

HOME  
LOAN



PERSONAL  
LOAN



BUSINESS  
LOAN



BALANCE  
TRANSFER



CREDIT  
CARDS



EDUCATION  
LOAN



CAR  
LOAN



WORKING  
CAPITAL



CHILD  
PLANS



HOME  
INSURANCE



ENDOWMENT  
PLAN



VEHICLE  
INSURANCE



TERM  
INSURANCE



FIRE  
INSURANCE



PERSONAL  
ACCIDENT



TRAVEL  
INSURANCE



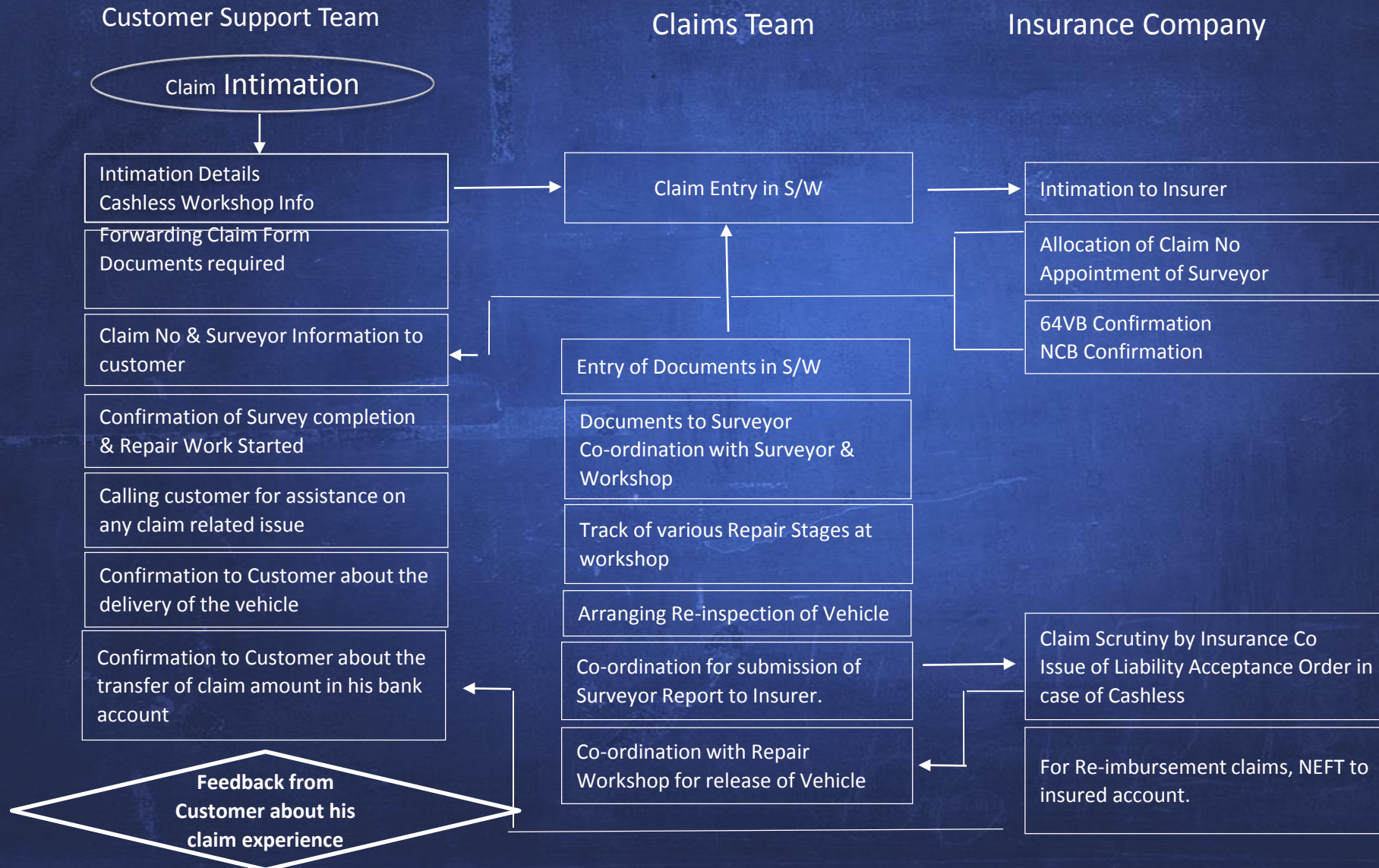
HEALTH  
INSURANCE



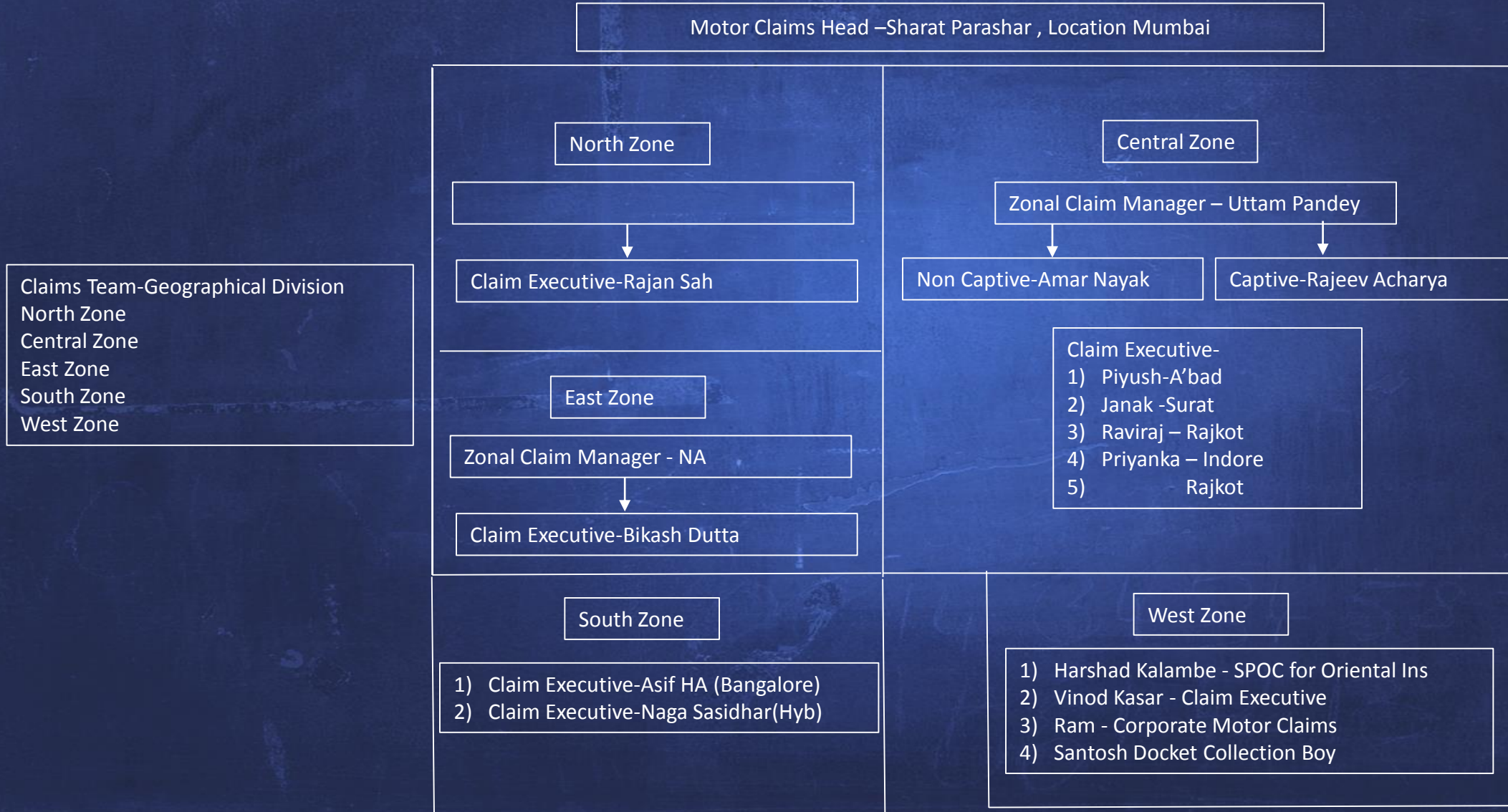
PENSION  
PLANS



# Motor Claims-Customer Care and Claims Team



# Motor Claims Team Structuring





# Motor Claims Reporting

Region	Close	Open	Grand Total	Open %age
AHMEDABAD	686	44	730	6%
BANGLORE	74	20	94	21%
BARODA	115	22	137	16%
BHAVNAGAR	2	1	3	33%
CHANDIGARH	1	1	2	50%
CHENNAI	25	3	28	11%
DELHI	408	34	441	8%
GOA	5		5	0%
HYDERABAD	75	8	83	10%
INDORE	15	2	17	12%
JAIPUR	2	1	3	33%
KOLKATA	27	8	35	23%
LUDHIANA	3	1	4	25%
MOHALI	3		3	0%
MUMBAI	889	128	1017	13%
NASIK	3		3	0%
PUNE	65	8	73	11%
RAJKOT	62	9	71	13%
SRINAGAR	3		3	0%
SURAT	661	50	711	7%
Grand Total	3124	340	3464	10%

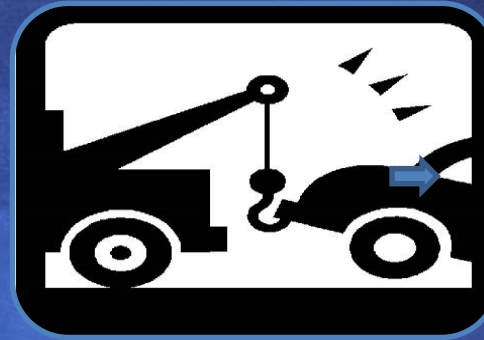
# Motor Claim Process



Accident



Report the claim



Tow/drive the car to  
nearest cashless  
garage



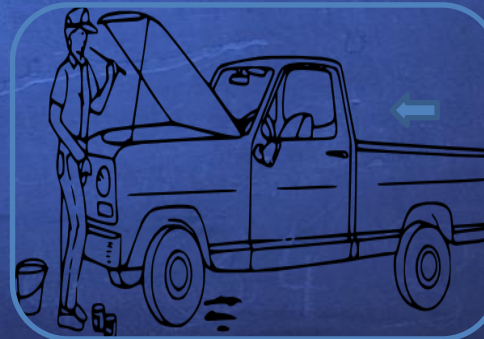
Survey by authorized  
surveyor



Pay customer liability  
(Policy Excess) and  
delivery of vehicle



Re-inspection of the  
repaired vehicle



Repairing of the  
vehicle



Fill up claim form &  
Submit your  
documents



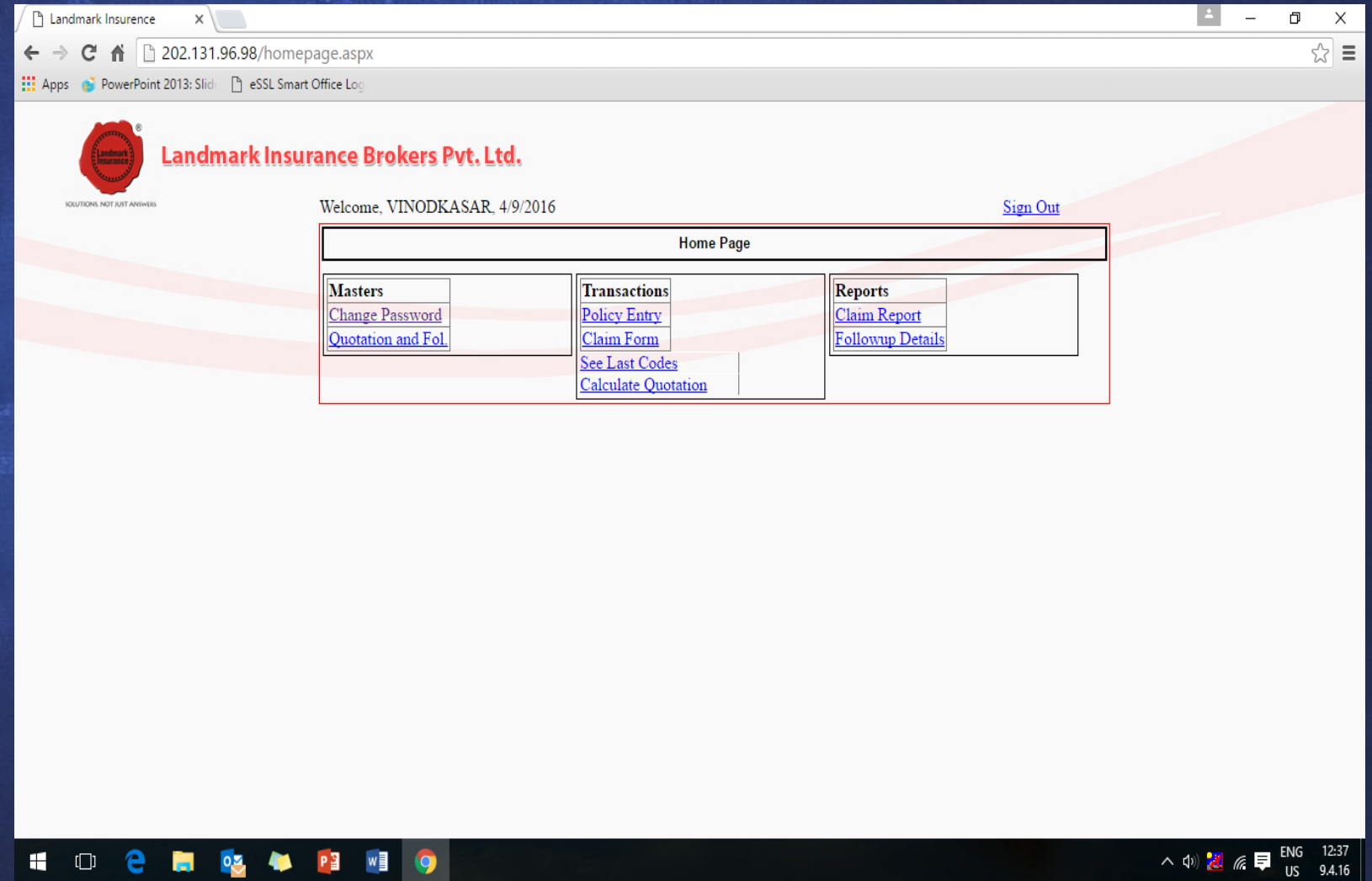
# Motor Claims Management at LMIBPL



Motor Claims are managed through dedicated Software

All Motor Claims are entered into Software and reports are generated through it.

The development of web and mobile based module is being worked out to support sales team to register the claim directly in the software.



# Captive Insurance Claims Model

## General Grounds of Dispute in Motor Claims



Wear & Tear or Pre-Existing kind of damages are not covered by Insurance Company.



Delay in intimating the loss may result in repudiation of liability by Insurance Company



# Captive Insurance Claims Model

## General Grounds of Dispute in Motor Claims

**UNDER INVESTIGATION**

Cause of loss as stated in the claim form must be in concurrence with the nature of damages



False declaration of No Claim Bonus shall result in repudiation of claim.



# Motor Claims

Important Points to be remembered at the time of sale

- There is no term in insurance “Bumper to Bumper Cover” as even in case of Nil Depreciation Cover policy, Insurance company shall not consider the old, pre-existing kind of damages.
- Any damages which are not justified through the cause of loss as stated in the claim form may not be considered by the Insurance Company.
- False declaration of NCB shall result in repudiation of the claim.
- Any Internal loss or damages to Engine are not covered under the policy unless the policy is extended to cover Engine Loss specifically.
- Any tempering, forging or alteration in proposal form or any other document shall not only result in repudiation of the claim but may also attract criminal action against the person who did it with or without the knowledge of insured.



# Motor Claims – II

## General Grounds of Repudiation of Motor Claim

- Dishonour of Premium cheque (Non compliance of 64VB)
- Delay in intimation of loss to insurance company
- Non registered vehicle being used at the time of accident.
- Ownership of the Vehicle transferred but name of the insured under policy not transferred (No Insurable Interest).
- Invalid Driving License, either date of validity expired or invalid for class of vehicle.
- CNG / LPG kit installed but not endorsed in Registration Certificate or Policy Document.
- Driver of the vehicle under the influence of liquor or intoxication.
- False NCB declaration.
- Use of vehicle for the purpose other than for which it is registered. (In contravention to Limitation as to use Clause of the policy) e.g. Private registered vehicle is being used for carrying passengers on hire or reward; Carrying of passengers in goods carrying vehicle.
- Non-transfer of title under the policy subsequent upon the death of the registered owner.



# How To Make a Claim - Motor

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## Formalities for a motor insurance claim

A claim under a motor insurance policy could be For personal injury or property damage related to someone else. This person is called a third party in this context) or For damage to your own, insured, vehicle. This is called an own damage claim and you are eligible for this if you are holding what is known as a package or a comprehensive policy. Third Party Claim In a third party claim, where your vehicle is involved, it is important to ensure that the accident is reported immediately to the police as well as to the insurance company. On the other hand, if you are a victim, that is, if somebody else's vehicle was involved, you must obtain the insurance details of that vehicle and make an intimation to the insurer of that vehicle.



# How To Make a Claim - Motor

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## Own Damage Claim

In the event of an own damage claim, that is, where your own vehicle is damaged due to an accident, you must immediately inform insurance company and police, wherever required, to enable them to depute a surveyor to assess the loss. Do not attempt to move the vehicle from the accident spot without the permission of police and the insurance company. Once you receive permission for removal of the vehicle and for repairs, you can do so. If your policy provides for cashless service, which means you do not have to pay out of your pocket for covered damages, the insurance company will pay the workshop directly. In either of these situations, you must intimate the insurance company immediately.

**Theft Claim** If your vehicle is stolen, you must inform the police and the insurance company immediately. In addition you must keep the transport department also informed. As soon as you receive the policy document, read about the procedures and documentation requirements for claims rather than wait for a claim to arise. If you have to make a claim, ensure that you collect all the required documents and submit them along with the requisite claim form duly filled in, to the insurance company. There may be certain specific documentation requirements for specific types of claims. For instance in respect of a theft claim, there is a special requirement that you should surrender the vehicle keys to the insurance company.



Motor Claims

Thank You!