

# NEO MOTORS



**AUTHORISED MAIN DEALER : TVS MOTOR CO. LTD.  
SALES, SPARES AND SERVICE CENTRE**

## AGREEMENT

This Agreement is made on the 13 of 02 2019 By and Between

**Indicosmic Capital Private Limited** a Company incorporated under the Companies Act, 2013 and having its corporate Office at 318, 3rd Floor, Summit-Business Bay, Behind Gurunanak Petrol Pump, Off Andheri Kurla Road, Beside Magic Bricks WEH metro stn., Andheri (E), Mumbai-400093 hereinafter referred to as "ICPL", which expression shall, unless repugnant to the meaning and context include and mean their service provider being the FIRST PARTY.

AND

**NEO MOTORS (TVS AUTHORIZED MAIN DEALER)** incorporated under the provision of the Partnership Act, 2013, having its Service Centre at 12/5 THAYAPPA GARDEN, RANKA COLONY, BILEKAHALLI DEVARACHIKKANAHALLI MAIN ROAD, hereinafter referred to as the "Dealer", which expression shall, unless repugnant to the meaning and context include and mean their legal heirs, legal representatives, successors, assigns, representatives, nominees, administrators, permitted assigns etc. as the case may be, being the Party of the OTHER PART;

ICPL and Dealer are hereinafter collectively referred to as "Parties" and individually as "Party"

## WHEREAS

A. ICPL is inter-alia engaged in the business as explained in the ANNEXURE 1 includes:-

1. Providing assistance program, extended warranty program and other movable motorized vehicle related services;
2. Advertisements in mass media including television, radio, internet, print media etc;
3. Printing and publishing of posters, banners, hoardings, pamphlets, hand bills, brochures etc. with slogans, pictures, animated depictions etc. as per the strategies approved by and instructions of the client/customer;
4. Providing call center support for a products offering;
5. Documentation, Data Entry, Scanning and Storage of data with respect to the aforementioned activities;
6. Creating awareness and interest in seminars and conferences organized by various companies with respect to its banking/ insurance and service sector business;
7. Cross-selling of financial services products e.g. Mutual Funds, Share Trading, vehicle loans, personal loans etc;

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# 445, Doresanipalya, Bilekahalli, Bannerghatta Road, Next to Kalyani Kala Mantap, Bangalore - 560 076.  
Showroom: +91-80-42821414 E-mail: neotvs@gmail.com

**B Assistance services provided in ANNEXURE 1 attached to this Agreement (Services);**

**C On the basis of the aforesaid representations and warranties ICPL wishes to engage the Dealer to provide the Assistance Services under the terms and conditions of this Agreement; and**

**IT IS HEREBY FURTHER AGREED BETWEEN THE PARTIES THAT,**

**1. SERVICES**

ICPL shall provide such Services as provided in ANNEXURE 1 to this Agreement. ICPL may increase or decrease or alter or change the scope of Services from time to time and the same shall be communicated to the Dealer in writing. The Dealer, pursuant to this Agreement, shall not, solicit, negotiate or accept any business or issue other documents in the name of or for and on behalf of ICPL; Dealers such specific request shall be in mutual consent to be listed and such arrangement shall be made in systems there to; else shall not make any promise or representation to or negotiate with clients in respect of any business or claim.

**2. PAYMENT**

Dealer shall make all payment for such assistance services policies issued on behalf of ICPL in advance. Dealer needs to transferred/ credited to bank account of ICPL in advance in order to issue the RSA policy through ICPL online platform. Dealer shall add ICPL as beneficiary as detailed in ANNEXURE 2.

**3. FEES**

For Services satisfactorily rendered, ICPL shall pay Dealer such fees as are mutually agreed between the Parties (Fees) from time to time. The payment of Fees under this Agreement shall be maximum liability of ICPL under this Agreement. GST or any other tax, if any shall be borne by ICPL subject to Dealer providing the taxable invoice.

**4. TERM**

This Agreement shall be valid for the period of three years commencing from the effective date of this Agreement.

**5. TERMINATION**

Each Party shall be entitled to terminate this Agreement by giving 30 days prior notice without assigning any reason. ICPL at its sole discretion may terminate this Agreement forthwith if required to do so by any governmental authority. ICPL may terminate this Agreement forthwith by giving a notice in writing to Dealer on the occurrence of any or all of the following events:

i. If the Dealer breaches any law, rule or regulation as applicable from time to time;

ii. If there is a material change in the corporate form of the Dealer;

iii. An order is made by a court of competent jurisdiction for the dissolution or winding-up of the Dealer (otherwise than in the course of a re-organisation or restructuring previously approved in writing by the Dealer, which approval shall not be withheld unreasonably);

iv. Any step is taken (and not withdrawn within thirty days to appoint a liquidator, receiver or other similar officer in respect of any assets of the Dealer:

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6. **INDEMNIFICATION**

Dealer shall at its own expense indemnify and hold harmless, and at ICPLs request defend, ICPL and its successors and assigns (and its and their officers, directors and employees) from and against all losses, liabilities, damages, settlements, expenses and costs (including attorneys fees and court costs) (the foregoing, collectively, Claim(s)) which arise directly or indirectly out of or relate to

- (a) any breach (or claim or threat thereof that, if true, would be a breach) of the terms of this Agreement or any provisions of applicable law by Dealer;
- (b) the gross negligence or willful misconduct of Dealers employees or agents;
- (c) employment-related claims by Dealer employees or agents;
- (d) personal/bodily injury and property damage that arise from the performance of the Services; and/or ICPL may, at its option decide the amount of Claim and recover the same from the Dealer including by recovering from the amount, if any payable to the Dealer.

7. **CONFIDENTIALITY**

Dealer undertakes that it shall not reveal, and shall use its reasonable efforts to ensure that its directors, officers, managers, partners, members, employees, legal, financial and professional advisors and bankers (collectively, Representatives) who have access to the Confidential Information relating to ICPL do not reveal, to any third party any such Confidential Information without the prior written consent of the ICPL. The Dealer shall ensure to implement required security policies, procedures and controls to protect the confidentiality and security of policy holders information even after the contract terminates. Upon termination of the agreement, the Dealer shall handover all the customer data to the Company and Dealer shall not use the customer data lying in its possession in any circumstances whatsoever.

- 8. ICPL shall continue to own and possess all intellectual property rights in the information/documents provided by it to the Dealer at all times, including, after termination of this Agreement.
- 9. The Parties agree that nothing contemplated in this Agreement constitutes or may be construed to constitute the Dealer as an agent, broker or intermediary of ICPL for soliciting or procuring or marketing the insurance products to any customers, or that there exists a principal-agent relationship between the Dealer and ICPL, or confers any exclusivity to either Party for the arrangements as contemplated herein.
- 10. The Dealer shall always act in accordance with provisions of applicable law during the course of providing the Services to ICPL and in any matter related thereto.
- 11. The Dealer shall provide all the necessary support/assistance/co-operation as may be required by ICPL to comply with applicable law or the instructions/directors of any governmental authorities. By the virtue of this agreement Dealer is abide by to comply with the provisions of applicable law. Dealer may provide the relevant information/clarification/documents required by the respective authorities from time to time, if any.
- 12. The Dealer shall not engage directly or indirectly make, offer or agree to offer anything of value to any government official, employee of the Company, political party or official thereof or candidate for government office in order to obtain, retain or direct business to any business enterprise or person, or to obtain an advantage. The Dealer shall be fully responsible for all consequences arising out of a breach or anticipated breach of this condition. No unethical or illegal action shall be performed by Dealer or any of its employee Representatives in relation to performing the Dealers obligations under this engagement Agreement.

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13. All work products including any tangible or intangible program etc., which are created under this Agreement shall be owned by the Company. The Service Provider shall ensure to comply with the security standards of the Company for the purpose of the data security and protection of confidential information including the policy holders information.
14. Notwithstanding anything contained in this Agreement, the Company can undertake the services which has been outsourced under this Agreement, exclusively, simultaneously or in such manner as in deems fit. There shall be no obligation on the Company to notify the Dealer for providing any services under this Agreement at any point of time.
15. Dealer shall not subcontract any of the activity under this Agreement without the express prior written consent of ICPL.
16. ICPL /its auditor/representatives/Regulators shall be entitled to inspect/ audit the premises of the Dealer by giving reasonable prior written notice and the Dealer shall provide all related information as may be required by the said representatives/auditors of ICPL. ICPL may also call for the related records from Dealer, which Dealer shall provide within 3 days from the date such requirement for records is raised by ICPL. In addition, the Dealer shall be subject to continuous monitoring and assessment by ICPL, in the manner as ICPL may deem fit and the Dealer undertakes to take all the necessary corrective measures which ICPL may require from time to time.
17. Dealer, for same services shall not directly or indirectly engage itself into any activity/business other than with ICPL.
18. Both Parties shall comply with the respective laws applicable to each of them.
19. The Dealer shall have adequate mechanism of disaster recovery and shall ensure that in case of flood or other circumstances, the Dealer has alternative mode of providing services. The Dealer shall have adequate business continuity planning (BCP) for the processes provided under the scope of Services herein.
20. **Grievance Redressal**

Any complaints, abuse or concerns with regards to assistance services and or comment or breach of terms shall be immediately informed to toll free contact information provided on the service contract copy. In case issue needs to be escalated then the Designated Grievance Officer for grievances redressal is as mentioned below can be contacted via writing through email signed with the electronic signature at [info@indicosmic.com](mailto:info@indicosmic.com) OR write at the below address:-

Mr. Linto Francis Grievance Redressal Officer Indicosmic Capital Pvt. Ltd.; 318, 3rd Floor, Summit-Business Bay, Behind Gurunanak Petrol Pump, Off AndheriKurla Road, Beside Magic Bricks WEH metro stn., Andheri (E), Mumbai-400093.  
Tel. No. +9122 2088 0555

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BY E-MAIL AND DISPUTE RESOLUTION:



**AUTHORISED MAIN DEALER: TVS MOTOR CO. LTD.**  
**SALES, SPARES AND SERVICE CENTRE**

This Agreement shall be governed and interpreted in accordance with Indian law. Any Disputes, arising under or in connection with this Agreement shall be referred to the a sole arbitrator to be appointed by ICPL both Parties in accordance with the (Indian) Arbitration and Conciliation Act, 1996 or any amendment thereto. Venue of arbitration and hearings shall be Mumbai, India.

IN WITNESS WHEREOF,

the Parties have caused this Agreement to be duly executed and delivered as of the day and year first above written:-

For NEO MOTORS

For Indicosmic Capital Private Limited

AUTHORISED SIGNATORY.

Name: N S RAVI

Name: Mr. Amit Deep

Designation: General Manager

Designation: Chief Operating Officer

Witness 1) RAJESH C

Witness 2)

X

Amit Yadav

# 445, Doresanipalya, Bilekahalli, Bannerghatta Road, Next to Kalyani Kala Mantap, Bangalore - 560 076.  
Showroom: +91-80-42821414 E-mail: neotvs@gmail.com



### ANNEXURE 1

THE SERVICES PROVIDED UNDER THE ASSISTANCE ARE AS FOLLOWS:

SN	Featured Benefits	Covered
1	Breakdown Support over phone	Yes
2	"On site" Minor Repairs of the Covered 2 Wheelers	Yes
3	Flat Tyre Support	Yes
4	Puncture Repair Assistance	Yes
5	Battery Jumpstart	Yes
6	Emergency Fuel delivery (2 Ltr for 2w)	Yes
7	Cost of fuel	Payable
8	Locked/ Lost Keys	Yes
9	Replacement Keys	Yes
10	Transfer /Transportation for Mechanical & Electrical Breakdown of Covered 2 Wheelers	Yes
11	Arrangement of Local taxi	Coordination
12	Relay of Urgent Messages	Yes
13	Customer Care No	Yes
14	Arrangement of Rental 2 Wheelers	Coordination
15	Outward & Forward Journey	Coordination
16	Provision for Hotel Accommodation	Coordination

#	Plan Name	RSA Tenure	RSA Covered Kms	PA Tenure	PA Sum Insured	PA RSD *	Policy Price (Incl GST)*
1	Sapphire	2 Years	50	1 Year	15 lakh	Current	RS. 471
2	Platinum	1 Year	50	1 Year	15 lakh	Current	RS. 441
3	Gold	1 Year	45	1 Year	10 lakh	Current	RS. 350
4	Silver	1 Year	40	1 Year	5 lakh	Current	RS. 251

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<p><b>Coverage</b> The territorial scope of the Roadside Assistance Services provided by ICPL shall be only liable to customers.</p>	<p>Onsite support for Minor repairs In the event the Vehicle covered under this Agreement (Covered Vehicle) having a breakdown due to minor mechanical/ electrical fault, ICPL shall support by arranging vehicle technician to the breakdown location. ICPL will bear the labor cost and conveyance charges. Cost of spare parts if required to repair the vehicle on the spot (Outside coverage area) to obtain such material &amp; spare parts will be borne by the Customer.</p>
<p>Coverage in North East and J&amp;K Coverage In Islands Due to the extreme geographical conditions, ICPL will not provide RSA services in North Eastern States and Jammu &amp; Kashmir. (Specific cities might be covered based on ICPL's requirement). SLAs will not be applicable for services rendered in these territories. ICPL will not provide RSA services in Islands</p>	<p>Rundown of Battery In the event the Covered Vehicle having a breakdown due to rundown of battery, ICPL shall support by arranging vehicle technician to jump start the vehicle with appropriate means. ICPL will bear the labor cost and conveyance charges.</p>
<p>Customer care 24 X 7 multi lingual support.</p>	<p>Flat Tyre In the event that the Covered Vehicle has a puncture or tyre burst, ICPL shall support the Customer in replacing the flat tyre with spare tyre. The technician will repair the same at the location of break down. In case of non availability of spare tyre, ICPL will try to repair the faulty tyre. This service is based on the availability of tyre repair shop near the breakdown location. All the cost related to rendering such service will be charged to customers.</p>
<p>Towing Assistance In the event that a Covered Vehicle is immobilized due to electrical or mechanical failure, ICPL shall arrange towing of the Covered Vehicle to the nearest authorized outlet. These services shall be provided using equipment/s deemed most suitable by ICPL. Towing up to 50 km from incident to nearest garage is free.</p>	<p>Urgent Message Relay Relay of Urgent message to family / friends in case of medical emergency.</p>
<p>Emergency Assistance Medical co-ordination for occupants of the vehicle as a result of accidents.</p>	<p>Fuel Assistance In the event Covered Vehicle runs out of fuel or stops due to contaminated fuel, ICPL will provide support by arranging up to 2 liters of fuel. The supply of fuel will be based on availability. ICPL will bear the labor cost and conveyance charges. Fuel charges shall be borne by Customer. This service will not be applicable if the vehicle is at Customer residence This service is based on local availability of fuel.</p>

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Key Lost / Replacement In the event of Key Lost / Replacement, if possible we will arrange replacement key, else vehicle will be towed to nearest garage as per (7) above.	Taxi Assistance In the event that a Covered Vehicle is immobilized due to the breakdown or accident and On-site preliminary support to make the vehicle roadworthy, is not possible, ICPL shall arrange and bear the expense for transferring the Covered Vehicle to the nearest authorized outlet. To help the Customer continue with his journey, ICPL will arrange taxi support to the Customer as per availability. SLAs will not be applicable for taxi assistance and ICPL does not guarantee the quality of taxi services.
Accommodation Assistance Arranging for hotel accommodation in case breakdown is reported outside customer's home city. Co-ordination is free and all the related accommodation cost will be borne by the customer.	Outward / Forward Journey Arranging for Outward / Forward Journey in case breakdown is reported outside customer's home city Co-ordination is free, all the related travel cost will be borne by the customer.
Arrangement of Rental Vehicle Arranging rental vehicle in case breakdown is reported outside customer's home city Co-ordination is free, all the related rental vehicle cost will be borne by the customer.	

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## ANNEXURE 2

Beneficiary name : Indicosmic Capital Pvt. Ltd. Bank

Bank Name : ICICI Bank Ltd.

Bank Branch : MIDC Andheri (E), Mumbai;

Bank Ac Number : 054405007965

IFSC Code : ICIC0000544

ICPLGST No. : 27AAECI3370G1ZN