



QR code for mobile download app:



Please scan the code to view policy details

Name : Basavaraj VitthalSimpi  
Address : C O VITTHAL SIMPI 98 TODALBAGI TODALBAGI  
BAGALKOT KARNATAKA,  
..Algur, Bagalkot Bagalkot,  
Karnataka  
587301  
Contact No : +91-9743060932  
Email Id : SHREEBASAVAINSURANCE2021@GMA

### SCHEDULE CUM CERTIFICATE PRIVATE CAR INSURANCE POLICY-PACKAGE

Policy / Certificate No : 0000000132778734  
Alternate Policy No :  
Customer ID : 0000000082194403  
Policy Servicing Branch : Bangalore  
Intermediary Name : Vizza Insurance Broking Services Pvt Ltd  
Intermediary Code : 0061736  
Intermediary Contact No : +91-8608800072  
Period of Insurance OD : From:06/02/2026 00:00  
To:05/02/2027 Midnight  
Period of Insurance TP : From:06/02/2026 00:00  
To:05/02/2027 Midnight  
Period of Insurance PA: From:06/02/2026 00:00  
Owner Driver To:05/02/2027 Midnight

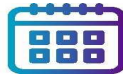
Dear .Basavaraj VitthalSimpi,  
Welcome to the SBI General Family. With SBI General's **Private Car Insurance Policy - Package**, you can be in control & enjoy the journey no matter what roadblocks life throws at you.

### ABOUT YOUR POLICY



Policy/  
certificate no

0000000132778734



Policy Issue  
Date

04/02/2026



Period of  
Insurance OD

From:06/02/2026 00:00  
To:05/02/2027 Midnight



Period of  
Insurance TP

From:06/02/2026 00:00  
To:05/02/2027 Midnight



Period of Insurance  
PA Cover to Owner Driver

From:06/02/2026 00:00  
To:05/02/2027 Midnight



Policy  
Type








Package



Geographical Area

India

## ABOUT YOUR VEHICLE

 <p>Vehicle Make Model &amp; Variant</p> <p>Maruti Suzuki, Swift &amp; VXI CNG</p>	 <p>Registration Number</p> <p>KA48N1849</p>	 <p>Manufacturing Year</p> <p>2021</p>	<p>CC/KW</p> <p>Cubic Capacity / Kilo Watt</p> <p>1197</p>
 <p>Fuel</p> <p>CNG (Inbuilt)</p>	 <p>Engine &amp; Chassis Number</p> <p>K12MP1353730 &amp; MBHCZC63SMA730239</p>	 <p>Seating Capacity</p> <p>5</p>	 <p>RTO Location</p> <p>Bagalkot</p>

## ABOUT VEHICLE INSURED DECLARED VALUE (IDV)

### Your Vehicle IDV

Vehicle	Non Electrical Accessory	Electrical Accessory	CNG/LPG	Total IDV
509580.00	0.00	0.00	0.00	509580.00

## COVERAGE DETAILS

### Your Policy provides protection such as :

Own Damage	Third Party
Protection to Car	Protection towards Third Party Liability
Damage due to external means	Death or Injury to any Third Party
Fire due to self ignition or explosion or lightning	PA Cover to Owner Driver (if opted)
Theft, Burglary of accessories	Damage to Third Party Property
Damage due to man made or natural calamities	Optional Personal Accident cover to Passengers

## WE COVER YOU FOR

### Own Damage Premium

Own Damage Basic	1664.69
b)CNG / LPG ( Internal )	475.56
No Claim Bonus %	35.0%
<b>TOTAL OWN DAMAGE PREMIUM</b>	1664.69
<b>TOTAL PREMIUM</b>	5515.69
<b>GST</b>	992.82
<b>FINAL PREMIUM</b>	6509.00

### Subject to I.M.T Endorsement Nos.(IMT Nos):

IMT-15  
IMT-17

### Third Party Premium

Third Party Basic Premium	3416.00
Legal Liability to Driver	50.00
PA to Owner Driver	325.00
CNG/ LPG kit - Liability	60.00
Towing Cover	

ADD ON DETAILS	Sum Insured / Number of Persons / Kilo meter/ No of Admissable Claims	Opted (Yes/No)
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Consolidated Stamp Duty ₹ 0.5 paid towards Insurance Policy Stamps vide Order No.LOA/ENF-2/CSD/118/2025/(Validity Period Dt.10/01/2026 to Dt.09/01/2028)/4840 Validity Period Dt.10/01/2026 to Dt.09/01/2028 Dated: 2026-02-04 18:00:26.162 of General Stamp Office, Mumbai

### WHAT YOUR POLICY DOES NOT COVER

 <p>Depreciation, Wear &amp; Tear, Mechanical or Electrical Breakdown</p>	 <p>Non Accidental damage to Tyre &amp; Tubes</p>	 <p>Driving under influence of intoxicating Liquor/Drugs</p>
 <p>Accident outside India unless opted for</p>	 <p>Liability arising out of Contractual Liability</p>	 <p>Driving outside purview of Limitation of use or Vehicle driven for purpose not allowed</p>

### HOW TO FILE YOUR CLAIMS WITHOUT ANY STRESS

 <p>Take your car to a network garage*</p> <p>*Service at 1500 + Network Garages</p>	<p>FOR NETWORK GARAGE</p>  <p>Avail the ease of our cashless facility</p>	 <p>Reimburse your expenses post-repair incase of a non-network garage</p>	<p>FOR NON-NETWORK GARAGE</p>  <p>Fill in the claim form and submit necessary documents at the nearest SBI General Branch</p>
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" List of SBIG Network Garage is available on link - <https://www.sbigeneral.in/claim/garage-network> "

In the event of loss and / or damage arising out of the use of the insured vehicle giving rise to a probable claim being filed by a Third Party towards bodily injury / death / property damage, please inform the Company at 1800 22 1111 or SMS 'CLAIM' to 561612 or email your details on [customer.care@sbigeneral.in](mailto:customer.care@sbigeneral.in)

### RENEWAL

This Policy may be renewed by mutual consent every year and in such event, the renewal premium shall be paid to Insurer on or before the date of expiry of the Policy or of the subsequent renewal thereof. However, Insurer shall not be bound to give notice that such renewal premium is due.

Toll Free Number	Website	SMS RENEW	Mobile App
1800-102-1111	<a href="http://www.sbigeneral.in">www.sbigeneral.in</a>	0000000132778734 to 561612	Download SBI General Mobile App on Playstore or Appstore

## GRIEVANCE REDRESSAL PROCEDURE

1

### Stage 1: Bima Bharosa

You can register your grievances with the regulator using the following link:

<https://bimabharosa.irdai.gov.in/Home/Home>

2

### Stage 2: Head - Customer Care

Alternatively, if you wish to register your grievances directly with us, you may write to the Head - Customer Care. We aim to respond to all Grievances within 7 days. In our initial acknowledgement of receipt letter, we will provide the name and title of the person that is handling your Grievance. This individual will have the authority necessary to investigate and resolve the Grievance.

Email: [head.customercare@sbigeneral.in](mailto:head.customercare@sbigeneral.in)

Phone: 1800 102 1111

#### For Senior Citizens:

Senior citizens can reach us through the following dedicated channels:

Email: [Seniorcitizengrивences@sbigeneral.in](mailto:Seniorcitizengrивences@sbigeneral.in)

Toll-Free Number: 1800 102 1111 (Available 24/7)

3

### Stage 3: Grievance Redressal Officer (GRO)

In case, you are still not satisfied with the decision/resolution communicated by the above officer or have not received any response within 5 Business days, you may escalate the matter to the Grievance Redressal Officer (GRO) which will undergo a detailed case investigation, and we aim to resolve the issue within 7 days from the date of receipt of your Grievance at GRO Desk

Email: [gro@sbigeneral.in](mailto:gro@sbigeneral.in)

Phone: 022-45138021

**Note:-** The Company shall endeavour to maintain the regulatory TAT of 14 days in resolving your grievances.

4

### Stage 4: Escalation to Insurance Ombudsman

If you feel that the response to your Grievance was unsatisfactory, or if you believe your concerns have not been adequately addressed by the company, you may escalate the matter to the Insurance Ombudsman.

Submit your Grievance online: <https://www.cioins.co.in/Ombudsman>

For Insurance Ombudsman Offices, kindly visit our website

<https://www.sbigeneral.in/portal/buy-online/quick-assist/Locate us/Ombudsman Office List>

TERMS AND CONDITIONS	
<b>LIMITATION AS TO USE</b>	As per Motor Vehicle Rules, 1989 - The Policy covers use of the vehicle for any purpose other than: a) Hire or Reward, b) Carriage of Goods (other than samples or personal luggage), c) Organized Racing, d) Pace Making, e) Speed Testing, f) Reliability Trials, g) Any purpose in connection with Motor Trade.
<b>Our Recommendation</b>	Simply do not use vehicle for the purpose it is not allowed.
<b>DRIVERS CLAUSE</b>	Any Person including the Insured provided that a person driving holds an effective driving license at the time of the accident and is not disqualified from holding or obtaining such a license; provided also that the person holding an effective learner's license may also drive the vehicle and that such a person satisfies the requirements of Rule 3 of the Central Motor Vehicle Rules, 1989.
<b>Our Recommendation</b>	Drive only when you hold a Valid Drivers License in India.
<b>LIMITS OF LIABILITY</b>	<p>a. Under Section II-1 (I) of the Policy-Death of or bodily injury to any person so far as it is necessary to meet the requirements of the Motor Vehicle Act, 1988.</p> <p>b. Under Section II (1) (ii) of the Policy-Damage to property other than property belonging to the insured or held in trust or in the custody or control of the insured up to the limits specified Up to ₹ 7,500,00/-.</p> <p>c. PA Cover for Owner-Driver under Section-III CSI - ₹ 1,500,000 /- (if opted).</p>
<b>Our Recommendation</b>	Know what your policy covers.
<b>DEDUCTIBLE</b>	<p>(i) Compulsory Deductible ₹1000/-</p> <p>(ii) Voluntary Deductible ₹ /-</p> <p>(iii) Additional Compulsory Deductible ₹ /-</p>
<b>SPECIAL CONDITIONS</b>	<p>Warranted all damages existing prior to inception of risk are excluded from the scope of Policy.</p> <p>The Policy has been issued subject to valid Pollution Under Control (PUC) Certificate disclosed by you as an insured on or before the date of commencement of the Policy. If the PUC Certificate is not found valid at any point of time during the policy period, the Company reserves the right to cancel the policy.</p>
<b>SPECIAL CLAUSE</b>	

## TERMS AND CONDITIONS

### NO CLAIM BONUS

The Insured is entitled for a No Claim Bonus (NCB) on the Own Damage section of the Policy, if no claim is made or is pending during the preceding year(s), as follows:

The preceding year - 20%; Preceding two consecutive years - 25%; Preceding three consecutive years - 35%; Preceding four consecutive years - 45%; Preceding five consecutive years - 50%.

The No Claim Bonus will only be allowed provided the Policy is renewed within 90 days of the expiry date of the previous Policy.


## IMPORTANT DETAILS

### PREVIOUS POLICY DETAILS

Expiring OD Policy Details		Expiring TP Policy Details	
Previous Insurer	SBI General Insurance Company Ltd	Insurer Name	SBI General Insurance Company Ltd
Previous Policy Number	POPMCAR00101401341	Expiring Policy Number	POPMCAR00101401341
Period of Insurance	From 06/02/2025 00:00 to 05/02/2026 Midnight	Policy Start Date	06/02/2025
Previous Policy Type	Comprehensive	Policy End Date	05/02/2026

Financier Details	CPA Nominee Details	Roadside Assistance	POSP Details
UNION BANK OF INDIA,BAGALKOT	LEGAL HIER,01/01/1995,Wife,	NA	POSP Name : NA POSP PAN Number : NA Location : NA POSP Code : NA

### Declaration

 As part of our Go Green initiative, your policy will be issued digitally to your registered mobile number via WhatsApp, SMS, and email. By issuing an e-policy, we help conserve the environment by saving a tree. An electronic policy document holds the same legal validity as a physical copy.

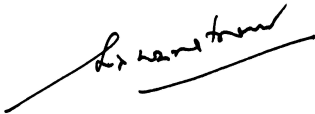
However, if you would prefer to receive a physical copy of your policy document, simply send an SMS with the message "PRINT <Policy Number>" to 561612 from your registered mobile number.

## PREMIUM RECEIPT

This is to confirm and certify that we have received premium(s) from the below named Policy Holder

<b>Policy Number</b>	0000000132778734
<b>Alternate Policy Number</b>	
<b>Policy Holder Name</b>	Basavaraj VitthalSimpi
<b>Intermediary Name</b>	Vizza Insurance Broking Services Pvt Ltd
<b>Receipt Number</b>	50630741
<b>Product Name</b>	Private Car Insurance Policy -Package
<b>Receipt Date</b>	04/02/2026
<b>Policy Start Date</b>	06/02/2026
<b>Policy End Date</b>	05/02/2027
<b>Premium Paid by</b>	Basavaraj VitthalSimpi

\*Cheque dishonor - If premium paid through cheque, the policy is void ab-initio in case of dishonor of cheque.




**Authorized Signatory**  
For SBI General Insurance Company Limited

To Verify your Policy details click/visit <https://www.sbigeneral.in/policyprint/motor>

GST INVOICE : You may download GST invoice from [www.sbigeneral.in/download](http://www.sbigeneral.in/download)

The information provided herein above is for the purpose of illustration only. For more details on risk factors, terms, conditions and exclusions, please read the Policy wordings ([https://www.sbigeneral.in/portal/downloads/Private Car Insurance Policy](https://www.sbigeneral.in/portal/downloads/Private%20Car%20Insurance%20Policy)) carefully.

## PROPOSAL DETAILS

<b>Proposal Transcript For</b>	Private Car Insurance Policy - Package
<b>Proposer Name</b>	Basavaraj VitthalSimpi
<b>Proposer Address</b>	C O VITTHAL SIMPI 98 TODALBAGI TODALBAGI BAGALKOT KARNATAKA, .,Bagalkot Bagalkot, Karnataka 587301
<b>Proposer Contact Number</b>	+91-9743060932
<b>Proposer Email Address</b>	SHREEBASAVAINSURANCE2021@GMAIL.COM

Policy 0000000132778734 is issued based on the correct information given by you. In case any information is incorrect or require changes we request you to revert within a period of 15 days from receipt of this document failing which it will be deemed that you are agreeing to correctness of the information mentioned in this document.

<b>Insured Name</b>	. Basavaraj VitthalSimpi
<b>Nominee details</b>	
<b>Name of the Nominee*</b>	
<b>% Share of Claim Amount</b>	
<b>Date of Birth*</b>	
<b>Age*</b>	
<b>Gender (M/F/O)</b>	
<b>Relationship with Policyholder*</b>	
<b>Mobile No. of the Nominee*</b>	
<b>Address of the Nominee</b>	
<b>Nominee Email ID</b>	
<b>Account Number</b>	
<b>IFSC Code</b>	
<b>Bank Name</b>	
<b>Branch Name</b>	

<b>* If Nominee is a minor, give the details of Appointee</b>	
<b>Insured Name</b>	. Basavaraj VitthalSimpi
<b>Name of Appointee*</b>	
<b>DOB*</b>	
<b>Gender</b>	
<b>Relationship with Nominee*</b>	
<b>Address of the Appointee</b>	
<b>Appointee Mobile no*</b>	
<b>Account Number</b>	
<b>IFSC Code</b>	
<b>Bank Name</b>	
<b>Branch Name</b>	

Details as shared by you with us is as below.

## YOUR VEHICLE DETAILS

<b>Registration Number</b>	KA48N1849
<b>RTO Location</b>	Bagalkot
<b>Engine Number</b>	K12MP1353730
<b>Chassis Number</b>	MBHCZC63SMA730239
<b>First Purchase / Registration Date</b>	03/03/2021
<b>Year of Manufacture</b>	2021



Vehicle Make	Maruti Suzuki
Vehicle Model	Swift
Vehicle Variant	VXI CNG
Cubic Capacity / Kilo Watt / Gross Vehicle Weight / Horsepower	1197
Fuel	CNG (Inbuilt)
Seating Capacity including Driver	4
Carrying Capacity excluding Driver	3

### EXPIRING POLICY DETAILS

Details	OD Policy Details	TP Policy Details
Insurer Name	SBI General Insurance Company Ltd	SBI General Insurance Company Ltd
Policy Number	POPMCAR00101401341	POPMCAR00101401341
Policy Start Date	06/02/2025	06/02/2025
Policy End Date	05/02/2026	05/02/2026
No Claim Bonus %	35%	NA
Claim Made	No	No

### COVERAGE & TERMS PROPOSED

Period of Insurance Own Damage	From:06/02/2026 00:00 To:05/02/2027 Midnight
Period of Insurance Third Party	From:06/02/2026 00:00 To:05/02/2027 Midnight
Period of Insurance PA cover to Owner Driver	From:06/02/2026 00:00 To:05/02/2027 Midnight

### INSURED DECLARED VALUE (IDV)

Vehicle	Electronic Accessories	Non-Electrical Accessories	CNG / LPG Kit	Body Value	Trailer	Total
509580.00	0.00	0.00	0.00	NA	0.00	509580.00

### ADDITIONAL COVERS

Voluntary Excess Opted	No	
PA Cover to Owner Driver of Rs. 15 Lakhs	Yes	
PA Cover to Unnamed Passenger / Pillion Rider	No	
PA cover to Paid Driver	No	
Legal Liability to Paid Driver / Employees	Yes	1,0
Third Party Property Damage Restriction Limit		Upto Rs.750000
Add on covers - Kindly refer Policy Schedule		
Hypothecation / Lease / Hire Purchaser Name		UNION BANK OF INDIA,BAGALKOT
Policy premium including Tax		6509.00
Valid PUC certificate will be carried in vehicle	Yes	

I/We agree to receive policy document on registered mobile number / email address as given in this document.

No person shall allow or offer to allow either directly or indirectly, as an inducement to any person to take out or renew or continue an insurance in respect of any kind of risk relating to lives or property in India, any rebate of the whole or part of the commission payable or any rebate of the premium shown on the policy, nor shall any person taking out or renewing a policy accept any rebate, except such rebate as may be allowed in accordance with the published prospectus or tables of the insurer. ANY PERSON IN BREACH OF COMPLYING WITH THE PROVISIONS OF THIS SECTION SHALL BE PUNISHABLE WITH FINE WHICH MAY EXTEND TO RUPEES TEN LAKH.

I/We confirm that premium is paid from bonafide sources of income.

Disclaimer : Corporate & Registered Office: Fulcrum Building, 9th Floor, A & B Wing, Sahar Road, Andheri (East), Mumbai - 400099. | For SBI General Insurance Company Limited IRDAI Reg. No. 144 dated 15/12/2009 | CIN: U66000MH2009PLC190546 | UIN: IRDAN144RP0005V03201112 | SBI Logo displayed belongs to State Bank of India and used by SBI General Insurance Co. Ltd. under license.

### CUSTOMER INFORMATION SHEET

This document provides only key information about your policy. Please refer to the policy document for detail terms and conditions.

This document provides only a summary information about your policy. It does not refer to the policy document for actual terms and conditions.				
SINO	Title	Description (Please refer to applicable Policy Clause Number in next column)		Policy Clause Number
1	Name of Insurance Product	Private Car Insurance Policy – Package		
2	Unique Identification Number allotted by IRDAI	IRDAN144RP0005V03201112		
3	Structure	Basis of Sum Insured -Indemnity		2.Coverage, section 2A
4	Interests Insured	Interest insured is Damage to vehicle & Third Party liability		2. Coverage
5	Sum Insured / Motor Insured Declared Value	Total IDV of the vehicle insured- 509580.00/-  IDV is insured declared value derived basis your invoice price after applying depreciation as per rules mentioned in CIS point number 15. SBIG's liability will be capped at this value.		3. Sum insured - insured's declared value (idv)
6	Policy Coverage (What the policy covers?)	Policy covers the following  1. Loss or damage to insured vehicle due to fire, self-ignition, accidental damage, explosion, natural disasters like lightning, earthquake, hurricanes, cyclones, landslides, etc.  2. Third party liability in case of injury/death of the person, or any damage caused to the property of the third party  3. Personal accident covers up to Rs 15 lakh for individual owners while driving.  <i>For complete details on the coverage, limits, exclusions, terms &amp; conditions, refer policy wording on <a href="http://www.sbigeneral.in">www.sbigeneral.in</a></i>		2a. Section i - loss of or damage to the vehicle insured  2b.Section ii - liability to third parties  2c. Section iii - personal accident cover for owner-driver
7	Add on Cover	<b>Add On Cover Name</b>	<b>Sum Insured/Limits</b>	12. Add on covers : Refer the Annexure III (Refer the add ons as opted by you and mention in the policy schedule)
8	Loss participation	Compulsory deductible is a mandatory deductible that must be paid by you at the time of claim.  Compulsory Deductible applicable under this policy is - Rs 1000		9. Endorsements, IMT 22
9	Exclusions (what the policy does not cover)	The Insurer shall not be liable with respect to  1. Damage, theft or loss due to incidents related to the war, invasion, foreign enemy acts, mutiny, rebellion, etc.  2. Driving without a valid licence  3. Driving under the influence of drugs and alcohol  4. Electrical/Mechanical Breakdowns  <i>For complete details on the exclusions, refer policy wording.</i>		6.General Exceptions
10	Special Conditions and Warranties (if any)	Warranted all damages existing prior to inception of risk are excluded from the scope of Policy.		
11	Admissibility of Claim	<b>Admissibility:</b> Admissibility of claim depends on the document submitted for the damaged vehicle claimed by the insured in reference to event /peril / term and condition of the policy. · Surveyor will verify the document and assess the loss as per policy term / condition and coverage mentioned in the policy. Submitted the Report to the insurer. The claim would not be acceptable if it falls under specific warranty or General exclusion/condition mentioned in the Policy Wordings.  Denial: Denial of claim can be done by us & policy can be cancelled on the ground of mis- representation, mis -declaration, fraud, non-disclosure of material facts.  The sample claim calculation process is attach as Annexure II  A Gross Assessed Liability                      Rs.20,000 B Less:Deprecistion (if applicable)                      (Rs.4,000) C Net Assessed Liability (A-B)                      Rs.16,000 D Less: Compulsory Deductible                      (Rs.2,000) E Net payable amount (C-D)                      Rs.14,000		8. Conditions

12	Policy Servicing - Claim Intimation and Processing	<p>1.Claim intimation &amp; reaching to our designated officials please contact us at Email: <a href="mailto:customer.care@sbigeneral.in">customer.care@sbigeneral.in</a> Toll-Free number 18001021111 Website: <a href="http://www.sbigeneral.in">www.sbigeneral.in</a>      Whatsapp: 7669800345 Mobile app      SMS: 561612</p> <p><b>2. Procedure to be followed for cashless service</b> A. For accidental damage : Contact us as above mention modes B. You will receive a text message with contact details of the surveyor appointed for your claim. C. Document Submission: Surveyor collect all relevant documents from you or documents may be submitted to branch digitally through whatsapp/Mobile app or link shared by us D. Assessment: Loss will be assessed by surveyor as per policy terms and conditions. E. Delivery Order/Vehicle Delivery: On receipt of Pre-Invoice of repaired vehicle delivery order will be provided as per survey report and policy terms and conditions. F. Payment to garage: We will process the claim payment in favour of repairer post receipt of the Final document as per survey report and policy terms and conditions</p> <p><b>3.Procedure to be followed for reimbursement service</b> A. For accidental damage : Contact us as above mention modes B. You will receive a text message with contact details of the surveyor appointed for your claim C. Document Submission: Surveyor collect all relevant documents from you or documents may be submitted to branch digitally through whatsapp/Mobile app or link shared by us D. Assessment: Loss will be assessed by surveyor as per policy terms and conditions E. Repair invoice submission: You have to submit repair invoice to us F. Payment to insured: We will process the claim payment in favour of Insured post receipt of the Final document as per survey report and policy terms and conditions</p> <p><b>4.Turnaround Time (TAT) for claim settlement</b> A. Time limit for appointment of surveyors - 24 hours from date of intimation of claim B. Submission of survey report - 15 days from the date of appointment of surveyor C. Settlement/rejection of Claim -7 days after receiving last document</p> <p><b>5.Escalation matrix when TAT is not satisfied</b> For Queries, Service Request and Non -Health claims Registration Call SBI General Insurance on Toll Free - 18001021111 Email us at : <a href="mailto:customer.care@sbigeneral.in">customer.care@sbigeneral.in</a></p>	
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13	Grievance Redressal and Policyholders Protection	<p><b>Stage 1:</b> Bima Bharosa You can register your grievances with the regulator using the following link: <a href="https://bimabharosa.irdai.gov.in/Home/Home">https://bimabharosa.irdai.gov.in/Home/Home</a></p> <p><b>Stage 2:</b> Head - Customer Care Alternatively, if you wish to register your grievances directly with us, you may write to the Head - Customer Care. We aim to respond to all Grievances within 7 days. In our initial acknowledgement of receipt letter, we will provide the name and title of the person that is handling your Grievance. This individual will have the authority necessary to investigate and resolve the Grievance. Email: <a href="mailto:head.customercare@sbigeneral.in">head.customercare@sbigeneral.in</a> Phone: 1800 102 1111</p> <p>For Senior Citizens: Senior citizens can reach us through the following dedicated channels: Email: <a href="mailto:Seniortcitizengrивances@sbigeneral.in">Seniortcitizengrивances@sbigeneral.in</a> Toll-Free Number: 1800 102 1111 (Available 24/7)</p> <p><b>Stage 3:</b> Grievance Redressal Officer (GRO) In case, you are still not satisfied with the decision/resolution communicated by the above officer or have not received any response within 5 Business days, you may escalate the matter to the Grievance Redressal Officer (GRO) which will undergo a detailed case investigation, and we aim to resolve the issue within 7 days from the date of receipt of your Grievance at GRO Desk Email: <a href="mailto:gro@sbigeneral.in">gro@sbigeneral.in</a> Phone: 022-45138021</p> <p>Note:- The Company shall endeavour to maintain the regulatory TAT of 14 days in resolving your grievances.</p> <p><b>Stage 4:</b> Escalation to Insurance Ombudsman If you feel that the response to your Grievance was unsatisfactory, or if you believe your concerns have not been adequately addressed by the company, you may escalate the matter to the Insurance Ombudsman. Submit your Grievance online: <a href="https://www.cioins.co.in/Ombudsman">https://www.cioins.co.in/Ombudsman</a></p>	11. Grievance Redressal Process
14	Obligations of prospective Policyholder / Customer	<p>The Policy shall be void and all premium paid hereon shall be forfeited to the Insurer, in the event of misrepresentation, misdescription or non disclosure of any material fact by the policyholder pertaining to the proposal form, written declarations or any other communication exchanged for the sake of obtaining the insurance policy by the Insured.</p> <p>Disclosure of other material information during the policy period:</p> <ol style="list-style-type: none"> <li>1. Change in insured name</li> <li>2. Change in the vehicle details i.e make, model, cc, extra fitments, engine &amp; chassis no, class of vehicle. In fact all (In fact, all relevant details are in the RC book/card and a copy of same may be handed over) Tax paid details; Certificate of fitness, license validity etc.</li> <li>3. Previous policy details (ie. Disclosure of NCB, previous claim details)</li> </ol>	
15	Criteria for arriving at IDV & Illustration	<p>The idv calculation is done on below criteria Insured Declared Value (IDV) = (Company's exshowroom price - the depreciation value) + (Cost of car accessories - the depreciation value of these parts)</p> <p><b>Let us understand how the depreciation rates are used to calculate your car's IDV with the help of the following example.</b></p> <p>Suppose, you're buying a car for 1000000. The moment you drive it out of the showroom, its IDV starts decreasing. The depreciation rate for the first six months is 5%. That means the IDV of your car for the first six months is 950000. Similarly, the IDV of your car after six months of buying will be 850000, and it'll remain the same till twelve months or one year from the purchasing date. And if your car's age is between four and five years, its IDV will be half of its price.</p>	

16	Criteria for considering vehicle as Total loss/Constructive Total loss	In the event of an accident leading to total loss or constructive total loss settlement of claim will be based on what is mentioned in the policy schedule and / or agreed by policyholder either 75% or 60% based on geography and model.	
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Declaration by the Policyholder:

I have read the above and confirm having noted the details.

Place:

Date:

(Signature of the Policyholder)

Note: For product related documents including Customer Information Sheet, kindly refer to the below link: <https://www.sbigeneral.in/downloads>  
In case of any conflict, the terms and conditions mentioned in the policy document shall prevail