

KSHEMA PASSENGER CARRYING VEHICLE PACKAGE POLICY

PROSPECTUS

Product Introduction

covers Vehicles used for carriage of passenger for hire or reward, except for racing, pace making, reliability trial, speed testing and use for any purpose in connection with the Motor Trade.

Who can buy this Policy?

This Policy can be bought only by the registered owners of Passenger Carrying Commercial Vehicles.

What type of vehicles can be insured under this policy?

This Policy provides cover for all commercial vehicle registered as Passengers Carrying Vehicles.

What does this Policy cover?

I. Loss of or damage to the Vehicle Insured

1. We will pay you against loss or damage to the vehicle insured hereunder and / or its accessories whilst thereon.

- by fire explosion self-ignition or lightning.
- by burglary housebreaking or theft.
- by riot and strike.
- by earthquake (fire and shock damage).
- by flood typhoon hurricane storm tempest inundation cyclone hailstorm frost.
- by accidental external means.
- by malicious act.
- by terrorist activity.
- whilst in transit by road rail inland-waterway lift elevator or air.
- by landslide or rockslide.

II. **Liability to third Party** Subject to the limits of liability as laid down in the Schedule hereto we will pay you in the event of an accident caused by or arising out of the use of the vehicle against all sums which you will become legally liable to pay in respect of:-

- death of or bodily injury to any person caused by or arising out of the use (including the loading and/or unloading) of the vehicle.
- damage to property caused by the use (including the loading and/or unloading) of the vehicle.

III. **Towing Disabled Vehicles**, We will pay You the cost of towing your Vehicle to the nearest Authorized Garage in the event of your vehicle being disabled by any reason of loss or damage covered under Section II of the policy in addition to the amount covered in section II of the policy subject to maximum amount as specified in the schedule and submission of proof of expenses incurred by You.

Provided always that.

- (a) such towed vehicle is not towed for reward.
- (b) We will not be liable by reason of this Section of this Policy in respect of damage to such towed vehicle or property being conveyed thereby.

IV. **Personal Accident Cover for Owner-Driver** Subject otherwise to the terms exceptions

conditions and limitations of this Policy, we 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 or whilst mounting into/dismounting from or traveling in your 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 resulted in total 100 % disability.	100%

Provided Always that:

- 1) 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 our total liability will not exceed the aggregate sum of Rs. 15 lakhs during any one period of insurance.
- 2) 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 is under the influence of intoxicating liquor or drugs.
- 3) Such compensation shall be payable directly to you or your legal representatives whose receipt shall be the full discharge in respect of the injury to you.
- 4) This cover is subject to
 - the owner cum driver is the registered owner of the vehicle insured herein.
 - the owner cum driver is the Insured named in this Policy.
 - the owner cum driver holds an effective driving license, in accordance with the provisions of Rule 3 of the Central Motor Vehicles Rules, 1989, at the time of the accident.

What are the General Exclusion under this Policy?

We will not be liable under this Policy in respect of

- 1) Any accidental loss or 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 your vehicle herein is -
 - being used otherwise than in accordance with the 'Limitations as to Use' or
 - 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) (a) any accidental loss or damage to any property whatsoever or any loss or expense whatsoever resulting or arising there from or any consequential loss

(b) any liability of whatsoever nature directly or indirectly caused by or contributed to by or arising from ionizing radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel. For the purpose 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 by or arising from nuclear weapons material.
- 6) Any accidental loss damage and/or liability directly or indirectly or proximately or remotely occasioned by contributed to 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 consequence 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 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.

What are the Add on Covers available under this policy?

1. NIL Depreciation add-on
2. No Claim Bonus Protection
3. Engine Protection Cover add-on.
4. Return to Invoice add-on.
5. Consumables Cover
6. Additional Towing Charges

Is free look period and grace period being available for this policy?

Free look period and grace period are basically applied for the health and life policies, as this is a basic general insurance policy above both are not applicable.

What are the discounts available under this policy?

- Specially designed/modified vehicles for the blind, handicapped and mentally challenged persons - 50% of motor own damage premium.
- No Claim Bonus.

What are the factors which include discounts/loadings in the insured policy?

- Vehicle Category
- Manufacturer make and/or model.
- Use of the vehicle – Internal/Public places
- Safety features and ADS mechanisms
- Anti-theft devices and/or features
- Experience of the driver
- Number vehicles insured by the customer/dealer
- Voluntary Deductible (if applicable)
- Type of material of fuel tank

What is the percentage of depreciation based on the age of the vehicle?

AGE OF VEHICLE	% OF DEPRECIATION FOR FIXING IDV
Not exceeding 6 months	5%
Exceeding 6 months but not exceeding 1 year	10%
Exceeding 1 year but not exceeding 2 years	20%
Exceeding 2 years but not exceeding 3 years	30%
Exceeding 3 years but not exceeding 4 years	35%
Exceeding 4 years but not exceeding 5 years	40%
Exceeding 5 years but not exceeding 6 years	45%
Exceeding 6 years but not exceeding 7 years	50%
Exceeding 7 years but not exceeding 10 years	55%
Exceeding 10 years but not exceeding 15 years	60%
Beyond 15 years	70%

What is the Depreciation percentage on parts replaced?

Age of the Vehicle	Depreciation % on parts replaced including painting material and glass
Upto 1 year	15%
1 year to 2 year	30%
2 year to 3 year	40%
3 year to 4 year	50%
4 year to 5 year	55%
5 year to 6 year	65%
6 year to 7 year	70%
Above 7 year	75%

What if I want to cancel my policy?

- a. You can cancel the policy at any time during the term, by informing us. In case you cancels 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.

How can I pay my 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.

What is the tenure under the policy?

Policy Tenure is of One Year.

How much No Claim Bonus I can get if I will not meet with any accident?

NO CLAIM STATUS	% DISCOUNT ON OWN DAMAGE PREMIUM
No claim made or pending during the preceding full year of insurance	20%
No claim made or pending during the preceding 2 consecutive years of insurance	30%
No claim made or pending during the preceding 3 consecutive years of insurance	40%
No claim made or pending during the preceding 4 consecutive years of insurance	50%

What to do in case of Claim?

Claim Process

- Customer can call our customer services Executive @1800 572 3013 or mail to customer.support@kshema.co or directly walk-in to any of our offices and can get his/her claim registered with us.
- Surveyor / In house Loss Assessor shall reach the place of survey within 6 hours of intimation of claim in case of Local Surveys and within 48 hours for Outstations.
- Settlement Advice together with discharge voucher is sent within 7 days from the date of receipt of all documents.

The following basic Claim documents have to be submitted by you.

- Claim Form.
- Vehicle Registration Certificate (RC Book).
- Driving Licence of Driver at the time of Loss.
- Estimate.
- Address Proof- Electric Bill / Voter Card/ Passport / Adhar Card.
- Identity Proof- Adhar Card / Pan Card.
- CKYC form.
- Discharge cum Satisfaction Voucher.
- Payment Receipt (If non cashless case).
- Neft Mandate Form / Cancel CTS Chq / Passbook.
- Police FIR copy (in case of Full theft or TP injury) and also in case of any malicious act.
- Punchnama (in case of Partial Theft or TP injury).
- Postmortem Report (In case of driver death).
- MLC report (In case of Driver / passenger Injury/Driver death).
- Repair Bill (After completion of repair work).

*If TP injury

- Above documents with Police FIR copy, Punchnama copy, MLC report.

*If Driver death.

- Above product wise basic documents with Police FIR copy, Punchnama copy, MLC reports, Post Mortem report.

Additional Document for Total Loss / Constructive Total Loss Motor OD Claims If opted RTI cover.

- Original Sale Invoice in Name of Insured, Notarised Consent.

For Hypothecated cases.

- Loan Account Statement, NEFT details of Loan Account, Foreclosure Letter.

If no Hypothecation Or after Loan Closer

- Bank NOC and Form 35 duly stamped and signed by Financer, Notarized Consent from Insured.

Please Note

- Insured and Driver Google Timeline, Fast Tag Statement, Toll receipts will require to confirm Loss Place date, time.
- In case of 2nd owner without Hypothecation then may require ITR copy.

Additional documents may be asked for in case there is any ambiguity in the admissibility of the claim.

What to do if I have any query or 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>.

