

ANNEXURE B - CUSTOMER INFORMATION SHEET / KNOW YOUR POLICY

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																																																						
	Policy Number	As per Policy Schedule																																																							
1.	Product Name	Reliance Private Car Package Policy	Policy Schedule																																																						
2.	Unique Identification Number (UIN) allotted by IRDAI	<table border="1"> <tr> <td>Base Product</td> <td>IRDAN103RP0010V02100001</td> </tr> <tr> <td colspan="2">Add Ons UIN</td> </tr> <tr> <td>Nil depreciation</td> <td>IRDAN103RP0010V02100001/A0003V01200910</td> </tr> <tr> <td>Consumables Expenses</td> <td>IRDAN103RP0010V02100001/A0007V02201314</td> </tr> <tr> <td>Engine Protector</td> <td>IRDAN103RP0010V02100001/A0009V02201314</td> </tr> <tr> <td>Return to Invoice</td> <td>IRDAN103RP0010V02100001/A0065V01201819</td> </tr> <tr> <td>Assistance Cover</td> <td>IRDAN103RP0010V02100001/A0054V01202223</td> </tr> <tr> <td>EMI Protection Cover</td> <td>IRDAN103RP0010V02100001/A0006V02201415</td> </tr> <tr> <td>EV - Battery Protection Cover</td> <td>IRDAN103RP0010V02100001/A0050V01202223</td> </tr> <tr> <td>EV - Motor Protect Cover</td> <td>IRDAN103RP0010V02100001/A0052V01202223</td> </tr> <tr> <td>EV - Charger Cover</td> <td>IRDAN103RP0010V02100001/A0053V01202223</td> </tr> <tr> <td>Emergency Hotel Accommodation</td> <td>IRDAN103RP0010V02100001/A0025V01200910</td> </tr> <tr> <td>Daily Allowance Benefit</td> <td>IRDAN103RP0010V02100001/A0001V02201415</td> </tr> <tr> <td>Daily Allowance Benefit Plus</td> <td>IRDAN103RP0010V02100001/A0010V02201415</td> </tr> <tr> <td>Hospital Cash Cover</td> <td>IRDAN103RP0010V02100001/A0029V01201920</td> </tr> <tr> <td>Voluntary Deductible</td> <td>IRDAN103RP0010V02100001/A0021V01200910</td> </tr> <tr> <td>NCB Retention Cover</td> <td>IRDAN103RP0010V02100001/A0012V02200910</td> </tr> <tr> <td>Tyre Protector</td> <td>IRDAN103RP0010V02100001/A0027V01201920</td> </tr> <tr> <td>Rim Protector</td> <td>IRDAN103RP0010V02100001/A0028V01201920</td> </tr> <tr> <td>Loss of Personal Belongings</td> <td>IRDAN103RP0010V02100001/A0031V01201920</td> </tr> <tr> <td>Key Protect</td> <td>IRDAN103RP0010V02100001/A0008V02201314</td> </tr> <tr> <td>Replacement Car</td> <td>IRDAN103RP0010V02100001/A0008V01200910</td> </tr> <tr> <td>Total Cover</td> <td>IRDAN103RP0010V02100001/A0009V01200910</td> </tr> <tr> <td>Additional Limit of TPPD</td> <td>IRDAN103RP0010V02100001/A0028V01200910</td> </tr> <tr> <td>No Claim Discount One Step Down Cover</td> <td>IRDAN103RP0010V02100001/A0015V01200910</td> </tr> <tr> <td>Replacement Lock Insurance</td> <td>IRDAN103RP0010V02100001/A0018V01200910</td> </tr> <tr> <td>Limit Sure - Pay as you Drive</td> <td>IRDAN103RP0010V02100001/A0021V01202223</td> </tr> </table>	Base Product	IRDAN103RP0010V02100001	Add Ons UIN		Nil depreciation	IRDAN103RP0010V02100001/A0003V01200910	Consumables Expenses	IRDAN103RP0010V02100001/A0007V02201314	Engine Protector	IRDAN103RP0010V02100001/A0009V02201314	Return to Invoice	IRDAN103RP0010V02100001/A0065V01201819	Assistance Cover	IRDAN103RP0010V02100001/A0054V01202223	EMI Protection Cover	IRDAN103RP0010V02100001/A0006V02201415	EV - Battery Protection Cover	IRDAN103RP0010V02100001/A0050V01202223	EV - Motor Protect Cover	IRDAN103RP0010V02100001/A0052V01202223	EV - Charger Cover	IRDAN103RP0010V02100001/A0053V01202223	Emergency Hotel Accommodation	IRDAN103RP0010V02100001/A0025V01200910	Daily Allowance Benefit	IRDAN103RP0010V02100001/A0001V02201415	Daily Allowance Benefit Plus	IRDAN103RP0010V02100001/A0010V02201415	Hospital Cash Cover	IRDAN103RP0010V02100001/A0029V01201920	Voluntary Deductible	IRDAN103RP0010V02100001/A0021V01200910	NCB Retention Cover	IRDAN103RP0010V02100001/A0012V02200910	Tyre Protector	IRDAN103RP0010V02100001/A0027V01201920	Rim Protector	IRDAN103RP0010V02100001/A0028V01201920	Loss of Personal Belongings	IRDAN103RP0010V02100001/A0031V01201920	Key Protect	IRDAN103RP0010V02100001/A0008V02201314	Replacement Car	IRDAN103RP0010V02100001/A0008V01200910	Total Cover	IRDAN103RP0010V02100001/A0009V01200910	Additional Limit of TPPD	IRDAN103RP0010V02100001/A0028V01200910	No Claim Discount One Step Down Cover	IRDAN103RP0010V02100001/A0015V01200910	Replacement Lock Insurance	IRDAN103RP0010V02100001/A0018V01200910	Limit Sure - Pay as you Drive	IRDAN103RP0010V02100001/A0021V01202223	Policy Schedule
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		Assistance Cover	Indemnity/ Fixed Benefit	
		EMI Protection Cover	Fixed Benefit	
		EV-Battery Protection Cover	Indemnity	
		EV-Motor Protect Cover	Indemnity	
		EV- Vehicle Charger Cover	Fixed Benefit	
		Daily Allowance benefit	Fixed Benefit	
		Daily Allowance Benefit Plus	Fixed Benefit	
		Hospital Cash Cover	Fixed Benefit	
		Total Cover	Indemnity	
		Emergency Hotel Accommodation	Fixed Benefit	
		Voluntary Deductible	Indemnity	
		NCB Retention Cover	Indemnity	
		No Claim Discount One Step down Cover	Indemnity	
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		Rim Protector	Indemnity	
		Loss of Personal Belongings	Fixed Benefit	
		Key Protect	Fixed Benefit	
		Replacement Car	Indemnity	
		Limit Sure- Pay as you Drive	Indemnity	
		Additional Limit of TPPD	Fixed Benefit	
		Replacement Lock Insurance	Indemnity	
4.	Interests Insured	Vehicle Registration Number	As per Policy Schedule	Policy Schedule
		Engine Number	As per Policy Schedule	
		Chassis Number	As per Policy Schedule	
		Battery Serial Number	As per Policy Schedule	
		Make	As per Policy Schedule	
		Model	As per Policy Schedule	
		Year of manufacturing	As per Policy Schedule	
		Date of Registration	As per Policy Schedule	
5.	Sum Insured / Motor Insured Declared Value Scope	Basis of IDV: As per Standard Scale/Agreed value basis IDV Calculation: IDV as per Listed Selling Price Rs. _____		Policy Wording - Section I
		Policy Period	IDV	
		Policy Year 1	As per Policy Schedule	
6.	Policy Coverage	Section I - Loss of or damage to the vehicle Insured The Company will indemnify the Insured against loss or damage to the vehicle Insured hereunder and/or its accessories whilst thereon <ol style="list-style-type: none"> 1) By fire explosion self ignition or lightning; 2) By burglary housebreaking or theft; 3) By riot and strike; 4) By earthquake (fire and shock damage); 5) By flood, typhoon, hurricane, storm, tempest, inundation, cyclone, hailstorm or frost; 6) By accidental external means; 7) By malicious act; 		Policy Wording - Section I



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IRDAI Registration No. 103. Reliance General Insurance Company Limited.

An ISO 9001:2015 Certified Company

For complete details on the benefits, coverage, terms & conditions and exclusions, do read the sales brochure, prospectus and policy wordings carefully before concluding sale. Registered & Corporate Office: 6th Floor, Oberoi Commerz, International Business Park, Oberoi Garden City, Off. Western Express Highway, Goregaon (E), Mumbai-400063. Corporate Identity Number: U66603MH2000PLC128300. Trade Logo displayed above belongs to Anil Dhirubhai Ambani Ventures Private Limited and used by Reliance General Insurance Company Limited under License.

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- 8) By terrorist activity;
- 9) Whilst in transit by road, rail, inland-waterway, lift, elevator or air;
- 10) By landslide rockslide.

Section II – Liability to Third Parties:

1. Subject to the limits of liability as laid down in the Schedule hereto the Company will indemnify the Insured in the event of an accident caused by or arising out of the use of the Insured vehicle against all sums which the Insured shall become legally liable to pay in respect of
 - a) Death of or bodily injury to any person including occupants carried in the Insured vehicle (provided such occupants are not carried for hire or reward) but except so far as it is necessary to meet the requirements of Motor vehicles Act, the Company shall not be liable where such death or injury arises out of and in the course of the employment of such person by the Insured,
 - b) Damage to property other than property belonging to the Insured or held in trust or in the custody or control of the Insured

PROVIDED ALWAYS that the Company shall not be liable in respect of death injury or damage caused or arising beyond the limits of any carriageway or thoroughfare in connection with the bringing of the load to the vehicle for loading thereon or the taking away of the load from the vehicle after unloading there from
2. The Company will pay all costs and expenses incurred with its written consent.
3. In terms of and subject to the limitations of the indemnity granted by this Section to the Insured, the Company will indemnify any driver who is driving the vehicle on the Insured's order or with Insured's permission provided that such driver shall as though he/she was the Insured observe fulfill and be subject to the terms exceptions and conditions of this Policy in so far as they apply.
4. In the event of the death of any person entitled to indemnity under this Policy the Company will in respect of the liability incurred by such person indemnify his/her personal representative in terms of and subject to the limitations of this Policy provided that such personal representative shall as though such representative was the Insured observe fulfill and be subject to the terms exceptions and conditions of this Policy in so far as they apply.
5. The Company may at its own option:
 - a) Arrange for representation at any Inquest or Fatal Inquiry in respect of any death which may be the subject of indemnity under this Policy and

Undertake the defense of proceedings in any Court of Law in respect of any act or alleged offence causing or relating to any event which may be the subject of indemnity under this Policy.

Policy Wording -
Section II

Section III - Personal Accident Cover for Owner Driver

Subject otherwise to the terms exceptions conditions and limitations of this Policy, the Company undertakes to pay compensation as per the following scale for bodily injury/death sustained by the Owner-Driver of the vehicle in direct connection with the vehicle Insured whilst mounting into/dismounting from or travelling in the Insured vehicle as a co-driver, caused by violent accidental external and visible means which independent of any other cause shall within six calendar months of such injury result in:

Nature of injury	Scale of compensation
(i) Death	100%
(ii) Loss of two limbs or sight of two eyes or one limb and sight of one eye	100%
(iii) Loss of one limb or sight of one eye	50%
(iv) Permanent total disablement from injuries other than named above.	100%

Provided always that

- (A) The compensation shall be payable under only one of the items (i) to (iv) above in respect of the owner-driver arising out of any one occurrence and the total liability of the Company shall not in the aggregate exceed the sum of Rs. 15 lakh during any one period of insurance.

Policy Wording -
Section III



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- (B) No compensation shall be payable in respect of death or bodily injury directly or indirectly wholly or in part arising or resulting from or traceable to (a) intentional self injury suicide or attempted suicide physical defect or infirmity or (b) an accident happening whilst such person has consumed alcohol or is under the influence of intoxicating liquor or drugs
- (C) Such compensation shall be payable directly to the Insured or to his/her legal representatives whose receipt shall be the full discharge in respect of the injury to the Insured
- This cover is subject to:
- (a) The Owner-Driver is the registered owner of the vehicle Insured herein;
- (b) The Owner-Driver is the Insured named in this Policy.
- (c) The Owner-Driver holds an effective driving license, in accordance with the provisions of Rule 3 of the Central Motor Vehicles Rules, 1989 (as amended), at the time of the accident.

7. Add-on Cover

Sr. No.	Name of Addon Covers	Description	Sum Insured (if any)
1	Nil Depreciation	No deduction for depreciation on vehicle parts other than tyres and tubes with respect of approved partial loss claims	
2	Consumables Expenses	Covers expenses incurred towards consumable items due to damage to vehicle caused by perils covered. For e.g. nut & bolt, screw, washers, grease etc	
3	Engine Protector	Provides coverage to internal parts of engine, gear box, transmission assembly & differential assembly due to ingress of water or leakage of lubricating oil	
4	Return to Invoice	Covers difference between IDV & purchase price of the vehicle in the event of theft, total loss/ CTL including first time registration charges, road tax & applicable insurance cost.	
5	Assistance Cover	Provides Assistance Services to the insured vehicle due to accidental and mechanical breakdown	
6	Tyre Protector	Covers repair or replacement expenses arising out of accidental loss or damage to tyre & tubes	
7	Rim Protector	Covers repair or replacement expenses arising out of accidental loss or damage to Rims.	
8	EMI Protection Cover	Pays for Vehicle EMIs for the time period during which the car is in one of our network garages for repair	As per policy schedule
9	Daily allowance Benefit	Provides allowance as per plan opted, if vehicle is in garage for more than minimum days & for initial two eligible own damage claim., and in case of theft where vehicle is not found for more than 90 days	As per policy schedule
10	Daily allowance benefit Plus	This cover pays per day allowance if insured vehicle is in authorized garage for more than 3days due to accidental damage.	As per policy schedule

11	Hospital Cash Cover	Provides hospital confinement allowance for accident or injuries sustained while driving insured vehicle.	As per policy schedule
12	Total Cover	This Cover provides amount spent on registration fee, Octroi and/ or any other charges levied by the Government authority towards insured vehicle and the insurance premium in the event of Total loss or theft.	
13	Emergency Hotel Accommodation	A fixed amount will be reimbursed as Hotel expenses, if the insured vehicle meets with an accident at a location at least 200 Kilometers away from the address as provided in the Proposal Form	As per policy schedule
14	Voluntary deductible	This cover Provides discount under the policy if the insured voluntary opt for deductible under section I (Own damage) of the base policy.	As per policy schedule
15	NCB Retention Cover	This cover protects applicable earned No claim bonus, in the event of an own damage claim.	
16	No claim discount One Step Down Cover	This Cover retain a portion of no claim discount in the event of one own damage claim.	
17	Loss of Personal belongings	Covers loss of personal belongings of insured or his family while such items are in vehicle at the time loss or damage to the vehicle	As per policy schedule
18	Key Protect	Provides replacement cost of keys in the event the keys are lost. It also covers replacement cost of locks if the vehicle is broken into	As per policy schedule
19	Replacement car	Provides temporary replacement car to the insured for loss of use of the insured vehicle due to risk covered under section I of this policy.	
20	Limit Sure- Pay as you Drive	The own damage insurance for the motor vehicle including theft shall be covered up to the Available Kilometers mentioned in the Policy Schedule. The Available Kilometers includes sum of Kilometer Limit, Top Up Limit and Carry Forward Limit.	As per policy schedule
21	EV Battery Protection Cover	This cover pays for repair and or replacement of damaged lithium-ion battery and or Battery Management System (BMS), due to unexpected power surge, Mechanical shock, water ingress, uncontrolled electrochemical reactions	



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		22	EV- Motor Protect Cover	The Company will pay for repair and or replacement expenses for the Consequential Loss or damage to internal parts of the Electric Motor and in case of Hybrid Electric Vehicle, the differential and transmission units along with it	
		23	EV- Charger Cover	This cover pays for repair and /or replacement of the Electric Vehicle charger that has been bought along with the electric Vehicle and has been permanently installed at the communication address, mentioned so, in the Policy Schedule	As per policy schedule
		24	Replacement Lock Insurance	If the insured vehicle's keys be lost, damaged or destroyed, the Company will pay the costs of replacing and recoding the locks and/or keys of the same type and model. Company's liability towards the same will be restricted to one event and shall not exceed Rs._____ /- during the Policy period.	As per policy schedule
8.	Loss Participation	Section I			Section I
		Compulsory Deductible		Below 1500cc- Rs.1000/- & Above 1500cc- Rs. 2000/- for each claim	
		Additional Compulsory Deductible		Rs. (as per Policy Schedule)	
		Voluntary deductible		Rs. (as per Policy Schedule)	
		Add-ons			
		Key Protect		1% of claim amount or INR 500 whichever is higher	
		Loss of Personal belongings		2.5% of Sum Insured Opted subject to minimum of INR 250.	
		Voluntary Deductible		As per Opted amount	
		Nil depreciation		As per Section I of base Policy	
		Consumables Expenses		As per Section I of base Policy	
		Tyre Protector		As per Section I of base Policy	
		Rim Protector		As per Section I of base Policy	
		Return to Invoice		As per Section I of base Policy	
		Assistance Cover		As per Section I of base Policy	
		EMI Protection Cover		As per Section I of base Policy	
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		Daily Allowance Benefit Plus		As per Section I of base Policy	
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		Total Cover		As per Section I of base Policy	
		Emergency Hotel Accommodation		As per Section I of base Policy	
		NCB Retention Cover		As per Section I of base Policy	
		No Claim discount one step down cover		As per Section I of base Policy	
		Replacement Car		As per Section I of base Policy	

		Engine Protector	As per Section I of base Policy	
		Limit Sure- Pay As you Drive	As per Section I of base Policy	
		Replacement Lock Insurance	As per Section I of base Policy	
9.	Exclusions	Base Product Exclusion		Policy Wording - Exclusions
		Base Product	<ul style="list-style-type: none"> a) Consequential loss, depreciation, wear & tear, mechanical & electrical breakdown, failures breaks. b) Any loss incurred outside the geographical area as stated in the policy schedule. c) A claim arising out of contractual liability. d) If the vehicle is used other than in accordance with the "Limitations as to use". e) If the vehicle is being driven by driver other than a driver stated in "driver clause". f) Any loss arising out of ionizing radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste. g) Any accidental loss directly or indirectly arising from nuclear weapon material. h) Any loss arising, the act of foreign enemies, hostilities or war like operation, civil war, mutiny rebellion, military, or usurped power. i) Routine maintenance including adjustment, alignment, balancing or rotation of wheels / tyres / tubes. j) Loss or damage arising out of modifications not approved by manufacturers/RTO 	
		Addon Products		
		Engine Protector	<ul style="list-style-type: none"> 1. Loss or damage covered under the manufacturer's warranty; recall campaign or forming part of maintenance / preventive maintenance. 2. Any aggravation of loss or damage including corrosion due to delay in intimation to Company and / or retrieving the vehicle from water logged area. 3. Cost of lubricants in case of loss due to leakage and flushing of consumables 4. Any claim where the repair has been carried out without prior approval from Company 	
		EMI Protection Cover	<ul style="list-style-type: none"> 1. For any EMI amount and/ or additional payment which becomes due because of default, non- payment or delayed payment of any amount due to bank/ financial institutions. 2. Where the vehicle is stolen or in total loss. 3. Where the auto loan availed of is in excess of the Insured's declared value (IDV) of the vehicle. 4. Company shall not be liable to pay in case auto loan is already paid by insured during the policy period and subsequently no EMI falling due during repair of the vehicle. 	
		Key Protect	The cost to replace keys to vehicles that Insured do not own for personal use.	
		Return To Invoice	<ul style="list-style-type: none"> 1. The total loss/ CTL and theft claim is not valid and admissible under Section 1 of the policy. 2. For any non- built in electrical/ electronic and non- electrical/ electronic accessories including bi-fuel kit forming part of the invoice but not insured under Section 1 of the policy. 3. Final investigation report of police confirming the theft of the vehicle in case of theft claim is not submitted to Company. 4. Covered vehicle is imported. 	



Tyre Protector

1. If the insured vehicle is not repaired at an Authorized garage.
2. Loss or damage arising out of natural wear and tear including unevenly worn tyres caused by defective steering geometry outside manufacturer's recommended limits or wheel balance, failure of suspension component, wheel bearing or shock absorber.
3. Any loss or damage within first 15 days of the inception of the policy.
4. Any loss or damage occurred prior to the inception of the policy
5. Any loss or damage resulting into total loss of the vehicle
6. Routine maintenance including adjustment, alignment, balancing or rotation of wheels / tyres / tubes.
7. Theft of tyre(s) / tube(s) or its parts, accessories without vehicle being Stolen or theft of entire vehicle
8. If the tyre(s) / tube(s) which are being claimed is different from tyre(s) insured / supplied as original equipment along with the vehicle unless informed to Company and mentioned / endorsed on the policy.
9. Fraudulent act committed by the Insured or the workshop or any person entrusted with the possession of the vehicle by the Insured.
10. Loss or damage arising out of improper storage or transportation
11. Any Consequential Loss or damage such as but not limited to noises, vibrations and sensations that do not affect tyre function or performance.
12. Loss or damage arising out of modifications not approved by the tyre manufacturer.
13. Loss or damage resulting from hard driving due to race, rally or illegal activities.
14. Loss or damage due to neglect of periodic maintenance as specified by the manufacturer.
15. Loss or damage resulting from poor workmanship while repair.
16. Loss or damage arising out of any manufacturing defect or design including manufacturer's recall.
17. Minor damage or scratch not affecting the functioning.
18. Tyre which has been used for its full specified life as per manufacturer's guideline or where unused tread depth is less than 3 mm.

Rim Protector

1. If the insured vehicle is not repaired at an Authorized garage.
2. Any damage to rim(s) of the insured vehicle fitted with tyres other than tubeless tyres or Run Flat Tyres.
3. Loss or damage arising out of natural wear and tear or damage caused by defective steering geometry outside the manufacturer's recommended limits or wheel balance, failure of suspension component, wheel bearing or shock absorber.
4. Any loss or damage to rims resulting from corrosion and/ or oxidation and/ or rusting.
5. Any loss or damage within first 15 days of the inception of the policy.
6. Any loss or damage occurred prior to the inception of the policy
7. Any loss or damage resulting into total loss of the vehicle.
8. Routine maintenance including adjustment, alignment, balancing or rotation of wheels.
9. Theft of rim(s) or its parts, accessories without the insured vehicle being Stolen or theft of entire insured vehicle.



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	<ol style="list-style-type: none"> 10. If the rims(s) are being claimed is different from rim(s) insured / supplied as original equipment along with the vehicle unless informed to Company and mentioned / endorsed on the policy. 11. Fraudulent act committed by the Insured or the workshop or any person entrusted possession of the vehicle by insured. 12. Loss or damage arising out of improper storage or transportation 13. Any Consequential Loss or damage such as but not limited to noises, vibrations and sensations that do not affect rim function or performance. 14. Loss or damage arising out of modifications not approved by manufacturers 15. Any loss or damage to rims arising due to fitment of accessories to the insured vehicle such as wheel covers etc. 16. Loss or damage resulting from hard driving due to race, rally or illegal activities. 17. Loss or damage due to neglect of periodic maintenance as specified by the manufacturer. 18. Loss or damage resulting from poor workmanship while repair. 19. Loss or damage arising out of any manufacturing defect or design including manufacturer's recall. 20. Minor damage or scratch not affecting the functioning.
Loss of Personal Belongings	<ol style="list-style-type: none"> 1. Money, securities, cheques, bank drafts, credit card or debit cards, jewellery, lens, glasses, travel tickets, watches, valuables, manuscripts, paintings and items of similar nature. 2. Any goods or sample carried in connections with any trade or business is not covered.
Hospital Cash Cover	<ol style="list-style-type: none"> 1. Any claim related to a sickness, disease, or medical disorder not directly consequential to the accident. 2. Any claim towards psychosomatic disorders of any kind, whether caused or accentuated by the accident or otherwise. 3. If the claim is not supported by a copy of valid bill/ receipt and related prescription of attending the Medical Practitioner/ Hospital/ Nursing Home. 4. Any claim arising or resulting from or traceable to intentional self-injury, suicide or attempted suicide physical defect or infirmity. 5. Any claim arising or resulting from or traceable to an accident happening whilst insured or any other person driving the insured vehicle are under the influence of intoxicating liquor or drugs.
NCB Retention Cover	<ol style="list-style-type: none"> 1. If the Policy is not renewed with Company within 90 days of the expiry of the policy. 2. The claim is a Total Loss (TL)/ Constructive Total Loss (CTL)
Limit Sure Pay as Insured Drive	<ol style="list-style-type: none"> 1. Any accidental damage to the Insured vehicle, if the vehicle has exceeded the Available Kilometres as mentioned in the Policy Schedule. 2. Any attempted or actual, tampering or modification or damage of the Odometer shall render this cover discontinued from ab initio.
Assistance Cover	<ol style="list-style-type: none"> 1. These services shall not be provided / limited provision may happen under following conditions:



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IRDAI Registration No. 103. Reliance General Insurance Company Limited.

An ISO 9001:2015 Certified Company

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Reliance Private Car Package Policy. UIN No.: IRDAN103RP0010V02100001. RGI/MCOM/CO/RPCPP/CIS/Ver. 1.0/130924.

	<p>Acts of God (including exceptional adverse weather conditions), earthquake, fire (not caused by the negligence of either party), war (declared or undeclared), invasion, rebellion, revolt, riot (other than among employees of either party), civil commotion, civil war, acts of terrorism, nuclear fission, strike, act(s) of omission/commission by any concerned Government(s), or government agencies, judicial or quasi-judicial authorities.</p> <ol style="list-style-type: none"> Insured Vehicle should not be used for the purpose of racing, rallying, motor - sports, or in any instance where the vehicle is not being used /driven in accordance with applicable laws and regulations. Load carried in the vehicle such as boats, motor vehicles, gliders, or animals (horses, cattle etc.), merchandise, perishable goods, research, and scientific equipment, building equipment, furniture, etc. shall not be transported.
EV- Motor Protect Cover	<ul style="list-style-type: none"> Wear and tear damages. Any Loss or damage covered under the manufacturer's warranty; recall campaign or forming part of maintenance preventive maintenance. Any damages due to participation in adventurous activities or activities not recommended by manufacturer guidelines Any damages due to extra installation of electric equipment apart from the already installed electric equipment provided by manufacturer. Any costs relating to servicing, maintenance, adjustment or tuning. Any claim where the repair has been carried out without prior approval from the Company. Damages due to running the vehicle beyond the authorized carrying weight or passengers or capacity. Any aggravation of loss or damage including corrosion due to delay in intimation to the Company and or retrieving the vehicle from waterlogged area
EV- Battery Protect	<ol style="list-style-type: none"> Damages resulting from failure to use vehicle manufacturer's recommended and genuine equipment, spare parts, consumables like coolants. Damages resulting from failure to follow the manufacturers' instructions whilst charging, parking, and riding the vehicle. Any loss after the vehicle has been serviced in an unauthorized service garage or center. Handling of the equipment by unauthorized service personnel. Any damages due to charging done through unauthorized charging stations (which are not recommended by manufacturer) or charging equipment (not provided or authorized by manufacturer). Damages resulting from attempted or actual physical access or dislodgment of the battery or BMS by anyone apart from the authorized personnel. Damages resulting from failure to use the latest software version as prescribed by the Manufacturer. Damages resulting from any attempted or actual Theft of Battery Damages resulting from any wear and tear of the battery, cable and wires Any damages due to participation in adventurous activities or activities not recommended by manufacturer guidelines.

		<ol style="list-style-type: none"> 10. Any damages due to extra installation of electric equipment apart from the already installed electric equipment provided by manufacturer. 11. Damages resulting due to fully discharged Battery not plugged in within 24 hours of such discharge. 12. Any Third-Party bodily injury or property damage claim arising due to anything happening with battery. 13. Any claim where the repair has been carried out without prior approval from the Company.
	EV – Charger Cover	<ol style="list-style-type: none"> 1. Damages resulting from failure to use vehicle manufacturers recommended and genuine charging equipment and spare parts. 2. Damages resulting from failure to follow the manufacturers' instructions of Use. 3. Damages resulting from handling of the equipment by unauthorized service personnel. 4. Any Loss or damage covered under the manufacturer's warranty; recall campaign or forming part of preventive maintenance. 5. Any damages due to extra installation of electric equipment apart from the already installed electric equipment done or provided by manufacturer is out of the scope of this coverage. Any costs relating to servicing, maintenance, adjustment or tuning. 6. Loss or damage caused by any faults or defects existing at the time of commencement of the Policy within the knowledge of the Insured, or his representatives, whether such faults or defects were known to the Company or not. 7. Any costs incurred in connection with the elimination of functional failures unless such failures were caused by an indemnifiable loss of or damage to the Insured Electric Vehicle charger. 8. Loss of or damage to rented or hired equipment for which the insured is responsible either by law or under a lease and/or maintenance agreement. 9. Damages resulting from any tampering with the EV charger or charging infrastructure. 10. Any loss or damage to the charger due to malfunctioning of battery or part of it and/ or due to innate chemical nature of battery and/or its constituents and related assembly parts. 11. Any loss or damage sustained before or during installation and/or reinstallation of the Insured EV Charger. 12. Any aesthetic defects but not limited to dents, scratches on painted polished or enameled surfaces 13. Any loss or damages due to cyber events. 14. Any Loss of damage due to Wilful Act or Wilful Negligence of the Insured or his representative 15. Losses due to replacement of any consumable item of the EV Charger including but not limited to batteries (including rechargeable),bulbs(including projector bulbs), tapes, fuses, cartridges, replaceable fluids or application software including data storage media or materials which are designed to be consumed during the life of the Insured EV Charger. 16. Loss or damage where the insured EV Charger is used for commercial, business, industrial, educational, rental or for-profit generation purposes. 17. Any claim where the repair has been carried out without prior approval from the Company



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Reliance Private Car Package Policy. UIN No.: IRDAN103RP0010V02100001. RGI/MCOM/CO/RPCPP/CIS/Ver. 1.0/130924.

Nil Depreciation	Same as per Section I of base policy
Consumables Expenses	<ol style="list-style-type: none"> 1. Any Consumable not associated with admissible Own Damage claim under section I (Own Damage) of the policy. 2. If there is no valid and admissible claim under section I (Own Damage) of the policy. 3. If the insured vehicle is not repaired at an Authorized garage
Total Cover	Same as per Section I of base policy
Emergency Hotel Accommodation	<ol style="list-style-type: none"> 1. If insured vehicle travelled less than 200Km from the address as provided in proposal form. 2. Other exclusions Same as per Section I of base product.
Voluntary Deductible	Same as per Section I of base policy
Daily Allowance Benefit	<ol style="list-style-type: none"> 1. If Insured vehicle required to be in authorized garage less than 3days for repairs. 2. No claim under this add on cover is payable if there is no admissible claim under the policy, of loss/damage to the insured vehicle. 3. This add on cover shall not be payable in case of Total Loss / Constructive Total loss. 4. The Company will not be liable for any delays on account of delay in delivering vehicle to the garage. 5. No further payment for specific accidental loss or damage will be made once the vehicle is removed from the garage
No claim discount One Step Down Cover	Same as per Section I of base policy
Replacement Car	Same as per Section I of base policy
Daily Allowance Benefit Plus	<ol style="list-style-type: none"> 1. If Insured vehicle required to be in authorized garage less than 3days for repairs. 2. No claim under this add on cover is payable if there is no admissible claim under the policy, of loss/damage to the insured vehicle. 3. This add on cover shall not be payable in case of Total Loss / Constructive Total loss. 4. The Company will not be liable for any delays on account of delay in delivering vehicle to the garage. 5. No further payment for specific accidental loss or damage will be made once the vehicle is removed from the garage
Limit Sure-Pay as you Drive	<ol style="list-style-type: none"> 1. Any accidental damage to the Insured vehicle, if the vehicle has exceeded the Available Kilometres as mentioned in the Policy Schedule. The coverage during the Grace Limit is subject to conditions mentioned in the clause 2.7 2. Any attempted or actual, tampering or modification or damage of the Odometer shall render this cover discontinued ab initio and the Company may reverse the right to forfeit the Own Damage cover without any refund of premium. The Company may, at its discretion, recover the premium difference chargeable and restore the base Motor Own Damage policy on which this Cover was attached to it's full extent.



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			<ol style="list-style-type: none"> Any repairing, re-setting or replacement of any components including the Odometer that may affect the distance travelled information without informing and seeking prior consent from the Company shall make any vehicle Accidental Claim inadmissible under this Policy. Any misrepresentation, false reporting or wrong reporting of the Odometer reading shall be treated as fraud and the Company may resort to and pursue appropriate legal avenues that is available under such circumstances. Any Vehicle Accident claim will be inadmissible under such circumstances. The Company shall not be liable for any claim where the subject matter of the claim is covered under any other type of insurance policy with any other insurer or manufacturer's warranty including manufacturer recall campaign or under any other such packages at the same time, or forming part of maintenance / preventive maintenance.
10.	Special Conditions and warranties (if any)	Base Product	Policy has been issued with reference to the vehicle inspection report, reference lead no. & special conditions. The inspection report remarks can be viewed on company's website by the lead no.
		For Add On Products	
		Nil depreciation	Same as per Section I of base policy
		Consumables Expenses	Same as per Section I of base policy
		Tyre Protector	<ol style="list-style-type: none"> If Insured make a fraudulent claim which is declined as per Para 9 of "What Company will not cover" of this endorsement, coverage under this section shall cease with immediate effect. If during the Period of insurance any tyre is replaced for any reason for which claim is not preferred under the coverage, cover on new tyre would not be available unless details of new tyre are informed to Company. In case of replacement of tyre for which a claim is preferred under the coverage, replaced tyre can be included by way of endorsement by paying requisite premium. All claims must be made within 3 working days of damage. Insured must take all reasonable steps to avoid loss or damage to tyre(s). Insured must not continue to drive the vehicle if Insured do not have run- flat tyres after any damage or incident if this could cause further damage to the tyre(s). Exclusion as per Para 1 of "What Company will not cover" shall not hold true in case of repair claims & no replacement is involved.
RIM Protector	<ol style="list-style-type: none"> This cover will be provided only to the vehicle fitted with Tubeless Tyres or Run Flat Tyres. If Insured make a fraudulent claim which is declined as per Para 11 of "What Company will not cover" of this endorsement, coverage under this section shall cease with immediate effect. If during the Period of insurance any rim is replaced for any reason for which claim is not preferred under the coverage, cover on new rim would not be available unless details of new rim are informed to Company. In case of replacement of rim for which a claim is preferred under the coverage, replaced rim can be included by way of endorsement by paying requisite premium. All claims must be made within 3 working days of damage. 		



		<ol style="list-style-type: none"> 6. Insured must take all reasonable steps to avoid loss or damage to rim(s). Insured must not continue to drive the vehicle after any damage or incident if this could cause further damage to the rim(s). 7. Exclusion as per Para 1 of "What Company will not cover" shall not hold true in case of repair claims & no replacement is involved.
	Return to Invoice	The finance company/ bank whose interest is endorsed on the policy must agree in writing.
	Engine Protector	<p>Claim under this endorsement will be admissible only if</p> <ol style="list-style-type: none"> 1. In case of water damage, there is an evidence of the insured vehicle being submerged or stopped in a water logged area. 2. In case of leakage of lubricating oil, there is a visible evidence of accidental damage to engine or respective assembly. 3. There is evidence of under carriage damage to Engine Parts and/ or Gear Box parts and/ or Differential parts leading to oil leakage and leading resulting into damage of covered parts. 4. Vehicle is transported / towed to garage within 2 (Two) days of water receding from the water logged area. 5. Insured have taken all reasonable steps, safeguards and precautions to avoid any loss or damage and also prevent aggravation of loss once the loss or damage to the insured vehicle is sustained and noticed by Insured
	Key Protect	<ol style="list-style-type: none"> 1. For Break-in protection claims, Insured must provide an official police report that confirms the incident happened within Period of insurance. 2. This cover shall be available only for maximum of two claims during the Period of insurance. 3. Any loss or damage to Keys & lock set only shall not impact Insured's No claim Bonus on renewal of the policy. 4. The maximum amount payable under this section shall not in aggregate exceed the amount stated in the schedule during any one Period of insurance.
	Loss of Personal Belongings	<ol style="list-style-type: none"> 1. A police report must be filed for claims due to burglary or theft. 2. The maximum amount payable under this section is Rs (Refer Schedule) during the Period of insurance. Any claim under this section will be admissible only when there is a valid and admissible claim in respect of the insured vehicle arising out of the same accident. 3. The insured shall bear 2.5% of Sum Insured Opted subject to minimum of INR 250 for each and every claim under this section. 4. In the event of claim Insured shall submit invoice of the Personal Belongings where value of any such individual belonging exceeds Rs 5000.
	Daily Allowance Benefit	Same as per Section I of base policy
	Daily Allowance Benefit Plus	Same as per Section I of base policy
	Private Car Assistance Cover	Same as per Section I of base policy



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		NCB Retention Cover	<ol style="list-style-type: none"> 1. A claim for theft of the entire vehicle will not be considered as TL/ CTL for this purpose provided a new vehicle is purchased and insured with Company within 90 days of the theft, in which case, Company will allow same No Claim Bonus on New vehicle as is shown in schedule. 2. A claim for only Partial theft of accessories/ parts will not be considered as a claim under this benefit
		No claim Discount one step down	Same as per Section I of base policy
		EMI Protection Cover	Same as per Section I of base policy
		Emergency Hotel Accommodation	Same as per Section I of base policy
		Hospital Cash Cover	Same as per Section I of base policy
		EV- Battery Protect Cover	Same as per Section I of base policy
		EV- Motor Protect Cover	Same as per Section I of base policy
		EV- Charger Cover	Same as per Section I of base policy
		Limit Sure Pay as Insured Drive	Same as per Section I of base policy
		Total Cover	Same as per Section I of base policy
		Replacement Car	Same as per Section I of base policy
		Voluntary Deductible	Same as per Section I of base policy
		Limit Sure-Pay as you Drive	Same as per Section I of base policy
11.	Admissibility of claim	Admissibility of claim	<ol style="list-style-type: none"> a) The claim must be in accordance with the terms and conditions of the insurance policy. b) The policyholder must have paid the premium amount due. c) The claim must be for accidental damage or loss, not for wear and tear or maintenance-related issues. d) The policyholder must inform the insurer about the claim within the specified time frame. e) The policyholder must provide supporting documents at the time of claim, such as claim form, driving licence, Registration copy, Permit, Fitness, FIR, Un-traceable report, Fire brigade report, repair bills (only in case of reimbursement). f) The insurer may conduct an investigation to assess the claim's validity.
		Denial of Claim	<ol style="list-style-type: none"> a) Claim can be denied due to misdeclaration, misrepresentation, Fraud, and non-disclosure of material facts. b) Inadequate or missing supporting documents c) Pre-existing damages before policy inception date or prior to the incident. d) Unapproved repair – repair done without the insurers survey & approval. e) The policyholders negligence or contribution to the incident. f) Policy lapse: claims filed after the policy has expired or lapsed.



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- g) Vehicle modification: unapproved vehicle modifications that affects the vehicle performance or safety.
- h) Driver's violation: If the vehicle is being driven by driver other than a driver stated in "driver clause".
- i) Claims related to normal wear & tear, maintenance, or aging of the vehicle.

Procedure to be followed in case of TL/CTL & Theft Claim

A. Total Loss

1. Intimate the claim immediately after the loss to the Insurance company.
2. Survey will be done and the case will get declared Total loss based on the nature and extent of damage and estimated liability.
3. Insured needs to submit all the relevant documents to the Company.
4. Case shall be referred to salvage buyer for salvage valuation/quotation.
5. Insured to get the Registration Certificate cancellation of the Insured Vehicle done and confirm the same to the Company
6. Insured will be given the option to retain the wreck and accept a Cashloss settlement (being the IDV less than the assessed value of Salvage based on quotes).
7. Based on the Insured's consent the Company shall proceed with the claim settlement.

B. Constructive Total Loss (CTL):

1. Intimate the claim immediately after the loss to the company.
2. Appointed Surveyor to survey the case for Constructive Total loss. The case will be evaluated for Constructive Total Loss based on the nature and extent of damage and estimated liability.
3. Insured to submit all the relevant documents to the Company.
4. Case shall be referred to the Salvage buyer for Salvage valuation/quotation.
5. Insured will be informed about the salvage value and given the option for Cashloss Settlement (being the IDV less than the assessed value of Salvage based on quotes) for the Insured's consideration & consent.
6. Based on the Insured's consent Insurance the Company shall proceed with the claim settlement.

C. Theft:

- a. Intimate the claim immediately after the loss to the Company.
- b. First Investigation Report to be done immediately by the Insured without delay at the Police Station under whose jurisdiction the Theft has occurred.
- c. Insured to submit all the relevant documents along with the ignition keys to the Company.
- d. The Police shall investigate the case and will try to trace the Insured Vehicle.
- e. If the Insured Vehicle is traced down by the Police, then the case shall be closed by the Police Investigation Team as the Insured Vehicle has been recovered.
- f. If the Insured Vehicle cannot be traced by the Police Investigation Team within the stipulated time depending upon the jurisdiction, the Police Investigation Team will issue a non-traceable report (NTC report) to the Insured.
- g. Insured shall have to submit the NTC report to the Company.
- h. Upon receipt of the NTC report and other relevant documents, the Company shall settle the claim.



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Sample Claim Calculation

Part Name	Part Type	Assessed Part Rate (Including GST)	Dep %	Payable Amt
FRONT WINDSHIELD GLASS	Glass	3480	0	3480
MOULDING + SEALANT	Plastic	380	50	190
LABOUR		1888	0	1888
Gross Payable Amt		5558		5558
Less : Policy Excess				1000
Net Payable Amt	Considering NIL depreciation			4748

12. Policy Servicing - Claim Intimation and Processing

Any issues related with respect to policy, kindly call us at 022 4890 3009 (Paid) or E-mail us at rgicl.services@relianceada.com.

For any Claim related queries please contact us on -

Call centre no: 022 4890 3009 (Paid)

Email: rgicl.services@relianceada.com

For Cashless Process:

- Register claim by calling (022)-48903009(paid)
- Visit to our network garages for vehicle repair.
- Survey of the vehicle & submission of claim documents
- Liability confirmation
- Vehicle delivery

Claim TAT

Allocation of Surveyor	<=24 hours from report of claim
Survey report submission to Insurer	<= 15days of Surveyors allocation.
Settlement of claim	Within 7days of receipt of the survey report.

Escalation Matrix:

For any Claim related queries please contact us on -

Call centre no – 022 4890 3009 (Paid)

Email – rgicl.services@relianceada.com



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13.	Grievance Redressal and Policyholders Protection	<p>While the company takes utmost care to ensure all our touchpoints are trained to ensure qualitative delivery, in case of any lapse from our members, we request you to report it to our front-end unit:</p> <ul style="list-style-type: none"> • Call us on phone number: +91 22 4890 3009 or writing email at: rgicl.services@relianceada.com • Visiting any of our nearest branches https://rgi-locator.oppspot.com/?Searchby=branch&sourcesystem=website&phonenumber=&emailid=#/ • You may also write to us at: Reliance General Insurance, Correspondence Unit, 2nd & 3rd Floor, Winway Building, 11/12, Block No-4, Old No-67, South Tukoganj, Near Madhumilan Square, Indore, Madhya Pradesh, India – 452001 <p>Escalation level 1: In case the insured is not satisfied with the response received from one of the above mentioned touch points or there is a delay, the insured may contact grievance officer at rgicl.grievances@relianceada.com</p> <p>Escalation level 2: If the insured is not satisfied with the response received from escalation level 1, he/she may approach the Head of Grievance at rgicl.headgrievances@relianceada.com If the insured is not satisfied with the response received from above mentioned touchpoints, he/she may approach the Insurance Ombudsman for redressal of grievance as per Insurance Ombudsman rules 2017. List of Ombudsman offices is mentioned in annexure ____ or you may visit https://cioins.co.in/ombudsman.</p> <p>Details of Grievance Redressal Officer of the Insurer https://www.reliancegeneral.co.in/downloads/GRO_details_of_active_branches_Final.pdf</p> <p>Bima Bharosa Portal https://bimabharosa.irdai.gov.in/</p> <p>Ombudsman (Please provide contact details, Toll free number and email) https://cioins.co.in/ombudsman.</p>	
14.	Obligations of the Policyholder	<p>a) Please disclose all the essential information of the risk before buying a Policy.</p> <p>b) In case of any change / modification / addition to the already declared information the same shall be brought to the notice of the Insurer immediately.</p> <p>c) Non-disclosure of material information may affect the claim settlement.</p>	
Declaration by the Policyholder;			
I have read the above and confirm having noted the details.			
Place: _____		_____	
Date: _____		(Signature of the Policyholder)	
Note:			
For more details on risk features, terms and conditions, brochure, documents, please read Policy Wording at www.reliancegeneral.co.in to understand your policy better and learn more about the policy coverages, add-on covers and Policy Exclusion. (https://www.reliancegeneral.co.in/insurance/aboutus/downloadsus/downloads.aspx)			