



QR code for mobile download app:

Name Mrs GODABA CHINNAMMUDU

D NO 3-144, PATHA POST OFFICE, CHAPARA VILL, MELIAPUTTI MDL, Srikakulam, Address

Andhra Pradesh

532216

Contact No 9550755039

Email Id 1983NAIDU@GMAIL.COM

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

Policy / Certificate No : POPMCAR00101267655

Alternate Policy No Customer ID

Policy Servicing Branch: Vizag

: POSP Vaddadi Ramanayya Intermediary Name

Intermediary Code :0085508

Intermediary Contact No: +91-8008623072

Period of Insurance OD : From:31/12/2024 00:00:00

To:30/12/2025 23:59:59

Period of Insurance TP : From:31/12/2024 00:00:00

To:30/12/2025 23:59:59

Period of Insurance PA: From:31/12/2024 00:00:00 To:30/12/2025 23:59:59 Owner Driver

Dear Mrs.GODABA CHINNAMMUDU,

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

POPMCAR00101267655



Date

27/12/2024



Insurance OD

From:31/12/2024 00:00:00 To:30/12/2025 23:59:59



From:31/12/2024 00:00:00 To:30/12/2025 23:59:59



PA Cover to Owner Driver

From:31/12/2024 00:00:00 To:30/12/2025 23:59:59



Type

Package



India

SBI General Insurance and SBI are separate legal entities and SBI is working as Corporate Agent of the company for sourcing of insurance products



ABOUT YOUR VEHICLE



Vehicle Make Model & Variant

Hyundai,l20 & 1.2 Magna + VTVT



Registration Number

AP39DS0613



Manufacturing Year

2019



Cubic Capacity / Kilo Watt

1197



Fuel

Petrol



Engine & Chassis Number

G4LAKM507520 & MALBM51BLKM781626



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RTO Location

Vizianagaram

ABOUT VEHICLE INSURED DECLARED VALUE (IDV)					
Your Vehicle IDV					
Vehicle	Non Electrical Accessory	Electrical Accessory	CNG/LPG	TotalIDV	
290000.00	0.00	0.00	0.00	290000.00	

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 COVI
Own Damage Premium	
Own Damage Basic	2429.48
Voluntary Deductible	0
No Claim Bonus %	50%
Depreciation Reimbursement	3538.00
TOTAL OWN DAMAGE PREMIUM	4752.74
TOTAL PREMIUM	8793.74
GST	1582.88
FINAL PREMIUM	10377.00
Subject to I.M.T Endorsement Nos.(IMT Nos):	IMT_15

'ER	YOU FOR	
	Third Party Premiu	ım
	Third Party Baisc Premium	3416.00
	Legal Liability to Driver	50.00
	PA to Owner Driver	325.00
	PA to Unnamed Passenger	250.00
	TOTAL TP PREMIUM	4041.00



ADD ON DETAILS	Sum Insured / Number of Persons / Kilo meter/ No of Admissable Claims	Opted (Yes/No)
Depreciation Reimbursement	//	Yes

Consolidated Stamp Duty $\stackrel{<}{_{\sim}}$ 0.5 paid towards Insurance Policy Stamps vide Order No.pay_PcEj8LJvDD74bf Dated: 27/12/2024 00:00:00 of General Stamp Office, Mumbai

WHAT YOUR POLICY DOES NOT COVER



Depreciation, Wear & Tear, Mechanical or Electrical Breakdown



Non Accidental damage to Tyre & Tubes



Driving under influence of intoxicating Liquor/Drugs



Accident outside India unless opted for



Liability arising out of Contractual Liability



Driving outside purview of Limitation of use or Vehicle driven for purpose not allowed

HOW TO FILE YOUR CLAIMS WITHOUT ANY STRESS



Take your car to a network garage*

*Service at 1500 + Network Garages



Avail the ease of our cashless facility



Reimburse your expenses post-repair incase of a non-network garage



Fill in the claim form and submit necessary documents at the nearest SBI General Branch

"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

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	www.sbigeneral.in	POPMCAR00101267655 to	Download SBI General Mobile App	
	1000 101 1111	www.isoigeneraliin	561612	on Playstore or Appstore



GRIEVANCE REDRESSAL PROCEDURE

If you are dissatisfied with the resolution provided, you may write to head.customercare@sbigeneral.in We will look into the matter and decide the same expeditiously within 14 days from the date of receipt of your complaint.

For Senior Citizens: Senior Citizens can reach us at seniorcitizengrievances@sbigeneral.in; Toll Free - 1800 22 1111 / 1800 102 1111 Monday to Saturday (8 am - 8 pm)

In case, you are not satisfied with the decision/resolution communicated by the above office, or have not received any response within 14 days, you may send your Appeal addressed to the Chairman of the Grievance Redressal Committee at: gro@sbigeneral.in. or contact at: 022-42412070

Address: Grievance Redressal Officer, 9th Floor, A & B Wing, Fulcrum Building, Sahar Road, Andheri (East), Mumbai 400 099 List of Grievance Redressal Officers at Branch:

https://content.sbigeneral.in/uploads/0449cac1bcd144bbb160d3f6b714fbbd.pdf/

In case, you are not satisfied with the decision/resolution communicated by the above office, or have not received any response within 14 days, you may Register your complaint with IRDAI on the below given link https://bimabharosa.irdai.gov.in/Home/Home

If your grievance remains unresolved from the date of filing your first complaint or is partially resolved, you may approach the Insurance Ombudsman falling in your jurisdiction for Redressal of your Grievance. The details of the Insurance Ombudsman can be accessed at https://www.cioins.co.in/Ombudsman

If Your issue remains unresolved You may approach IRDAI by calling on the Toll-Free no. 155255 or You can register an online complaint on the website http://igms.irda.gov.in

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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
LIMITATION AS TO USE	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.
Our Recommendation	Simply do not use vehicle for the purpose it is not allowed.
DRIVERS CLAUSE	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.
Our Recommendation	Drive only when you hold a Valid Drivers License in India.
LIMITS OF LIABILITY	 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. 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/ c. PA Cover for Owner-Driver under Section-III CSI - ₹ 1,500,000 /- (if opted).
Our Recommendation	Know what your policy covers.
DEDUCTIBLE	(i) Compulsory Deductible ₹ 1000 /- (ii) Voluntary Deductible ₹ 0 /- (iii) Additional Compulsory Deductible ₹
SPECIAL CONDITIONS	Warranted all damages existing prior to inception of risk are excluded from the scope of Policy. 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. If the insured vehicle is taken to other than preferred garages, then compulsory deductible of Rs 5000 shall be applicable at time of Claims.



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	ICICI Lombard General Insurance Co. Ltd	Insurer Name	ICICI Lombard General Insurance Co. Ltd	
Previous Policy Number	3001/HY-18786925/00/000	Expiring Policy Number	3001/HY-18786925/00/000	
Period of Insurance	From 31/12/2023 to 30/12/2024 Midnight	Policy Start Date	31/12/2023	
Previous Policy Type	Comprehensive	Policy End Date	30/12/2024	

Financier Details	Nominee Details	Roadside Assistance		POSP Details
HDFC BANK LIMITED,NA	RAMBABU,46,Husband,	NA	Name Code Contact Details Landline Nos	: POSP Vaddadi Ramanayya : 0085508 : +91-8008623072 : null

Declaration

As part of the Go Green initiative, we'll be issuing this policy in digital mode on your registered mobile number and e-mail ID. We save a tree when we issue an e-policy. A policy document sent electronically is as valid as a physical policy contract document. However, if you need a physical copy of the policy document, please send SMS "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		
Policy Number	POPMCAR00101267655	
Policy Holder Name	Mrs GODABA CHINNAMMUDU	
Intermediary Name	POSP Vaddadi Ramanayya	
Receipt Number		
Product Name	Private Car Insurance Policy -Package	
Receipt Date	27/12/2024	
Policy Start Date	31/12/2024	
Policy End Date	30/12/2025	
Premium Paid by	Mrs GODABA CHINNAMMUDU	

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

Li ware from

Authorized SignatoryFor SBI General Insurance Company Limited



GST INVOICE: You may download GST invoice from 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) carefully.



PROPOSAL DETAILS

Proposal Transcript For	Private Car Insurance Policy - Package	
Proposer Name	Mrs GODABA CHINNAMMUDU	
Proposer Address	D NO 3-144, PATHA POST OFFICE, CHAPARA VILL, MELIAPUTTI MDL, Srikakulam, Andhra Pradesh 532216	
Proposer Contact Number	9550755039	
Proposer Email Address	1983NAIDU@GMAIL.COM	

Policy POPMCAR00101267655 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.

Details as shared by you with us is as below.

YOUR VEHICLE DETAILS

Registration Number	AP39DS0613
RTO Location	Vizianagaram
Engine Number	G4LAKM507520
Chassis Number	MALBM51BLKM781626
First Purchase / Registration Date	28/12/2019
Year of Manufacture	2019
Vehicle Make	Hyundai
Vehicle Model	120
Vehicle Variant	1.2 Magna + VTVT
Cubic Capacity / Kilo Watt / Gross Vehicle Weight / Horsepower	1197
Fuel	Petrol
Seating Capacity including Driver	5
Carrying Capacity excluding Driver	4

EXPIRING POLICY DETAILS

Details	OD Policy Details	TP Policy Details
Insurer Name	ICICI Lombard General Insurance Co. Ltd	ICICI Lombard General Insurance Co. Ltd
Policy Number	3001/HY-18786925/00/000	3001/HY-18786925/00/000
Policy Start Date	31/12/2023	31/12/2023
Policy End Date	30/12/2024	30/12/2024
Policy Type	Comprehensive	NA
No Claim Bonus %	0.45	NA
Claim Made	No	No

COVERAGE & TERMS PROPOSED

Period of Insurance Own Damage	From:31/12/2024 00:00:00 To:30/12/2025 23:59:59
Period of Insurance Third Party	From:31/12/2024 00:00:00 To:30/12/2025 23:59:59
Period of Insurance PA cover to Owner Driver	From:31/12/2024 00:00:00 To:30/12/2025 23:59:59



INSURED DECLARED VALUE (IDV)

Vehicle	Electronic Accessories	Non-Electrical Accessories	CNG / LPG Kit	Body Value	Trailer	Total
290000.00	0.00	0.00	0.00	NA	0.00	290000.00

ADDITIONAL COVERS

Voluntary Excess Opted	Yes	0
PA Cover to Owner Driver of Rs. 15 Lakhs	No	
PA Cover to Unnamed Passenger / Pillion Rider	Yes	500000
PA cover to Paid Driver	No	
Legal Liability to Paid Driver / Employees	Yes	1,0
Third Party Property Damage Restriction Limit		750000
Add on covers - Kindly refer Policy Schedule		
Hypothecation / Lease / Hire Purchaser Name		HDFC BANK LIMITED,NA
Policy premium including Tax		10377.00
Valid PUC certificate will be carried in vehicle	Yes	

PA Cover to owner Driver has been opted out by you in the Policy based on your declaration that you are holding an alternate insurance policy. You will share the copy of same if required by the Company.

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.

SINO	Title	Description (Please refer to applicable Policy Clause Number in next column)		Policy Clause Number	
31110	l little			Toney Glause Humber	
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 & 7	2. Coverage		
5	Sum Insured / Motor Insured Declared Value	Total IDV of the vehicle insured- 290000.00/- IDV is insured declared value derived basis your invoice price after		3. Sum insured - insured's declared value (idv)	
		applying depreciation as per rules mentions SBIG's liability will be capped at this value			
6	Policy Coverage (What the	Policy covers the following			
	policy covers?)	Loss or damage to insured vehicle due to fire, self-ignition, accidental damage, explosion, natural disasters like lightning, earthquake, hurricanes, cyclones, landslides, etc.		2a. Section i - loss of or damage to the vehicle insured	
		 Third party liability in case of injurdamage caused to the property of 		2b.Section ii - liability to third parties	
		Personal accident covers up to R while driving.	ts 15 lakh for individual owners	2c. Section iii - personal accident cover for owner-driver	
		For complete details on the coverage, lin conditions, refer policy wording on www.	s.sbigeneral.in		
7	Add on Cover	Add On Cover Name Sur	m Insured/Limits	12. Add on covers: Refer the Annexure III (Refer the add ons as opted by you and mention in the policy schedule)	
		Depreciation Reimbursement Max	ximum upto 290000.00		
8	Loss participation	Compulsory deductible is a mandatory deductible that must be paid by you at the time of claim.		9. Endorsements, IMT 22	
		Compulsory Deductible applicable under	r this policy is - Rs 1000		
9	Exclusions (what the policy does not cover)	The Insurer shall not be liable with respect to		6.General Exceptions	
10	Special Conditions and Warranties (if any)	Warranted all damages existing prior to i	inception of risk are excluded		
11	Admissibility of Claim	from the scope of Policy. Admissibility: 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.		8. Conditions	
	Denial: Denial of claim can be done by us & policy can be cancelled on th 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 B Less:Deprecistion (if applicable)		0,000 000)		
		C Net Assessed Liability (A-B) Rs.16,			
		D Less: Compulsory Deductible (Rs.2,			
		E Net payable amount (C-D) Rs.14	.,000		



12 Policy Servicing -

Claim Intimation and Processing

1.Claim intimation & reaching to our designated officials please contact

Email: <u>customer.care@sbigeneral.in</u>
Toll-Free number 18001021111

Website: <u>www.sbigeneral.in</u> Whatsapp: 7669800345

Mobile app SMS: 561612

2. Procedure to be followed for cashless service

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

3. Procedure to be followed for reimbursement service

- 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

4. Turnaround Time (TAT) for claim settlement

- 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

5. Escalation matrix when TAT is not satisfied

For Queries, Service Request and Non -Health claims Registration Call SBI General Insurance on Toll Free - 18001021111

Email us at : customer.care@sbigeneral.in



	SURANSHA AUK BHAROSA DONO					
13	Grievance Redressal and Policyholders Protection	Details of protection of policyholder's interest-The Company has adopted Grievance Redressal Policy, wherein the Grievance Redressal Procedure, details of GRO, Ombudsman details and link to Bima Bharosa Portal is mentioned below.	11. Grievance Redressal Process			
		Stage 1 To raise the query, you may write to head.customercare@sbigeneral.in Toll Free - 1800 102 1111 Customer Care Toll-free number is available 24/7				
		Stage 2 If you are not satisfied with the decision communicated by the above office, or have not received any response within 14 days, send your appeal at: gro@sbigeneral.in . or contact at: 022-42412070 Address: Grievance Redressal Officer, 9th Floor, A & B Wing, Fulcrum Building, Sahar Road, Andheri (East), Mumbai 400 099				
		List of Grievance Redressal Officers at Branch: https://content.sbigeneral.in/uploads/0449cac1bcd144bbb160d3f6b714fbbd.pdf/				
		Stage 3 In case, you are not satisfied with the decision/resolution communicated by the above office, or have not received any response within 14 days, you may Register your complaint with IRDAI on the below given link https://bimabharosa.irdai.gov.in/Home/Home				
		Stage 4 If your grievance remains unresolved from the date of filing your first complaint or is partially resolved, you may approach the Insurance Ombudsman falling in your jurisdiction for Redressal of your Grievance. The details of the Insurance Ombudsman can be accessed at https://www.cioins.co.in/Ombudsman .				
		If Your issue remains unresolved You may approach IRDAI by calling on the Toll-Free no. 155255 List of Ombudsman offices with contact details are attached as an Annexure-1. For updated status, please refer to website www.irdaindia.gov.in				
14	Obligations of prospective	The Policy shall be void and all premium paid hereon shall be forfeited to				
- '	Policyholder / Customer	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.				
		Disclosure of other material information during the policy period: 1. Change in insured name 2. Change in the vehicle details i.e make, model, cc, extra fitments, engine & 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. 3. Previous policy details (ie. Disclosure of NCB, previous claim details)				



15	Criteria for arriving at IDV & Illustration	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) Let us understand how the depreciation rates are used to calculate your car's IDV with the help of the following example. 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.	
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.	

<u>Declaration by the Policyholder:</u>

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: $\frac{https://www.sbigeneral.in/downloads}{In case of any conflict, the terms and conditions mentioned in the policy document shall prevail}$