

HOME  
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HOME  
INSURANCE



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TERM  
INSURANCE



FIRE  
INSURANCE



PERSONAL  
ACCIDENT



TRAVEL  
INSURANCE



HEALTH  
INSURANCE



PENSION  
PLANS

# Motor Insurance Handbook

TRAINING HANDBOOK  
MOTOR INSURANCE

# Table of Contents:

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## Contents

✚ What Is Motor Insurance? .....	5
Importance of Motor Insurance .....	5
✚ Types of Motor Insurance.....	6
✚ Comprehensive Policy.....	7
Own Damage .....	8
Third Party Policy / Liability Policy .....	8
✚ Motor Insurance Terminologies .....	9
IDV – Insured Declared Value .....	9
OD – Own Damage.....	9
TP – Third Party.....	9
NCB – No Claim Bonus .....	9
CC – Cubic Capacity.....	9
Zones.....	9
YOM – Year of Manufacture .....	9
Salvage .....	9
✚ Third Party Premium.....	10
✚ Personal Accident Damage .....	10
✚ Steps to Calculate IDV .....	11
✚ Zones.....	11
✚ No Claim Bonus.....	11
✚ Sunset clause .....	11
When customer takes claim .....	11
In case of owner transfer .....	12
90 days grace period.....	12
3 years validity .....	12
Private to commercial & commercial to private.....	12
CNG/LPG and Electrical/Non-electrical accessories in the car attract a separate premium.....	12
✚ Concept of ADD-ON: .....	12
Different Add-ons .....	13
Nil Depreciation .....	13
.....	14
Consumable Cover:.....	14

Engine cover: .....	14
Return To Invoice:.....	15
Road Side Assistance: .....	15
NCB Protector: .....	15
Key Replacement: .....	15
Hotel Expenses:.....	15
+ De-Tariffing/Company Discount: .....	16
+ Medical Expenses: .....	16
+ Ambulance Charges Cover.....	17
+ Compulsory Deductible .....	17
Why this Compulsory Deductibles? .....	17
+ Voluntary Deductible:.....	18
+ Inspection .....	19
+ IRDA Tariff Rates.....	21
+ What will be covered? .....	21
+ Permanent Exclusion .....	22
+ Claims Process – Document Submission .....	22
Documents for Private Car Claim.....	23
Documents for Commercial Car Claim.....	23
+ Frequently Asked Questions.....	23
+ Important Terms in Motor Insurance:.....	25
Cover Note: .....	25
Nominee .....	25
Renewal Notice.....	25
Documentation .....	26
Network Garage/Cashless Facility .....	26





# Motor Insurance



## What Is Motor Insurance?

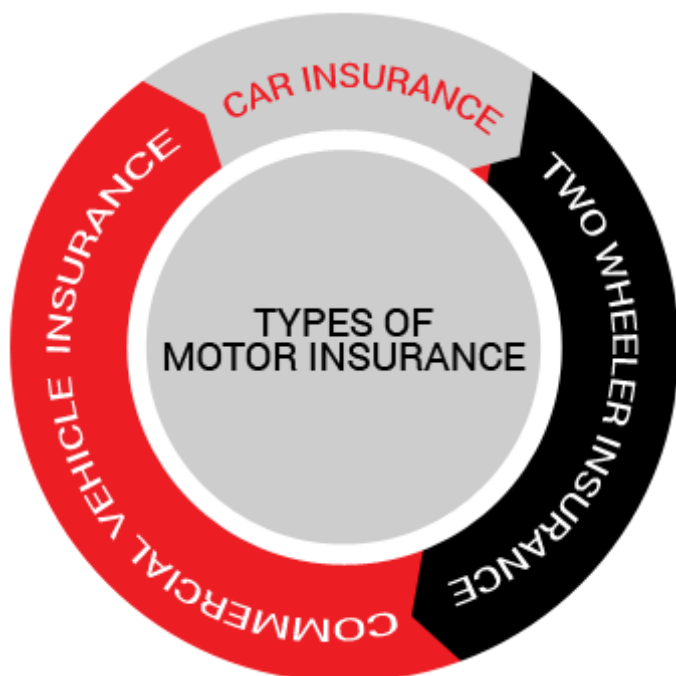
In simple language Motor Insurance is a contract between the **Customer** and the **Insurance Company** wherein you pay a premium for a policy that will provide protection against every comprehensible risk related to your vehicle; damage, theft, death and injury in an accident, plus liability protection in case you are sued as a result of an accident (Third Party Liability).

## Importance of Motor Insurance

As per Motor Vehicle Act 1988 by Government of India any motor vehicle plying in a public place needs to be compulsorily insured against Third Party Injury and Property Damage.

### TERMS USED :

• TP	: THIRD PARTY
• OD	: OWN DAMAGE
• TPPD	:THIRD PARTY PROPERTY DAMAGE
• TPD	: THIRD PARTY DEATH
• TPI	:THIRD PARTY INJURY
• MV ACT	: MOTOR VEHICLE ACT
• PCV	: PASSENGER CARRYING VEHICLE
• GCV	: GOODS CARRYING VEHICLE
• NCB	: NO CLAIM BONUS
• IDV	: INSURED'S DECLARED VALUE
• DEDUCTIBLES	:AMOUNTS DEDUCTED FROM CLAIM





## Types of Motor Insurance

### Third Party Cover



Vs



### Comprehensive Cover

Only third party car and passengers are covered

All are covered

Insurer  
Vehicle Not Covered



Covered  
Covered



Covered

### COVERAGE AND WHAT IS NOT COVERED?

Kind of Damage	Third Party Protection	Comprehensive Protection
• Own vehicle	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
• Other vehicle	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
• Injury to self	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
• Injury to driver of other vehicle	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
• Injury to passenger in other vehicle	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
• Damage to own vehicle due to fire	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
• Damage to own vehicle due to attempted theft	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
• Theft	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

## Comprehensive Policy

**Comprehensive Policy** covers Own Damage (OD) as well as Third Party (TP).


# WHAT DOES COMPREHENSIVE COVER?

Comprehensive coverage can help pay for damages to your car that aren't caused by a collision. What does that mean? Here's a quick breakdown of what comprehensive typically covers (and what it typically does not cover):

## WHAT COMPREHENSIVE MAY COVER

-  **NATURAL DISASTERS**
-  **A CIVIL DISTURBANCE**
-  **FALLING OBJECTS**
-  **FIRE**
-  **HITTING OR BEING HIT BY AN ANIMAL**
-  **VANDALISM**
-  **THEFT**

## WHAT COMPREHENSIVE DOES NOT COVER

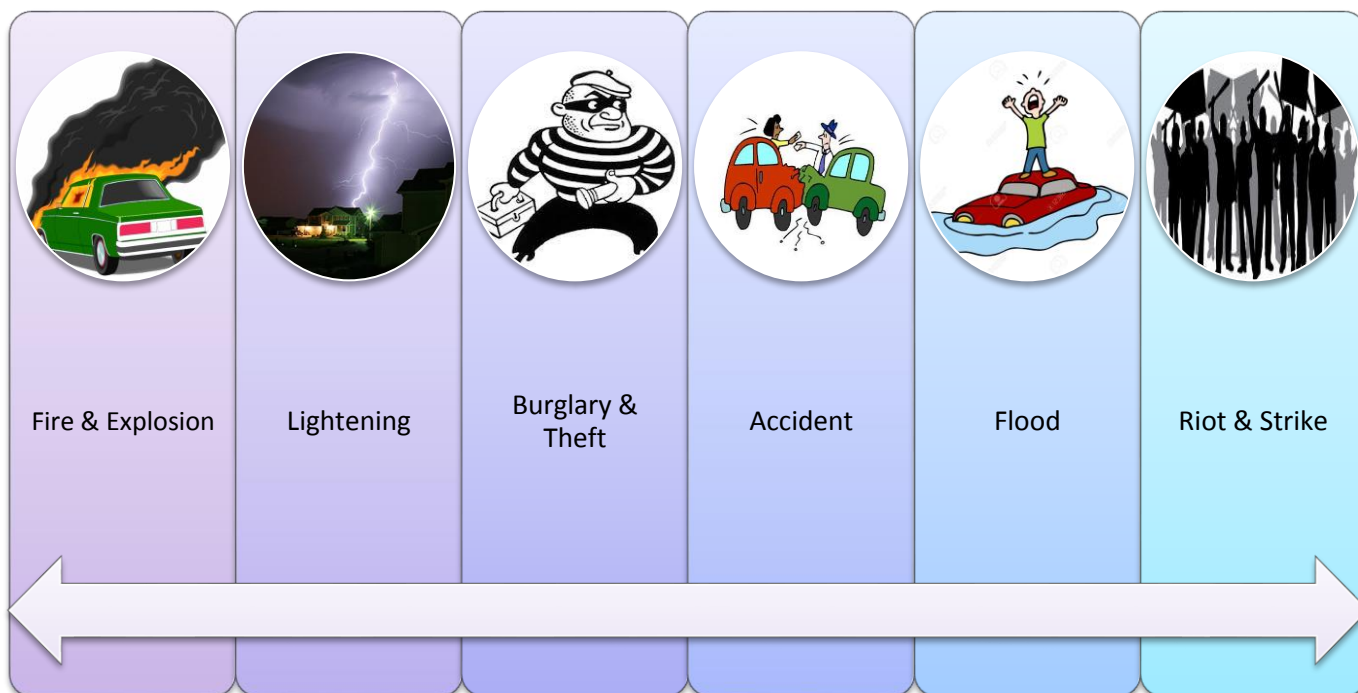
-  **DAMAGE TO YOUR CAR FROM A COLLISION**
-  **MEDICAL EXPENSES OR LOST INCOME FOR YOU OR YOUR PASSENGERS AFTER AN ACCIDENT**
-  **DAMAGE TO ANOTHER PERSON'S CAR FROM A COLLISION**
-  **MEDICAL EXPENSES, LOST INCOME OR LEGAL FEES FOR ANOTHER PERSON AFTER AN ACCIDENT**

## Comprehensive Policy

- ✚ This policy is a combination of OWN DAMAGE & THIRD PARTY DAMAGE
- ✚ OWN Damage means damage of our car which can happen due to Accident, fire, theft, natural disasters & Riots & Strikes.
- ✚ Insurance company covers Depreciation parts of a car in OWN DAMAGE.  
e.g. Plastic, rubber, tube, tyre, denting & painting, airbag, nylon, battery = 50%  
glass = 100%, Fiber Glass = 70%, Metal, wooden, & Fiber = As per the car age.
- ✚ In Third Party Damage, Insurance Company Covers two types of Damage.
  - Human Life : Unlimited (decide by the court)
  - Third Party Property : Up to 7,50,000/-
- ✚ Personal Accident Damage is also covered in this policy:
  - Owner Driver : 2 lakh
  - Paid Driver : 1 lakh
  - Passengers of vehicle : (25,000 to 2 lakh) per seat

## Own Damage

Own Damage section of the policy covers the damage to the Insured's car in case of



## Third Party Policy / Liability Policy

- ✚ This Policy is Mandatory under Motor Vehicle Act 1998.
- ✚ Insurance company covers two types of damage.
  - Death and Disability – Decided by MACT (Motor Act Claim Tribunal [unlimited])
  - Property Damage – Up to 750000/-





## Motor Insurance Terminologies

### IDV – Insured Declared Value

- **Insured Declared Value** is the maximum Sum Assured fixed by the insurer which is provided on theft or total loss of vehicle. Basically, **IDV** is the current market value of the vehicle

### OD – Own Damage

- Sum insured of the vehicle means the maximum amount of money to the extent of which we will indemnify for the loss caused to the vehicle due to a single insured event.

### TP – Third Party

- The legal definition of the term Third Party Liability means bodily injury and/or material damage caused to a third party as a result of action or inaction, or negligence, and which injury and/or damage must be remedied.

### NCB – No Claim Bonus

- **'No Claim Bonus'** Definition: No-claim bonus (NCB) is a discount in premium offered by insurance companies if a vehicle owner has not made a single claim during the term of the motor insurance policy. Description: The no-claim bonus is a reward to the vehicle owner for prudent use of the vehicle.

### CC – Cubic Capacity

- **Cubic Capacity** means Engine power. Vehicles are of different Cubic Capacities ranging from 90 cc to 2500 cc or more

### Zones

- Any continuous area that differs in some respect, or is distinguished for some purpose, from adjoining areas, or within which certain distinctive circumstances exist or are established.

### YOM – Year of Manufacture

- Year in which the vehicle got manufactured.

### Salvage

- In simple terms, Salvage means 'Scrap'. The damaged parts.
- Insurers receive salvage rights over property on which they have paid claims, such as badly-damaged cars/parts.

## Third Party Premium

### TP Premium (Pvt Car)

Cubic Capacity (CC)	< 1000 CC		1001 - 1500 CC		> 1500 CC	
	Old Premium	New Premium	Old Premium	New Premium	Old Premium	New Premium
TP Premium	2055/-	2055/-	2237/-	2863/-	6164/-	7890/-

#### Details

Owner Driver Personal Cover

Passenger Liability

Paid Driver



#### Premium

100

50 (per passenger)\*

50



#### Maximum Cover In Case of Death due to Accident

200,000

100,000

100,000

\*Notes: Passenger liability starts from Rs.5 for Rs.10000 but the general trend is Rs. 50 for 1 Lakh

## Personal Accident Damage

Personal Accident Insurance for Family/ Passenger covers monetary payouts towards injuries sustained by people/ passenger travelling in the car due to accident resulting in death or disablement. Personal accident insurance covers insured/his family/passengers travelling in the car at the time of accident.

### PERSONAL ACCIDENT COVER UNDER CAR POLICY\*

Normal car insurance covers only the vehicle and sometimes the driver.

Or a scenario where the car meets with an accident while being driven by a friend/relative.

But what happens to other occupants of the car, in case of an accident?

Without PA cover, lack of protection in case of permanent or partial disability and high hospital bills would be worrisome.

### THAT'S WHY, YOU NEED PERSONAL ACCIDENT COVER UNDER CAR POLICY?

You get cover up to Rs. 2 lakh for death, permanent total disability and partial disabilities.

The money is disbursed as a lump sum compensation as per defined slab of SI.

Protect the occupants of your car on the road for a premium up to ₹ 100.

\* As per the policy terms and conditions. Insd./Mktg./PA/10/10/15

## Steps to Calculate IDV

**Current IDV** = Last Year IDV – 10% Depreciation (Standard Depreciation)

**Brand New Car IDV** = Ex Showroom Price – 5% Depreciation

Notes: please make it a point to talk to your senior before calculating IDV because the formula to arrive at Current IDV may vary from company to company.

## Zones

Motor Insurance Industry is divided into two Zones for Private Car



## No Claim Bonus

No Claim Bonus (NCB) is a discount on premium of the own damage (OD) portion of your vehicle when you renew your policy, provided you have not made any claim during the last policy period of one year. The NCB can be accumulated up to a maximum limit of 50% on own damage premium for private cars. NCB Slabs are as listed under

NCB Rate Grid	
After one claim-free year	20%
After two consecutive claim-free years	25%
After three consecutive claim-free years	35%
After four consecutive claim-free years	45%
After five consecutive claim-free years	50%

## Sunset clause

The maximum NCB policyholders are entitled to is 50% i.e. once you have accumulated 50% NCB this discount will not increase even if no claim is made in future years. However, there are some exceptions to the ceiling of 50%: Those who had renewed their policies between July 1, 2002 and June 30, 2003 and had accumulated an NCB of 55% or 65%, as per the tariff prevailing before July 1, 2002. Such people are allowed to use and carry forward this higher NCB until there is a claim under their policy.

Situations when NCB gets “0”:

## When customer takes claim

- If a customer takes any claim in his policy period so insurance company starts his NCB with 0% from his next year.





### In case of owner transfer

- If a customer buys a second-hand car, so whoever will be the second owner of that car will not get NCB.



### 90 days grace period

- If a customer doesn't renew his policy on his expiry date so company gives him another 90 days to save his NCB, but still he doesn't renew his policy in that grace period so his NCB automatically gets 0%.



### 3 years validity

- If a customer sells a car so he gets an NCB retention letter from Insurance Company, and this NCB can be transferred on his new car, but only if he buys new car within 3 years just after selling old car.



### Private to commercial & commercial to private

- If use of customer's car was private and this time he is renewing insurance for the same car but purpose is different (Commercial) so in this case his NCB will get 0%. Vice Versa

### CNG/LPG and Electrical/Non-electrical accessories in the car attract a separate premium.

- In case New Vehicle was purchased with already fitted CNG/LPG and Accessories then no need to charge extra premium as IDV Value will already have CNG cost.



### Concept of ADD-ON:

Add-on is a very important concept for our insurance business, let us try to understand what is add-on? Add-on adds the value to main product. Add-on helps generate more revenue per transaction



**Example: Sukkah Puri along with Pani Puri**

## Different Add-ons

There are different types of add-ons which have been designed keeping the need of customers in mind, just to name the few,

1. Nil Depreciation or Depreciation reimbursement
2. Return to Invoice
3. Daily allowance
4. No Claim Bonus Protection
5. Loss of Personal belongings
6. Key Replacement
7. Emergency transport and Hotel expenses.
8. Hydrostatic Lock
9. Tyre Cover
10. Consumables

### COST OF ADD-ONS

	OWN DAMAGE (OD)	₹
A	OD Premium	6,682
	Less No-claim bonus (20%)	1,336
	Total OD Premium	5,346
B	ADD-ONS	
	Nil Depreciation	1,253
	Return to Invoice Cover	1,420
	Key Replacement*	485
	Total Add-on Premium	3,158
C	LIABILITY	
	Basic third party liability	941
	Personal accident cover	100
	Total Liability Premium	1,041
D	Net Premium (A+B+C)	9,545
E	Service Tax (12.36"%)	1,180
	Total Premium (D+E)	10,725

Assumptions: Rates mentioned above are for one year-old small car \* It includes emergency assistance and hotel expense.

## Nil Depreciation

Insurance Company covers Depreciation parts of a car in OWN DAMAGE. e.g. Plastic, rubber, nylon, airbag, denting painting, glass, fiber glass, metal, wooden, Fiber, & Tyre= 100%,tube, Battery = 50%

### Difference between Comprehensive Policy and Nil Dep. Policy

Content	Present Percentages (As per erstwhile tariff provision)	As applicable for the proposals with this add on cover
For all rubber/nylon/plastic parts/tyres & tubes, batteries & air bags	50%	Nil
For fibre glass components	30%	NIL
All parts made of glass	NIL	NIL

### Rate of depreciation for all other parts including wooden parts:

Age of vehicle	% of Depreciation
Not exceeding 6 months	NIL
Exceeding 6 months but not exceeding 1 years	5%
Exceeding 1 year but not exceeding 2 years	10%
Exceeding 2 year but not exceeding 3 years	15%
Exceeding 3 year but not exceeding 4 years	25%
Exceeding 4 year but not exceeding 5 years	35%
Exceeding 5 years but not exceeding 10 years	40%
Exceeding 10 years	50%

## Depreciation Deducted on Parts during Claim Settlement in Comprehensive Policy



**50%**  
of the cost for  
Rubber Parts

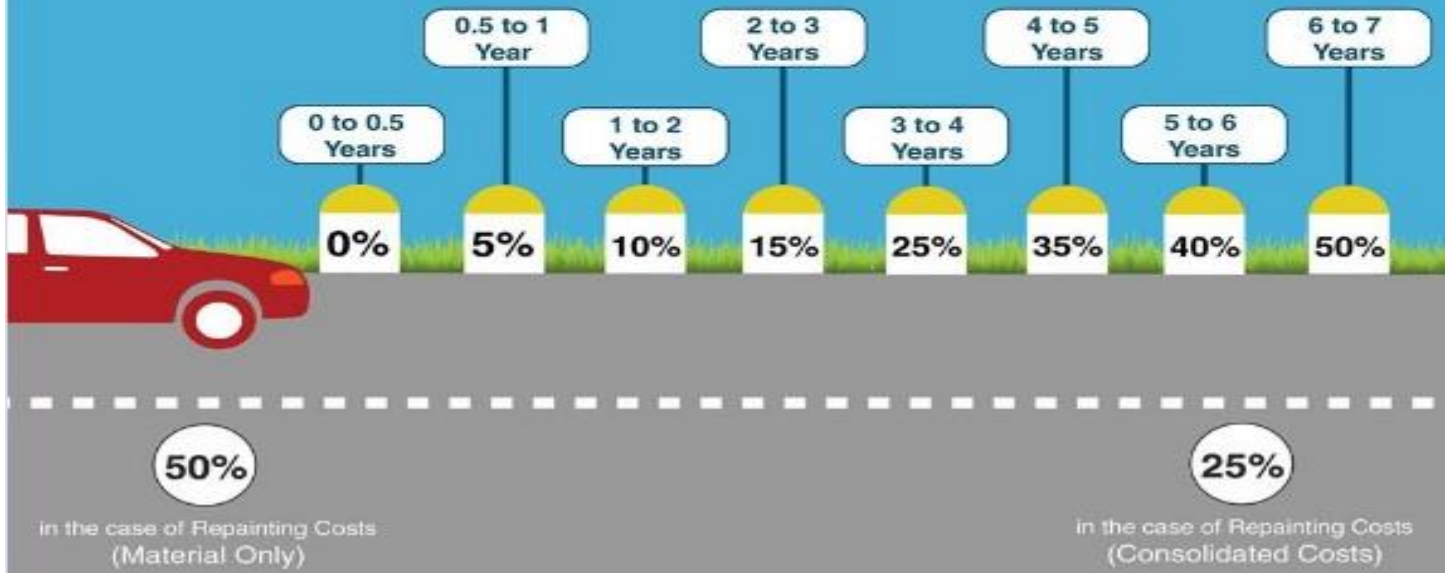


**30%**  
of the cost for  
Fibre Parts



**0%**  
of the cost for  
Glass parts

For all parts NOT mentioned above, depreciation is calculated on the Age of the Vehicle and is:



### Consumable Cover:

- It cover expenses towards consumable items during the time of claim which are unfit for further use, arising out of damage to the insured vehicle or the accessories, caused by accident or perils as mentioned in the Policy.
- The items include nut and bolt, screw, washers, grease, lubricants clip, ac gas, bearings, distilled water, engine oil, oil filter, fuel filter, break oil, etc.
- Vehicle covered up to 5 years from the date of registration. Some companies covered vehicle up to 6-7 years.

### Engine cover:

Engine and Gear Box cover offers you financial protection if your vehicle breaks down due to consequential damage to the internal parts of the engine and gear box arising out of water ingress and/or leakage of lubricating oil following damage to Engine/Gear box due to accidental means.

- Repair or replacement shall be carried out in Insurer's Authorized Garages across India
- In case of engine replacement, the claim will be paid, only if the engine damaged is same as mentioned in the vehicle registration certificate.
- Some companies covered vehicle up to 6-7 years.



### Return To Invoice:

- In the event of total loss Insurance Company would reimburse the purchasing value of the vehicle + registration + road tax.
- Vehicle covered up to 3 years from the date of registration.

### Road Side Assistance:

#### Key Features of Road Side Assistance

On road repair for minor breakdowns

- Facilitating change of flat tyre
- Lock out or lost key assistance
- Emergency fuel assistance
- Towing your car to the nearest garage



### NCB Protector:

The no claim bonus Protector allows for availing the bonus even if you have raised a prior claim. The policyholder will be eligible for discount the next year under the current slab of NCB

- It is highly recommended, if your NCB is above 25%.
- The No Claim Bonus will be reduced to NIL in case of more than two claims reported during the policy period.

### Key Replacement:

It covers the cost incurred by insured to replace the vehicle keys, if it is lost/stolen. Reimbursement would be given for both locks and keys, if the vehicle lock is replaced following loss of key.

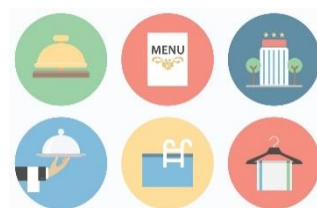
- Cover includes cost of making duplicate key if key is lost and also the cost of lock if the lock needs to be replaced following loss of key.



### Hotel Expenses:

Hospitalized following a car accident? Not able to go to work?

- Daily cash compensation of Rs.1000 per day when hospitalized
  - Compensation received up to maximum of 30 days
- Treatment taken only from Medical Practitioners registered with medical councils



## De-Tariffing/Company Discount:

De-Tariffing means that the pricing of insurance policies is left to the Individual Insurance companies concerned, to Decide and Offer, based on their Analysis and Risk Taking Ability.

**Motor Insurance – Tariff, Detariff and Beyond...**

- Started on January 1st 2007
- Scientific rating
- Better risk management
- Customer friendly

### When and Why

### Benefits

- Rating based on customer profile
- Car owners with good track record will gain
- Better competition
- WIN - EIN for both customer & company
- Higher penetration in the country

## Medical Expenses:

In the event of an accident, it's not only about your car, most importantly you and the injured passengers might need treatment and medical assistance.

- Cover up to Rs. 10,000 available for you and passengers travelling in insured car
- Treatment includes physical injury caused by accident
- Reimburses medical expenses per insured person up to the limit



## Ambulance Charges Cover

During an accident when each minute counts, arranging for ambulance to reach hospital might be tough. Insurance Company Ambulance Charged cover would reimburse charges towards transportation.

- Choosing Ambulance Charges cover entitles you to get the charges towards transportation of insured persons in Ambulance to the Hospital post suffering bodily injury caused by an accident while travelling in, embarking or disembarking from the insured vehicle.



## Compulsory Deductible

It is the amount which insured has to bear for each and every claim. It is levied as mentioned in the table below:-

A TYPICAL VOLUNTARY DEDUCTIBLE TABLE			
CAR INSURANCE			
Rs. 2,500	opted as Voluntary Deductible	➔	20% DISCOUNT on Premium
Rs. 5,000	opted as Voluntary Deductible	➔	25% DISCOUNT on Premium
Rs. 7,500	opted as Voluntary Deductible	➔	30% DISCOUNT on Premium
Rs. 12,000	opted as Voluntary Deductible	➔	35% DISCOUNT on Premium

Types of Vehicles	Compulsory Deductible (Rs.)
Private Cars (Not Exceeding 1500 cc)	1000/-
Private Cars (Exceeding 1500 cc)	2000/-
For Two-Wheeler	100/-

## Why this Compulsory Deductibles?

Many customers tend to misuse their policy cover and they would go on making claims for even very nominal amounts. In such process genuine customers with big loss may get delayed services. So, to avoid misuse of the policy, compulsory deductibles are applied.



# How high deductible reduces insurance premium

Deductible	Premium	You save
₹Nil	₹19,892	₹Nil
₹2,500	₹19,029	₹863
₹5,000	₹18,167	₹1,725
₹7,500	₹17,592	₹2,300
₹15,000	₹17,017	₹2,875

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Source: ICICI Lombard General Insurance

## Voluntary Deductible:

- 1) Voluntary deductible is the minimum amount that you declare to bear at the time of claim.
- 2) There is an inverse relationship between the deductible and the premium. When voluntary deductible increases, the amount of premium falls.
- 3) If you opt this, this is the amount that you have to compulsorily bear during the event of a claim e.g. if your claim amount is Rs. 20000 and the voluntary deductible is Rs. 3000 then you have to bear the first Rs 3000 and the claim will be worth Rs 17000.

### Two Wheelers

Deductible	Rs. 500	Rs. 750	Rs. 1000	Rs. 3000
Discount %	5%	10%	20%	25%
Max amount	Rs. 50	Rs. 75	Rs. 125	Rs. 250

## Inspection

What is Inspection in Insurance?

- ✓ It means that Insurance Company inspects the car for any pre-existing damages.

Refer the below inspection Cases

- ✓ **Break-In-Case**

- If customer does not renew his policy on the expiry date and goes next day to renew his policy so insurance company does inspection first before giving policy. Because his policy has been lapsed (break-in-case).
- Some companies preferred to conduct inspection irrespective of break in the policy

- ✓ **Changing from Normal comprehensive to Add-on**

- If customer's last policy was Comprehensive policy and this year he wants to take zero dep policy so first he should do inspection before taking policy.

- ✓ **If a vehicle is converted from Taxi to private or vice versa.**

- If a customer's car was on private purpose last year and this year he is using that car for commercial use so in this case insurance company will send surveyor for inspection then only he can take insurance. Vice Versa

- ✓ **During name change endorsement.**

- A customer buys a second-hand car and he takes first insurance on his RC of his car, so insurance company will do inspection then only he can take policy.

- ✓ **CNG/LPG fitted**

- If customer fitted CNG/LPG additionally in car then insurance company inspect the call before issuing the insurance policy.

- ✓ **In case of NCB recovery**

- If a customer has got NCB recovery letter from Insurance Company, and he gets ready to pay extra money. So in this case insurance company will send surveyor for inspection then only company will accept that money.

Satisfactory
  May Require Further Attention
  Requires Immediate Attention

#### Interior/Exterior

Headlights (check high and low beams)			
Taillights			
Turn signals			
Brake lights			
Hazard warning lights			
Interior light			
Windshield washer spray, wiper operation and wiper blades			
Windshield condition			
Parking brake			
Horn operation			
Clutch operation (if applicable)			

#### Battery Performance (see printout)

Date of Manufacture

Good		
Replace		

#### Under Hood

Engine oil level			
Coolant level			
Power steering fluid level			
Brake fluid level			
Windshield washer fluid level			
Transmission fluid level			
External drive belts and radiator hoses			
Air/Cabin/Dust & Pollen Filter			

#### Under Vehicle

Brake lines/Hoses/Parking brake cable			
Hydraulic clutch reservoir fluid (M/T vehicles)			
Shock absorbers/Struts/Suspension			
Exhaust system			
Engine oil and/or fluid leaks			
Drive shaft/Constant velocity boots and bands			
Steering Gearbox Components			

#### Genuine Floor Mats

Genuine floor mats installed		
Anchored properly and only 1 mat at driver's position		

PAM1728E

\*NOTE: Brake fluid NOT filled - fluid level indicates pad wear

#### Tire Condition

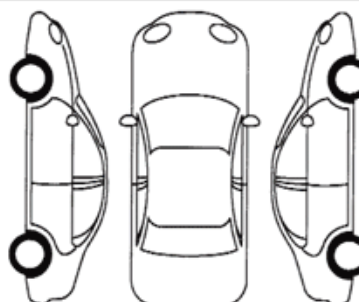
6/32 or more	4/32 to 5/32	3/32 or less
Left Front		Right Front
Wear pattern		Wear pattern
Tire tread _____ 32nds	Tire tread _____ 32nds	
Left Rear		Right Rear
Wear pattern		Wear pattern
Tire tread _____ 32nds	Tire tread _____ 32nds	
Spare		
Wear pattern		Front tire inflation set to _____ psi
Tire tread _____ 32nds		Rear tire inflation set to _____ psi
Rotation/Alignment/Replacement suggested?	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Seasonal tire changeover suggested?	Yes <input type="checkbox"/> No <input type="checkbox"/>	

Brake Inspection Not Performed At This Service ☐

#### Brake Condition

5 mm or more	3 - 4 mm	2 mm or less
Left Front		Right Front
_____ mm _____ %	_____ mm _____ %	
Left Rear		Right Rear
_____ mm _____ %	_____ mm _____ %	

#### Please Indicate Areas of External Damage or Wear



Maintenance Indicator Light Reset YES ☐

Any Outstanding Recalls / PUD YES ☐ NO ☐

Comments

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## IRDA Tariff Rates

Age of the vehicle ↓	ZONE B			ZONE A		
	CUBIC CAPACITY			CUBIC CAPACITY		
	Not exceed-ing 1000 cc	Exceed-ing 1000cc but not exceed-ing 1500 cc	Exceed-ing 1500 cc	Not exceed-ing 1000 cc	Exceeding 1000cc but not exceed-ing 1500 cc	Exceeding 1500 cc
Not exceeding 5 years	3.039 % on IDV	3.191 % on IDV	3.343 % on IDV	3.127 % on IDV	3.283 % on IDV	3.440 % on IDV
Exceeding 5 years but not exceeding 10 years	3.191 % on IDV	3.351 % on IDV	3.510 % on IDV	3.283 % on IDV	3.447 % on IDV	3.612 % on IDV
Exceeding 10 years	3.267 % on IDV	3.430 % on IDV	3.594 % on IDV	3.362 % on IDV	3.529 % on IDV	3.698 % on IDV

**NB. 1** Compulsory deductible as in GR. 40 shall apply.

**NB. 2** Additional premium for electrical / electronic items as in GR. 41 shall apply.

**NB. 3** Additional premium for CNG / LPG fuel as in GR. 42 shall apply.

**NB 4.** Additional premium for compulsory PA cover to owner-driver as in GR 36 shall apply.

## What will be covered?

- ✚ Loss or damage due to:
  - Accident, burglary or theft
  - Riot and strike
  - Fire explosion self-ignition or lightning
  - Natural Calamities
  - Transit by road, rail, inland waterways, air or lift
- ✚ Personal Accident cover for owner/driver of the car. Death benefit of Rs.2 lakhs for the owner/driver in case of accidental death. Third party bodily injury liability covers penalty to be given to victim. It covers the injury or death of the person hit by you.
- ✚ Property damage liability  
Covers penalty you need to pay in case of damage to the properties due to the accident caused by you up to the limits as specified in the policy.

## Permanent Exclusion

### WHAT IS NOT COVERED UNDER A CAR INSURANCE



Normal Wear and Tear



Mechanical and Electrical Breakdown



Driving a car without a valid license



Driving under the influence of Drugs & Liquor



Loss/ Damage due to War, Mutiny or Nuclear War



Consequential Loss

- ❖ *Depreciation or any consequential loss.*
- ❖ *Wear and tear of consumables like tires and tubes.*
- ❖ *Vehicles used for any other purpose other than what is mentioned in the policy.*
- ❖ *Damage to/by a person driving any vehicles or cars without a valid license.*
- ❖ *Damage to/by a person driving the vehicle under the influence of drugs or liquor.*

## Claims Process – Document Submission



### Intimate your Insurance Company immediately

Your Insurance Company needs to be notified about the event immediately.



### Get your vehicle inspected

On intimating the Insurance Company a Claim Surveyor will pay you a visit for inspection and assessing the damages to the vehicle. He will conduct a thorough inspection of your vehicle.



### Provide requested documents to the surveyor

The Surveyor will ask you for certain documents such as Policy copy, Claim form, Driving license, Copy of Registration book, estimate of repairs etc.



### Make payments

In case you are not opting for cashless facility, you will have to make the payment to the garage and submit the original bills for reimbursements.

## Documents for Private Car Claim

1. Claim form
2. Driving License
3. Registration Certificate
4. Tax Certificate
5. Policy copy

## Documents for Commercial Car Claim

1. Claim form
2. Driving License
3. Registration Certificate
4. Tax Certificate
5. Policy copy
6. Permit
7. Fitness Certificate

## Frequently Asked Questions

- 🚦 Why should I give you my details?
- Sir, I am asking for your details to provide you best policy with lesser premium.
  - I do have your details but I need to recheck them to verify whether the person whom I am talking is the right person or not.
  - Sir, we have some companies' protocols like this information is confidential so I can't disclose. As per the company's norms I have to ask first

# GETTING YOUR CAR REPAIRED AFTER AN ACCIDENT

Many people don't know what to expect after filing a claim. Check out the following steps to see what you can expect from your insurance company, agent and adjuster.



## Schedule an Inspection

You'll need to get the damaged vehicle inspected to determine the cost of repairs. Call your insurance company to schedule an inspection. Keep in mind, you have the right to choose the repair facility to make repairs to your vehicle. If you don't have a repair facility, your insurer can recommend a repair shop. You're always free to choose any repair shop and you don't have to use a shop your insurer recommends.



## Speak with an Adjuster

Your insurance company's claims adjuster will review all the available information — your vehicle's damage, accident/police reports, witness statements — to help determine fault and then provide a cost estimate.



## Get Up-To-Date Status on Your Claim

Many insurers allow you to check your claims status online. By registering with My Account on Allstate.com, for example, you can view your claim status. There, you can register for direct deposit, send a message to your claim contact, view select claim documents, get payment information and select an electronic communication preference.



## Get Your Car Shipshape Again

As soon as the claim has been filed and coverage has been determined, your insurer can help get you on the path to getting your car repaired. You'll need to pay your deductible to the body shop before your insurer pays for any covered damages.

✚ I don't know my IDV/Previous Company/ claim detail?

- If customer says he doesn't know his IDV
  - Sir, are you carrying your policy documents?
    - If yes. Could you please check I am on hold?
    - If NO, no problem sir, could you tell me how much money did you pay at the time of buying car?
- If customer says he doesn't know his previous company.
  - Sir, are you carrying your documents?
    - If yes. Could you please check I am on hold?
    - If NO, no problem sir, you please check once you get your documents and what's app me on my number.
- If customer says he doesn't know whether he has taken any claim or not.
  - Sir, are you carrying your documents?
    - If yes. Could you please check I am on hold?
    - If NO, no problem sir, now I am giving you 0% of NCB once you confirm me your claim status, I will consider NCB slab whichever is legal.

✚ Premium is high?

- In this objection we have to give examples as many as we can give. Here we have to show benefits of the product, we have to show services of Policyboss.com, we have to win customer's trust.
- Sir, for buying good quality product we have to pay high amount. You can buy a shirt in 200/- from a local market but still people go to PETER ENGLAND. Why sir? Because PETER ENGLAND has quality of product. Everybody knows that PETER ENGLAND has unique style & good quality; nobody can copy its style...

***Tip: on every call save at least 5% company discount for this situation.***

✚ Why should I change my company?

- In this objection, we need to show company's benefits. Here we have to compare our company with the company that customer wants. To beat him in comparison, we should know each and everything about our company and the company which customer wants. Below information you should have....
    - How old this company is in the market.
    - How many awards this company has won?
    - Who is the chairperson?
    - Turnover of this company?
    - Rating?
    - Benefits?
    - Collect happily satisfied customers' case studies.
- And try to give examples also...



- ✚ I will buy insurance from agent/showroom/direct Company.
  - In this objection, don't say anything wrong about anyone. Just prove that you are the best. Please use above market analysis report here....
- ✚ Why Should I buy from you?
  - In this objection, you need to win customer's trust. And share USPs of Policyboss.com Please use above market analysis report here....
- ✚ I want cover note hand to hand.
  - In this objection, we can ask customer to give 2 days' PDC Cheque. So by the time his previous policy will get expired, our company will send him cover note for current year.
- ✚ I don't have cheque.
  - We can give him option for cash, online payment or DD
- ✚ You send your field executive then I will decide.
  - In this objection, we need to make it clear to the customer that field executives are just to collect documents. They can't answer their questions effectively.

## Important Terms in Motor Insurance:

### Cover Note:

- 1) It's a temporary document issued by the Insurance Company that acts as a proof of Insurance until a final insurance policy is issued.
- 2) In general, the Cover Note provides the same level of coverage as the full Insurance policy.
- 3) The note contains some basic details like Name of the Insured & Insurer, Coverage etc.
- 4) Usually the validity of a Cover Note is 60 days from the date of Issuance.

### Nominee

A person who receives the benefit of the policy in case of the insured's death is called as a Nominee.

In motor insurance, normally the nominee may receive claim proceeds in two cases.

First, if the policyholder dies after making a claim (for car repair, theft etc.) under the policy and is not there to receive the payout.

Second, in case the policy is a comprehensive policy then there would be a payout to the nominee under the personal accident cover component of this policy in case of Insured's death.

### Renewal Notice

- It's a note sent by the Insurance Company reminding the customer to renew their Motor Insurance Policy.
- This helps the customer to plan accordingly and pay for their required Premium and renew on time.
- What happens if customer does not renew on time?
- Policy gets lapsed and chances of losing their NCB.
- Vehicle inspection will be done to ascertain the damages during the lapsed period.

## Documentation

Documents required while purchasing insurance are,

- 1) Last Year Policy Copy
- 2) RC Book
- 3) Signed Proposal Form
- 4) Premium Cheque

## Network Garage/Cashless Facility

If the vehicle is damaged due to an accident, the customer must inform the insurer and the police about it, before giving the vehicle for repair.

The insurer typically has tie-ups with motor garages for a cashless facility and will pay the bills directly to the garage. However, if the vehicle is serviced in a garage outside the purview of the insurer's network, then the insured can claim for a reimbursement of the bill.

-----END OF DOCUMENT-----