

## RELIANCE PRIVATE CAR PACKAGE POLICY - POLICY WORDING

**RELIANCE PRIVATE CAR PACKAGE POLICY**

Whereas the insured by a proposal and declaration dated as stated in the Schedule which shall be the basis of this contract and is deemed to be incorporated herein has applied to the Company for the insurance hereinafter contained and has paid the premium mentioned in the schedule as consideration for such insurance in respect of accidental loss or damage occurring during the period of insurance.

NOW THIS POLICY WITNESSETH That subject to the Terms Exceptions and Conditions contained herein or endorsed or expressed hereon.

**SECTION-1 LOSS OF OR DAMAGE TO THE VEHICLE INSURED**

The Company will indemnify the insured against loss or damage to the vehicle insured hereunder and / or its accessories whilst thereon

- i. By fire explosion self ignition or lightning ;
- ii. By burglary housebreaking or theft ;
- iii. By riot and strike;
- iv. By earthquake (fire and shock damage);
- v. By flood typhoon hurricane storm tempest inundation cyclone hailstorm frost;
- vi. By accidental external means;
- vii. By malicious act;
- viii. By terrorist activity;
- ix. Whilst in transit by road rail inland-waterway lift elevator or air;
- x. By landslide rockslide.

Subject to a deduction for depreciation at the rates mentioned below in respect of parts replaced:

1. For all rubber / nylon / plastic parts, tyres and tubes, batteries and air bags	50%
2. For fibre glass components	30%
3. For all parts made of glass	Nil
4. Rate of depreciation for all other parts <b>including wooden parts</b> will be as per the following schedule.	

AGE OF VEHICLE	% OF DEPRECIATION FOR FIXING IDV
Not exceeding 6 months	Nil
Exceeding 6 months but not exceeding 1 year	5%
Exceeding 1 year but not exceeding 2 years	10%
Exceeding 2 years but not exceeding 3 years	15%
Exceeding 3 years but not exceeding 4 years	25%
Exceeding 4 years but not exceeding 5 years	35%
Exceeding 5 year but not exceeding 10 years	40%
Exceeding 10 years	50%

5. 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 total painting charges for the purpose of applying the depreciation.

The Company shall not be liable to make any payment in respect of :-

- a) Consequential loss, depreciation, wear and tear, mechanical or electrical breakdown, failures or breakages;
- b) Damage to tyres and tubes unless the vehicle is damaged at the same time in which case the liability of the company shall be limited to 50% of the cost of replacement; and
- c) Any accidental loss or damage suffered whilst the insured or any person driving the vehicle with the knowledge and consent of the insured is under the influence of intoxicating liquor or drugs.

In the event of the vehicle being disabled by reason of loss or damage covered under this Policy the Company will bear the reasonable cost of protection and removal to the nearest repairer and redelivery to the insured but not exceeding in all Rs. 1500/- in respect of any one accident.

The insured may authorise the repair of the vehicle necessitated by damage for which the Company may be liable under this Policy provided that :

- a) The estimated cost of such repair including replacements, if any, does not exceed Rs.500/-;
- b) The Company is furnished forthwith with a detailed estimate of the cost of repairs; and
- c) The insured shall give the Company every assistance to see that such repair is necessary and the charges are reasonable.

**SUM INSURED – Insured's Declared Value (IDV)**

The Insured's Declared Value (IDV) of the vehicle will be deemed to be the 'SUM INSURED' for the purpose of this Policy and shall be fixed for each year of the policy at the commencement of Policy period for the Insured vehicle.

The IDV of the vehicle (and accessories, if any, fitted to the vehicle) is to be fixed on the basis of the manufacturer's listed selling price of the make and model variant of the Insured vehicle at the commencement of insurance/renewal and adjusted for depreciation as per "Criteria for determining IDV" as published on the Company website. The age-wise IDV depreciation scale is applicable for the purpose of Total Loss/Constructive Total Loss (TL/CTL) claims only.

Manufacturer's listed selling price shall be the ex-showroom price of the vehicle excluding any taxes, as defined by the respective vehicle manufacturer.

The general schedule for IDV shall be as follows:

**THE SCHEDULE OF DEPRECIATION FOR FIXING IDV OF THE VEHICLE**

AGE OF THE 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 years but not exceeding 3 years	30%
Exceeding 3 years but not exceeding 4 years	40%
Exceeding 4 years but not exceeding 5 years	50%

Depreciation on Non-OEM (Original Equipment Manufacturer) / Non-OES (Original Equipment Supplier) parts - No Depreciation shall apply on Non-OEM/ Non OES parts that are used in repairs of Insured Vehicle following a loss.

For further details, please refer 'IDV Determination Note' available at the Company's website: [www.reliancegeneral.co.in](http://www.reliancegeneral.co.in)

## SECTION-2 LIABILITY TO THIRD PARTIES

1. Subject to the limits of liability as laid down in the Schedule hereto the Company will indemnify the insured in the event of an accident caused by or arising out of the use of the vehicle against all sums which the insured shall become legally liable to pay in respect of:
  - (i) Death of or bodily injury to any person including occupants carried in the vehicle (provided such occupants are not carried for hire or reward) but except so far as it is necessary to meet the requirements of Motor Vehicles Act, the Company shall not be liable where such death or injury arises out of and in the course of the employment of such person by the insured.
  - (ii) Damage to property other than property belonging to the insured or held in trust or in the custody or control of the insured.
2. The Company will pay all costs and expenses incurred with its written consent.
3. In terms of and subject to the limitations of the indemnity granted by this section to the insured, the Company will indemnify any driver who is driving the vehicle on the insured's order or with insured's permission provided that such driver shall as though he/she was the insured observe fulfill and be subject to the terms exceptions and conditions of this Policy in so far as they apply.
4. In the event of the death of any person entitled to indemnity under this policy the Company will in respect of the liability incurred by such person indemnify his/her personal representative in terms of and subject to the limitations of this Policy provided that such personal representative shall as though such representative was the insured observe fulfill and be subject to the terms exceptions and conditions of this Policy in so far as they apply.
5. The Company may at its own option
  - (A) arrange for representation at any Inquest or Fatal Inquiry in respect of any death which may be the subject of indemnity under this Policy and
  - (B) undertake the defence of proceedings in any Court of Law in respect of any act or alleged offence causing or relating to any event which may be the subject of indemnity under this Policy.

### Avoidance of certain terms and right of recovery

Nothing in this Policy or any endorsement hereon shall affect the right of any person indemnified by this Policy or any other person to recover an amount under or by virtue of the provisions of the Motor Vehicles Act.

But the insured shall repay to the Company all sums paid by the Company which the Company would not have been liable to pay but for the said provisions.

## Application of limits of indemnity

In the event of any accident involving indemnity to more than one person any limitation by the terms of this Policy and/or of any Endorsement thereon of the amount of any indemnity shall apply to the aggregate amount of indemnity to all persons indemnified and such indemnity shall apply in priority to the insured.

## SECTION-3 PERSONAL ACCIDENT COVER FOR OWNER - DRIVER

The Company undertakes to pay compensation as per the following scale for bodily injury/ death sustained by the owner-driver of the vehicle, in direct connection with the vehicle insured or whilst driving or mounting into/dismounting from the vehicle insured or whilst traveling in it as a co-driver, caused by violent accidental external and visible means which independent of any other cause shall within six calendar months of such injury result in:

Nature 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%

### 1) Provided always that

- A) Compensation shall be payable under only one of the items (i) to (iv) above in respect of the owner-driver arising out of any one occurrence and the total liability of the insurer shall not in the aggregate exceed the sum of Rs. 15 lakhs during any one period of insurance.
- B) No compensation shall be payable in respect of death or bodily injury directly or indirectly wholly or in part arising or resulting from or traceable to (1) intentional self injury suicide or attempted suicide physical defect or infirmity or (2) an accident happening whilst such person is under the 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 the full discharge in respect of the injury to the insured.

### 2) This cover is subject to

- (a) The owner-driver is the registered owner of the vehicle insured herein;
- (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.

## GENERAL EXCEPTIONS

(Applicable to all Sections of the Policy)

The Company shall not be liable under this Policy in respect of

1. Any accidental loss or damage and/or liability caused sustained or incurred outside the geographical area;
2. Any claim arising out of any contractual liability;
3. Any accidental loss damage and/or liability caused sustained or incurred whilst the vehicle insured herein is
  - (a) Being used otherwise than in accordance with the 'Limitations as to Use' or
  - (b) 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.
4. (i) Any accidental loss or damage to any property whatsoever or any loss or expense whatsoever resulting or arising there from or any consequential loss
  - (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 purpose of this exception combustion shall include any self-sustaining process of nuclear fission.
  5. Any accidental loss or damage or liability directly or indirectly caused by or contributed to by or arising from nuclear weapons material.
  6. Any accidental loss damage and/or liability directly or indirectly or proximately or remotely occasioned by contributed to by or traceable to or arising out of or in connection with war, invasion, the act of foreign enemies, hostilities or warlike operations (whether before or after declaration of war) civil war, mutiny rebellion, military or usurped power or by any direct or indirect consequence 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 the said occurrences or any consequences thereof and in default of such proof, the Company shall not be liable to make any payment in respect of such a claim.

#### **DEDUCTIBLE**

The Company shall not be liable for each and every claim under Section -1 (loss of or damage to the vehicle Insured) of this Policy in respect of the Deductible stated below:

The deductible in respect of Any one Accident shall be the amount of Deductible for Section 1 Own Damage as specified below:

Type Of Vehicles	Compulsory Deductibles (Rs)
Private Cars including three wheelers rated as Private Cars (Not exceeding 1500cc)	1000/-
Private Cars including three wheelers rated as Private Cars (Exceeding 1500cc)	2000/-

#### **CONDITIONS**

This Policy and the Schedule shall be read together and any word or expression to which a specific meaning has been attached in any part of this Policy or of the Schedule shall bear the same meaning wherever it may appear.

1. Notice shall be given in writing to the Company immediately upon the occurrence of any accidental loss or damage in the event of any claim and thereafter the insured shall give all such information and assistance as the Company shall require. Every letter claim writ summons and/or process or copy thereof shall be forwarded to the Company immediately on receipt by the insured. Notice shall also be given in writing to the Company immediately the insured shall have knowledge of any impending prosecution, inquest or fatal inquiry in respect of any occurrence which may give rise to a claim under this Policy. In case of theft or criminal act which may be the subject of a claim under this Policy the insured shall give immediate notice to the police and co-operate with the Company in securing the conviction of the offender.
2. No admission offer promise payment or indemnity shall be made or given by or on behalf of the insured without the written consent of the Company which shall be entitled if it so

desires to take over and conduct in the name of the insured the defence or settlement of any claim or to prosecute in the name of the insured for its own benefit any claim for indemnity or otherwise and shall have full discretion in the conduct of any proceedings or in the settlement of any claim and the insured shall give all such information and assistance as the Company may require.

3. The Company may at its own option repair reinstate or replace the vehicle or part thereof and/or its accessories or may pay in cash the amount of the loss or damage and the liability of the Company shall not exceed:

- (a) For total loss / constructive total loss of the vehicle - the Insured's Declared Value (IDV) of the vehicle (including accessories thereon) as specified in the Schedule less the value of the wreck.
- (b) 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 of parts lost / damaged subject to depreciation as per limits specified.

4. The insured shall take all reasonable steps to safeguard the vehicle from loss or damage and to maintain it in efficient condition and the Company shall have at all times free and full access to examine the vehicle or any part thereof or any driver or employee of the insured. In the event of any accident or breakdown, the vehicle shall not be left unattended without proper precautions being taken to prevent further damage or loss and if the vehicle be driven before the necessary repairs are effected any extension of the damage or any further damage to the vehicle shall be entirely at the insured's own risk.

#### **Total Loss/CTL/Theft**

In case of Total Loss/ CTL/ Theft of the vehicle during the policy, the policy shall be cancelled from the date of intimation of loss & third party premium for unexpired period shall be refunded on Pro- rate basis. There shall be no refund of Own Damage premium in the event of total loss/ CTL or theft claim in the policy.

#### **For Total Loss:**

If the Insured Vehicle has been destroyed or has been rendered permanently incapable of use, it is declared a Total Loss claim.

#### **For Constructive Total Loss:**

If the Assessed Loss of the Insured Vehicle is more than 75% of the Insured Declared Value, the claim is considered for CTL (Constructive Total Loss)

#### **For Theft:**

When the Insured Vehicle is stolen in entirety, it results in a Theft claim. In such cases, the claim is settled on Insured Declared Value basis upon receipt of all the relevant documents and NTC report (non-traceable report) from the police under whose jurisdiction the theft is reported.

#### **Cancellation & Refund**

##### i. In case of no claim in the policy

###### 1. Cancellation by insurer:

The company may cancel the policy by sending Seven day's notice by recorded delivery to the insured at Insured's last known address on the grounds of fraud in the event of cancellation of this policy on the grounds of fraud, the policy shall stand cancelled ab-initio and the return premium calculated as per following point shall be retained by the company.



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IRDAI Registration No. 103. Reliance General Insurance Company Limited.

For complete details on the benefits, coverage, terms & conditions and exclusions, do read the sales brochure, prospectus and policy wordings carefully before concluding sale. Registered & Corporate Office: 6th Floor, Oberoi Commerz, International Business Park, Oberoi Garden City, Off. Western Express Highway, Goregaon (E), Mumbai-400063. Corporate Identity Number: U66603MH2000PLC128300. Trade Logo displayed above belongs to Anil Dhirubhai Ambani Ventures Private Limited and used by Reliance General Insurance Company Limited under license.

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An ISO 9001:2015 Certified Company

## 2. Cancellation by Insured:

The policy may be cancelled at any time during the term, by informing the insurer without assigning any reason provided no claim has arisen during the period of insurance.

In the event of cancellation by the insured the refund amount shall be on pro-rata basis and shall be calculated as per the terms laid out below:

Calculation of Pro-Rata refund:

$$\text{Return Premium} = \text{Policy Year Premium} * \left( 1 - \left( \frac{\text{Number of Policy days expired}}{\text{Total Days in Policy Year}} \right) \right)$$

For e.g. If Policy Premium for a 365 policy is Rs. 900, and if cancellation is effected on expiry of 243 days from policy inception, then The Return Premium =  $900 * (1 - (243 / 365)) = 300.82$

### ii. In case of claim in the policy

Where any claim has been admitted or has been lodged by the person under the Policy, there shall be no refund of premium for the Policy Year.

*Note: Motor Third Party Premium refund shall be subject to cancellation rules mentioned under Conditions point no. 10 below.*

7. If at the time of occurrence of an event that gives rise to any claim under this policy there is in existence any other insurance covering the same liability, the Company shall not be liable to pay or contribute more than its ratable proportion of any compensation, cost or expense.
8. It is also 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 twelve calendar months from the date of such disclaimer, have been made the subject matter of a suit in a court of law, then the claim shall for all purposes be deemed to have been abandoned and shall not thereafter be recoverable hereunder
9. The due observance and fulfillment 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.
10. In the event of the death of the sole insured, this policy will not immediately lapse but will remain valid for a period of three months from the date of the death of insured or until the expiry of this policy (whichever is earlier). During the said period, legal heir(s) of the insured to whom the custody and use of the Motor Vehicle passes may apply to have this Policy transferred to the name(s) of the heir(s) or obtain a new insurance policy for the Motor Vehicle.  
Where such legal heir(s) desire(s) to apply for transfer of this policy or obtain a new policy for the vehicle such heir(s) should make an application to the Company accordingly within the aforesaid period. All such applications should be accompanied by:-
  - a) Death Certificate in respect of the insured
  - b) Proof of title to the vehicle
  - c) Original Policy.
11. Motor Third Party insurance shall not be cancelled by either insurer or the insured except on the following grounds:
  - Double Insurance

- Vehicle not in use anymore because of Total Loss or Constructive Total Loss

### No Claim Bonus:

No Claim Bonus (NCB), wherever applicable, will be as per the following table, which will be applicable for renewal of annual policy.

All type 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 year of insurance	25%
No claim made or pending during the preceding 3 consecutive year of insurance	35%
No claim made or pending during the preceding 4 consecutive year of insurance	45%
No claim made or pending during the preceding 5 consecutive year of insurance	50%

Maximum capping for NCB will be 50%.

**Sun Set Clause:** If at the renewal of the Policy falling due at any time between 1st July 2002 and 30th June 2003, both days inclusive, (after completion of the full policy period of 12 months) an insured becomes entitled to an NCB of 55% or 65% in terms of the Tariff prevailing prior to 1st July 2002, the entitlement of such higher percentage of NCB will remain protected for all subsequent renewals till a claim arises under the policy, in which case the NCB will revert to NIL at the next renewal. Thereafter, NCB if any earned, will be in terms of the above table.

### No Claim Bonus Rules in case of Transfer of Ownership

Recovery of NCB from the new owner shall be the NCB percent as mentioned in the policy schedule i.e. the entry NCB. However Reserving Letter to the Old owner should be the actual earned NCB at the time of sale of vehicle.

### No Claim Bonus Rules in case of Mid-term Cancellation

- If the customer has requested for cancellation during the tenure of policy NCB would be as per process mentioned below:

No claim bonus discount	% of Discount on Own damage premium Cancellation initiated	
Number of claim during policy period	NCB at Inception	1st Year
No claim	0%	0%
	20%	20%
	25%	25%
	35%	35%
	45%	45%
	50%	50%
1 claim	Any	0%
>=2 claims	Any	0%

### ENDORSEMENTS

Only Endorsements mentioned in the schedule from part of the Policy

#### **IMT. 5. HIRE PURCHASE AGREEMENT**

It is hereby understood and agreed that ..... (hereinafter referred to as the Owners) are the Owners of the vehicle insured and that the vehicle insured is subject of an Hire Purchase Agreement made between the Owners on the one part and the insured on the other part and it is further understood and agreed that the Owners are interested in any monies which but for this Endorsement would be payable to the insured under this policy in respect of such loss or damage to the vehicle insured as cannot be made good by repair and / or replacement of parts and such monies shall be paid to the Owners as long as they are the Owners of the vehicle insured and their receipt shall be a full and final discharge to the insurer in respect of such loss or damage.

It is further declared and agreed that for the purpose of the Personal Accident Cover for the owner-driver granted under this policy, the insured named in the policy will continue to be deemed as the owner-driver subject to compliance of provisions of the policy relating to this cover.

Save as by this Endorsement expressly agreed nothing herein shall modify or affect the rights and liabilities of the insured or the insurer respectively under or in connection with this Policy.

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

#### **IMT.6. LEASE AGREEMENT**

It is hereby understood and agreed that ..... (hereinafter referred to as the Lessors) are the Owners of the vehicle insured and that the vehicle insured is the subject of a Lease Agreement made between the Lessor on the one part and the insured on the other part and it is further understood and agreed that the Lessors are interested in any monies which but for this Endorsement would be payable to the insured under this policy in respect of such loss or damage to the vehicle insured as cannot be made good by repair and / or replacement of parts and such monies shall be paid to the Lessors as long as they are the Owners of the vehicle insured and their receipt shall be a full and final discharge to the insurer in respect of such loss or damage. It is also understood and agreed that notwithstanding any provision in the Leasing Agreement to the contrary, this policy is issued to the insured namely as the principal party and not as agent or trustee and nothing herein contained shall be construed as constituting the insured an agent or trustee for the Lessors or as an assignment (whether legal or equitable) by the insured to the Lessors, of his rights benefits and claims under this policy and further nothing herein shall be construed as creating or vesting any right in the Owner/Lessor to sue the insurer in any capacity whatsoever for any alleged breach of its obligations hereunder.

It is further declared and agreed that for the purpose of the Personal Accident Cover for the owner-driver granted under this policy, the insured named in the policy will continue to be deemed as the owner-driver subject to compliance of provisions of the policy relating to this cover.

Save as by this Endorsement expressly agreed nothing herein shall modify or affect the rights and liabilities of the insured or the insurer respectively under or in connection with this Policy.

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

#### **IMT. 7. VEHICLES SUBJECT TO HYPOTHECATION AGREEMENT**

It is hereby declared and agreed that the vehicle insured is pledged to / hypothecated with ..... (hereinafter referred to as the "Pledgee") and it is further understood and agreed that the Pledgee is interested in any monies which but for this Endorsement would be payable to the insured under this policy in respect of such loss or

damage to the vehicle insured as cannot be made good by repair and / or replacement of parts and such monies shall be paid to the Pledgee as long as they are the Pledgee of the vehicle insured and their receipt shall be a full and final discharge to the insurer in respect of such loss or damage.

It is further declared and agreed that for the purpose of the Personal Accident Cover for the owner-driver granted under this policy, the insured named in the policy will continue to be deemed as the owner-driver subject to compliance of provisions of the policy relating to this cover.

Save as by this Endorsement expressly agreed that nothing herein shall modify or affect the rights or liabilities of the Insured or the Insurer respectively under or in connection with this Policy or any term, provision or condition thereof.

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

#### **IMT 15. PERSONAL ACCIDENT COVER TO THE INSURED OR ANY NAMED PERSON OTHER THAN PAID DRIVER OR CLEANER**

(Applicable to private cars including three wheelers rated as private cars and motorized two wheelers with or without side car [not for hire or reward])

In consideration of the payment of an additional premium it is hereby agreed and understood that the Company undertakes to pay compensation on the scale provided below for bodily injury as hereinafter defined sustained by the insured person in direct connection with the vehicle insured or whilst mounting and dismounting from or traveling in vehicle insured 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 of Rs.....\* 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 Capital Sum Insured (CSI) per passenger is to be inserted.



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#### **IMT. 16. PERSONAL ACCIDENT TO UNNAMED PASSENGERS OTHER THAN INSURED AND THE PAID DRIVER AND CLEANER**

{ For vehicles rated as Private cars and Motorised two wheelers (not for hire or reward) with or without side car}

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 passenger other than the insured and/or the paid driver attendant or cleaner and/or a person in the employ of the insured coming within the scope of the Workmen's Compensation Act, 1923 and subsequent amendments of the said Act and engaged in and upon the service of the insured at the time such injury is sustained whilst mounting into, dismounting from or traveling in the insured motor car and caused by violent, accidental, external and visible means which independently of any other cause shall within three calendar months of the occurrence of such injury result in:

<b>Details of Injury</b>	<b>Scale of compensation</b>
(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 of Rs.....\* 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.
- (4) not more than....\*\* persons/passengers are in the vehicle insured at the time of occurrence of such injury.

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

\* The Capital Sum Insured (CSI) per passenger is to be inserted.

\*\* The registered sitting capacity of the vehicle insured is to be inserted.

#### **IMT 17. PERSONAL ACCIDENT COVER TO PAID DRIVERS, CLEANERS AND CONDUCTORS**

(Applicable to all classes of vehicles)

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 injury as hereinafter defined sustained by the paid driver / cleaner / conductor in the employ 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 :-

<b>Details of Injury</b>	<b>Scale of compensation</b>
(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 of Rs.....\* 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 Capital Sum Insured (CSI) per person is to be inserted.

#### **IMT.19. COVER FOR VEHICLES IMPORTED WITHOUT CUSTOMS DUTY**

Notwithstanding anything to the contrary contained in this policy it is hereby understood and agreed that in the event of loss or damage to the vehicle insured and/or its accessories necessitating the supply of a part not obtainable from stocks held in the country in which the vehicle insured is held for repair or in the event of the insurer exercising the option under .....\*, to pay in cash the amount of the loss or damage the liability of the insurer in respect of any such part shall be limited to :-

- (a) (i) The price quoted in the latest catalogue or the price list issued by the Manufacturer or his Agent for the country in which the vehicle insured is held for repair less depreciation applicable;

OR

- (ii) If no such catalogue or price list exists the price list obtaining at the Manufacturer's Works plus the reasonable cost of transport otherwise than by air to the country in which the vehicle insured is held for repair and the amount of the relative import duty less depreciation applicable under the Policy; and

- (b) The reasonable cost of fitting such parts.

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

\* Insert "Condition 3 in the case of the Private Car and Motorsied Two Wheeler Policies and Condition 4" in the case of Commercial Vehicles Policy.

## **IMT.20. REDUCTION IN THE LIMIT OF LIABILITY FOR PROPERTY DAMAGE**

It is hereby understood and agreed that notwithstanding anything to the contrary contained in the policy the insurers liability is limited to Rs. 6000/- (Rupees six thousand only) for damage to property other than the property belonging to the insured or held in trust or in custody or control of the insured.

In consideration of this reduction in the limit of liability a reduction in premium of Rs.....\* is hereby made to the insured.

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

\*To insert Rs.50 for Two wheelers, Rs.100 for private cars Rs.150 for Commercial Vehicles – three wheelers and taxis or Rs.200 for Commercial Vehicles (excluding three wheelers and taxis).

## **IMT. 22. COMPULSORY DEDUCTIBLE**

(Applicable to Private Cars, three wheelers rated as private cars, all motorized two wheelers, taxis, private car type vehicle plying for public/private hire, private type taxi let out on private hire)

Notwithstanding anything to the contrary contained in the policy it is hereby understood and agreed that the insured shall bear under Section 1 of the policy in respect of each and every event (including event giving rise to a total loss/constructive total loss) the first Rs.....\* (or any less expenditure which may be incurred) of any expenditure for which provision has been made under this policy and/or of any expenditure by the insurer in the exercise of his discretion under Condition no ...\*\* of this policy.

If the expenditure incurred by the insurer shall include any amount for which the insured is responsible hereunder such amount shall be repaid by the insured to the insurer forthwith.

For the purpose of this Endorsement the expression "event" shall mean an event or series of events arising out of one cause in connection with the vehicle insured in respect of which indemnity is provided under this policy.

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

\* (i) To insert amount as appropriate to the class of vehicle insured as per GR.40 of the tariff.

(ii) In respect of a vehicle rated under the Tariff for Private Car and in respect of a motorised two wheeler not carrying passengers for hire or reward, if any deductible in addition to the compulsory deductible provided in this endorsement is voluntarily borne by the insured, the sum representing the aggregate of the compulsory and the voluntary deductibles is to be inserted.

\*\* to insert Condition no 3 in respect of a vehicle rated under Tariff for Private Car / Two wheelers or Condition no 4 in respect of a vehicle rated under the Tariff for Commercial Vehicles.

## **IMT 22A. VOLUNTARY DEDUCTIBLE**

(For private cars/motorized two wheelers other than for hire or reward)

It is by declared and agreed that the insured having opted a voluntary deductible of Rs. ....\* a reduction in premium of Rs. ....\*\*\* under Section 1 of the policy is hereby allowed.

In consideration of the above, it is hereby understood and agreed that the insured shall bear under Section 1 of the policy in respect of each and every event (including event giving rise to a total loss/constructive total loss ) the first Rs.....\*\*\* (or any less expenditure which may be incurred) of any expenditure for which provision has been made under this policy and/or of any expenditure by the insurer

in the exercise of his discretion under Condition no ...# of this policy. If the expenditure incurred by the insurer shall include any amount for which the insured is responsible hereunder such amount shall be repaid by the insured to the insurer forthwith.

For the purpose of this Endorsement the expression "event" shall mean an event or series of events arising out of one cause in connection with the vehicle insured in respect of which indemnity is provided under this policy.

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

\* To insert voluntary deductible amount opted by the insured under tariff for Private car / tariff for motorised two wheeler.

\*\* To insert appropriate amount relating to the voluntary deductible opted as per the provision of tariff for Private car / tariff for motorised two wheelers.

\*\*\* To insert aggregate amount of voluntary deductible opted and the compulsory deductible applicable to the vehicle insured as in G.R. 40.

# To insert policy condition No. 3 of the tariff for private car / tariff for motorised two wheelers.

## **IMT.24. ELECTRICAL / ELECTRONIC FITTINGS**

**(Items fitted in the vehicle but not included in the manufacturer's listed selling price of the vehicle – Package Policy only)**

In consideration of the payment of additional premium of Rs....., notwithstanding anything to the contrary contained in the policy it is hereby understood and agreed that the insurer will indemnify the insured against loss of or damage to such electrical and/or electronic fitting(s) as specified in the schedule whilst it/these is/are fitted in or on the vehicle insured where such loss or damage is occasioned by any of the perils mentioned in Section.1 of the policy.

The insurer shall, however, not be liable for loss of or damage to such fitting(s) caused by/as a result of mechanical or electrical breakdown.

Provided always that the liability of the insurer hereunder shall not exceed the Insured's Declared Value (IDV) of the item.

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

## **IMT. 27. LIABILITY AND FIRE AND/OR THEFT**

(Not applicable for Miscellaneous and Special Types of vehicles rateable under Class -D of the Tariff for Commercial Vehicles)

Notwithstanding anything to the contrary contained in the policy it is hereby understood and agreed that Section I of the Policy the insurer shall not be liable thereunder except in respect of loss or damage by fire explosion self ignition lightning and/or burglary housebreaking theft and riot strike malicious damage terrorism storm tempest flood inundation and earthquake perils.

Subject otherwise to the terms conditions limitations and exceptions of the Policy.

NB.(i) In case of Liability and Fire Risks only, the words "burglary housebreaking theft" are to be deleted.

NB.(ii) In case of Liability and Theft Risks only, the words "fire explosion self ignition lightning riot strike malicious damage terrorism storm tempest flood inundation and earthquake perils" are to be deleted.

## **IMT. 28. LEGAL LIABILITY TO PAID DRIVER AND/OR CONDUCTOR AND/OR CLEANER EMPLOYED IN CONNECTION WITH THE OPERATION OF INSURED VEHICLE**

(For all Classes of vehicles.)

In consideration of an additional premium of Rs. 50/-notwithstanding anything to the contrary contained in the policy it is hereby understood and agreed that the insurer shall indemnify the insured against



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the insured's legal liability under the **Workmen's Compensation Act, 1923**, the **Fatal Accidents Act, 1855** or at **Common Law** and subsequent amendments of these Acts prior to the date of this Endorsement in respect of personal injury to any paid driver and/or conductor and/or cleaner whilst engaged in the service of the insured in such occupation in connection with the vehicle insured herein and will in addition be responsible for all costs and expenses incurred with its written consent.

Provided always that

- (1) This Endorsement does not indemnify the insured in respect of any liability in cases where the insured holds or subsequently effects with any insurer or group of insurers a Policy of Insurance in respect of liability as herein defined for insured's general employees;
- (2) The insured shall take reasonable precautions to prevent accidents and shall comply with all statutory obligations;
- \*(3) The insured shall keep record of the name of each paid driver conductor cleaner or persons employed in loading and/or unloading and the amount of wages and salaries and other earnings paid to such employees and shall at all times allow the insurer to inspect such records on demand.
- (4) in the event of the Policy being cancelled at the request of the insured no refund of the premium paid in respect of this Endorsement will be allowed.

Subject otherwise to the terms conditions limitations and exceptions of the Policy except so far as necessary to meet the requirements of the Motor Vehicles Act, 1988.

\*In case of Private cars/ motorised two wheelers (not used for hire or reward)

#### **IMT. 29. LEGAL LIABILITY TO EMPLOYEES OF THE INSURED OTHER THAN PAID DRIVER AND/OR CONDUCTOR AND/OR CLEANER WHO MAY BE TRAVELLING OR DRIVING IN THE EMPLOYER'S CAR**

##### **{Private Cars only/ Motorised two wheelers (not for hire or reward)}**

In consideration of the payment of an additional premium @ Rs.50/- per employee insured notwithstanding anything to the contrary contained in the policy it is hereby understood and agreed that the insurer will indemnify the insured against the insured's liability at **Common Law and Statutory Liability under the Fatal Accidents Act, 1855** for compensation (including legal costs of any claimant) for death of or bodily injury to any employee (other than paid drivers) of the within named insured being carried in or upon or entering in or getting on to or alighting from or driving the vehicle insured.

Provided that in the event of an accident whilst the vehicle insured is carrying more than ....\* employees of the insured (including the driver) the insured shall repay to the insurer a rateable proportion of the total amount payable by the insurer by the reason of this endorsement in respect of accident in connection with such vehicle insured.

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

NB. \* To insert the number of employees for which the premium has been paid.

GR 11. Unless specifically stated otherwise, premiums quoted in the Schedules under various Sections of the India Motor Tariff are the premiums payable on policies issued or renewed for a period of twelve months. No policy is permitted to be issued or renewed for any period longer than twelve months. It shall, however, be permissible to extend the period of insurance under the policy for any period less than twelve months, for the purpose of arriving at a particular

renewal date or for any other reasons convenient to the insured, by payment of extra premium calculated on pro-rata basis, provided such policies are renewed with the same insurer immediately after the expiry of such an extension. All such extensions will require attachment of the following Warranty to the policy.

"In consideration of the premium for this extension being calculated at a pro-rata proportion of the annual premium, it is hereby declared and agreed by the insured that upon expiry of this extension, this policy shall be renewed for a period of twelve months, failing which the difference between the extension premium now paid on pro rata basis and the premium at short period rate shall become payable by the insured."

#### **ADD-ON COVERS**

##### **1. NCB Retention Cover**

**IRDAN103RP0010V02100001/A0012V02200910**

(This cover is applicable if it is shown on Your Schedule)

In consideration of the payment of an additional premium as mentioned in the policy schedule and realization thereof by the Company and notwithstanding anything to the contrary contained in Section I of this policy it is hereby understood and agreed that the Company will maintain the current applicable No Claim Bonus (NCB) at the time of renewal of this policy.

Benefit of this cover is applicable:

1. To one approved accidental claim only during the Period of Insurance.

##### **What is not covered**

1. If the Policy is not renewed with Us within 90 days of the expiry of the policy.
2. The claim is a Total Loss (TL)/ Constructive Total Loss (CTL)

##### **Special Condition**

1. A claim for theft of the entire vehicle will not be considered as TL/ CTL for this purpose provided a new vehicle is purchased and insured with Us within 90 days of the theft, in which case, We will allow same No Claim Bonus on New vehicle as is shown in schedule.

2. A claim for only Partial theft of accessories/ parts will not be considered as a claim under this benefit.

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

##### **2. Nil Depreciation**

**UIN No. : IRDAN103RP0010V02100001/A0006V01201314**

This add on cover is applicable only if it is mentioned in the policy schedule.

In consideration of payment of an additional premium and notwithstanding anything to the contrary contained in section I of this Policy it is hereby understood and agreed that the Company will indemnify the Insured without deduction for depreciation on parts other than tyres and tubes in respect of approved partial loss claims.

##### **Provided that the indemnity granted by this Endorsement:**

- (1) Shall be available only for maximum two accidents during the Policy period
- (2) No indemnity shall be granted to Total Loss/ Constructive Total Loss/ Theft claims
- (3) Shall be applicable subject to insured vehicle being given for repairs to Company's Authorised Dealer/ Repairer only.

Subject otherwise to the terms, exceptions, conditions and limitations of the Policy.



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### 3. Voluntary Deductible

**UIN No.: IRDAN103RP0010V02100001/A0023V01200910**

It is declared and agreed that the Insured having opted for a voluntary deductible of Rs. \_\_\_\_\_/- \* a reduction in premium of Rs. \_\_\_\_\_/- \*\* under section I of this Policy is hereby allowed.

In consideration of the above, it is hereby understood and agreed that Insured shall bear under section I of the Policy in respect of each and every event (including event giving rise to a total loss/ constructive total loss) the first Rs. \_\_\_\_\_/- \*\*\* (or any less expenditure which may be incurred) of any expenditure for which provision has been made under this Policy and/or of any expenditure by the Company in the exercise of his discretion under condition no. # of this Policy.

If the expenditure incurred by the insurer shall include any amount for which the insured is responsible hereunder such amount shall be repaid by the insured to the insurer forthwith.

For the purpose of this Endorsement the expression "event" shall mean an event or series of events arising out of one cause in connection with the vehicle insured in respect of which indemnity is provided under this policy.

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

\* To insert voluntary deductible amount opted by the Insured.

\*\* To insert appropriate amount relating to the voluntary deductible opted by the Insured.

\*\*\*To insert aggregate amount of voluntary deductible opted and the compulsory deductible applicable to the vehicle insured as in G.R. 40.

### 4. Return to Invoice

**UIN No.: IRDAN103RP0010V02100001/A0065V01201819**

This cover is applicable if it is shown on Your schedule.

#### What is Covered

In consideration of the payment of the additional premium by the Insured as mentioned in the schedule and realization thereof by the Company, We will pay the financial shortfall between the amount You receive under Section 1 of the policy and the purchase price of the vehicle as confirmed in the invoice of sale or current replacement price of the new vehicle in case exactly same make/ model is available, whichever is less, in the event of Your vehicle has suffered a Total Loss/ CTL following an accident or Stolen during the Period of insurance and is not recovered during the Period of Insurance. We will also reimburse the first time registration charges, road tax & applicable insurance cost which You have incurred on the insured vehicle.

For the purpose of this cover "Insurance Cost" means Sum of Own Damage Premium derived by multiplying Current Year Own Damage Rate with Insured Declared Value of the vehicle at the time of purchase & Current Year Third Party Premium.

#### Special Condition applicable to this benefit:

- The finance company/ bank whose interest is endorsed on the policy must agree in writing.

#### What is not covered

We will not pay the financial shortfall if:

- The total loss/ CTL and theft claim is not valid and admissible under Section 1 of the policy.
- For any non-built in electrical/ electronic and non-electrical/ electronic accessories including bi-fuel kit forming part of

the invoice but not insured under Section 1 of the policy.

- Final investigation report of police confirming the theft of the vehicle in case of theft claim is not submitted to Us.
- Covered vehicle is imported. Standard Deductible under Section 1 of the policy shall be applicable to this cover. Subject otherwise to the terms, condition, exclusions of the policy.

### 5. Tyre Protector

**UIN No.: IRDAN103RP0010V02100001/A0027V01201920**

This cover is applicable if it is shown on Your Schedule

#### What is Covered

In consideration of the payment of the additional premium by the Insured as mentioned in the schedule and realization thereof by the Company,

We will cover the expenses for repair and / or replacement, as may be necessitated arising out of accidental loss or damage to tyres and tubes.

In any situation Company's liability would not exceed the following, basis the unused tread depth of respective tyre

- Unused tread depth of <3 mm – Considered as normal wear and tear and is not covered
- Unused tread depth of >=3 to <5 mm – 50% of cost of new tyre and / or tube
- Unused tread depth of >=5 to <7 mm – 75% of cost of new tyre and / or tube
- Unused tread depth of >=7 mm – 100% of cost of new tyre and / or tube

Unused Tread depth will be measured at the centre of the tread. Minimum 4 measurements at 4 different places will be taken for the purpose of arriving at mean tread depth which will be the basis of indemnity under the coverage.

The cover also includes any service or labor charges incurred during the replacement/ repair of damaged tyre(s) of the Insured Vehicle.

Whenever replacement of tyre will be allowed it will be of the same make and specification and if tyre of similar specification is not available and replaced tyre is superior to damaged tyre then We will not be liable for Betterment Charges. Maximum of 4 (four) replacements will be allowed during the Period of insurance.

#### Cost of Consumable is also covered.

If the damage to tyre/ tube is caused due to the accidental damage to the insured vehicle covered under "Own Damage" section of the policy, Our liability under this cover will be restricted to the difference of depreciation percentage applied under "Own Damage" section and as mentioned above basis the unused tread depth.

A claim for only tyre will not affect Your No Claim Bonus eligibility at the time of renewal with Us provided there is no other claim for damage to the vehicle during the Period of insurance.

#### What is not Covered

- If the insured vehicle is not repaired at an Authorized garage.
- Loss or damage arising out of natural wear and tear including unevenly worn tyres caused by defective steering geometry outside manufacturer's recommended limits or wheel balance, failure of suspension component, wheel bearing or shock absorber.



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3. Any loss or damage within first 15 days of the inception of the policy.
4. Any loss or damage occurred prior to the inception of the policy
5. Any loss or damage resulting into total loss of the vehicle
6. Routine maintenance including adjustment, alignment, balancing or rotation of wheels / tyres / tubes.
7. Theft of tyre(s) / tube(s) or its parts, accessories without vehicle being Stolen or theft of entire vehicle
8. If the tyre(s) / tube(s) which are being claimed is different from tyre(s) insured / supplied as original equipment along with the vehicle unless informed to Us and mentioned / endorsed on the policy.
9. Fraudulent act committed by the Insured or the workshop or any person entrusted with the possession of the vehicle by the Insured.
10. Loss or damage arising out of improper storage or transportation
11. Any Consequential Loss or damage such as but not limited to noises, vibrations and sensations that do not affect tyre function or performance.
12. Loss or damage arising out of modifications not approved by the tyre manufacturer.
13. Loss or damage resulting from hard driving due to race, rally or illegal activities.
14. Loss or damage due to neglect of periodic maintenance as specified by the manufacturer.
15. Loss or damage resulting from poor workmanship while repair.
16. Loss or damage arising out of any manufacturing defect or design including manufacturer's recall.
17. Minor damage or scratch not affecting the functioning.
18. Tyre which has been used for its full specified life as per manufacturer's guideline or where unused tread depth is less than 3 mm.

#### **Special Conditions**

1. If You make a fraudulent claim which is declined as per Para 9 of "What We will not cover" of this endorsement, coverage under this section shall cease with immediate effect.
2. If during the Period of insurance any tyre is replaced for any reason for which claim is not preferred under the coverage, cover on new tyre would not be available unless details of new tyre are informed to Us.
3. In case of replacement of tyre for which a claim is preferred under the coverage, replaced tyre can be included by way of endorsement by paying requisite premium.
4. All claims must be made within 3 working days of damage.
5. You must take all reasonable steps to avoid loss or damage to tyre(s). You must not continue to drive the vehicle if You do not have run- flat tyres after any damage or incident if this could cause further damage to the tyre(s).

Subject otherwise to terms, condition, limitations and exceptions of the policy.

Standard Deductible under Section 1 of the policy shall be applicable to this cover.

#### **Rim Protector**

**UIN No.: IRDAN103RP0010V02100001/A0028V01201920**

This cover is applicable if it is shown on Your Schedule

#### **What is Covered**

In consideration of payment of the additional premium by the Insured as mentioned in the schedule and realization thereof by the Company,

If during the Period of insurance any Rim on Your vehicle is accidentally physically damaged or warped as a result of a blowout or as a result of the insured vehicle being driven over potholes, kerbs, or other road debris, We will pay the cost of repairs or replacement of the damaged Rim only.

Whenever replacement of Rim will be allowed it will be of the same make and specification and if Rim of similar specification is not available and the replaced Rim is superior to damaged Rim then We will not be liable for Betterment Charges. Maximum of 4 (four) replacements will be allowed during the Period of insurance.

The cover also includes any service or labor charges incurred during replacement/ repairs of damaged Rim(s) of the Insured Vehicle. Cost of Consumable is also covered.

A claim for only Rim will not affect Your No Claim Bonus eligibility at the time of renewal with Us provided there is no other claim for damage to the vehicle during the Period of insurance.

#### **What is not Covered**

1. If the insured vehicle is not repaired at an Authorized garage.
2. Loss or damage arising out of natural wear and tear or damage caused by defective steering geometry outside the manufacturer's recommended limits or wheel balance, failure of suspension component, wheel bearing or shock absorber.
3. Any loss or damage to rims resulting from corrosion and/ or oxidation and/ or rusting.
4. Any loss or damage within first 15 days of the inception of the policy.
5. Any loss or damage occurred prior to the inception of the policy
6. Any loss or damage resulting into total loss of the vehicle.
7. Routine maintenance including adjustment, alignment, balancing or rotation of wheels.
8. Theft of rim(s) or its parts, accessories without the insured vehicle being Stolen or theft of entire insured vehicle.
9. If the rims(s) are being claimed is different from rim(s) insured / supplied as original equipment along with the vehicle unless informed to Us and mentioned / endorsed on the policy.
10. Fraudulent act committed by the Insured or the workshop or any person entrusted possession of the vehicle by insured.
11. Loss or damage arising out of improper storage or transportation
12. Any Consequential Loss or damage such as but not limited to noises, vibrations and sensations that do not affect rim function or performance.
13. Loss or damage arising out of modifications not approved by manufacturers
14. Any loss or damage to rims arising due to fitment of accessories to the insured vehicle such as wheel covers etc.



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15. Loss or damage resulting from hard driving due to race, rally or illegal activities.
16. Loss or damage due to neglect of periodic maintenance as specified by the manufacturer.
17. Loss or damage resulting from poor workmanship while repair.
18. Loss or damage arising out of any manufacturing defect or design including manufacturer's recall.
19. Minor damage or scratch not affecting the functioning.

#### **Special Conditions**

1. If You make a fraudulent claim which is declined as per Para 10 of "What We will not cover" of this endorsement, coverage under this section shall cease with immediate effect.
2. If during the Period of insurance any rim is replaced for any reason for which claim is not preferred under the coverage, cover on new rim would not be available unless details of new rim are informed to Us.
3. In case of replacement of rim for which a claim is preferred under the coverage, replaced rim can be included by way of endorsement by paying requisite premium.
4. All claims must be made within 3 working days of damage.
5. You must take all reasonable steps to avoid loss or damage to rim(s). You must not continue to drive the vehicle after any damage or incident if this could cause further damage to the rim(s).

Subject otherwise to terms, condition, limitations and exceptions of the policy.

Standard Deductible under Section 1 of the policy shall be applicable to this cover.

#### **7. Hospital Cash Cover**

**UIN No.: IRDAN103RP0010V02100001/A0029V01201920**

In consideration of the payment of an additional premium as mentioned in the policy schedule and realization thereof by the Company, it is hereby understood & agreed that the Company agrees to pay the Sum Insured mentioned in the policy schedule for You & Your Family for per day hospitalization caused due to bodily injury caused by accidental, external, violent and visible means while travelling in, embarking or disembarking from the insured vehicle during the Period of Insurance as mentioned in the schedule for which a valid claim under the policy is admissible. Provided duration of any such hospitalization shall be minimum of 24 consecutive hours.

We shall also pay the amount mentioned in the policy schedule for convalescence benefit which shall be payable post 7 days of hospitalization.

This cover is also applicable for Unnamed Passengers travelling in the insured vehicle not exceeding licensed seating capacity of the insured Vehicle.

#### **What is not covered**

1. Any claim related to a sickness, disease or medical disorder not directly consequential to the accident.
2. Any claim towards psychosomatic disorders of any kind, whether caused or accentuated by the accident or otherwise.
3. If the claim is not supported by an original and valid bill/receipt and related prescription of attending the Medical Practitioner / Hospital/ Nursing Home.

4. Any claim arising or resulting from or traceable to intentional self injury, suicide or attempted suicide physical defect or infirmity.
5. Any claim arising or resulting from or traceable to an accident happening whilst You or any other person driving the insured vehicle are under the influence of intoxicating liquor or drugs.

Deductible of 2 days (48 hours) shall be applicable to this cover for each and every claim

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

#### **8. Consumable Expenses**

**UIN No.: IRDAN103RP0010V02100001/A0007V02201314**

This cover is applicable if it is shown on Your Schedule

#### **What is Covered**

In consideration of the payment of the additional premium by the Insured as mentioned in the schedule and realization thereof by the Company,

We will cover cost of Consumables required to be replaced/replenished arising from an accident to the insured vehicle. Consumables 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, brake oil, fuel filter, air conditioner gas and items of similar nature excluding fuel.

#### **What is not covered**

1. Any Consumable not associated with admissible Own Damage claim under section I (Own Damage) of the policy.
2. If there is no valid and admissible claim under section I (Own Damage) of the policy.
3. If the insured vehicle is not repaired at an Authorized garage.

Standard Deductible under Section 1 of the policy shall be applicable to this cover.

Subject otherwise to terms, condition, limitations and exceptions of the policy.

#### **9. Engine Protector**

**UIN No.: IRDAN103RP0010V02100001/A0009V02201314**

This cover is applicable if it is shown on Your schedule.

#### **What is covered**

In consideration of the payment of the additional premium by the Insured as mentioned in the schedule and realization thereof by the Company, We will pay You repair and replacement expenses for the Consequential loss or damage to-

- Internal parts of the engine
- Gear Box, Transmission or Differential Assembly

Provided loss or damage is due to ingress of water in the engine or leakage of lubricating oil from engine / respective assembly.

We will also pay for the lubricating oils / Consumables used in the respective assembly i.e. material, which is used up and needs continuous replenishment such as engine oil, Gear Box oil etc. but excluding fuel.

#### **What is not covered**

We shall not indemnify You under this endorsement in respect of

1. Loss or damage covered under the manufacturer's warranty; recall campaign or forming part of maintenance/



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preventive maintenance.

2. Any aggravation of loss or damage including corrosion due to delay in intimation to us and / or retrieving the vehicle from water logged area.
3. Cost of lubricants in case of loss due to leakage and flushing of consumables
4. Any claim where the repair has been carried out without prior approval from Us

#### **Special Condition:**

Claim under this endorsement will be admissible only if

1. In case of water damage, there is an evidence of the insured vehicle being submerged or stopped in a water logged area.
2. In case of leakage of lubricating oil, there is a visible evidence of accidental damage to engine or respective assembly.
3. There is evidence of under carriage damage to Engine Parts and/ or Gear Box parts and/ or Differential parts leading to oil leakage and leading resulting into damage of covered parts.
4. Vehicle is transported / towed to garage within 2 (Two) days of water receding from the water logged area.
5. You have taken all reasonable steps, safeguards and precautions to avoid any loss or damage and also prevent aggravation of loss once the loss or damage to the insured vehicle is sustained and noticed by You. Subject otherwise to terms, conditions, limitations and exceptions of the policy.

Standard Deductible under Section 1 of the policy shall be applicable to this cover.

#### **10. Key Protect cover**

**UIN No.: IRDAN103RP0010V02100001/A0008V02201314**

This cover is applicable if it is shown on Your schedule.

#### **What is Covered**

In consideration of the payment of the additional premium by the Insured as mentioned in the schedule and realization thereof by the Company,

1. Key Replacement- We will reimburse You for the cost of replacing Your insured vehicle keys which are Lost or Stolen
2. Break-in Protection- We will reimburse You for the cost of replacing Your locks and keys if Your insured vehicle is broken into. The covered cost includes the labor cost for replacing the lock.
3. In the event of a security risk arising out of the incidence of Lost keys of Your insured vehicle, We will indemnify You for the cost of installing new locks in Your vehicle.

#### **What is not covered**

We will not pay for:

1. Costs other than those listed in "What is covered section"
2. The cost to replace keys to vehicles that You do not own for personal use.
3. 1% of claim amount or INR 500 whichever is higher.

#### **Special Conditions**

1. For Break-in protection claims, You must provide an official police report that confirms the incident happened within Period of insurance.
2. This cover shall be available only for maximum of two

claims during the Period of insurance.

3. Any loss or damage to Keys & lock set only shall not impact Your No claim Bonus on renewal of the policy.

Standard Deductible under Section 1 of the policy shall not be applicable for claim under this cover.

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

#### **11. Loss of personal belongings**

**UIN No.: IRDAN103RP0010V02100001/A0031V01201920**

This cover is applicable if it is shown on Your Schedule

#### **What is Covered**

In consideration of the payment of the additional premium by the Insured as mentioned in the schedule and realization thereof by the Company,

We will pay for the loss or damage to You & Your Family member's personal belongings caused by perils mentioned under section 1 of the policy while they are in the insured vehicle at the time of loss or damage to the insured vehicle.

Personal Belongings for the purpose of this section means items such as clothes and other articles of personal nature likely to be worn, used or carried and includes audio/ video tapes, CDs and items of similar nature.

#### **What is not covered**

1. Money, securities, cheques, bank drafts, credit card or debit cards, jewellery, lens, glasses, travel tickets, watches, valuables, manuscripts, paintings and items of similar nature.
2. Any goods or sample carried in connections with any trade or business is not covered.

#### **Special Conditions**

1. A police report must be filed for claims due to burglary or theft.
2. The maximum amount payable under this section is Rs (Refer Schedule) during the Period of insurance. Any claim under this section will be admissible only when there is a valid and admissible claim in respect of the insured vehicle arising out of the same accident.
3. The insured shall bear 2.5% of Sum Insured Opted subject to minimum of INR 250 for each and every claim under this section.

In the event of claim You shall submit invoice of the Personal Belongings where value of any such individual belonging exceeds Rs 5000.

#### **12. Cover For Replacement Car**

**UIN No.: IRDAN103RP0010V02100001/A0008V01200910**

In consideration of payment of an additional premium of Rs.\_\_\_\_\*, it is hereby understood and agreed that the Company will provide a temporary replacement car to the Insured for loss of use of the insured vehicle due to risks covered under section I of this Policy as under:-

- (1) Warranted that the replacement car will be provided only when insured vehicle shall be required to be with Company's Authorised Dealer/Repairer for minimum of days for repairs.
- (2) For a maximum of 15 days for loss/damage to the insured vehicle giving rise to claims other than Total Loss/ Constructive Total Loss/ Theft claims.
- (3) For a maximum of 30 days for loss/damage to the insured



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vehicle giving rise to Total Loss/ Constructive Total Loss/ Theft claims.

**Provided that the replacement car shall be available only:**

- (a) For maximum two accidents during the Policy period.
- (b) The replacement car is provided by the Company only.
- (c) The Company shall not reimburse any cost incurred towards fuel for the replacement car used by the Insured.
- (d) The replacement car shall be available only till the completion of repairs and no delay in taking delivery by Insured is there.

Subject otherwise to terms, conditions, limitations and exceptions of the Reliance Private Car Policy- Bundled.

\* To insert the sum as per the premium table.

**13. Daily Allowance Benefit Plus**

**UIN No.: IRDAN103RP0010V02100001/A0010V02201415**

This cover is applicable if it is shown on Your policy schedule

**What is Covered**

In consideration of the payment of an additional premium by the Insured as mentioned in the policy schedule and realization thereof by the Company,

We will make an allowance to You for loss of use of the insured vehicle due to risks as covered under Section 1 of this policy as under:

- 1) Warranted that the allowance as payable under this benefit will be payable only when insured vehicle shall be required to be with our Authorized garage for more than 3 days for repairs.
- 2) Daily allowance is payable as per the plan accepted by the insured, only on the admission of claim of loss or damage to the insured vehicle, if the duration (from the date of delivery to our Authorized garage or date of intimation to Us whichever is later till the date of discharge) exceeds the number of days as specified above. No claim under this add-on cover is payable if there is no admissible claim under the policy, of loss/ damage to the insured vehicle.
- 3) Rs /-\*\* per day as per the plan accepted by the insured subject to maximum of days for loss/ damage to the insured vehicle giving rise to claims other than total loss/ Constructive Total Loss.
- 4) In case of theft of insured vehicle, daily allowance benefit in a lump sum will be payable if the insured vehicle is not recovered within a period of 90 days. The allowance payable will be as per the plan as accepted by the insured.
- 5) No further payment for specific accidental loss or damage will be made once the vehicle is removed from the garage.
- 6) We will not be liable for any claim on account of delay in delivering vehicle to the garage.
- 7) Company shall not be liable for any loss directly or indirectly caused by restrictions imposed on operations by Government or public authority as a response to a epidemic, pandemic or disease outbreak. Provided that the allowance shall be payable only:
  - a) If the insured vehicle as required above is repaired in any of our Authorized garage.
  - b) If the time required for repair of insured vehicle is more than 3 days, and c) On completion of repairs there is no delay by the insured in taking the delivery of the insured vehicle.

- d) For a maximum of (Refer policy schedule) admissible claims during the period of insurance.

**For the purpose of this add on cover:**

In case of claim of loss/ damage, an "eligible claim" shall be one of that is admissible under Section 1 of the policy, and for which the insured vehicle is repaired at our Authorized garage for a period more than 3 days, and a daily allowance for at least one day is payable. In case of a claim arising due to theft of the insured vehicle the same shall be an "eligible claim" and entitles the insured to the benefit as provided in sub clause 4) of this add- on cover.

Subject otherwise to the terms, exceptions, conditions and limitations of the Reliance Private Car Package Policy

**14. EMI Protection**

**UIN No.: IRDAN103RP0010V02100001/A0006V02201415**

This cover is applicable if it is shown on Your policy schedule

In consideration of the payment of an additional premium as mentioned in the policy schedule and realization thereof by the Company, it is hereby understood & agreed that the Company will indemnify the insured, subject to terms, conditions and exclusions applicable to this add on cover and the policy to pay, on occurrence of the covered event as defined below, EMI amount(s) in respect of the Auto Loan/ Car Loan and is subject to maximum of Sum Insured as stated in the policy schedule.

Covered Event: If as a result of an accident to the insured vehicle which is covered under this policy, the vehicle is required to be kept in our Authorized garage for repairs & repair time is more than 21 consecutive days, being counted from the date of claim intimation or delivery of the vehicle at our Authorized garage whichever is later, and before the completion of repairs or intimation thereof being sent to the insured.

Claims proceeds under this add on cover shall be as per below table:

Noof Daysin Garage	Plan Opted	Noof EMI (s) payable
21 Days	1 EMI	1 EMI
42 Days	1 EMI	1 EMI
63 Days	1 EMI	1 EMI
21 Days	2 EMIs	1 EMI
42 Days	2 EMIs	2 EMIs
63 Days	2 EMIs	2 EMIs
21 Days	3 EMIs	1 EMI
42 Days	3 EMIs	2 EMIs
63 Days	3 EMIs	3 EMIs

- A) The company shall have no liability under this add-on cover
  - a. For any EMI amount and/ or additional payment which becomes due because of default, non- payment or delayed payment of any amount due to bank/ financial institutions.
  - b. Where the vehicle is stolen or in total loss.
  - c. Where the auto loan/ car loan availed of is in excess of the insured's declared value (IDV) of the vehicle.
  - d. Company shall not be liable to pay in case auto loan/ car loan is already paid by insured during the policy period and subsequently no EMI falling due during repair of the vehicle.
  - e. For delay in submission of required documents of Own



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- Damage claim (as stated in claim form) beyond 21 days or beyond such further time as the company may allow from the date of intimation of claim.
- f. Company shall not be liable for any loss directly or indirectly caused by restrictions imposed on operations by Government or public authority as a response to a epidemic, pandemic or disease outbreak.
- B) In case of a claim, the amount payable will be made in favor of bank/ financial institution with whom the vehicle is hypothecated and/ or hire purchase and/ or lease arrangements are in place. In case the EMI in respect to Auto Loan/ Car Loan has already been paid by insured to the bank/ financial institution during the repair, the amount shall be directly paid to insured.
- C) The company's maximum liability for a single EMI under this add on cover shall be up to the Sum Insured as stated in the policy schedule.
- D) The company's maximum liability under this add on cover shall be up to the number of EMI(s) as opted by the insured for coverage.

This cover shall be available only for a maximum of (Refer policy schedule) admissible claims during the period of insurance.

Subject otherwise to terms, conditions, limitations and exceptions of the Reliance Private Car Package Policy

## 15. Reliance Limit Sure - Pay as you Drive

**UIN No.: IRDAN103RP0010V02100001/A0021V01202223**

### 1. INSURING CLAUSE:

- 1.1 If this cover is opted, the Insured agrees and declares to run the Insured Vehicle for the 'Kilometre Limit' or 'Available Kilometres', as specified in the Policy Schedule, during the Own Damage Policy Period. Based on the 'Kilometre Limit' opted by the Insured at the inception of the Policy, the Insured shall be eligible for an upfront adjustment (i.e., either a discount/loading) on the annual Own Damage premium (including the premium for the Own Damage Add On covers) that is otherwise payable on the Insured Vehicle.
- 1.2 During Policy Period, if the Insured expects to exceed the 'Kilometre Limit' or 'Available Kilometres' (if applicable) as specified in the Policy Schedule, the Insured shall have an option to buy 'Top up Limit' to continue their coverage under the Policy by suitably endorsing the Policy and paying any premium as required to be paid.

### 2. CONDITIONS

- 2.1 The Insured is obligated to declare the actual total distance that the Insured Vehicle has covered since its first registration as per the Odometer reading (in KM) of the Insured Vehicle as at the Policy Inception date.

The physical distance that the Insured Vehicle covered at any chosen date during the Policy Period is then calculated as the difference between the Odometer readings on the respective date and the Odometer reading at the start of the Policy (and as recorded in the Policy Schedule).

Where the Insured fails to declare the actual Odometer reading (in KM) at the Policy Inception date, the latest Odometer reading (in KM) declared to the Company (whether declared in the proposal form or at the time of renewal or any date preceding the Policy Inception date) shall be considered as the Odometer reading (in KM) of the Insured Vehicle at the Policy inception date.

- 2.2 Available Kilometres means sum of the below fields

specified in the Policy Schedule –

- a. 'Kilometre Limit' that has been opted at Policy Inception Date
- b. 'Top Up Limit', if any opted and paid for during the Policy Period
- c. 'Carry Forward Limit', that has been made available from the expired Policy of the Insured with the Company

The physical distance the Insured Vehicle has covered during the Policy Period shall be lesser than or equal to total of the Available Kilometres.

- 2.3 In case the Insured Vehicle meets with an Accident, subject to the terms and conditions of the Policy, such Claim under Own Damage section of the Motor Own Damage policy shall be payable, if, and only if the vehicle has not exceeded the Available Kilometres. However, this condition shall not be applicable in case of Theft and/or Fire and/or Motor Third Party cover.

- 2.4 Any unused limit in the Available Kilometres shall be carried forward to the next Policy Period upon renewal. Such carry forwards are referred to us 'Carry Forward Limit'. Such limit is subject to the below conditions:

- a. The Policy is renewed with RGICL without any break-in or coverage breaks
- b. No claim has been admitted under Own Damage Section of the expiring Policy. In case of claim being reported in the expiring policy after the renewal of the Policy, any Carry Forward Limit already provided during renewal shall be revised to zero, and the Insured shall be given the option to buy appropriate Top Up Limit.
- c. The accumulated 'Carry Forward Limit' shall not exceed the distance as specified in the Policy Schedule, in total for a given Policy.
- d. If the customer wishes not to continue with the Company's Limit Sure cover but chooses to renew appropriate Own Damage cover, then the Carry Forward Limit can be converted to a one-time discount for such renewal.

- 2.5 Such one-time discount shall be available for redemption for up to 3 years and can be availed by the Insured at any Policy Inception that falls in such 3 years of opting out of the Limit Sure cover. The Company, however, reserves the right, to extend this discount to the same customer after a skipped renewal.

- 2.6 The Company upon its discretion shall extend the option to transfer the 'Carry Forward Limit' or the equivalent 'One-time discount' to any other Private Car belonging to the Insured under the following circumstances:

- a. Total Loss or Theft of the Insured Vehicle
- b. Sale of the Insured Vehicle
- c. Any underwriting criterion that may make the Insured Vehicle ineligible for availing the Reliance 'Limit Sure' Add On cover.

### 2.7 The 'Grace Limit' (in Kms) available for all policies is:

*Grace Limit = 5% \**

*Available Kilometer or Grace Limit (as specified in the Policy schedule), whichever is lower*

Claims occurring during Grace Limit is payable (subject to all other terms and condition) if and only if the Insured opts for a suitable Top Up Limit before the expiry of the Grace



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Limit.

The Grace Limit can be availed only twice in a Policy Period.

- 2.8 In circumstances wherein the Insured has failed to opt for a suitable Top Up Limit before expiry of the Grace Limit after the earlier exhaustion of the 'Available Kilometres' Limit during the Policy Period, the Company shall reserve the rights to restore the Motor Own Damage cover subject to meeting underwriting conditions and upon receipt of appropriate 'Restoration Premium' of 10% of the annual Own Damage cover. However, even after such restoration, any claim that has occurred after expiry of the 'Available Kilometres' Limit until the date of Restoration shall remain inadmissible under the Policy.
- 2.9 The Company shall not allow for reduction in 'Kilometre Limit' or in 'Top up Limit' or 'Available Kilometres' during the Policy Period.
- 2.10 The third-party liability cover shall be available for the Policy Period as mentioned in the Policy Schedule.
- 2.11 In the event of permanent loss or irretrievability or deletion of the distance travelled information from the Odometer or malfunctioning of the Odometer of the Insured Vehicle, due to action of fortuitous perils that are beyond the control of the Insured, the Company may consider partial payment of vehicle Accidental Claims based on satisfactory investigation and or forensic studies.
- 2.12 The Insured may opt to cancel the Policy by giving the Company notice in writing. All cancellations shall be subject to refund scale and minimum premium retention as per the Motor Own Damage policy on which this Cover is attached. No refund shall be allowed in the event of cancellation after the utilization of 80% of opted 'Kilometre Limit' including Top Up Limit (if any). 'Grace Limit' shall not be included for the computation of such utilized percentage.

### 3. EXCLUSIONS

- 3.1 Any accidental damage to the Insured vehicle, if the vehicle has exceeded the Available Kilometres as mentioned in the Policy Schedule. The coverage during the Grace Limit is subject to conditions mentioned in the clause 2.7 above.
- 3.2 All exclusions as applicable under the Motor Own Damage policy on which this Cover is attached to, shall also be applicable to this Add-on Cover.
- 3.3 Any attempted or actual, tampering or modification or damage of the Odometer shall render this cover discontinued ab initio and the Company may reverse the right to forfeit the Own Damage cover without any refund of premium. The Company may, at its discretion, recover the premium difference chargeable and restore the base Motor Own Damage policy on which this Cover was attached to it's full extent.
- 3.4 Any repairing, re-setting or replacement of any components including the Odometer that may affect the distance travelled information without informing and seeking prior consent from the Company shall make any vehicle Accidental Claim inadmissible under this Policy.
- 3.5 Any misrepresentation, false reporting or wrong reporting of the Odometer reading shall be treated as fraud and the Company may resort to and pursue appropriate legal avenues that is available under such circumstances. Any Vehicle Accident claim will be inadmissible under such circumstances.

3.6 The Company shall not be liable for any claim where the subject matter of the claim is covered under any other type of insurance policy with any other insurer or manufacturer's warranty including manufacturer recall campaign or under any other such packages at the same time, or forming part of maintenance / preventive maintenance.

Subject otherwise to all other terms, conditions, limitation, and exclusions of the Motor Own Damage Policy on which this Cover is attached to.

### 16. Reliance Electric Vehicle Battery Protection Cover

UIN No.: IRDAN103RP0010V02100001/A0050V01202223

#### 1. DEFINITIONS

##### 1.1 Battery (EVB)

Means an electric vehicle battery (EVB) (also known as 'traction battery') used to power the electric motors of a battery electric vehicle (BEV) or hybrid electric vehicle (HEV). These batteries are rechargeable batteries and are typically the Lithium-Ion batteries. These batteries are specifically designed for a high ampere-hour (or Kilowatt-hour) capacity. Electric vehicle batteries differ from starting, lighting and ignition (SLI) batteries as they are designed to go give power over sustained periods of time and are deep-cycle batteries.

##### 1.2 Battery Electric Vehicle (BEV)

A Battery Electric Vehicle (BEV), a pure electric vehicle, only electric vehicle, fully electric vehicle or all electric vehicle is a type of electric vehicle that exclusively uses chemical energy stored in rechargeable battery packs, with no secondary source of propulsion (e.g. hydrogen fuel cell, internal combustion engine, etc.) Battery Electric Vehicle derive all power from battery packs and thus have no internal combustion engine, or fuel tank.

##### 1.3. Battery Management System (BMS)

A Battery Management System (BMS) is an electronic system that manages EVB, such as by protecting the battery from operating outside its safe operating area, monitoring its state, calculating secondary data, reporting that data, controlling its environment, authenticating it and / or balancing it.

The BMS also controls the charging and discharging, as well as recharging of the battery by redirecting the recovered energy (i.e., from regenerative braking) back into the EVB. Inverter, converter and the cooling systems also form part of the BMS.

For the purposes of this Policy, it means the original BMS provided by the Manufacturer along with new purchase of the Vehicle without any modifications, or the original BMS that has been replaced by the original equipment manufacturer following some fortuitous event.

##### 1.4. Electric Motor and Differential

Means the core component of the Battery Electric Vehicle and Hybrid Electric Vehicle that converts electrical energy into mechanical energy and uses electric power from the traction of the battery, turning the transmission and the wheels.

For the purposes of this Policy, it means the original Electric Motor provided by the Manufacturer along with new purchase of the Vehicle without any modifications, or the original Electric Motor that has been replaced by the



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original equipment manufacturer following some fortuitous event.

#### 1.5. Electric vehicle

An electric vehicle is a vehicle that uses one or more electric motors for propulsion. It can be powered by a collector system, with electricity from extravehicular sources, or it can be powered autonomously by a battery (sometimes charged by solar panels), or by converting fuel to electricity using fuel cells or a generator.

Electric Vehicle means either Battery Electric Vehicle (BEV) or Hybrid Electric Vehicle (HEV).

#### 1.6. Insured Vehicle

Means the Electric Vehicle and Hybrid Electric Vehicle defined in section 1.5 and 1.7 respectively. It is alternatively referred to as simply Vehicle or Electric Vehicle. It includes standard tools and accessories that are provided by the Manufacturer of the Vehicle at the time of new purchase of the Vehicle.

It is identifiable by the Chassis Number and Motor Number provided by the Manufacturer.

For the purpose of this Policy, only vehicles manufactured by a recognized Manufacturer, who is a member of the Society of Indian Automobile Manufacturers ('SIAM') are insurable. Further, such vehicles are certified by Automotive Research Association of India ('ARAI') with regards to the top speed and the Motor's power.

#### 1.7. Hybrid Electric Vehicle

A Hybrid electric vehicle is powered by an internal combustion engine and one or more electric motors, which uses energy stored in the batteries. A hybrid electric vehicle cannot be plugged in to charge the battery. Instead, the battery is charged through regenerative braking and by the internal combustion engine.

Hybrid Electric Vehicle system Means the system that contains of electric motor, DC/DC step down converter, electric generator and power electronics controller.

#### 1.8. State of Health (SOH) of the Lithium-Ion Battery

Means the measurement of condition of the Lithium-Ion Battery compared with that of the manufacturer's specification for the Lithium-Ion Battery. It is generally expressed in percentage terms, ranging between 0% to 100%. 100% means that battery's condition is fully meeting the manufacturer's specifications. The typical factors considered in these calculations are (the list below is inclusive but not exhaustive):

- Internal Resistance or conductance
- Battery Capacity
- Voltage
- Self-discharge
- Age of the battery

### 2. COVERAGES

2.1 This cover pays for repair and or replacement of damaged lithium-ion battery and or Battery Management System (BMS), due to:

- i. Unexpected Power Surge while charging the lithium-ion battery
- ii. Mechanical shock to the lithium-ion Battery and or Battery Management System (BMS)

- iii. Water ingress or moisture buildup within the lithium-ion battery or the BMS, due to submergence in water following a flood and or inundation
- iv. Spontaneous, unexplained, and uncontrolled exothermic electrochemical reactions (of substrates that are within the battery cells) resulting in explosion of and or visible flames and or smoke from the lithium-ion battery or the BMS.

2.2. The below are excluded for the purpose of this cover:

- i. Damages resulting from failure to use vehicle manufacturer's recommended and genuine equipment, spare parts, consumables like coolants.
- ii. Damages resulting from failure to follow the manufacturers' instructions whilst charging, parking, and riding the vehicle.
- iii. Any loss after the vehicle has been serviced in an unauthorized service garage or center. Handling of the equipment by unauthorized service personnel.
- iv. Any damages due to charging done through unauthorized charging stations (which are not recommended by manufacturer) or charging equipment (not provided or authorized by manufacturer).
- v. Damages resulting from attempted or actual physical access or dislodgment of the battery or BMS by anyone apart from the authorized personnel
- vi. Damages resulting from failure to use the latest software version as prescribed by the Manufacturer
- vii. Damages resulting from any attempted or actual Theft of Battery
- viii. Damages resulting from any wear and tear of the battery, cable and wires
- ix. Any damages due to participation in adventurous activities or activities not recommended by manufacturer guidelines.
- x. Any damages due to extra installation of electric equipment apart from the already installed electric equipment provided by manufacturer.
- xi. Damages resulting due to fully discharged Battery not plugged in within 24 hours of such discharge.
- xii. Any Third Party bodily injury or property damage claim arising due to anything happening with battery.
- xiii. Any claim where the repair has been carried out without prior approval from the Company
- xiv. Depreciation, as per the scale mentioned in the base policy, unless opted to be covered as per section 2.1.1.3

2.3. Insured shall have an option to choose the amount of depreciation to be covered under this add-on subject to payment of an additional premium

2.4. The coverage is subject to meeting the below conditions:

- i. Coverage will be valid only if the charging was done as per the guidelines by the OEMs and using standard charging infrastructure as provided or recommended.
- ii. At all times, it is the insured's responsibility to take all reasonable measures and precautions as prescribed by manufacturer for the Battery or BMS.
- iii. State-of-Health (SOH) level of battery to be maintained as per manufacturers schedule of battery health
- iv. Number of claims to be admissible in a policy period is



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as specified in the policy schedule.

Subject otherwise to all other terms, conditions, limitation, and exclusions of the Motor Own Damage Policy on which this Cover is attached to.

#### 17. Reliance Electric Motor Protect Cover

UIN No.: IRDAN103RP0010V02100001/A0052V01202223

##### 1. COVERAGES

1.1. The Company will pay for repair and or replacement expenses for the Consequential Loss or damage to internal parts of the Electric Motor and in case of Hybrid Electric Vehicle, the differential and transmission units along with it. Subject otherwise to the terms, conditions, limitations and exceptions of the policy.

1.2. The aforementioned damage is direct result of any of the below events:

- i. Water ingress into electric motor, differential or transmission units or
- ii. leakage of Motor Coolant from the Electric Vehicle including hybrid electric vehicle differential or Electric Vehicle and Hybrid Electric Vehicle Transmission units.

1.3. It is warranted that:

- i. Vehicle has been transported or towed to garage within number of days of water receding from the waterlogged area, as specified in the policy schedule.
- ii. The Insured has taken all reasonable steps, safeguards and precautions to avoid any loss or damage and prevent aggravation of loss once the loss or damage to the insured vehicle is sustained and noticed by the Insured.
- iii. Number of claims to be admissible in a policy period is as specified in the policy schedule.

1.4. Claims under this cover are admissible only if:

- i. In case of water damage, there is evidence of the insured vehicle being submerged or parked or stranded in a waterlogged area.
- ii. In case of leakage of Motor Coolant, there is visible evidence of accidental damage to the electric motor or the respective assembly.

1.5. The below are excluded for the purposes of this Cover:

- i. Wear and tear damages.
- ii. Depreciation, as per the scale mentioned in the base policy, unless opted to be covered as per section 1.6 below
- iii. Any Loss or damage covered under the manufacturer's warranty; recall campaign or forming part of maintenance preventive maintenance.
- iv. Any damages due to participation in adventurous activities or activities not recommended by manufacturer guidelines
- v. Any damages due to extra installation of electric equipment apart from the already installed electric equipment provided by manufacturer.
- vi. Any costs relating to servicing, maintenance, adjustment or tuning.
- vii. Any claim where the repair has been carried out without prior approval from the Company.
- viii. Damages due to running the vehicle beyond the

authorized carrying weight or passengers or capacity.

ix. Any aggravation of loss or damage including corrosion due to delay in intimation to the Company and or retrieving the vehicle from waterlogged area.

1.6. Insured shall have an option to choose the amount of depreciation to be covered under this add-on subject to payment of an additional premium.

Subject otherwise to all other terms, conditions, limitation, and exclusions of the Motor Own Damage Policy on which this Cover is attached to.

#### 18. Reliance Electric Vehicle Charger Cover

UIN No.: IRDAN103RP0010V02100001/A0053V01202223

##### 1. COVERAGES

1.1. This cover pays for repair and/or replacement of the Electric Vehicle charger that has been bought along with the electric Vehicle and has been permanently installed at the communication address, mentioned so, in the Policy Schedule. Provided such damage, loss or destruction is a direct resultant action of the below perils:

- i. by fire, explosion, self-ignition or lightning;
- ii. by riot or strike;
- iii. by earthquake (fire and shock damage);
- iv. by flood, typhoon, tornado, hurricane, storm, tempest, inundation, cyclone, hailstorm frost;
- v. by accidental external means;
- vi. by malicious act;
- vii. by terrorist activity;
- viii. by landslide or rockslide.
- ix. by rodent bite
- x. Unexpected Power Surge while charging the lithium-ion battery
- xi. Electrical and/or Mechanical Breakdown

Components Covered are:

- i. Charging cable (The charging cable would be covered if it was bought as part of the vehicle. Cable purchased afterwards is not covered unless it was a direct replacement from the manufacturer)
- ii. Fixed charging unit
- iii. Adapter
- iv. Any other integral component of charging unit and/or charger and/or adapter and/ or charging cable.

Maximum amount payable under this cover would be Rs. (refer schedule) during policy period. Coverage is subject otherwise to terms, conditions, limitations and exceptions of the policy.

Number of claims to be admissible in a policy period is as specified in the policy schedule.

1.2. The below are excluded for the purpose of this cover:

- i. Damages resulting from failure to use vehicle manufacturers recommended and genuine charging equipment and spare parts.
- ii. Damages resulting from failure to follow the manufacturers' instructions of Use.
- iii. Damages resulting from handling of the equipment by unauthorized service personnel.
- iv. Any Loss or damage covered under the manufacturer's warranty; recall campaign or forming part of preventive



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- maintenance.
- v. Any damages due to extra installation of electric equipment apart from the already installed electric equipment done or provided by manufacturer is out of the scope of this coverage. Any costs relating to servicing, maintenance, adjustment or tuning.
  - vi. Loss or damage caused by any faults or defects existing at the time of commencement of the Policy within the knowledge of the Insured, or his representatives, whether such faults or defects were known to the Company or not.
  - vii. Any costs incurred in connection with the elimination of functional failures unless such failures were caused by an indemnifiable loss of or damage to the Insured Electric Vehicle charger.
  - viii. Loss of or damage to rented or hired equipment for which the insured is responsible either by law or under a lease and/or maintenance agreement.
  - ix. Damages resulting from any tampering with the EV charger or charging infrastructure.
  - x. Any loss or damage to the charger due to malfunctioning of battery or part of it and/ or due to innate chemical nature of battery and/or its constituents and related assembly parts.
  - xi. Any loss or damage sustained before or during installation and/or reinstallation of the Insured EV Charger.
  - xii. Any aesthetic defects but not limited to dents, scratches on painted polished or enamelled surfaces
  - xiii. Any loss or damages due to cyber events.
  - xiv. Any Loss of damage due to Wilful Act or Wilful Negligence of the Insured or his representative
  - xv. Losses due to replacement of any consumable item of the EV Charger including but not limited to batteries (including rechargeable), bulbs (including projector bulbs), tapes, fuses, cartridges, replaceable fluids or application software including data storage media or materials which are designed to be consumed during the life of the Insured EV Charger.
  - xvi. Loss or damage where the insured EV Charger is used for commercial, business, industrial, educational, rental or for-profit generation purposes.
  - xvii. Any claim where the repair has been carried out without prior approval from the Company
  - xviii. Depreciation, as specified in the Policy Schedule shall be applicable, unless opted to be covered as per section 1.3
- 1.3. Insured shall have an option to choose the amount of depreciation to be covered under this add-on subject to payment of an additional premium
- Subject otherwise to all other terms, conditions, limitation, and exclusions of the Motor Own Damage Policy on which this Cover is attached to.
- 19. Reliance Private Car Preferred Network Garage Benefit Add-on cover : UIN: IRDAN103RPMT0004V03202425/A0050V01202425**
- ### Section 1. Definitions
- 1.1. Out-of-Preferred Deductible – The deductible as defined under Section 3 Deductible, and applicable
- in addition to the compulsory and/or voluntary deductible under the base policy to which this Addon is attached.
- 1.2. Preferred Network Garage – A motor vehicle repair workshop/ garage / service station specifically authorized by Reliance General Insurance Company Limited as a 'Preferred Network Garage'.
- The updated list of Preferred Network Garages shall be available on the Company's website at all times.
- Note: All Network Garages may not be Preferred Network Garages.
- ### Section 2. Coverages
- 2.1. The Insured, by opting for this Addon, agrees to carry out repairs to the damaged Insured Vehicle only in a "Preferred Network Garage", for which the Company shall offer an additional discount on own damage premium as mentioned in the policy schedule.
- Subject otherwise to terms, conditions, limitations, and exceptions of the policy.
- ### Section 3. Deductible
- 3.1. In case, the insured who has opted for this add-on cover chooses to repair the damaged Insured Vehicle outside of a Preferred Network Garage, then the insured shall bear the 'Out-of-Preferred deductible' of Rs. .....% (as mentioned in policy schedule) of the admissible claim amount for such repairs.
- Admissible claim amount refers to claim amount net of any compulsory and/or voluntary deductible applicable in the Motor Own Damage Policy to which this Cover is attached.
- ### Section 4. Special Conditions
- 4.1. In any unlikely event if a Preferred Network garage is not available within a distance of 25 Kms from the place of Accident, the Insured may take written consent from the Company for repair at any other garage, in which case the deductible as defined in Section 3.1 will not be applicable to the claim.
- 4.2. The Company may, at its own option, repair, reinstate or replace the vehicle or part thereof and/or its accessories or may pay in cash the amount of the loss or damage.
- 4.3. No further payment for specific accidental loss or damage will be made once the vehicle is removed from the Preferred Network garage.
- ### Section 5. Exclusions
- 5.1. The claim is a Total Loss (TL) and or Constructive Total Loss (CTL) and or Theft.
- 5.2. Other exclusions as per the policy to which this add on is attached to:
- 5.2.1. Any accidental loss or damage and/or liability caused sustained or incurred outside the geographical area as applicable to the base policy to which this Addon is attached;
  - 5.2.2. Any claim arising out of any contractual liability;
  - 5.2.3. Any accidental loss or damage or liability directly or indirectly caused by or contributed to by or arising from nuclear weapons material
  - 5.2.4. Any accidental loss damage and/or liability directly



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or indirectly or proximately or remotely occasioned by contributed to by or traceable to or arising out of or in connection with war, invasion, the act of foreign enemies, hostilities or warlike operations (whether before or after declaration of war) civil war, mutiny rebellion, military or usurped power or by any direct or indirect consequence 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 the said occurrences or any consequences thereof and in default of such proof, the Company shall not be liable to make any payment in respect of such a claim.

- 5.2.5. Any claim where the subject matter of the claim is covered under any other type of insurance policy with any other insurer or manufacturer's warranty including recall campaign or under any other such packages at the same time.
- 5.2.6. Any claim where the repair has been carried out without prior approval from the Company.
- 5.2.7. Any claims related to loss or damage due to wear and tear
- 5.2.8. Any loss or damage occurred prior to the inception of the policy
- 5.2.9. Fraudulent act committed by the Insured or the workshop or any person entrusted possession of the vehicle by insured.
- 5.2.10. Loss or damage arising out of improper storage or transportation
- 5.2.11. Loss or damage arising out of modifications not approved by manufacturers
- 5.2.12. Loss or damage resulting from hard driving due to race, rally or illegal activities.
- 5.2.13. Loss or damage due to neglect of periodic maintenance as specified by the manufacturer.
- 5.2.14. Loss or damage resulting from poor workmanship while carrying out repairs

Subject otherwise to all other terms, conditions, limitation, and exclusions of the Motor Own Damage Policy to which this Cover is attached.

## 20. Reliance Private Car Assistance

UIN No.: IRDAN103RP0010V02100001/A0054V01202223

### 1. DEFINITIONS

- 1.1. **Accident** – Refers to the motor vehicle **Accident** involving the Driver and the attached Vehicle. The **Accident** has allegedly resulted in death and or bodily **Injury** and or physical property damage to Third Party. It is the basis for MACT petition seeking compensation.
- 1.2. **Ambulance** - Ambulance means a road vehicle or an aircraft operated by a licensed / authorized service provider and equipped for the transport and paramedical treatment of the person requiring medical attention.
- 1.3. **Authorized workshop / garage** – A motor vehicle repair workshop and or garage authorized by Reliance General Insurance Co. Ltd.
- 1.4. **Base Policy** – means the main policy to which this Assistance Cover Policy attaches, and whose covers, terms, conditions, limitations, and exclusions form the basis of

cover for this Policy.

- 1.5. **Coverage radius** – Refers to the radial distance in kilometres till which the assistance services can be provided and is as mentioned on the policy schedule.

### 1.6. Damaged Parts (applicable to Cover 2.2.2 Wrong Fueling)

- The list of internal working parts of a Vehicle that might be damaged by act of filling wrong fuel. Such as, Fuel pump, injectors catalytic converter, fuel tank, valve, piston rings and pistons, etc.

- 1.7. **Day Care Centre** means any institution established for Day care treatment of **Illness** and/or injuries or a medical setup with a **Hospital** and which has been registered with the local authorities, wherever applicable, and is under supervision of a registered and qualified **Medical Practitioner** and must comply with all minimum criterion as under:

- a. Has qualified nursing staff under its employment;
- b. Has qualified medical practitioner/s in charge;
- c. Has fully equipped operation theatre of its own where surgical procedures are carried out;
- d. Maintains daily records of patients and will make these accessible to the insurance company's authorized personnel.

- 1.8. **Day Care Treatment** means medical treatment, and/or surgical procedure which is:

- a. Undertaken under General or Local Anaesthesia in a Hospital/Day Care Centre in less than 24 hrs because of technological advancement, and which would have otherwise required **Hospitalization** of more than 24 hours.
- b. Treatment normally taken on an OPD basis is not included in the scope of this definition.

- 1.9. **Domiciliary Hospitalization** means medical treatment for an **Illness/disease/Injury** which in the normal course would require care and treatment at a **Hospital** but is actually taken while confined at home under any of the following circumstances:

- a. The condition of the patient is such that he/she is not in a condition to be removed to a Hospital, or
- b. The patient takes treatment at home on account of non-availability of room in a **Hospital**.

- 1.10. **Driving License** – A driving license is a legal authorization, or the official document confirming such an authorization, for a specific individual to operate one or more types of motorized vehicles — such as motorcycles, cars, trucks, or buses — on a public road.

- 1.11. **Insured Vehicle** – The vehicle covered under the Reliance Private Car Package Policy.

- 1.12. **Hospital** – **Hospital** means any institution established for In-patient Care and Day Care Treatment of Illness and or Injuries and which has been registered as a Hospital with the local authorities, under the Clinical Establishments (Registration & Regulation) Act, 2010 or under enactments specified under the schedule of section 56(1) of the said Act or complies with all with all minimum criteria as under:

- i. Has qualified nursing staff under its employment round the clock.
- ii. Has at least 10 in-patient beds, in towns having a population of less than 10,00,000 and 15 in-patient beds in all other places.



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- iii. Has qualified Medical Practitioner(s) in charge round the clock.
  - iv. Has a fully equipped Operation theatre of its own, where surgical procedures are carried out.
  - v. Maintains daily records of patients and makes these accessible to the Insurance Company's authorized personnel.
- 1.13. Hospitalization** - Hospitalization means admission in a hospital for a minimum period of 24 consecutive 'In-patient Care' hours except for specified procedures / treatments, where such admission could be for a period of less than 24 consecutive hours.
- 1.14. ICU (Intensive Care Unit) Charges** means the amount charged by a Hospital towards ICU expenses which shall include the expenses for ICU bed, general medical support services provided to any ICU patient including monitoring devices, critical care nursing and intensivist charges.
- 1.15. Injury** - Injury means accidental physical bodily harm excluding illness or disease, solely and directly caused by external, violent, visible and evident means which is verified and certified by a Medical Practitioner.
- 1.16. In-Patient Care/ In-Patient Treatment** means treatment for which the **Insured Person** has to stay in a Hospital for more than 24 hours for a covered event.
- 1.17. Medical Advice** - Medical Advice means any consultation or advice from a Medical Practitioner including the issuance of any prescription.
- 1.18. Medical Expenses** - Medical Expenses means those expenses that an Insured Person has necessarily and actually incurred for medical treatment on account of **Accident** on the advice of a Medical Practitioner as long as these are no more than would have been payable if the Insured Person had not been insured and no more than other **Hospital** or doctors in the same locality would have charged for the same medical treatment.
- 1.19. Medical Practitioner** means a person who holds a valid registration from the Medical Council of any State or Medical Council of India or Council for Indian Medicine or for Homeopathy set up by the Government of India or a State Government and is thereby entitled to practice medicine within its jurisdiction; and is acting within its scope and jurisdiction of license. The **Medical Practitioner** should not be the **Policyholder/Insured Person** or their close **Family** member.
- 1.20. Medically Necessary Treatment** means any treatment, tests, medication, or stay in **Hospital** or part of a stay in **Hospital** which:
- a. Is required for the medical management of the **Illness** or **Injury** suffered by the Insured;
  - b. Must not exceed the level of care necessary to provide safe, adequate and appropriate medical
  - c. Care in scope, duration, or intensity;
  - d. Must have been prescribed by a **Medical Practitioner**;
  - e. Must conform to the professional standards widely accepted in international medical practice or by the medical community in India.
- 1.21. Out Patient (OPD) Treatment** means the one in which the **Insured Person** visits a clinic / **Hospital** or associated facility like a consultation room for diagnosis and treatment based on the advice of a **Medical Practitioner**. The **Insured**

is not admitted as a **Day care** or **Inpatient**.

- 1.22. Period of insurance** - The time frame during which insurance policy is effective as stated on the Policy Schedule. This period starts at the Risk Start Datetime and ends at the Risk Expiry Datetime.
- 1.23. Reasonable & Customary Charges** means the charges for services or supplies, which are the standard charges for the specific provider and consistent with the prevailing charges in the geographical area for identical or similar services, taking into account the nature of the illness / injury involved
- 1.24. Registration certificate** - A vehicle registration certificate is an official document providing proof of registration of a vehicle.
- 1.25. Room Rent** means the amount charged by a Hospital towards Room and Boarding expenses and shall include the associate medical expenses.

## 2. COVERAGES

The covers listed below other than Benefit 2.1 24x7 Roadside Assistance and Benefit 2.9 Service Guarantee are optional covers and are available to the **Insured Persons**, on payment of additional premium.

The **Company** hereby agrees, subject to the terms, conditions and exclusions contained or expressed herein, to compensate the **Insured Person** as per the covers and limits specified in the **Policy Schedule**.

Subject otherwise to terms, conditions, limitations, and exclusions of the **Base Policy**.

### 2.1 24X7 Roadside Assistance

#### 2.1.1 Emergency Towing

##### 2.1.1.1. Accidental Towing

In the event that the **Insured Vehicle** is immobilized while on road during the Policy Period due to an **Accident** and cannot be repaired on the spot, Assistance shall be provided for towing the **Insured Vehicle** to the nearest garage, using the best available towing mechanism, within coverage radius from the location of **Accident**. In case the towing exceeds the covered distance, charges for the extra Kilometers shall be borne by the Insured.

##### 2.1.1.2. Breakdown Towing

In the event that the **Insured Vehicle** is immobilized while on road during the Policy Period due to mechanical and electrical breakdown and cannot be repaired on the spot, assistance shall be provided in towing the **Insured Vehicle** to the nearest garage, using the best available towing mechanism, within coverage radius from the location of breakdown. In case the towing exceeds the covered distance, charges for the extra Kilometers shall be borne by the Insured.

##### 2.1.1.3. Towing or Battery Generator for EV Battery drainage and/or Malfunction:

In the event that the **Insured Vehicle** is immobilized while on road during the Policy Period due to battery drainage or failure and cannot be repaired or charged on the spot, assistance shall be provided for towing the **Insured Vehicle** to the nearest garage and or charging station (including Battery generators), using the best available towing mechanism, within coverage radius from the location of breakdown. In case the towing exceeds the covered



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distance, charges for the extra Kilometers shall be borne by the Insured.

Wherever available, the coverage would also provide for the Battery generator to be taken to the site of battery drainage for charging. The cost however would be borne by the Insured.

#### 2.1.2. On-site Assistance

The following services shall be provided within coverage radius subject to terms mentioned below:

##### 2.1.2.1 Minor repair

In the event that the **Insured Vehicle** breaks down and is immobilized while on road during the Policy Period due to minor electrical and or mechanical fault and can be repaired on the spot, assistance shall be provided with the help of a vehicle technician for repairing the **Insured Vehicle**.

It is agreed and understood that under this service, the vehicle technician's labour charges and conveyance charges shall be borne by The Company. Cost of Material and Spare Parts would be borne by the Insured including any other incidental conveyance to obtain such material and spare parts.

##### 2.1.2.2 Flat battery or Jump Start

In the event that the **Insured Vehicle** is immobilized due to run down battery during the Policy Period, assistance shall be provided with the help of a vehicle technician to jump start the **Insured Vehicle** with appropriate means.

In case run down battery needs replacement with a new battery, the cost of new battery replacement and any cost to obtain the battery shall be borne by the Insured. Any cost involved in charging of the run-down battery shall also be borne by the Insured

It is agreed and understood that under this service, the vehicle technician's labour charges and conveyance charges for the above only would be borne by the Company.

##### 2.1.2.3 Spare Key Retrieval and or Services of Keys Locked inside

In case the **Insured Vehicle** keys are locked inside the **Insured Vehicle** during the Policy Period, lost, or misplaced, to the Company shall, at the request and authorization of the Insured Person, arrange for another set of keys to be retrieved from Insured Person's place of residence or office by courier to the location of the **Insured Vehicle**.

The Insured shall be required to produce valid identity proof at the time of handover of the alternate keys.

Alternatively, at the Insured's request, the Insured shall be assisted by a vehicle technician to attempt to open the car with normally available tools at the location of the event. Valid Identity proof for matching with car ownership information on record shall be required prior to attempting this service.

It is agreed and understood that under this service, the vehicle technician's labour charges and conveyance charges for the above only would be borne by The Company. All other costs and incidental charges shall be borne by the Insured.

##### 2.1.2.4 Service of Flat tyre

In the event that the **Insured Vehicle** is immobilized due

to flat tyre while on road during the Policy Period, services of a vehicle technician shall be provided to replace the flat tyre with spare stepney tyre of the **Insured Vehicle** at the location of breakdown.

In the event that the spare stepney tyre is not available in the **Insured Vehicle**, the flat tyre shall be taken to the nearest tyre repair shop for repairs and re-attached to the **Insured Vehicle**.

It is agreed and understood that under this service, the vehicle technician's labour charges and conveyance charges to take the flat tyre to the nearest place of repair for the above only would be borne by The Company. Any incidental charges to the repair shall be borne by the Insured.

#### 2.2 Fuelling Services

The following services shall be provided within coverage radius subject to terms mentioned below:

##### 2.2.1 Emergency Fuel (Fuel Delivery)

In the event **Insured Vehicle** runs out of fuel while on road during the Policy Period, the Company shall arrange for emergency fuel (up to 5 litres on a chargeable basis) to be provided at the location of breakdown.

It is agreed that the cost of fuel itself would be borne by the Insured Person. The Company shall not be liable for the purity of fuel as it would be collected from the nearest petrol station from the spot of the **Insured Vehicle**.

##### 2.2.2 Wrong Fuelling

In case of accidental filling of fuel tank of the **Insured Vehicle** with the wrong fuel during the Policy Period, the Company shall cover the following:

- i. Towing of the **Insured Vehicle** to the nearest authorized garage using the best available towing mechanism, within coverage radius from the location of breakdown. In case the towing exceeds the covered distance, charges for the extra Kilometers shall be borne by the Insured.
- ii. Expenses for Draining and flushing the fuel tank.
- iii. A maximum of two claims shall be payable under this cover for a given Policy Period.

Losses arising from or expenses incurred toward the following lie outside of the scope of coverage for Benefit 2.2.2 Wrong fueling:

- i. The cost of hiring an alternative vehicle in the event mechanical or component damage is sustained.
- ii. Replacement of the fuel filter.
- iii. Any claim where the wrong fueling occurs outside of the Indian Geography unless endorsement under Indian Motor Tariff for Geographical extension is opted under the Base Policy.
- iv. For any claim resulting from foreign matter entering the fuel system except for diesel or petrol
- v. Any expenses that are not supported by original receipts and a written report from the specialist who drained or recovered the **Insured Vehicle**.
- vi. Any loss related to Loss of value or Loss of use of vehicle.
- vii. Expenses due to any wear and tear.



### **2.3 Emergency Medical Assistance**

The following services shall be provided subject to terms mentioned below:

#### **2.3.1 Medical Assistance**

In the event that the **Insured Vehicle** meets with an **Accident** while on road during the Policy Period, and the driver or any of the passengers of the **Insured Vehicle** sustains any **Injury**, the Company shall provide the following assistance:

- i. Telephonically arranging contact details of the nearest available medical ambulance. However the Company shall not be responsible for unavailability of medical ambulance within reasonable distance of the **Accident** site or the timeline within which the ambulance is able to reach at the **Accident** site.
- ii. Telephonically arranging contact details of the nearest available medical facility in case of **Injury** (on request basis)
- iii. Emergency Message transmission up to a maximum of 2 contacts about the **Accident** and the site of accident.

The Company shall however be in no way responsible for the quality of service rendered by such service providers.

#### **2.3.2 Emergency Road Ambulance Service**

In the event that the **Insured Vehicle** meets with an **Accident** while on road during the Policy Period, and the driver or any of the passengers of the **Insured Vehicle** sustains any **Injury**, the Company shall reimburse the Insured up to the amount specified in the Policy Schedule for expenses incurred towards availing emergency road Ambulance services for transferring such injured person to the nearest Hospital with adequate emergency facilities for the provision of health services following an emergency.

#### **2.3.3 Emergency Air Ambulance Service**

In the event that the **Insured Vehicle** meets with an **Accident** while on road during the Policy Period, and driver or any of the passengers of the **Insured Vehicle** sustains any **Injury**, the Company shall reimburse the Insured up to the amount specified in the Policy Schedule for expenses incurred towards availing emergency air Ambulance service for transferring such injured person to the nearest Hospital with adequate emergency facilities for the provision of health services following an emergency, subject to the following.

- i. The coverage includes the cost of the transportation from the place of first occurrence of the **Accident** to the nearest Hospital in case of an emergency Life Threatening Medical condition, or from one Hospital to another Hospital which is prepared to admit the Insured Person and provide the necessary medical services, only in case where the Insured Person requires immediate and rapid ambulance transportation which cannot be provided by a Road Ambulance.
- ii. Such Life-Threatening Medical Condition is certified by the Medical Practitioner
- iii. The transportation from one Hospital to another Hospital has been prescribed by a Medical Practitioner and is medically necessary.
- iv. Such Air Ambulance should have been duly licensed for operation by the Competent Authorities of the Government of India
- v. The Origin and Destination of Air Ambulance Service

are within the geographical boundaries of Republic of India

- vi. This benefit can be availed once in a Policy Year.

#### **2.3.4 Blood Transfusion Services**

In the event that the **Insured Vehicle** meets with an **Accident** while on road during the Policy Period, and the driver or any of the passengers of the **Insured Vehicle** sustains any **Injury**, the Company shall reimburse the Insured up to the amount specified in the Policy Schedule for expenses incurred towards procedure of testing, compatibility check and transfusion of blood required for various medical procedures, provided that:

- i. The medical procedure is taking place in a Hospital situated within the geographical boundaries of Republic of India
- ii. The blood is being procured and delivered to the hospital from a Government approved facility and or hospital

#### **2.3.5 Transportation Benefit**

In the event that the **Insured Vehicle** meets with an **Accident** while on road during the Policy Period, and the driver or any of the passengers of the **Insured Vehicle** sustains any **Injury**, the Company shall reimburse the Insured up to the amount specified in the Policy Schedule, for reasonable expenses incurred towards utilizing a registered radio cab operator's services for transporting such injured person to the nearest Hospital.

#### **2.3.6 Accidental Medical Expenses**

In the event that the **Insured Vehicle** meets with an **Accident** while on road during the Policy Period, and the driver or any of the passengers of the **Insured Vehicle** sustains any **Injury**, resulting solely and directly from the **Accident**, then the **Company** shall indemnify the **Insured Person** for the below mentioned **Medical Expense** incurred by the **Insured Person** towards the **Medically Necessary Treatment** of such **Injury**:

- Room Rent
- Nursing expense
- **Intensive care Unit (ICU)** charges,
- **Medical Practitioner(s)** fees,
- Anesthesia, blood, oxygen, operation theatre charges, surgical appliances,
- Medicines, drugs and Consumables expenses
- Diagnostic procedures expenses
- The cost of prosthetic and other devices or equipment if implanted internally during a Surgical Procedure

Provided that:

- i. Such **Medical Expenses** shall be the **Reasonable and Customary Charges** incurred for **In-Patient Hospitalization** or **Daycare** for such **Injury**.
- ii. To be covered under this Policy, the **Injury** should have necessarily occurred as a direct result of a Motor **Accident** which is covered under the Policy.
- iii. **Domiciliary Hospitalization** and/or **Out-Patient treatment** shall not be covered under this Benefit
- iv. The maximum liability of the **Company** toward claims under the Benefit- 2.3.6 Accidental **Medical Expenses** during a **Policy Period** for all passengers and driver put



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For complete details on the benefits, coverage, terms & conditions and exclusions, do read the sales brochure, prospectus and policy wordings carefully before concluding sale. Registered & Corporate Office: 6th Floor, Oberoi Commerz, International Business Park, Oberoi Garden City, Off. Western Express Highway, Goregaon (E), Mumbai-400063. Corporate Identity Number: U66603MH2000PLC128300. Trade Logo displayed above belongs to Anil Dhirubhai Ambani Ventures Private Limited and used by Reliance General Insurance Company Limited under license.

**Reliance Private Car Package Policy. UIN No.: IRDAN103RP0010V02100001. RGI/MCOM/CO/MOT-02/PW/Ver.1.0/051125.**

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- together shall be limited to the **Sum Insured** specified against in the Benefit in the **Policy Schedule**
- v. The cover shall be limited to the number of passengers specified in the **Policy Schedule**
  - vi. For a claim to be payable under this benefit, a claim must be accepted by the **Company** under Section I of the **Base Policy**

#### **2.3.7 Companion Accommodation**

In the event that the **Insured Vehicle** meets with an **Accident** while on road during the Policy Period, and the driver or any of the passengers of the **Insured Vehicle** sustains any **Injury**, resulting solely and directly from the **Accident**, which requires **Hospitalization**, the Company will reimburse upto the Sum Insured as mentioned in the Policy Schedule, the accommodation cost of any one companion during the period of **Hospitalization**, subject to the following:

- i. The **Hospitalization** should be necessitated by **Injury** which is a direct result of the **Accident** and such Hospitalization should be for a minimum of 24 Hrs.
- ii. The point where such Accident has happened should not be less than 250 kms from the communication address as mentioned in the policy
- iii. Accommodation cost means cost of one double room or twin bedroom in a three or four-star hotel or alternative equivalent accommodation within (Service apartment, guest house, house on rent by online marketplace)
- iv. The choice of accommodation will be subject to availability and based on the proximity to the hospital or treating medical practitioner being within a radius of 10 km
- v. the Company shall not be responsible for the quality of services or deficiency of services that may occur in the particular accommodation.
- vi. The accommodation shall be available for maximum four days or until the date of discharge from **Hospital**, whichever is earlier.
- vii. The expenses towards meals, laundry, toiletries, upgrades to the higher room or any other miscellaneous expenses or incidental costs shall not be covered under this benefit.
- viii. For a claim to be payable under this benefit, a claim must be accepted by the Company under Benefit 2.3.6 Accidental Medical Expenses

#### **2.4 Legal Assistance Cover**

In the event of an Accident involving the Insured's vehicle while on road during the Policy Period, the Company shall, subject to exclusions stated under the Policy, provide the following:

##### **2.4.1 Legal advisor**

Where the Insured requires the services of a legal advisor, the Company would arrange for the Insured the telephonic contact details of an appropriate legal advisor belonging to an area as requested by the Insured. The Company shall intimate the Insured of all charges payable for the services of such legal advisor and all such charges would be borne by the Insured.

##### **2.4.2 Legal expenses- Third Party**

If the Insured requires the services of a legal advisor, where in the third party has prosecuted a case on the insured

for holding the Insured responsible for the accident, the Company shall compensate the Insured for expenses incurred towards the services of the legal advisor(s) upto limits specified in the Schedule.

In the event of a theft involving the Insured's vehicle during the Policy Period, where the vehicle is subsequently recovered, the Company shall provide the following:

#### **2.4.3 Legal expenses- Theft recovery**

Where the Insured requires the services of a legal advisor for taking care of various legal expenses, the Company shall compensate the Insured for expenses incurred towards the services of the legal advisor(s) upto limits specified in the Schedule.

#### **2.5 Flood Assistance**

The following services shall be provided subject to terms mentioned below:

##### **2.5.1 Vehicle Transportation**

In the event that the **Insured Vehicle** is immobilized due to flood water ingress during the Policy Period and cannot be moved, the Company shall arrange for towing the **Insured Vehicle** to the nearest garage, using the best available towing mechanism, within coverage radius from the location of breakdown. In case the towing exceeds the covered distance, charges for the extra Kilometres shall be borne by the Insured.

It is agreed and understood that under this service, the vehicle technician's labour charges and conveyance charges for the above only would be borne by The Company. Cost of Material and Spare Parts would be borne by the Insured including any other incidental conveyance to obtain such material and spare parts.

##### **2.5.2 Drying and cleaning services**

In the event that the **Insured vehicle** is immersed in flood water during the Policy Period, the Company shall compensate the Insured for drying and cleaning of the **Insured Vehicle** post such flooding.

It is agreed and understood that under this service, the vehicle technician's labour charges for drying and cleaning of the **Insured Vehicle** and conveyance charges for the above only would be borne by The Company. The cost of replacement or repair of any damaged parts, Cost of Material and Spare Parts shall be borne by the Insured including any other incidental conveyance to obtain such material and spare parts.

#### **2.6 Value Added Services**

##### **2.6.1 Reminder and Advisory Services**

The Company shall from time to time keep communicating to the Insured through SMS/Email/Phone call/WhatsApp message about the renewal of PUC, Driver's License, etc. The Company shall in no way be liable if the message is not transmitted to the Insured due to any of the mobile service providers related issue. The service shall be offered on the registered mobile number and/or email ID of the insured in the policy Schedule or updated in the Company records from time to time.

##### **2.6.2 Loss of Documents**

The Company shall cover the cost for obtaining duplicate driving license (DL) and/or Registration certificate (RC) and/or vehicle fitness certificate and/or permit, in case Insured



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suffers a loss of any of these valid documents during the Policy Period, from inside the vehicle. The claim under this cover is subject to the following:

- i. First information report (FIR) is required to be filed with Police for loss of driver's license or Registration certificate or vehicle fitness certificate or permit.
- ii. Coverage is limited up to a maximum of 1 claim against the assigned coverage.

#### 2.6.3. Arrangement of Chauffer

In case, an owner of the **Insured Vehicle** requires chauffeur service for their **Insured Vehicle** to be driven around, the Company shall provide assistance for arranging a driver/chauffeur to drive the **Insured Vehicle**. The remuneration of the chauffeur shall be borne by the insured and needs to be paid directly to the chauffeur/vendor.

#### 2.6.4 Continuation/Return Journey - Taxi support

In the event that the **Insured Vehicle** is immobilized due to an **Accident** or due to breakdown occurring during the Policy period and outside 20 kms from the insured place of residence, and the **Insured Vehicle** cannot be repaired same day (expected repair time being of 4Hrs or more), the Company shall provide assistance for arranging the alternate mode of transport (Taxi) to continue the journey or return to the insured's home from the location of the breakdown. The Company shall also compensate the Insured for the Taxi Fare up to limits specified in the Schedule, provided the taxi is booked through the Company's assistance service and the Insured submits the travel receipts to the Company.

#### 2.6.5 Hotel Accommodation

In the event that the **Insured Vehicle** is immobilized due to an **Accident** or breakdown while on road during the Policy Period, and if the **Insured Vehicle** cannot be repaired on the same day, the Company will reimburse the accommodation cost upto the Sum Insured as mentioned in the policy schedule, subject to the following:

- i. The **Insured Vehicle** should have become immobilized due to the accidental damage and or mechanical failure.
- ii. The repair time of the **Insured Vehicle** is more than 48 Hrs.
- iii. The point where such breakdown has happened should not be less than 250 kms from the communication address as mentioned in the policy
- iv. Accommodation cost means cost of one double room or twin bedroom in a three or four-star hotel or alternative equivalent accommodation within (Service apartment, guest house, house on rent by online marketplace)
- v. the Company shall not be responsible for the quality of services or deficiency of services that may occur in the particular accommodation.
- vi. The accommodation shall be available for maximum four days or until repair is completed, whichever is earlier.
- vii. The expenses towards meals, laundry, toiletries, upgrades to the higher room or any other miscellaneous expenses or incidental costs shall not be covered under this benefit.

#### 2.7 Preventive Care Service

The Company shall undertake to provide services detailed

in the Annexure III as a preventive measures and upkeep of the **Insured Vehicle**.

The Company shall in no way be liable for the quality of services offered by the provider(s) and the same would have to be settled with the provider directly.

It is understood that carrying out the prescribed checks does in no way guarantee that no accidents or malfunctions could occur involving the **Insured Vehicle**. The assistance service is a recommendation for the smooth running of the **Insured Vehicle** and is not obligatory to the Insured.

### 2.8 Travel Assist Services

#### 2.8.1 Missed Air Travel Cover

The company shall provide reimbursement upto the amount specified in the **Policy Schedule** per incident to the **Insured** in case of missed flight of a scheduled airline during the **Policy Period** due to the **Accident of the Insured Vehicle** while travelling to the airport, subject to the following:

- i. The reimbursement shall relate the non-refundable portion of Insured's pre-paid flight ticket of a scheduled airline
- ii. The scheduled travel should have been booked at least 24 hrs prior to the scheduled departure.
- iii. Maximum of <No of Incidence> incidents as specified on the policy schedule shall be covered during the policy period.

#### 2.8.2 Missed Train and Bus Travel Cover

The company shall provide reimbursement upto the amount specified in the **Policy Schedule** per incident to the **Insured** in case of missed train and Bus of a scheduled provider during the **Policy Period** due to the **Accident of the Insured Vehicle** while travelling to the railway station or Bus station, subject to the following:

- i. The reimbursement shall relate the non-refundable portion of Insured's pre-paid train or bus ticket of a scheduled provider
- ii. The scheduled travel should have been booked at least 24 hrs prior to the scheduled departure.
- iii. Maximum of <No of Incidence> incidents as specified on the policy schedule shall be covered during the policy period.
- iv. Incidents occurring while in transit to the Local train and or Metro train shall not be covered

#### 2.8.3 Missed Event Cover

The company shall provide reimbursement upto the amount specified in the **Policy Schedule** per incident to the **Insured** in case the **Insured** is unable to attend pre-booked event due to the **Accident of the Insured Vehicle** while travelling to the event, subject to the following:

- i. The reimbursement shall relate the non-refundable portion of Insured's pre-paid event ticket
- ii. The scheduled event should have been booked at least 24 hrs prior to the scheduled departure.
- iii. Maximum of <No of Incidence> incidents as specified on the policy schedule shall be covered during the policy period.

#### 2.8.4 Physical Wallet Assure

The company shall provide a cash reimbursement upto the amount specified in the **Policy Schedule** per incident during



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the policy period in case the **Insured's** physical wallet gets lost due to an **Accident** to the insured vehicle, subject to the following:

- i. The reimbursement shall be done only if the accident or incident has taken place at a minimum distance of <Define no of kms> as specified on the policy schedule from the insured's residence.
- ii. Maximum of <No of Incidence> incidents as specified on the policy schedule shall be covered during the policy period.
- iii. The insured must submit to the Company, a copy of the First Investigation Report filed with the local Police authority.

#### 2.8.5 Concierge Services

The company shall provide assistance in arranging alternate travel bookings, by arranging a telephonic contact details of the vendors who can help for the concierge services in case of the bookings getting cancelled due to **Accident**, breakdown or stranding of the **Insured Vehicle**, subject to the following:

- i. The cost of the services availed will be borne by the insured.
- ii. Maximum of <no of incidence> incidents as specified on the policy schedule shall be covered during the Policy Period

#### 2.9 Service Guarantee

In the event of delay in rendering of assistance services beyond **3 hours** as specified on the policy schedule within city limits & **3 hours** outside city limits as applicable, the company shall provide a one-time benefit amount of <Rs. XXX> as specified on the policy schedule per failed incidence. The conditions however would not be applicable if service is being extended within the geographical boundaries of Leh & Ladakh and or to natural disaster struck areas.

To qualify for Service Guarantee, the insured must have called the toll-free number and obtained a confirmation from the **Company** for arrangement that the particular service.

### 3. IMPORTANT NOTE

Further, If the Insured Vehicle is immobilized due to breakdown, and is eligible for services, but as an exception, the Insured is not able to avail the eligible assistance mentioned in the **Policy Schedule**, the **Insured** shall be reimbursed the costs incurred toward the above-listed services not exceeding the Exception Reimbursement Limit for these services.

To qualify for reimbursement, the insured must have called the toll-free number and obtained an authorization, prior to availing external service and must provide necessary documents justifying the event and the actual costs to be incurred.

### 4. GEOGRAPHICAL TERRITORY

These services are available on National highways, state highways and motorable roads of cities within mainland India, except in the states of Mizoram, Nagaland, Tripura, Arunachal Pradesh, Sikkim. The Services shall be provided on a best effort basis, subject to regulations in force locally.

### 5. LIMITATIONS

- i. These services shall not be provided / limited provision may happen under following conditions:

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.

- ii. In case of loss of or damage to luggage or other personal effects that might occur during the services performance.
- iii. **Insured Vehicle** 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.
- iv. The insured shall bear the cost of services at their own expense if provided, is not mentioned under this add on product.
- v. Load carried in the vehicle such as boats, motor vehicles, gliders, or animals (horses, cattle etc.), merchandise, perishable goods, research, and scientific equipment, building equipment, furniture, etc. shall not be transported.
- vi. These services can be availed for maximum of 4 times during the period of insurance.
- vii. All assistance services shall be provided till the coverage radius limit only. Post the limit of coverage radius, services can be availed on a chargeable basis.

### PROCEDURE FOR AVALING SERVICES:

To avail these services, all the insured should do is call 022 4890 3009 (paid) or call for such services through any other digital mode as provided by us from time to time for the insured's convenience.

When requesting Services, the insured shall comply with the following terms and conditions:

- i. Call, without delay, the Telephone Number provided here,
- ii. Get the prior approval before taking any initiative or incurring any expenses,
- iii. Comply with the solutions recommended
- iv. Take all reasonable measures to limit and prevent possible consequences of the Breakdown
- v. Provide the user beneficiary Information.

To entitle the relevant Users to the Services, the Insured Vehicle must be immobilized within the covered geographical territory. A vehicle is considered as immobilized if it cannot be driven as a result of a breakdown or an accident. However, the state of being out of use for maintenance or repair purposes is not considered as immobilization.

Subject otherwise to terms, conditions, limitations, and exceptions of the **Reliance Private Car Policy – Package**

### GRIEVANCES CLAUSE

For resolution of any complaint or grievance, Insured may contact the respective branch office of the Company or may call at 022 4890 3009 (paid) or may write an email at [services@Indusindinsurance.com](mailto:services@Indusindinsurance.com). In case the insured is not satisfied with the response of the office, insured may contact the Nodal Grievance Officer of the Company at [Grievances@indusindinsurance.com](mailto:Grievances@indusindinsurance.com). In the event of unsatisfactory response from the Nodal Grievance

Officer, insured may email to Head Grievance Officer at [HeadGrievances@indusindinsurance.com](mailto:HeadGrievances@indusindinsurance.com).

In the event of unsatisfactory response from the Head Grievance Officer or the complaint is not resolved within 30 days, the insured may, subject to vested

jurisdiction, approach the Insurance Ombudsman for the redressal of grievance. Details of Insurance Ombudsman are available at IRDAI website [www.irdai.gov.in](http://www.irdai.gov.in) or on company website [www.reliancegeneral.co.in](http://www.reliancegeneral.co.in) or on [www.cioins.co.in](http://www.cioins.co.in). The contact details of Ombudsman offices are mentioned below:

#### OMBUDSMAN OFFICE

Office of the Ombudsman	Address	Contact Details	Areas of Jurisdiction
AHMEDABAD	Office of the Insurance Ombudsman, 2nd Floor, Ambica House, Near C.U. Shah College, 5, Navyug Colony, Ashram Road, Ahmedabad – 380 001.	Tel.: 079 - 27546150/27546139 Fax: 079 - 27546142 Email: <a href="mailto:bimalokpal.ahmedabad@cioins.co.in">bimalokpal.ahmedabad@cioins.co.in</a>	Gujarat, UT of Dadra & Nagar Haveli, Daman and Diu
BENGALURU	Office of Insurance Ombudsman, Jeevan Soudha Building, PID No. 57-27-N- 19, Ground Floor, 19/19, 24th Main Road, JP Nagar, 1st Phase, Bengaluru – 560078.	Tel.: 080 - 26652048 / 26652049 Email: <a href="mailto:bimalokpal.bengaluru@cioins.co.in">bimalokpal.bengaluru@cioins.co.in</a>	Karnataka
BHOPAL	Office of the Insurance Ombudsman, Janak Vihar Complex, 2nd Floor, 6, Malviya Nagar, Opp. Airtel Office, Near New Market, Bhopal – 462 003.	Tel.: 0755 - 2769201, 2769202 Fax: 0755 - 2769203 Email: <a href="mailto:bimalokpal.bhopal@cioins.co.in">bimalokpal.bhopal@cioins.co.in</a>	Madhya Pradesh & Chhattisgarh
BHUBANESHWAR	Office of the Insurance Ombudsman, 62, Forest park, Bhubaneshwar – 751 009.	Tel.: 0674 - 2596461 / 2596455 Fax: 0674 - 2596429 Email: <a href="mailto:bimalokpal.bhubaneshwar@cioins.co.in">bimalokpal.bhubaneshwar@cioins.co.in</a>	Orissa
CHANDIGARH	Office of the Insurance Ombudsman, S.C.O. No. 101, 102 & 103, 2nd Floor, Batra Building, Sector 17 – D, Chandigarh – 160 017.	Tel.: 0172 - 2706196 / 2706468 Fax: 0172 - 2708274 Email: <a href="mailto:bimalokpal.chandigarh@cioins.co.in">bimalokpal.chandigarh@cioins.co.in</a>	Punjab, Haryana, Himachal Pradesh, Jammu & Kashmir, UT of Chandigarh
CHENNAI	Office of the Insurance Ombudsman, Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, Chennai – 600 018.	Tel.: 044 - 24333668 / 24335284 Fax: 044 – 24333664 Email: <a href="mailto:bimalokpal.chennai@cioins.co.in">bimalokpal.chennai@cioins.co.in</a>	Tamil Nadu, UT - Pondicherry Town and Karaikal (which are part of UT of Pondicherry)
DELHI	Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Building, Asaf Ali Road, New Delhi – 110 002.	Tel.: 011 - 23239633 / 23237532 Fax: 011 - 23230858 Email: <a href="mailto:bimalokpal.delhi@cioins.co.in">bimalokpal.delhi@cioins.co.in</a>	Delhi
GUWAHATI	Office of the Insurance Ombudsman, Jeevan Nivesh, 5th Floor, Nr. Panbazar Over Bridge, S.S. Road, Guwahati – 781001 (ASSAM).	Tel.: 0361 - 2132204 / 2132205 Fax: 0361 - 2732937 Email: <a href="mailto:bimalokpal.guwahati@cioins.co.in">bimalokpal.guwahati@cioins.co.in</a>	Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura
HYDERABAD	Office of the Insurance Ombudsman, 6-2-46, 1st floor, "Moin Court", Lane Opp. Saleem Function Palace, A. C. Guards, Lakdi-Ka-Pool, Hyderabad - 500 004.	Tel.: 040 - 65504123 / 23312122 Fax: 040 - 23376599 Email: <a href="mailto:bimalokpal.hyderabad@cioins.co.in">bimalokpal.hyderabad@cioins.co.in</a>	Andhra Pradesh, Telangana and UT of Yanam - a part of UT of Pondicherry.
JAIPUR	Office of the Insurance Ombudsman, Jeevan Nidhi – II Bldg., Gr. Floor, Bhawani Singh Marg, Jaipur - 302 005.	Tel.: 0141 - 2740363 Email: <a href="mailto:bimalokpal.jaipur@cioins.co.in">bimalokpal.jaipur@cioins.co.in</a>	Rajasthan
ERNAKULAM	Office of the Insurance Ombudsman, LIC OF INDIA, 10th Floor, 'Jeevan Prakash', Divisional Office, M. G. Road, Ernakulam, Kochi – 682011.	Tel.: 0484 - 2358759 / 2359338 Fax: 0484 - 2359336 Email: <a href="mailto:bimalokpal.ernakulam@cioins.co.in">bimalokpal.ernakulam@cioins.co.in</a>	Kerala, UT of (a) Lakshadweep, (b) Mahe-a part of UT of Pondicherry.

KOLKATA	Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 4th Floor, 4, C.R. Avenue, Kolkata - 700 072.	Tel.: 033 - 22124339 / 22124340 Fax: 033 - 22124341 Email: <a href="mailto:bimalokpal.kolkata@cioins.co.in">bimalokpal.kolkata@cioins.co.in</a>	West Bengal, UT of Andaman & Nicobar Islands, Sikkim
LUCKNOW	Office of the Insurance Ombudsman, 6th Floor, Jeevan Bhawan, Phase-II, Nawal Kishore Road, Hazratganj, Lucknow - 226 001.	Tel.: 0522 - 2231330 / 2231331 Fax: 0522 - 2231310 Email: <a href="mailto:bimalokpal.lucknow@cioins.co.in">bimalokpal.lucknow@cioins.co.in</a>	Districts of Uttar Pradesh: Laitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhadra, Fatehpur, Pratapgarh, Jaunpur, Varanasi, Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareli, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkar Nagar, Sultanpur, Maharajganj, Sant Kabir Nagar, Azamgarh, Kushinagar, Gorkhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharath Nagar.
MUMBAI	Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054.	Tel.: 022 - 26106552 / 26106960 Fax: 022 - 26106052 Email: <a href="mailto:bimalokpal.mumbai@cioins.co.in">bimalokpal.mumbai@cioins.co.in</a>	Goa, Mumbai Metropolitan Region excluding Navi Mumbai & Thane.
NOIDA	Office of the Insurance Ombudsman, Bhagwan Sahai Palace, 4th Floor, Main Road, Naya Bans, Sector 15, Dist: Gautam Buddh Nagar, U.P. - 201301.	Tel.: 0120 - 2514252 / 2514253 Email: <a href="mailto:bimalokpal.noida@cioins.co.in">bimalokpal.noida@cioins.co.in</a>	State of Uttarakhand and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshehar, Etah, Kanooj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautam Budha Nagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanshiram Nagar, Saharanpur.
PATNA	Office of the Insurance Ombudsman, 1st Floor, Kalpana Arcade Building, Bazar Samiti Road, Bahadurpur, Patna - 800 006.	Tel.: 0612 - 2680952 Email: <a href="mailto:bimalokpal.patna@cioins.co.in">bimalokpal.patna@cioins.co.in</a>	Bihar, Jharkhand.
PUNE	Office of the Insurance Ombudsman, Jeevan Darshan Bldg., 3rd Floor, C.T.S. No.s 195 to 198, N.C. Kelkar Road, Narayan Peth, Pune – 411 030.	Tel.: 020 - 41312555 Email: <a href="mailto:bimalokpal.pune@cioins.co.in">bimalokpal.pune@cioins.co.in</a>	Maharashtra, Area of Navi Mumbai and Thane excluding Mumbai Metropolitan Region.

The updated details of Insurance Ombudsman are available on IRDAI website: [www.irdai.gov.in](http://www.irdai.gov.in), on the website of General Insurance Council: [www.gicouncil.in](http://www.gicouncil.in), our website [www.reliancegeneral.co.in](http://www.reliancegeneral.co.in)

#### Address and contact number of Governing Body of Insurance Council Address:

Council for Insurance Ombudsmen,  
3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054.  
E-mail: [inscoun@cioins.co.in](mailto:inscoun@cioins.co.in)  
022 -69038800/69038812

 [reliancegeneral.co.in](http://reliancegeneral.co.in)  **022 4890 3009 (Paid)**  **74004 22200 (WhatsApp)**

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