



QR code for mobile download app:



Please scan the code to view the policy details

SCHEDULE CUM CERTIFICATE COMMERCIAL VEHICLE INSURANCE POLICY-PACKAGE (GOODS CARRYING)

Policy / Certificate No: POCMVGC0100430127

Alternate Policy No :

Customer ID :

Policy Servicing: Chennai Annanagar Branch

Intermediary Name : Policybazaar Insurance Brokers Pvt Ltd

Intermediary Code : 0081454

Intermediary Contact: +91-8002081155
No

Period of Insurance : From:12/08/2025 00:00:00
To:11/08/2026 23:59:59

Dear Mr.LOGANATHAN B,

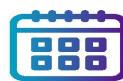
Welcome to the SBI General Family. With SBI General's **Commercial Vehicle Insurance Policy-Package (Goods Carrying)** you can be in control & enjoy the journey no matter what roadblocks life throws at you.

About Your Policy



Policy/
certificate no

POCMVGC0100430127



Policy Issue
Date

11/08/2025 18:48:14



Period of
Insurance

From:12/08/2025 00:00:00
To:11/08/2026 23:59:59



Policy
Type

Package



Geographical Area

India

About Your Vehicle



Vehicle Make Model & Variant

Tata Motors, SUPER ACE & Mint BSIV - 2250 GVW



Registration Number

TN05BT1101



Manufacturing Year

2018



Gross Vehicle Weight

2250 KGs



Trailer Details

..



Fuel

Diesel



Engine & Chassis Number

14CRAIL10BRY3S31512 & MAT483173JYC06281



RTO
Chennai South
(Thiruvanmiyur) [PIN Codes
600002 (except Anna Salai),
600004,05,18,20,22,25,28,3

About Vehicle Insured Declared Value (IDV)

| Vehicle IDV (Rs.) | Non Electrical Accessory (Rs.) | Electrical Accessory (Rs.) | CNG/LPG (Rs.) | Vehicle Body IDV (Rs.) | Trailer IDV (Rs.) | Total IDV (Rs.) |
|-------------------|--------------------------------|----------------------------|---------------|------------------------|-------------------|-----------------|
| 270000 | 0 | 0 | 0 | 0 | 0 | 270000 |

Coverage Details

Your Policy provides protection such as :

| Own Damage | Third Party |
|---|--|
| Protection to Vehicle | 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 | Personal Accident to Owner Driver (if opted) |
| Theft, Burglary | Damage to Third Party Property |
| Damage due to man made or natural calamities | |

We Cover You For

| Own Damage Premium | | Third Party Premium | |
|--|---|--|------------------|
| Own Damage Basic | 969.30 | Third Party Basic Premium | 16,049.00 |
| NCB (%) | 0% | Third Party Bodily Injury | 16,049.00 |
| Cover for Lamps / Tyres / Tubes Mudguards/ Bonnet / Highlights and Paintwork | 145.40 | PA Cover - Owner driver of Rs.15 Lakhs | 325.00 |
| Total Own Damage | 1,114.70 | Legal Liability to Paid Drivers | 50.00 |
| Premium(including all Tariff Add-On, Discount, Loading) (A) | 17,588.70 | Legal Liability to Cleaner\Conducto r\Coolie | 50.00 |
| NET PREMIUM (A+B) | 17,588.70 | Total TP Premium (B) | 16,474.00 |
| GST | 2203.02 | | |
| TOTAL PREMIUM | 19792 | | |
| Subject to I.M.T Endorsement Nos.(IMT Nos): | IMT_21, IMT_28, IMT_23, IMT_20, IMT_17 | | |

Add On Details

Sum Insured

Opted (Yes/No)

Consolidated Stamp Duty ₹ 0.50 paid towards Insurance Policy Stamps vide Order No. pay_R42OghTSgL3dY3 Dated: 11/08/2025 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

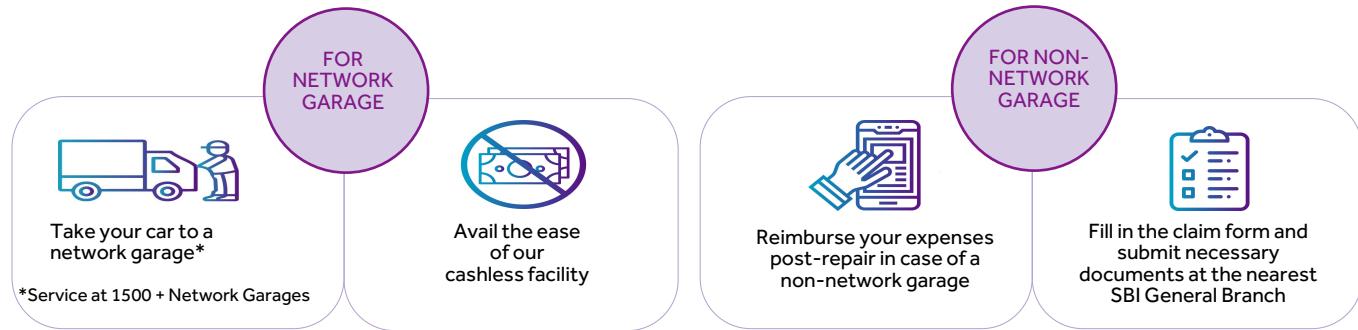


Liability arising out of
Contractual Liability



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

How To File Your Claims Without Any Stress



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 to 561562 | Mobile App |
|----------------------|--|-----------------------|---|
| 1800-102-1111 | www.sbigeneral.in | RENEW POLICYNO | 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.customer care@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/0449cac1bcd144bbb160d3f6b714fbcd.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>

**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 only under a permit within the meaning of Motor Vehicles Act, 1988 or such a carriage falling under sub section 3 of section 66 of the Motor Vehicle Act 1988. The Policy does not cover use for a) Organized Racing b) Pace Making c) Reliability Trials d) Speed Testing." |
| Our Recommendation | Simply do not use vehicle for the purpose it is not allowed. |

Terms And Conditions

| | |
|---------------------|---|
| Drivers Clause | PERSONS OR CLASSES OF PERSONS ENTITLED TO DRIVE: Any person including 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 when not used for the transport of goods at the time of the accident and that such a person satisfies the requirements of Rule 3 of the Central Motor Vehicles Rules,1989. |
| Our Recommendation | Drive only when you hold a Valid Drivers License in India. |
| Limits Of Liability | <p>a. Under Section II-1 (I) of the Policy-Death of or bodily injury to any person so far as it is necessary to meet the requirements of the Motor Vehicle Act, 1988.</p> <p>b. Under Section II (1) (ii) of the Policy-Damage to property other than property belonging to the insured or held in trust or in the custody or control of the insured up to the limits specified Up to ₹ 7,500,00/-.</p> <p>c. PA Cover for Owner-Driver under Section-III CSI - ₹ 1,500,000 /- (if opted).</p> |
| Our Recommendation | Know what your policy covers. |
| Deductible | <p>(i) Compulsory Deductible ₹ 1000 /-</p> <p>(ii) Voluntary Deductible ₹ 0 /-</p> <p>(iii) Additional Compulsory Deductible ₹ 0 /-</p> |
| Special Conditions | <p>Warranted all damages existing prior to inception of risk are excluded from the scope of Policy.</p> <p>The Policy has been issued subject to valid Pollution Under Control (PUC) Certificate disclosed by you as an insured on or before the date of commencement of the Policy. If the PUC Certificate is not found valid at any point of time during the policy period, the Company reserves the right to cancel the policy.</p> |
| No Claim Bonus | <p>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:</p> <p>The preceding year - 20%; Preceding two consecutive years - 25%; Preceding three consecutive years - 35%; Preceding four consecutive years - 45%; Preceding five consecutive years - 50%.</p> <p>The No Claim Bonus will only be allowed provided the Policy is renewed within 90 days of the expiry date of the previous Policy.</p> |

Important Details

| PREVIOUS POLICY DETAILS | | | |
|------------------------------------|------------------------|-------------------------------|----------------------|
| Previous Insurer | Previous Policy Number | Period of Insurance | Previous Policy Type |
| Reliance General Insurance Co. Ltd | 773722323340001818 | From 21/07/2024 to 20/07/2025 | Comprehensive |

| Financier Details | CPA Nominee Details | POSP Details |
|-------------------|--|---|
| " | <p>Nominee Name: BALA SUBRAMANIAN</p> <p>Nominee DOB: 65</p> <p>Nominee Relationship: Father</p> | <p>Name : Policybazaar Insurance Brokers Pvt Ltd</p> <p>Code : 0081454</p> <p>Contact Details : +91-8002081155</p> <p>Landline Nos : null</p> |

Premium Receipt

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

| | |
|---------------------------|--|
| Policy Number | POCMVGC0100430127 |
| Policy Holder Name | LOGANATHAN B |
| Intermediary Name | Policybazaar Insurance Brokers Pvt Ltd |
| Product Name | Commercial Vehicle Insurance Policy-Package (Goods Carrying) |
| Receipt Date | 11/08/2025 |
| Policy Start Date | 12/08/2025 00:00:00 |
| Policy End Date | 11/08/2026 23:59:59 |
| Premium Paid by | LOGANATHAN B |

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



Authorized Signatory
For SBI General Insurance Company Limited



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

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

The information provided herein above is for the purpose of illustration only. For more details on risk factors, terms, conditions and exclusions, please read the Policy wordings <https://www.sbigeneral.in/portal/downloads/business/motorinsurance/Commercial Motor Insurance> carefully.

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.

Proposal Details

| | |
|--------------------------------|---|
| Proposal Transcript For | Commercial Vehicle Insurance Policy-Package (Goods Carrying) |
| Proposer Name | Mr. LOGANATHAN B |
| Proposer Address | 15 16 SV COLONY EAST 7TH STREET , PALLIVASAL STREET PN ROAD, Coimbatore, Tamil Nadu-641602 India |
| Proposer Contact Number | 7598280929 |
| Proposer Email Address | rprabha.insurance@gmail.com |

Policy POCMVGC0100430127 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.

| | |
|--|------------------|
| Insured Name | Mr. LOGANATHAN B |
| Nominee details | |
| Name of the Nominee* | |
| % Share of Claim Amount | |
| Date of Birth* | |
| Age* | |
| Gender (M/F/O) | |
| Relationship with Policyholder* | |
| Mobile No. of the Nominee* | |
| Address of the Nominee | |
| Nominee Email ID | |
| Account Number | |
| IFSC Code | |
| Bank Name | |
| Branch Name | |

*** If Nominee is a minor, give the details of Appointee**

| | |
|-----------------------------------|------------------|
| Insured Name | Mr. LOGANATHAN B |
| Name of Appointee* | |
| DOB* | |
| Gender | |
| Relationship with Nominee* | |
| Address of the Appointee | |
| Appointee Mobile no* | |
| Account Number | |
| IFSC Code | |
| Bank Name | |
| Branch Name | |

Details as shared by you with us is as below.

Your Vehicle Details

| | |
|---|---|
| Registration Number | TN05BT1101 |
| RTO Location | Chennai South (Thiruvanmiyur) [PIN Codes 600002 (except Anna Salai), 600004,05,18,20,22,25,28,36,42,85,86,90,96,113,28, Palavakkam, Kotivakkam] |
| Engine Number | 14CRAIL10BRY531512 |
| Chassis Number | MAT483173JYC06281 |
| First Purchase / Registration Date | 04/09/2018 |
| Year of Manufacture | 2018 |
| Vehicle Make | Tata Motors |
| Vehicle Model | SUPER ACE |

| | |
|---|----------------------|
| Vehicle Variant | Mint BSIV - 2250 GVW |
| Cubic Capacity / Kilo Watt / Gross Vehicle Weight / Horsepower | 2250 |
| Fuel | Diesel |
| Seating Capacity including Driver | 2 |
| Carrying Capacity excluding Driver | 1 |

Expiring Policy Details

| Details | OD Policy Details | TP Policy Details |
|--------------------------|------------------------------------|------------------------------------|
| Insurer Name | Reliance General Insurance Co. Ltd | Reliance General Insurance Co. Ltd |
| Policy Number | 773722323340001818 | 773722323340001818 |
| Policy Start Date | 21/07/2024 | 21/07/2024 |
| Policy End Date | 20/07/2025 | 20/07/2025 |
| Policy Type | Comprehensive | Comprehensive |
| No Claim Bonus % | | NA |
| Claim Made | Yes | Yes |

Coverage & Terms Opted

| | |
|---|--|
| Period of Insurance Own Damage | From:12/08/2025 00:00:00 To:11/08/2026 23:59:59 |
| Period of Insurance Third Party | From:12/08/2025 00:00:00 To:11/08/2026 23:59:59 |
| Period of Insurance PA cover to Owner Driver | From:12/08/2025 00:00:00 To:11/08/2026 23:59:59 |

Insured Declared Value (IDV)

| Vehicle IDV (Rs.) | Electrical Accessories (Rs.) | Non-Electrical Accessories (Rs.) | CNG / LPG Kit (Rs.) | Body Value (Rs.) | Trailer (Rs.) | Total (Rs.) |
|-------------------|------------------------------|----------------------------------|---------------------|------------------|---------------|-------------|
| 270000 | 0 | 0 | 0 | 0 | 0 | 270000 |

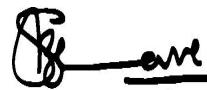
Additional Covers

| | | |
|---|-----|----------|
| Voluntary Excess Opted | | NA |
| PA Cover to Owner Driver of Rs. 15 Lakhs | Yes | |
| PA Cover to Unnamed Passenger / Pillion Rider | | NA |
| PA cover to Paid Driver | No | |
| Legal Liability to Paid Driver / Employees | Yes | 1 , 1 |
| Third Party Property Damage Restriction Limit | | |
| Add on covers - Kindly refer Policy Schedule | | |
| Hypothecation / Lease / Hire Purchaser Name | No | „ |
| Valid PUC certificate will be carried in vehicle | Yes | |
| Policy premium including Tax | | 19792.00 |

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.

| GST TAX INVOICE | | | | | | | | | | | | |
|---|---|--------------------------------|-------------|----------------------|-------------|--|--------------------|---------------|-------------|---------------|--|--|
| GST Invoice No: | 812906848831 | | | | | GST Invoice Date: | 11/08/2025 | | | | | |
| GSTIN/ Unique No: (SBI General) | 33AAMCS8857L1ZJ | | | | | SBI General State | Tamil Nadu | | | | | |
| SBI General Branch Address: | SBI General Insurance Company Limited 9th Floor, A&B Wing, Fulcrum Building, Sahar Road, Andheri East, Mumbai - 400099. | | | | | | | | | | | |
| Details of Policy Holder: | | | | | | | | | | | | |
| Name: | Mr. LOGANATHAN B | | | | | | | | | | | |
| Address: | 15 16 SV COLONY EAST ,7TH STREET ,PALLIVASAL STREET PN ROAD ,CHENNAI , ,Coimbatore ,Tamil Nadu -641602 , . | | | | | | | | | | | |
| Policy Holder State | Tamil Nadu | | | | | Place of supply : | Tamil Nadu | | | | | |
| | | | | | | Whether invoice under reverse charge : | No | | | | | |
| GSTIN/ Unique No: | | | | | | Policy Number | POCMVGC0100430127 | | | | | |
| Insurance Product Name | HSN Code | Premium (without Taxes) | KFC | | CGST | | SGST/ UTGST | | IGST | | | |
| | | | Rate | Amount | Rate | Amount | Rate | Amount | Rate | Amount | | |
| Commercial Vehicle Insurance Policy - Package (Goods Carrying)- Other than Basic TP | 997134 | 1,539.70 | 1% | | 9% | 138.57 | 9% | 138.57 | 18% | 0.00 | | |
| Commercial Vehicle Insurance Policy - Package (Goods Carrying) - Basic TP | 997134 | 16,049 | | | 6% | 962.94 | 6% | 962.94 | 12% | 0.0 | | |
| Total Invoice Value (InFigures) | 19,792 | | | | |  Authorized Signatory | | | | | | |
| Taxes Applicable | 2203.02 | | | | | | | | | | | |
| SBI General Receipt No: | | | | Receipt Date: | 11/08/2025 | | | | | | | |

CUSTOMER INFORMATION SHEET

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

| Sl. No | Title | Description (Please refer to applicable Policy Clause Number in next column) | | Policy Clause Number |
|--------|--|---|--------------------|--|
| 1 | Name of Insurance Product | Commercial Vehicle Insurance Policy - Package (Goods Carrying) | | |
| 2 | Unique Identification Number allotted by IRDAI | IRDAN144RP0002V02201112 | | |
| 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- 270,000.00/- IDV is insured declared value derived basis your invoice price after applying depreciation as per rules mentioned in CIS point number 15. SBIG's liability will be capped at this value. | | 3.Sum insured - insured's declared value (idv) |
| 6 | Policy Coverage (What the policy covers?) | <ul style="list-style-type: none"> Policy covers the following : Loss or damage to your vehicle due to fire, self-ignition, accidental damage, explosion, natural disasters like lightning, earthquake, hurricanes, cyclones, landslides, etc. Third party liability in case of injury/death of the person, or any damage caused to the property of the third party Personal accident covers up to Rs for individual owners while driving. For complete details on the coverage, limits, exclusions, terms & conditions, refer policy wording on www.sbigeneral.in | | 2a. Section I - loss of or damage to the vehicle insured 2b.Section II - liability to third parties 2d. Section III - personal accident cover for owner-driver |
| 7 | Add on Cover | Add On Cover Name | Sum Insured/Limits | 11. Add on covers : Refer the Annexure III |
| 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. /- | | 8. Endorsements, IMT 22 |
| 9 | Exclusions (what the policy does not cover) | The Insurer shall not be liable with respect to <ul style="list-style-type: none"> Damage, theft or loss due to incidents related to the war, invasion, foreign enemy acts, mutiny, rebellion, etc. Driving without a valid licence Driving under the influence of drugs and alcohol Electrical/Mechanical Breakdowns For complete details on the exclusions, refer policy wording | | 5.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 | <p>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.</p> <p>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.</p> <p>The sample claim calculation process is attached as Annexure II</p> <p>A Gross Assessed Liability Rs.20,000 B Less: Depreciation (if applicable) (Rs.4,000) C Net Assessed Liability (A-B) Rs.16,000 D Less: Compulsory Deductible (Rs.2,000) E Net payable amount (C-D) Rs.14,000</p> | 7. Conditions |
| 12 | Policy Servicing - Claim Intimation and Processing | <p>1.Claim intimation & reaching to our designated officials please contact us at</p> <p>Email: customer.care@sbigeneral.in</p> <p>Toll-Free number 18001021111</p> <p>Website: www.sbigeneral.in Whatsapp: 7669800345</p> <p>Mobile app SMS: 561612</p> <p>2. Procedure to be followed for cashless service</p> <p>A. For accidental damage : Contact us as above mention modes</p> <p>B. You will receive a text message with contact details of the surveyor appointed for your claim.</p> <p>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</p> <p>D. Assessment: Loss will be assessed by surveyor as per policy terms and conditions.</p> <p>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.</p> <p>F. Payment to garage: We will process the claim payment in favour of repairer post receipt of the Final document as per survey report and policy terms and conditions</p> <p>3. Procedure to be followed for reimbursement service</p> <p>A. For accidental damage : Contact us as above mention modes</p> <p>B. You will receive a text message with contact details of the surveyor appointed for your claim</p> <p>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</p> <p>D. Assessment: Loss will be assessed by surveyor as per policy terms and conditions</p> <p>E. Repair invoice submission: You have to submit repair invoice to us</p> <p>F. Payment to insured: We will process the claim payment in favour of Insured post receipt of the Final document as per survey report and policy terms and conditions</p> <p>4. Turnaround Time (TAT) for claim settlement</p> <p>A. Time limit for appointment of surveyors - 24 hours from date of intimation of claim</p> <p>B. Submission of survey report - 15 days from the date of appointment of surveyor</p> <p>C. Settlement/rejection of Claim - 7 days after receiving last document</p> <p>5. Escalation matrix when TAT is not satisfied</p> <p>For Queries, Service Request and Non -Health claims Registration Call SBI General Insurance on Toll Free - 18001021111 Email us at : customer.care@sbigeneral.in</p> | |

| | | | |
|-----|--|---|---------------------------------|
| 13 | Grievance Redressal and Policyholders Protection | <p>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.</p> <p>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</p> <p>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</p> <p>List of Grievance Redressal Officers at Branch: https://content.sbigeneral.in/uploads/0449cac1bcd144bbb160d3f6b714fbbd.pdf/</p> <p>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</p> <p>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.</p> <p>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</p> | 10. Grievance Redressal Process |
| 14 | Obligations of prospective Policyholder / Customer | <p>The Policy shall be void and all premium paid hereon shall be forfeited to the Insurer, in the event of misrepresentation, misdescription or non disclosure of any material fact by the policyholder pertaining to the proposal form, written declarations or any other communication exchanged for the sake of obtaining the insurance policy by the Insured</p> <p>Disclosure of other material information during the policy period:</p> <ol style="list-style-type: none"> 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 | <p>The idv calculation is done on below criteria Insured Declared Value (IDV) = (Company's exshowroom price - the depreciation value) + (Cost of car accessories - the depreciation value of these parts)</p> <p>Let us understand how the depreciation rates are used to calculate your car's IDV with the help of the following example.</p> <p>Suppose, you're buying a car for ₹1000000. The moment you drive it out of the showroom, its IDV starts decreasing. The depreciation rate for the first six months is 5%. That means the IDV of your car for the first six months is ₹950000. Similarly, the IDV of your car after six months of buying will be ₹850000, and it'll remain the same till twelve months or one year from the purchasing date. And if your car's age is between four and five years, its IDV will be half of its price.</p> | |

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| 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. | |
|-----|--|--|--|

Declaration by the Policyholder:

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

Place:

Date: _____ (Signature of the Policyholder)

Note: For product related documents including Customer Information Sheet, kindly refer to the below link:

<https://www.sbigeneral.in/downloads>

In case of any conflict, the terms and conditions mentioned in the policy document shall prevail