

Kshema Private Car Package PolicyProspectus**Note:**

This document is only a summary of the features of the policy. Actual Benefits available are as mentioned in the policy and are subject to its terms, conditions, limitations & exclusions.

Introduction:

It covers Vehicles used for social, domestic and pleasure purpose and also for professional purpose (excluding carriage of goods other than samples) of the insured or used by insured's employees for such purpose but excluding use for hire or reward, racing, pace making, reliability trial, speed testing and use for any purpose in connection with the Motor Trade.

Scope of Cover**Section I: Loss of Or Damage to The Vehicle Insured**

Cover for any Partial or Total Loss or Damage to the vehicle due to natural calamities such as - Fire, explosion, self-ignition or lightning, earthquake, flood, typhoon, hurricane, storm, tempest, inundations, cyclones, hailstorms, frost landslides, rockslides etc. Or man – made calamities such as burglary, theft, riot, strike, malicious act, accidental external means, terrorist activity, any damage in transit by road, rail, inland waterway, lift elevator or air, etc.

Section II: Liability to Third Parties

Covers legal liability for third party property damage and third-party bodily injury (including death) due to an accident.

Section III: Personal Accident Cover for Owner-Driver

Personal Accident Cover is provided to the Owner-Driver whilst driving the vehicle including mounting into/ dismounting from or traveling in the insured vehicle as a co-driver.

Add Ons available under this Product:

- NIL Depreciation
- No Claim Bonus Protection
- Engine Protection Cover
- Return to Invoice
- Roadside Assistance Cover
- Consumables Cover
- Additional Towing Charges
- Keys & Locks Replacement Cover

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Sum Insured:

The Insured's Declared Value (IDV) of the vehicle will be deemed to be the 'SUM INSURED' for the purpose of this policy which is fixed at the commencement of each policy period for the insured vehicle. The IDV of the vehicle (and accessories if any fitted to the vehicle) is to be fixed on the basis of the manufacturer's listed selling price of the brand and model as the vehicle insured at the commencement of insurance/renewal and adjusted for depreciation.

Exclusions:

The Company shall not be liable in respect of :

1. Any accidental loss damage and/or liability caused sustained or incurred outside the Geographical Area.
2. Any claim arising out of any contractual liability.
3. Any accidental loss damage and/or liability caused sustained or incurred whilst the vehicle insured herein is:
 - a) Being used otherwise than in accordance with the Limitations as to Use or
 - b) Being driven by or is for the purpose of being driven by him/her in the charge of any person other than a Driver as stated in the Driver's clause.
- 4 i) Any accident loss or damage to any property whatsoever or any loss or expense whatsoever resulting or arising there from or any consequential loss
- ii) Any liability of whatsoever nature directly or indirectly caused by or contributed to or by or arising from ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel. For the purposes of this exception combustion shall include any self-sustaining process of nuclear fission.
5. Any accidental loss or damage or liability directly or indirectly caused by or contributed to or by or arising from nuclear weapons material.
6. Any accidental loss damage and/or liability directly or indirectly or proximately or remotely occasioned by or contributed to or by or traceable to or arising out of or in connection with war, invasion, the act of foreign enemies, hostilities or warlike operations (whether before or after declaration of war), civil war, mutiny rebellion, military or usurped power or by any direct or indirect consequences of any of the said occurrences and in the event of any claim hereunder the Insured shall prove that the accidental loss damage and/or liability arose independently of and was in no way connected with or occasioned by or contributed to or by or traceable to any of the said occurrences or any consequences thereof and in default of such proof the Company shall not be liable to make any payment in respect of such a claim.

Policy Excess/Deductibles –

The Company shall not be liable for each and every claim under Section - I (loss of or damage to the vehicle insured) of this Policy in respect of the deductible stated in the schedule.

CC/KW Category	% of claim amount	Subject to minimum deductible amount
<1500 cc	2%	2500
>=1500cc		5000
<65KW	2%	2500
>=65KW		5000

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No bonus claim:

The insured is entitled for a No Claim Bonus (NCB) on the Own Damage section of the policy, if no claim is made or pending during the preceding year(s), as per the following table:

Clam free years of the Vehicle	% DISCOUNT ON OWN DAMAGE PREMIUM
The preceding year	20%
Preceding 2 consecutive years	30%
Preceding 3 consecutive years	40%
Preceding 4 consecutive years or more	50%

No Claim Bonus will only be allowed provided the policy is renewed within 90 days of the expiry date of the previous policy

Cancellation & Refund of Policy:

- a. You can cancel the policy at any time during the term, by informing us. In case you cancel the policy, you are not required to give reasons for cancellations.

We can cancel the policy only on the grounds of established fraud, by giving minimum notice of 7 days to the policy holder.

- b. Under no circumstances we will cancel statutory Motor Third Party Liability insurance, or any other compulsory insurance mandated by law except in case of double insurance or total loss.
- c. We will –
 - Refund proportion premium for unexpired policy period, if the term of the policy is up to one year and there is no claim(s) made during the policy period.
 - Refund premium for the unexpired policy period, in respect of policy with the term more than one year and the risk coverage for such policy years has not commenced.

Claim Procedure:

On happening of an event, the claim can be intimated in any of the following manner

- 24* 7 Customer Care
- Email to Call centre team (+9104023409918)
- Through Kshema websites

Following information needs to be furnished by you while intimating a claim:

- Your Contact Numbers
- Policy Number
- Name of Insured person
- Date & Time of accident
- Location of Loss
- Brief description on how the accident took place
- Place & contact details of the Insured Person (in case person intimating the claim is other than the insured person)

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Documentation:

- Duly filled and signed claim form
- PAN Card (for individuals)
- Driving license of the driver
- Copy of RC
- Other than the above documents insured is required to submit the Invoice in original in case.

Policy premium:

You can pay your policy premium through debit & credit card issued by your bank, internet banking, wallet/cash card, EMI, UPI (GPay, PhonePe, Paytm, etc.), QR code. Please note, we do not accept payment through any club card or diners' card.

Grievance:

- (a) For resolution of any query or grievance, You may contact the Policy issuing office or email Us at customer.support@kshema.co or through Kshema Application or write to Us at Grievance Redressal Officer, KSHEMA GENERAL INSURANCE LIMITED, Regd. Office #413, 4th Floor, My Home Tycoon, Kundan Bagh, Begumpet, Hyderabad, Telangana, India- 500016.
- (b) If You are not satisfied with the resolution provided, You may escalate to our Nodal Desk E-mail gro@kshema.co or can write to us at the sub section "Grievance Redressal" on our website www.kshema.co (Customer Support section).
- (c) In case Your complaint is not fully addressed by Us, you may use the Bima Bharosa, a Grievance Redressal Portal of IRDAI (Bima Bharosa) for escalating the complaint to IRDAI. Through Bima Bharosa You can register Your complaint online and track its status. For registration, please visit Website <https://bimabharosa.irdai.gov.in/>
- (d) If the issue still remains unresolved, You may, subject to vested jurisdiction, approach Insurance Ombudsman for the redressal of the grievance at <https://www.cioins.co.in>.

STATUTORY WARNING - PROHIBITION OF REBATES (Under Section 41 of Insurance Act 1938)

1) 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 or continuing a Policy accept any rebate, except such rebate as may be allowed in accordance with the published prospectuses or tables of the Insurer. 2) Any person making default in complying with the provisions of this section shall be liable for a penalty which may extend to ten lakh rupees.

This Product prospectus gives the salient features of the product only. For further details on all the conditions and exclusions related to Private Car Package Policy, please refer policy wordings. INSURANCE IS THE SUBJECT MATTER OF SOLICITATION IRDA Registration No. 141