



#### QR code for mobile download app:

Name Mr PENTAPATI SAIKIRAN

Address

D NO 15 58 PARVATHIPURAM, GEMBALI VARI STREET, Vizianagaram Vizianagaram,

Andhra Pradesh

535501

Contact No +91-9246621800

Email Id 1983NAIDU@GMAIL.COM

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

Policy / Certificate No :0000000038838957-01 Alternate Policy No : P011204241553122 :000000073704521 Customer ID

Policy Servicing Branch : Vizag

: POSP Munjeti Giribabu Intermediary Name

:0101343 Intermediary Code

Intermediary Contact No: +91-7981479798

Period of Insurance OD : From:11/04/2025 00:00

To:11/04/2026 Midnight

Period of Insurance TP : From:11/04/2025 00:00

To:11/04/2026 Midnight

Period of Insurance PA: From:11/04/2025 00:00 To:11/04/2026 Midnight Owner Driver

### Dear Mr. PENTAPATI SAIKIRAN,

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/ Policy Issue Insurance OD certificate no Date From:11/04/2025 00:00 To:11/04/2026 Midnight 0000000038838957-01 08/04/2025 Period of Period of Insurance Geographical Area Insurance TP PA Cover to Owner Driver Type From:11/04/2025 00:00 From:11/04/2025 00:00 Package India To:11/04/2026 Midnight To:11/04/2026 Midnight



# **ABOUT YOUR VEHICLE**



Vehicle Make Model & Variant

Maruti Suzuki,Swift Dzire & VDI O



Registration Number

AP 35 AF 4323



Manufacturing Year

2017



Cubic Capacity / Kilo Watt

1248



uel

Diesel



Engine & Chassis Number

D13A3022097 & MA3FJEB1S00A82237BH



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Location

Vizianagaram

ABOUT VEHICLE INSURED DECLARED VALUE (IDV)				
Your Vehicle IDV				
Vehicle	Non Electrical Accessory	Electrical Accessory	CNG/LPG	Total IDV
259920.00	0.00	0.00	0.00	259920.00

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		Third Party
Own Damage Basic	5520.30	Third Party E
No Claim Bonus %	20.0%	Premium
TOTAL OWN DAMAGE PREMIUM	3971.24	Legal Liabilit Driver
TOTAL PREMIUM	7762.24	PA to Owner
GST	1397.20	TOTAL TP
FINAL PREMIUM	9159.00	PREMIUM
Subject to I.M.T Endorsement Nos.(IMT Nos):		
	IMT-15	
	IMT-17	

Third Party Premium	
Third Party Baisc Premium	3416.00
Legal Liability to Driver	50.00
PA to Owner Driver	325.00
TOTAL TP PREMIUM	3791.00



#### **ADD ON DETAILS**

## Sum Insured / Number of Persons / Kilo meter/ No of Admissable Claims

### Opted (Yes/No)

Consolidated Stamp Duty ₹ 0.5 paid towards Insurance Policy Stamps vide Order No.LOA/ENF-2/CSD/03/2025/(Validity Period Dt.15/01/2025 to Dt.14/01/2027)/47 Date:- 03/01/2025 Dated: 2025-04-08 12:50:57.253 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	0000000038838957-01 to 561612	Download SBI General Mobile App 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: <a href="mailto:gro@sbigeneral.in">gro@sbigeneral.in</a>. 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 <a href="https://www.cioins.co.in/Ombudsman">https://www.cioins.co.in/Ombudsman</a>

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	<ul> <li>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.</li> <li>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/</li> <li>c. PA Cover for Owner-Driver under Section-III CSI - ₹ 1,500,000 /- (if opted).</li> </ul>
Our Recommendation	Know what your policy covers.
DEDUCTIBLE	<ul><li>(i) Compulsory Deductible ₹ 1000 /-</li><li>(ii) Voluntary Deductible ₹ 0 /-</li><li>(iii) Additional Compulsory Deductible ₹</li></ul>
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.



## **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	000000038838957	Expiring Policy Number	000000038838957	
Period of Insurance	From 12/04/2024 00:00 to 11/04/2025 Midnight	Policy Start Date	12/04/2024	
Previous Policy Type	Comprehensive	Policy End Date	11/04/2025	

Financier Details	Nominee Details	Roadside Assistance		POSP Details
NA	SURYARAO,18/11/1959,Others,	NA	Name Code Contact Details Landline Nos	: POSP Munjeti Giribabu : 0101343 : +91-7981479798

#### **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		
Policy Number	000000038838957-01	
Policy Holder Name	Mr PENTAPATI SAIKIRAN	
Intermediary Name	POSP Munjeti Giribabu	
Receipt Number	48377526	
Product Name	Private Car Insurance Policy -Package	
Receipt Date	08/04/2025	
Policy Start Date	11/04/2025	
Policy End Date	11/04/2026	
Premium Paid by	Mr PENTAPATI SAIKIRAN	

<sup>\*</sup>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

Ly ward from

Digitally signed by VISHWANATHAN SUBRAMANIAN Date: 2025.04.08 19:01:20 IST

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	Mr PENTAPATI SAIKIRAN	
Proposer Address	D NO 15 58 PARVATHIPURAM, GEMBALI VARI STREET, Vizianagaram Vizianagaram, Andhra Pradesh 535501	
Proposer Contact Number	+91-9246621800	
Proposer Email Address	1983NAIDU@GMAIL.COM	

Policy 000000038838957-01 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	AP 35 AF 4323
RTO Location	Vizianagaram
Engine Number	D13A3022097
Chassis Number	MA3FJEB1S00A82237BH
First Purchase / Registration Date	12/05/2017
Year of Manufacture	2017
Vehicle Make	Maruti Suzuki
Vehicle Model	Swift Dzire
Vehicle Variant	VDIO
Cubic Capacity / Kilo Watt / Gross Vehicle Weight / Horsepower	1248
Fuel	Diesel
Seating Capacity including Driver	5
Carrying Capacity excluding Driver	4

### **EXPIRING POLICY DETAILS**

Details	OD Policy Details	TP Policy Details
Insurer Name	SBI General Insurance Company Ltd	SBI General Insurance Company Ltd
Policy Number	000000038838957	000000038838957
Policy Start Date	12/04/2024	12/04/2024
Policy End Date	11/04/2025	11/04/2025
No Claim Bonus %	20%	NA
Claim Made	No	No

### **COVERAGE & TERMS PROPOSED**

Period of Insurance Own Damage	From:11/04/2025 00:00 To:11/04/2026 Midnight
Period of Insurance Third Party	From:11/04/2025 00:00 To:11/04/2026 Midnight
Period of Insurance PA cover to Owner Driver	From:11/04/2025 00:00 To:11/04/2026 Midnight



### **INSURED DECLARED VALUE (IDV)**

Vehicle	Electronic Accessories	Non-Electrical Accessories	CNG / LPG Kit	Body Value	Trailer	Total
259920.00	0.00	0.00	0.00	NA	0.00	259920.00

## **ADDITIONAL COVERS**

Voluntary Excess Opted	No	
PA Cover to Owner Driver of Rs. 15 Lakhs	Yes	
PA Cover to Unnamed Passenger / Pillion Rider	No	0
PA cover to Paid Driver	No	0
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		,
Policy premium including Tax		9159.00
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.

SI NO Title		Description	Policy Clause Number	
		(Please refer to applicable Policy Clause Number in next column)		
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- 259920.00/-	3. Sum insured - insured's declared value (idv)	
		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.		
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.	2a. Section i - loss of or damage to the vehicle insured	
		2. Third party liability in case of injury/death of the person, or any damage caused to the property of the third party	2b.Section ii - liability to third parties	
		<ol> <li>Personal accident covers up to Rs 15 lakh for individual owners while driving.</li> </ol>	2c. Section iii - personal accident cover for owner-driver	
		For complete details on the coverage, limits, exclusions, terms & conditions, refer policy wording on www.sbigeneral.in		
7	Add on Cover	Add On Cover Name Sum Insured/Limits	12. Add on covers: Refer the Annexure III (Refer the add ons as opte 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	
		1 2	1.0	
9	Exclusions (what the policy does not cover)	<ol> <li>The Insurer shall not be liable with respect to</li> <li>Damage, theft or loss due to incidents related to the war, invasion, foreign enemy acts, mutiny, rebellion, etc.</li> <li>Driving without a valid licence</li> <li>Driving under the influence of drugs and alcohol</li> <li>Electrical/Mechanical Breakdowns</li> <li>For complete details on the exclusions, refer policy wording.</li> </ol>	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	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.  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.	8. Conditions	
		The sample claim calculation process is attach as Annexure II		
		A Gross Assessed Liability Rs.20,000 B Less:Deprecistion (if (Rs.4,000) applicable) 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		



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
- $\ensuremath{\mathsf{D}}.$  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

 $\textbf{Email us at:} \underline{\textbf{customer.care@sbigeneral.in}}$ 



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.  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/0449cac1bcd144bbb160d3f6b71 4fbbd.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	11. Grievance Redressal Process
14	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:  Change in insured name  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.  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 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:  $\frac{https://www.sbigeneral.in/downloads}{ln\ case\ of\ any\ conflict,\ the\ terms\ and\ conditions\ mentioned\ in\ the\ policy\ document\ shall\ prevail}$