

Transporter's Legal Liability Insurance

Policy Wordings

WHEREAS the Insured named in the Schedule hereto carrying on the business of Common Carriers and none other for the purpose of this insurance has by a proposal and declaration applied to **Cholamandalam MS General Insurance Co Ltd** (hereinafter called "the Company") for the insurance hereinafter set forth and has paid or agreed to pay to the Company the premium, set out in the Schedule as consideration for such Insurance for the period stated in the Schedule.

COVERAGE

Subject to the limits, exclusions and conditions or other terms contained herein or endorsed here on the Company hereby agrees to **indemnify** the Insured against his/its **legal liability** for actual physical loss of or damage to **Goods** whilst being transported in India by a **Vehicle** specified in the Schedule by the Insured under a contract of carriage in writing **Provided,**

a) such loss or damage is directly caused by fire or accident to the carrying Vehicle stated in the Schedule during the Period of Insurance and within the Duration stipulated hereunder, on account of negligence of the Insured or negligence or criminal act of his employees or servants,

and

b) the **Vehicle** is damaged by such fire or accident and a claim in respect thereof is admitted under the Motor Insurance Policy covering the same.

The indemnity shall include costs and expenses that may be incurred with the written consent of the Company by the Insured in defending a claim against it in connection with the loss or damage to Goods.

DURATION

The Cover shall apply only to fire or accident occurring during or after loading of the Goods on the Vehicle at the point of origin and until unloading of the same at the destination named in the contract of carriage or expiry of 4 days after the first arrival of the Vehicle at the city or town of such destination, whichever may first occur.

LIMIT

The indemnity under this Policy shall not exceed;

a) the **Per Event sum** stated against AOA (Any One Accident) in the Schedule for all loss/damage in respect of a fire or accident or series of fires or accidents, arising out of any one event or occurrence and

b) in no case exceed the **Total Sum Insured** stated against AOY (Any One Year) in the Schedule in respect of all loss or damage occurring during the period of this insurance.

The Insured shall bear the amount stated as Deductible in the Schedule which shall be deducted out of any admissible claim.

EXCLUSIONS

The Company shall not in any circumstances be bound to indemnify under this Policy in respect of:

1. Liability for loss or damage to Goods due to accident occurring beyond the Period of Insurance and Duration of insurance stipulated herein
2. Liability for death/injury/property damage under Motor Vehicles Act arising out of use of the Vehicle or liability of any other nature whatsoever except in respect of Goods as per terms of Coverage clause stipulated herein.
3. Liability undertaken by the Insured by contract or agreement unless such liability would have arisen and the Insured would have been liable at law governing the carriage notwithstanding such agreement.
4. Liability in respect of damage to Goods belonging to or in the custody or control of the Insured or any servant, agent or sub-contractor of the Insured or to any other party, except those being transported by the Insured under a contract of carriage issued by it in its standard form.
5. Liability for loss or damage to Goods directly or indirectly arising from:
 - a. Inherent defect or vice, including insects, moth, vermin, mildew, mould, damp, wear and tear, deterioration, spontaneous combustion or decay of perishable Goods.
 - b. Depreciation, delay, loss of market, or any action including confiscation by a lawful or any Public Authority
 - c. Consequential Loss arising from loss or damage to Goods.
 - d. War (whether declared or not), act of foreign enemy, hostilities, civil war, rebellion, mutiny, insurrection or usurped power, civil commotion, act of God,
 - e. ionizing radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel or from nuclear weapons material.
 - f. any change in Law after issue of this insurance
 - g. refusal on the part of Government, Government Agency or other competent authority to grant any necessary permit, License or sanction or deciding to revoke or qualify any such permit.
 - h. strikes or riots or Terrorism
 - i. Contraband or Goods which are being smuggled or otherwise transported illegally.

CONDITIONS

General

1. This Policy shall be void in the event of misrepresentation or non-disclosure of material particulars.
2. No waiver of any terms, provisions, conditions and endorsements of this Policy or renewal thereof shall be valid unless made in writing signed by an authorized official of the Company.
3. No alteration in the terms of this Policy, or any endorsement therein, will be valid unless the same is signed or initialed by an authorized representative of the Company.
4. Every notice or communication to the Company shall be in writing and sent to the office of the Company from which this Policy was issued.
5. The due observance and fulfilment of the terms, conditions and endorsements of this Policy by the Insured and/or his agents or servants insofar as they relate to anything to be done or complied with by the Insured, shall be condition precedent to liability of the Company to make any payment under this Policy.
6. If a claim be made by or on behalf of the Insured which shall be in any respect unsound or fraudulent or intentionally exaggerated or if any false declaration or statement be made in support thereof no claim shall be recoverable hereunder.

Duties of Insured

7. It is the duty of the Insured and its employees/agents in all circumstances, to act with reasonable dispatch and take such measures as may be necessary for the purpose of averting or minimizing a loss.
8. The Insured shall always ensure that all rights against bailees, or other third parties are properly preserved and exercised as a condition precedent to claim under this Policy.
9. The Insured shall at all times exercise necessary care to ensure that
 - A) only competent employees and agents are employed to handle the Goods and the Vehicles; ,
 - B) the Vehicles and their accessories and fittings are maintained in sound roadworthy condition and are fit for the purpose for which they are used;
 - C) all statutory requirements including Rules and Regulations imposed by any public authority are duly observed and complied with in respect of use of the Vehicle and carriage of the Goods.

10. The details of all contracts of carriage issued, freight earned and of all vehicles employed or utilized shall be properly recorded and the Insured shall at all times allow the Company to inspect such account and records and furnish copies as may be required by the Company
11. The Insured shall maintain written record at each of its depots or delivery stations of the condition and nature of Goods received in an apparently damaged condition immediately at the time of such receipt.

Claims

12. Upon the happening of any event or occurrence giving rise or likely to give rise to a claim under the Policy the Insured shall:
 - i. Give immediate notice to the Company in writing of the same and shall without any delay and at his/its own expense, furnish all such information, explanation, vouchers, proof and such other evidence to substantiate the claim as may be reasonably required by the Company.
 - ii. Take effective and immediate action against person or persons responsible for the occurrence resulting in the loss or damage to the Goods and recover the same.
 - iii. Take steps to secure the Goods from further loss/damage.

Failure of the Insured to comply with the above shall discharge the Company from liability towards loss or damage arising out of such event.

Documents required for Claim processing:

- a. Claim form,
 - b. Detailed note on the event leading to the loss,
 - c. Any Legal notice / summon received from the aggrieved party,
 - d. Defence initiated from your end, if so what are the grounds,
 - e. KYC documents PAN, ROC certificate, Aadhar, GST Registration Cert Etc.,
 - f. What are the preventive measures initiated to avoid recurrence,
 - g. Any other Document
 - h. **Turn Around Time** for claims settlement is 7 Days from receipt of Award / Last Document
13. Any notice of claim or proceeding against the Insured for loss or damage to Goods in circumstances covered by this Policy shall be immediately intimated in writing to the Company.
 14. No admission, offer, promise, payment or indemnity shall be made or given by or on behalf of the Insured in respect of any claim made or likely to be made under this Policy, without the prior written consent of the Company.
 15. The Company may in its sole discretion, have the right to take over and conduct in the name of the Insured the defence or settlement of any claim against the Insured or to prosecute in the name of the Insured any claim for recovery of loss incurred under this Policy from any third party who may be liable to the Insured. The Company shall have the full discretion in the conduct of such proceedings including settlement thereof and in such event the Insured shall provide all necessary information, assistance and support as the Company may require in that behalf. The obligation of the Insured shall include attendance at hearings, trials, tendering oral and documentary evidence, securing the attendance of witnesses and in such

manner as may be necessary for effective defence, settlement or prosecution by the Company.

Subrogation

16. Upon settlement of a claim, the Company shall be entitled to subrogation of rights and remedies that the Insured may have against any other party in respect of the loss or damage to Goods.

Contribution

17. If in respect of any liability covered by this Policy there is any other insurance covering the same liability of the Insured, the Company shall not be liable to pay or contribute more than a rateable proportion of such liability. This Condition shall apply notwithstanding the existence of any clause or condition of non-contribution or non-participation in the other insurance Policy or cover.
18. **Multiple policies involving Bank or other lending or financing entity** - If at the time of any claim, in case there is more than one Insurance Policy issued to the insured covering the same risk, the insurer will not apply Contribution clause. Underinsurance will be applied on an overall basis taking into consideration the sum insured under all policies and comparing it with the value at risk.

Renewal

19. This policy may be renewed by mutual consent.
20. No payment of any premium shall be deemed to be payment to the Company unless a printed form of receipt signed by an official or duly authorized Representative of the Company shall have been issued thereof.

Cancellation

21. The insured can cancel the policy at any time during the term, by informing the Company. The Company can cancel the policy only on the grounds of established fraud, by giving minimum notice of 7 days to the insured.
22. The company shall refund proportion premium for unexpired policy period, if the term of the policy is up to one year and there is no claim(s) made during the policy period.
23. The Policy shall also stand cancelled with immediate effect if:
- i. The laws relating to carriage of Goods are altered in any way
 - ii. Any change occurs in the ownership or management of the Insured or the area of Operation
 - iii. Any material change occurs in the information provided in the proposal form unless such change or alteration is brought to the notice of the company in advance and revised terms and premium required by the Company are agreed to and paid.

- iv. In the event of such cancellation after a claim has arisen during the current Policy period no refund of premium shall be made. In the event of such cancellation and no claim having arisen prior to the date of cancellation, pro-rata refund of premium for complete unexpired months shall be allowed.

Disclaimer

It is hereby further expressly agreed and declared that if the Company shall disclaim liability to the Insured for any claim hereunder, and such claim shall not within 12 calendar months from the date of such disclaimer have been made the subject matter of any suit or proceeding in a Court of Law or other forum having jurisdiction, then the claim shall for all purposes be deemed to have been abandoned and shall not thereafter be recoverable thereafter.

Grievances

In case of any grievance the insured person may contact the company through

WEBSITE: www.cholainsurance.com

Toll free: 1800 208 9100

E-MAIL: customercare@cholams.murugappa.com

Courier: Manager, Grievance Cell,
Chola MS General Insurance Company Limited,
Hari Nivas Towers First Floor,
#163, Thambu Chetty Street,
Parry's Corner, Chennai - 600 001

Procedure of Grievance Redressal

- Please write to customercare@cholams.murugappa.com to register your complaint.
- On lodging the complaint, a complaint reference number will be provided. An acknowledgement will also be sent with the details of turnaround time for resolution and complaint registration details.
- In case you are not happy with the resolution provided or delay of greater than 7 working days, you may follow the below escalation matrix.

Escalation Matrix

- In case you are dissatisfied with the response or have not received a response, you may escalate the same to our Nodal Officer - Nodalescalation@cholams.murugappa.com (Quoting the previous Service request number)
- In case you are still unhappy with the response or have not received a response within 7 working days, you may escalate the same to our Chief Grievance Officer - GRO@cholams.murugappa.com (Quoting the previous Service request number)
- If after having followed the above steps and your issue still remain unresolved, you may approach the Insurance Ombudsman for Redressal. Login to <https://www.cioins.co.in/Ombudsman> to get details on Insurance Ombudsman Offices.

INFORMATION ABOUT US

Cholamandalam MS General Insurance company Limited
HO: Dare House 2nd Floor, No. 2 NSC Bose Road, Chennai - 600 001.
Toll Free : 1800 208 9100
SMS: "CHOLA" TO 56677 *(Premium SMS charges apply)

Email –customer@cholams.murugappa.com
 Web site: www.cholainsurance.com

Sl.No	Office of Insurance Ombudsman	Address	E-mail	Landline Nos.
1	AHMEDABAD	Jeevan Prakash, 6th Floor, Near S.V.College	Email: bimalokpal.ahmedabad@cioins.co.in	Tel.: 079 - 25501201
		Relief Road, Tilak Marg,		Tel.: 079 - 25501202
		Ahmedabad - 380 001. Gujarat		
2	BENGALURU	Jeevan Soudha Building, PID No. 57-27-N-19	Email: bimalokpal.bengaluru@cioins.co.in	Tel.: 080 - 26652048
		Ground Floor, 19/19, 24th Main Road,		Tel.: 080 - 26652049
		1st Phase, JP Nagar,		
		Bengaluru - 560 078.		
3	BHOPAL	LIC of India Zonal Office Bldg, 1st Floor, South Wing, Jeevan Shiksha,	Email: bimalokpal.bhopal@cioins.co.in	Tel.: 0755 - 2769201
		Opp. Gayatri Mandir		Tel.: 0755 - 2769202
		60-B, Hoshangabad Road, Bhopal - 462011		Tel: 0755 - 2769203
4	BHUBANESHWAR	62, Forest park,	Email: bimalokpal.bhubaneswar@cioins.co.in	Tel.: 0674 - 2596455
		Bhubaneswar - 751 009.		Tel: 0674 - 2596429
				Tel: 0674 - 2596003
			Tel: 0674 - 2596461	
5	CHANDIGARH	Jeevan Deep, Ground Floor, LIC of India Bldg,	Email: bimalokpal.chandigarh@cioins.co.in	Tel.: 0172 - 2706468
		SCO 20-27, Sector 17-A		Tel.: 0172 - 2707468
		Chandigarh – 160017		
6	CHENNAI	Fatima Akhtar Court, 4th Floor, 453 (Old 312), Anna Salai, Teynampet,	Email: bimalokpal.chennai@cioins.co.in	Tel.: 044 - 24333668
		CHENNAI -600 018.		Tel.: 044 - 24333678
7	DELHI	2/2 A, 1st Floor, Universal Insurance Building,	Email: bimalokpal.delhi@cioins.co.in	Tel.: 011 - 23232481
		Asaf Ali Road,		Tel.: 011 - 23213504
		New Delhi - 110 002.		Tel.: 011 - 46013992
8	GUWAHATI	Jeevan Nivesh Bldg,	Email: bimalokpal.guwahati@cioins.co.in	Tel.: 0361 - 2632204
		5th Floor, Near Pan Bazar,		Tel.: 0361 - 2632205
		S.S. Road, Guwahati – 781001		Tel.: 0361 - 2631307
9	HYDERABAD	6-2-46, 1st floor, "Main Court", Lane Opp. Hyundai Showroom,	Email: bimalokpal.hyderabad@cioins.co.in	Tel.: 040 - 23312122
		A.C. Guards, Lakdi-Ka-Pool,		Tel: 040 - 23376599
		Hyderabad - 500 004.		Tel: 040 - 23376991
				Tel: 040 - 23328709

				Tel: 040 - 23325325
10	JAIPUR	Jeevan Nidhi - II, Ground Floor, Bhawani Singh Road, Ambedkar Circle Jaipur - 302 005.	Email: bimalokpal.jaipur@cioins.co.in	Tel.: 0141 - 2740363
11	KOCHI	10th Floor, LIC Bldg, Jeevan Prakash Opp Maharaj College Ground M.G.Road, Ernakulam Kochi - 682011	Email: bimalokpal.ernakulam@cioins.co.in	Tel.: 0484 - 2358759
12	KOLKATA	7 th Floor of Hindustan Building (Annex), 4, CR Avenue, Kolkata-700 072,	Email: bimalokpal.kolkata@cioins.co.in	Tel.: 033 - 22124339 Tel: 033 - 22124341
13	LUCKNOW	Jeevan Bhawan, Phase-II, 6th Floor, Nawal Kishore Road, Hazratganj, Lucknow - 226001	Email: bimalokpal.lucknow@cioins.co.in	Tel.: 0522 - 4002082 Tel: 0522 - 3500613
14	MUMBAI	3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz West, Mumbai - 400 054.	Email: bimalokpal.mumbai@cioins.co.in	Tel.: 022-69038800 Tel.: 022-69038833
15	NOIDA	Bhagwan Sahai Palace 4th Floor, Main Road, Naya Bans, Sector 15, Noida-201301 Dist: GB Nagar, Uttar Pradesh	Email: bimalokpal.noida@cioins.co.in	Tel.: 0120-2514252 Tel.: 0120-2514253
16	PATNA	2nd Floor, North Wing, Lalit Bhawan, Bailey Road, Patna - 800 001	Email: bimalokpal.patna@cioins.co.in	Tel.: 0612-2547068
17	PUNE	3 rd Floor, Jeevan Darshan, LIC of India Bldg, N.C. Kelkar Road, Narayan Peth, Pune- 411 030.	Email: bimalokpal.pune@cioins.co.in	Tel: 020-24471175