



**TATA MOTORS INSURANCE BROKING  
AND ADVISORY SERVICES LIMITED**

# The Tata Group

Founded by

## Jamsetji Tata in 1868

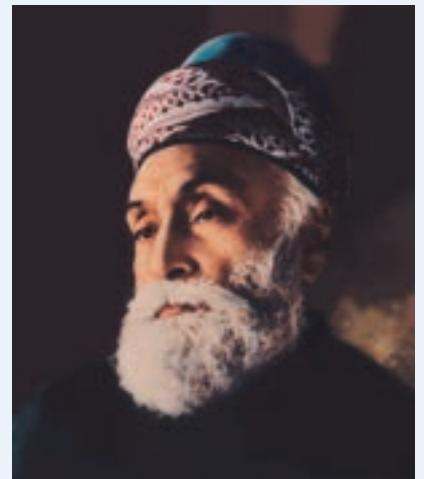
The Tata group is a global enterprise, headquartered in India, comprising 30 companies across ten verticals.

The group operates in more than 100 countries across six continents, with a mission 'To improve the quality of life of the communities we serve globally, through long-term stakeholder value creation based on Leadership with Trust'.

Tata Sons is the principal investment holding company and promoter of Tata companies. Sixty-six percent of the equity share capital of Tata Sons is held by philanthropic trusts, which support education, health, livelihood generation and art and culture. In 2022-23, the revenue of Tata companies, taken together, was \$150 billion (INR 12 trillion). These companies collectively employ over 1 million people.

Each Tata company or enterprise operates independently under the guidance and supervision of its own board of directors. There are 29 publicly listed Tata enterprises with a combined market capitalization of \$300 billion (INR 24 trillion) as on July 31, 2023.

Companies include Tata Consultancy Services, Tata Motors, Tata Steel, Tata Chemicals, Tata Consumer Products, Titan, Tata Capital, Tata Power, Indian Hotels, Tata Communications, Tata Digital, and Tata Electronics.



## Tata Motors Insurance Broking And Advisory Services Limited

Tata Motors Insurance Broking and Advisory Services Limited (TMIBASL) is a wholly owned subsidiary of Tata Motors Limited, a leading global automobile manufacturing company. Part of the \$300 billion (INR 24 trillion) Tata Group, TMIBASL services customers across the country with its expertise in insurance broking and consultancy services.

With the evolving global risk trends, TMIBASL focuses its expertise & efforts to effectively deliver innovative products and services to suit the client's needs. We bring you years of professional experience, expertise, strong product knowledge, and a wide range of insurance products from the leading insurance companies to suit your requirements.

As a Composite Broker, we are well-positioned to help both our corporate and retail customers to select the best insurance plans offered by various General, Health and Life Insurance companies, for all lines of products including Motor, Health, Property, Marine, Reinsurance, Cyber, among others. We provide timely end-to-end assistance in claim settlement so that our clients get their rightful claim at the right time. We service our customers through our wide branch network and extend our services across 550 locations (through our employees, POSPs and MISPs). We have a strong team led by people of repute and seasoned professionals who are committed to providing value to customers by understanding their risk profile and offering optimum and effective insurance solutions.

TMIBASL, since its inception, has been continuously striving towards building a formidable reputation founded on ethical and transparent principles. Over the years, integrity, transparency, and accountability have been the fulcrum to the way we have conducted business in every sphere.

# Our Vision, Mission, Values

## I Our Vision

To be the leading Indian Insurance Broker by FY 2027 through



Innovative Solutions



Delighted Customers



Passionate People



Service Excellence

## I Our Mission



**To serve our communities by  
delivering best-in-class risk solutions  
with utmost trust & transparency**

## I Our Values

**CREATE – Collaborative, Reliable, Ethical, Accountable, Transparent, Excellence.**



**Collaborative** – We collaborate with all our stakeholders in the eco system to provide seamless services to our customers.



**Reliable** – Our team of astute professionals always strive to help customers by going an extra mile to provide the best solution.



**Ethical** – We will be fair, honest and ethical in our conduct; everything we do must stand the test of public scrutiny.



**Accountable** – We stand accountable to the communities and environment for our actions.



**Transparent** – We conduct our business with utmost transparency to win the trust of all our customers and stakeholders.



**Excellence** – We will constantly evolve with the changing times to deliver superior experience to all our stakeholders.

# Our Offerings

## Insurance Solutions



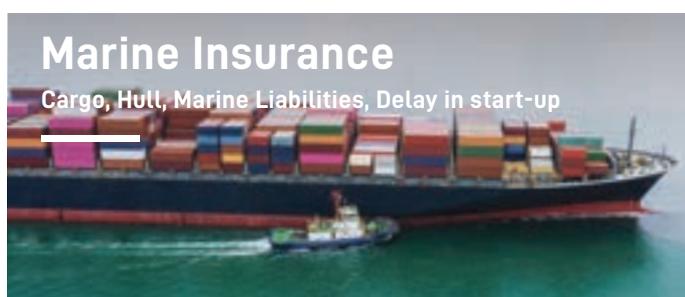
### Property Insurance

Fire, Industrial All Risk, Property All Risk, Terrorism, Business Interruption



### Project Insurance

Erection All Risk, Contractor's All Risk, Advance Loss Of Profits



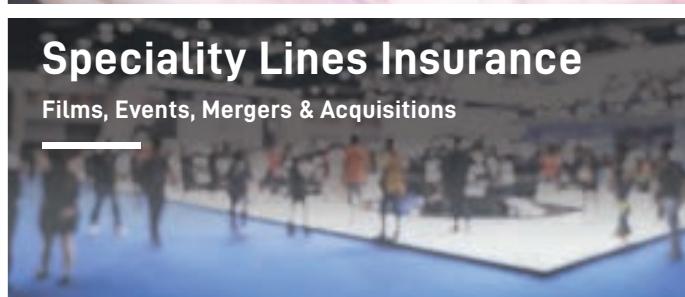
### Marine Insurance

Cargo, Hull, Marine Liabilities, Delay in start-up



### Motor Insurance

Passenger, Commercial Vehicle



### Speciality Lines Insurance

Films, Events, Mergers & Acquisitions



### Engineering Insurance

Machinery Breakdown, Contractor's Plant & Machinery, Electronic Equipment, Business Interruption



### Employee Benefits Insurance

Group Mediclaim, Group Personal Accident, Group Term Life, Group Retirement Solutions



### Liability Insurance

D&O, Cyber, Professional Indemnity, Intellectual Property Rights, Crime



### Reinsurance

Treaty, Facultative



### Trade Credit Insurance

Insolvency, Political Risks, Protracted Defaults



### Claim Consultancy

# Digital Advancements

## Digital platforms for our customers:

### | Employee Benefits Administration Module

It is an employee benefits policy administration module, which enables the HR to manage and analyse the organisation's corporate policies at a click. It is a one-stop solution for the employees to view all the insurance policies in a central place.



### | Point Of Sales Person Portal (POSP)

The module allows the sales person at the point of sale to effortlessly input new customer motor policy details into the portal.

### | Motor Policy Issuance Module

Our B2B2C module-OEM Motor policy issuance portal caters to our associated OEM channel partners for real-time issuance of motor policies. It is a single platform offering policies by multiple insurance companies; it is utilized for policy issuance and post-sales services like endorsements, cancellations, and claims. It has real-time integration with the Insurance Company for Policy issuance as well as Claims at all stages.

### | Customer Feedback Module

Following the customer-first approach, we track our customer's feedback on the overall service provided so that we can improve our services based on their feedback.

### | Customer Relationship Module (CRM)

This system is designed for the corporate sales and servicing team to efficiently service our corporate customer's policies. We have automated our record maintenance, policy and business placement entries, policy quotes and comparison, renewal intimation and data management system for process efficiency.

### | Customer Support Module

Our customer support module Here2Help captures and resolves our retail customer and motor insurance service provider grievances. It is supported by call centre assistance for policy and claims resolution.

# Digital Solutions offered



Introducing LifeKaPlan by Tata Motors Insurance Broking and Advisory Services Limited (TMIBASL), an online insurance portal revolutionizing the way you access insurance. LifeKaPlan offers convenience, customization, and customer support. From health and life insurance to motor and travel coverage, it simplifies the process of dealing with insurance with features like comparison, live chat options and industry updates. Experience insurance made simple with LifeKaplan. LifeKaPlan is a one-stop-shop digital solution for the corporates, as the admin of the company can find all the information, reports and MIS in one go.



Claiameazzy offers a tailored solution for efficient claims management, allowing for smooth tracking and monitoring. It facilitates electronic reporting from various units or departments within the organization, simplifying bulk claim submissions. Claiameazzy provides a user-friendly interface accessible via mobile devices, laptops, and desktops, ensuring convenient claims management from any location and at any time.

## I Operational Capabilities

Our centralised operations team functions as a backbone of our corporate and retail services. Our dedicated call centre operates to support our customers whenever needed. We offer various online payment choices to facilitate the collection of premiums for our insurance partners, ensuring that premiums are received promptly.

With a focus on monitoring and improving service delivery parameters, the Operations team works closely with all internal and external stakeholders to deliver best-in-class service to our customers.

## I Claims Advisory Services

We guide our corporate and retail customers at each step to ensure payment of the right amount of claim at the right time by the Insurer. The team ensures a seamless management of the client's claim life cycle from claim notification to surveyor appointment to documentation assistance until claim settlement.

Our experienced claims consultancy team reviews your claim history and the role and processes followed by insurance companies and third-party administrators. These periodic checks help us provide you with appropriate advice and claim settlement support. Our team of specialists is excellently positioned to deliver tailored claims advisory services specific to each project.



## I Consulting and Advisory Services

We comprehend a corporation's risk profile by conducting thorough evaluations of its multiple policies and identifying gaps and uninsured risks. Additionally, we offer consulting services for assessing and managing physical risks.

We conduct routine assessments of policy performance and furnish clients with benchmark reports based on our industry expertise, covering aspects such as insurance coverage, premium rates, and policy limits. We study industry and market trends and map corporate requirements in line with the benchmark. This helps corporates in managing their insurance in line with their risks and with a vision of future trends.

## I Partner Relationship

We provide risk advisory services by leveraging relationships with multiple stakeholders including insurers, reinsurers, TPAs and wellness experts.

We have strong partnerships at every touch point of our business for providing best in class services to our customers.



For risk and advisory services, you can connect with us at **corpcomm@tmibasl.com** or call us at our toll-free number- **18002090060**, our team will assist you with the best possible solutions.

**Disclaimer:** TMIBASL solicit policies offered by insurance companies. For more details on risk factors, product terms and conditions and exclusions please read sales brochure carefully before concluding a sale. BEWARE OF SPURIOUS CALLS AND FICTITIOUS / FRAUDULENT OFFERS. IRDAI does not engage in activities such as selling insurance policies, declaring bonuses, or investing premiums. Individuals receiving such calls are urged to file a police complaint.

The information contained in this publication provides only the general overview of subjects covered, is not intended to be taken as advice regarding any individual situation and should not be relied upon as such. Insured should consult their insurance, legal and other advisors regarding special coverage issues. All insurance coverage is subject to terms, conditions and exclusions of the applicable insurance policies. Statements concerning financial, regulatory or legal matters should be understood to be general observations based solely on our experience as risk consultants and may not be relied upon as financial, regulatory or legal advice, which we are not authorised to provide. All such matters should be reviewed with appropriately qualified advisors in these areas. TMIBASL cannot provide any assurance that insurance can be obtained for any particular client or for any particular risk.

## **TATA MOTORS INSURANCE BROKING AND ADVISORY SERVICES LIMITED**

Composite Brokers License No. 375 | Validity 13/05/2023 to 12/05/2026 | CIN: U50300MH1997PLC149349 | ARN: TMIBASL/Advt/2023/01

Corp Office: 1<sup>st</sup> Floor AFL House, Lok Bharti complex, Marol Maroshi Road, Andheri (East), Mumbai - 400 059. Maharashtra. India.

Registered Office: Nanavati Mahalaya, 3<sup>rd</sup> floor, Tamarind Lane, Homi Mody Street, Fort, Mumbai - 400 001. Maharashtra. India.

A sister Company of TATA AIA Life Insurance Company Limited and TATA AIG General Insurance Company Limited