></div></div>			

Customer Information Sheet

This document provides only key information about your policy. Please refer to the policy document for detail terms and conditions.					
Sl. No.	Title	Description (Please refer to applicable Policy Clause number in next column)	Policy / Clause Number		
12	Policy Servicing - Claim Intimation and Processing	Policy Servicing: For queries related to policy / claim servicing, please contact us at our Toll free number 1800 208 5544 or write to us at customercare@cholams.murugappa.com .			
		Claim Intimation can be given by insured : - ✓ in writing by post to the below mentioned address or Cholamandalam MS General Insurance Company Limited, Hari Nivas Towers, Thambu Chetty Street, Chennai – 600 001. ✓ by mail to customer.services@cholams.murugappa.com or ✓ by clicking web link @ customerportal.cholainsurance.com or ✓ contact our toll free number @1800 208 5544			
		<u>Details of OD Claims procedure (Processing)</u> <u>Cashless:</u> 1. Spot Survey: - Spot survey is compulsory for major loss, fire loss / Catastrophe loss / TP involved cases to assess the nature and extend of loss and assessment of damages. During the spot survey, the customer is expected to keep the following documents ready with him:- a. Registration Certificate of the Vehicle b. Driving License of the Driver 2. List of claim Documents to be submitted by the insured: - 1. Claim Form detailing the damage of the insured vehicle 2. Driving license 3. Fitness 4. FIR 5. Un traced report 6. Fire brigade report 7. Post Mortem Report 8. Books of accounts 9. Repair / replacement bill 10. Any other documents directly related to claim settlement 11. Accident details including the names of the injured person if applicable 3. Insurer appoints the Surveyor and obtains the survey report. <u>Cash loss Settlement:</u> 4. If the vehicle is repaired at the network garages with whom Chola MS had tied up PAN India, the insured need not pay the amount for repairs from his pocket excluding depreciation, non-accident related portion repair and policy excess as applicable. 5. Re-inspection is to be done to ensure whether repairs are duly completed and certify road worthy conditions. 6. The insurance claim amount will be paid by Chola MS directly to the network garage. <u>Reimbursement:</u> Sl. No.1,2,3 mentioned in cashless will be applicable 4. If the vehicle is repaired at a workshop/garage which is recommended by the insured and not in the network garage list of the insurer, the cost of repairs will be borne by the insured. 5. Re-inspection is to be done to ensure whether repairs are duly completed and certify road worthy conditions. 6. The Claim amount will be reimbursed to insured through NEFT transfer. <u>TAT (Turnaround time for settlement of claim)</u> <table><tr><td>Initial Survey</td><td>Within 24 hours from the time of intimation of claim to Chola MS</td></tr><tr><td>Obtaining Survey report by Chola MS</td><td>Within 15 days of allocation</td></tr></table>	Initial Survey	Within 24 hours from the time of intimation of claim to Chola MS	Obtaining Survey report by Chola MS
Initial Survey	Within 24 hours from the time of intimation of claim to Chola MS				
Obtaining Survey report by Chola MS	Within 15 days of allocation				

Customer Information Sheet

This document provides only key information about your policy. Please refer to the policy document for detail terms and conditions.			
Sl. No.	Title	Description (Please refer to applicable Policy Clause number in next column)	Policy / Clause Number
		<p>Approval /Rejection of Claim after receiving first/addendum survey report</p> <p>With 7 days from the date of receipt of Survey Report with all relevant claim documents.</p> <p>Escalation Matrix</p> <p>Please contact us at our Toll free number 1800 208 5544 or write to us at customer@cholams.murugappa.com.</p> <p>TP Claims process</p> <p><u>Claim can be also be intimated to us by the following apart from insured</u></p> <ol style="list-style-type: none"> 1. DAR (Detailed Accident report) by Police Authorities 2. MACT Court / Labour Court by Notice by Claimant – The person who can file a claim for hospitalization expenses, in case of accidental injury, permanent total or partial disability and loss of income ie., if the person is unable to earn due to bodily injury. <p>A. <u>List of claim Documents to be submitted</u> :-</p> <ol style="list-style-type: none"> 1. Claim Form 2. Driving license 3. Fitness 4. FIR, Police Panchanama, Police charge sheet 5. Post Mortem Report 6. MLC/AR (Medico Legal certificate / Accident Register) 7. MVI (Motor Vehicle Inspection Report) 8. Repair / replacement bill 9. Permit/Route Permit 10. Any other documents directly related to claim settlement 11. Accident details including the names of the injured person <p><u>Documentation to be submitted by claimant:-</u></p> <p>The claimant should gather and document evidence to support the claim - like photographs, Police reports, medical records, Employment/income proof of injured/deceased third party, Age proof of victim/claimant or any other relevant information that substantiates the damages or injuries suffered. In case of property damage one will need original bills, estimate and final repair bills and surveyor's report wherever applicable to estimate the loss.</p> <p><u>Claim Processing:</u></p> <p>B. <u>Investigation and Evaluation:</u></p> <p>We will investigate the claim to assess its validity and the extent of the damages. We may also conduct interviews with the claimant, witnesses, or involved parties. Based on the investigation, we will evaluate the claim and determine the appropriate compensation amount.</p> <p><u>Settlement or Adjudication:</u></p> <p>Once the evaluation is complete, we may offer a settlement to the claimant before Tribunal. If both parties agree before the Tribunal on the settlement amount, the claim is resolved amicably. In case where an amicable settlement could not be arrived at, the claim may proceed before Tribunal / Court which will be decided on merits of the case.</p>	

Customer Information Sheet

This document provides only key information about your policy. Please refer to the policy document for detail terms and conditions.			
Sl. No.	Title	Description (Please refer to applicable Policy Clause number in next column)	Policy / Clause Number
13	Grievance Redressal and Policyholders Protection	<p>If You have a grievance about any matter relating to the Policy, or Our decision on any matter, or the claim, You can address Your grievance as follows:</p> <p>1. Our Grievance Redressal Officer You can send Your grievance in writing by post or email to Our Grievance Redressal Officer at the following address or call our Toll Free @1800 208 5544: Courier/Post : Manager, Customer Care Cholamandalam MS General Insurance Company Limited, Hari Nivas Towers First Floor, #163, Thambu Chetty Street, Parry's Corner, Chennai - 600 001. E-Mail : customercare@cholams.murugappa.com</p> <p>You may also approach the grievance cell at any of the company's branches with the details of grievance. If You are not satisfied with the redressal of grievance through one of the above methods, You may contact the grievance officer at GRO@cholams.murugappa.com. For details of grievance officer, kindly refer the link www.cholainsurance.com.</p> <p>2. Insurance Ombudsman If You are still not satisfied with the redressal of grievance through above methods, You may also approach the office of Insurance Ombudsman of the respective area/region for redressal of grievance as per Insurance Ombudsman Rules 2017. Details of the offices of the Insurance Ombudsman are available at IRDAI website www.irdai.gov.in or General Insurance Council website https://www.cioins.co.in/ombudsman or on company website www.cholainsurance.com. Grievance may also be lodged at IRDAI Integrated Grievance Management system https://policyholder.gov.in/igms-complaint-logging.</p> <p>3. Consumer Affairs Department of IRDAI a. In case if the grievance is not resolved within 15 days or if You are unhappy with the resolution You can approach the Grievance Redressal Cell of the Consumer Affairs Department of IRDAI by calling Toll Free Number 155255 (or) 1800 4254 732 or sending an e-mail to complaints@irdai.gov.in. You can also make use of IRDAI's online portal – Bima Bharosa Portal by registering Your complaint at igms.irda.gov.in. b. You can send a letter to IRDAI with Your complaint on a Complaint Registration Form available by clicking here. You must fill and send the Complaint Registration Form along with any documents by post or courier to General Manager, Insurance Regulatory and Development Authority of India (IRDAI), Consumer Affairs Department - Grievance Redressal Cell, Sy.No.115/1, Financial District, Nanakramguda, Gachibowli, Hyderabad - 500032. c. You can also visit the portal https://www.policyholder.gov.in for more details.</p>	
14	Obligations of Policyholder	<p><input type="checkbox"/> Insured to disclose all material information (such as Details about the Vehicle - Registration No., Make, Model, Variant, Year of manufacturing, Engine No., Chassis No., place of registration, Financier and nominee details, add-on covers required) at time of filling the proposal form.</p> <p><input type="checkbox"/> In case of any change / modification / addition to the already declared information the same should be brought to the notice of the insurer immediately</p> <p><input type="checkbox"/> Non-disclosure of material information may affect the claim settlement.</p> <p><input type="checkbox"/> NCB under this Policy is based on representation regarding NCB and absence of claim under the previous Policy. If the information be found incorrect or false in any aspect, this Policy shall be void ab initio and no benefit shall be payable by the company.</p> <p><input type="checkbox"/> This policy has been issued upon declaration by the Insured that a valid Pollution Under Control (PUC) Certificate is held on the date of commencement of the Policy. The insured undertakes to renew and maintain a valid and effective PUC and/or fitness Certificate, as applicable, during the subsistence of the Policy</p>	

Declaration by the Policyholder:

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

Place:

Date:

(Signature of the Policyholder)

Note:

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