Kshema Two-Wheeler Standalone Own Damage Policy

Customer Information Sheet

Annexure C

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 No/ Section
1	Name of Insurance Product	Kshema Two-wheeler Standalone own damage policy	
2	Unique Identification Number allotted by IRDAI	UIN to be mentioned	
3	Structure/Type of Insurance Product	**Indemnity basis:** We shall pay you in the event of accident caused by or arising out of the use of the Motor Vehicle anywhere in India against all sums including claimant's costs and expenses in loss of or damage to the vehicle insured subject to terms, conditions, limitations, exceptions given in the policy schedule with wording.	Section II
4	Sum Insured	SUM INSURED - INSURED'S DECLARED VALUE (IDV) 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 (as per scheduled below)	
5			Section II

	Interests Insured/Segments for coverage	Two-wheeler vehicle owners with Valid and effective Driving License.	
6	Policy Coverage (What the policy covers?)	**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. a) by fire explosion self-ignition or lightning; b) by burglary housebreaking or theft; c) by riot and strike; d) by earthquake (fire and shock damage) ; e) by flood typhoon hurricane storm tempest inundation cyclone hailstorm frost; f) by accidental external means; g) by malicious act; h) by terrorist activity; i) whilst in transit by road rail inland- waterway lift elevator or air. j) by landslide or rockslide	Section II
7	Add on cover	Below are the Add-on covers available for 'YOU' to choose: 1. Nil depreciation cover 2. Return to Invoice cover (Liability is up to the invoice value in the receipt) 3. Roadside Assistance (Limits as mentioned in the Add-on Wordings) 4. The engine protect add-on cover (Maximum liability is up to the value of the engine) 5. No Claim Bonus protection.	
8	Loss Participation	**Excess/Deductible:**	Section II

		As mentioned in the Policy wordings. a) 1st claim -- 0.5% of SI min of 500 and max of 5000 for Two wheelers. b) 2nd claim onwards-- 1% of SI min 750 and max of 7500 for Two wheelers.	
9	Exclusions (what the policy does not cover)	(Applicable to all Sections of the Policy) The Company shall 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 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 accidental 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 by or arising from ionising 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 war like 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	Section III

		Company shall not be liable to make any payment in respect of such a claim.	
10	Special Conditions and warranties (if any)	You / whoever so driving the vehicle should have the Valid and Effective Driving License You / whoever so have to take all the reasonable precautions to prevent accidents and shall comply with all statutory obligations. Cancellation: 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. • *"In case a claim is intimated on the policy, no premium shall be refunded upon cancellation under any circumstances".*	
11	Admissibility of Claim	Principle OD Admissibility: Is any loss of or damage to the vehicle. Denial of claims: By exclusion as mentioned. 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. • 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 the insured. Basic Documents: • Motor Claim Form • Copy of Registration Certificate • Copy of Driving License • FIR in case of TP Injury/Death Case Date and Time of Accident.	
		Mention the claim calculation process giving an example for retail products. Sum insure/IDV: 50,000. Claim Details: Accident to the motorcycle, cause damage to different parts of the vehicle. Age of the vehicle is 2-3 years Depreciation: 30% Final Claim Settlement: Claim Payable is Rs 35,000.	
12	Policy Servicing - Claim Intimation and Processing	Toll free / IVRS number of the insurer: Toll free No.1800 572 3013 Website / Email: Visit www.kshema.co OR customer.support@kshema.co Details of designated company officials to be contacted in time of claim: • You or someone claiming on behalf must inform us in writing immediately and in any event within 30 days. • However, where the circumstances of a claim warrant an investigation in the opinion of the Company, it shall initiate and complete such investigation at the earliest, in any case not later than 30 days from the date of receipt of last necessary document. In such cases, the Company shall settle or reject the claim within 45 days from the date of receipt of last necessary document. • Upon acceptance of an offer of settlement as stated above by the insured person, the payment of the amount due shall be made within 7 days from the date of acceptance of the offer by the company.	Section V
13	Grievance Redressal and	The protection of policyholders' interests is a fundamental aspect of the insurance industry aimed at safeguarding the rights and ensuring fair treatment of individuals or entities holding insurance policies. Various regulatory	Section V

	Policyholders Protection	frameworks, guidelines, and industry practices are in place to uphold the interests of policyholders in order to ensure Transparency & disclosures, Fair treatment, Compliance with regulations, Privacy and data protection, Prompt claims settlement, Grievance Redressal Mechanisms etc
		Details of Grievance Redressal Officer of the insurer: Chief Grievance Officer at gro@kshema.co
		Bima Bharosa Portal: https://bimabharosa.irdai.gov.in/
		Ombudsman: http://www.cioins.co.in/ombudsman.htm

S.No	State name	City	Phone number	Mail ID
1	Gujarat	Ahmedabad	079 - 25501201 /02	oio.ahmedabad@cioins.co.in
2	Karnataka	Bengaluru	080 - 26652048 / 26652049	oio.bengaluru@cioins.co.in
3	Madhya Pradesh	Bhopal	0755 - 2769201 / 2769202 / 2769203	oio.bhopal@cioins.co.in
4	Orissa	Bhubaneshwar	0674 - 2596461 /2596455/ 2596429/ 2596003	oio.bhubaneswar@cioins.co.in
5		Chandigarh	0172- 2706468	oio.chandigarh@cioins.co.in
6	Tamil Nadu	Chennai	044 - 24333668 / 24333678	oio.chennai@cioins.co.in
7		Delhi	011 - 46013992 /23213504/23232481	oio.delhi@cioins.co.in
8	Assam	Guwahati	0361 - 2632204 / 2602205 / 2631307	oio.guwahati@cioins.co.in
9	Telangana	Hyderabad	040 - 23312122 / 23376991 / 23376599	oio.hyderabad@cioins.co.in

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<tr><td>10</td><td>Rajasthan</td><td>Jaipur</td><td>0141-2740363</td><td>oio.jaipur@cioins.co.in</td></tr>
<tr><td>11</td><td>Kerala</td><td>Kochi</td><td>0484 - 2358759</td><td>oio.ernakulam@cioins.co.in</td></tr>
<tr><td>12</td><td>West Bengal</td><td>Kolkata</td><td>033 - 22124339 / 22124341</td><td>oio.kolkata@cioins.co.in</td></tr>
<tr><td>13</td><td>Uttar Pradesh</td><td>Lucknow</td><td>0522 - 4002082 / 3500613</td><td>oio.lucknow@cioins.co.in</td></tr>
<tr><td>14</td><td>Maharashtra</td><td>Mumbai</td><td>022 - 69038800 /27/29/31 /32/33</td><td>oio.mumbai@cioins.co.in</td></tr>
<tr><td>15</td><td>Uttar Pradesh</td><td>Noida</td><td>0120-4027589</td><td>oio.noida@cioins.co.in</td></tr>
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<tr><td>17</td><td>Maharashtra</td><td>Pune</td><td>020-24471175</td><td>oio.pune@cioins.co.in</td></tr>
<tr><td>18</td><td>Maharashtra</td><td>Thane</td><td>022-20812868 /69</td><td>oio.thane@cioins.co.in</td></tr>
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Toll free No.1800 572 3013 or email us at customer.support@kshema.co
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<td>Obligations of prospective Policyholder / Customer</td>
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To disclose all material information at time of filling the proposal form:

Insured is at obligation to disclose all material information in the Proposal form. The Company can cancel the policy only on the grounds of established fraud, by giving minimum notice of 7 days to the policy holder.
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In case of any change / modification / addition to the already declared information the same shall be brought to the notice of the insurer immediately.
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Non-disclosure of material information may affect the claim settlement.
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<td>Section IV</td>
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		Disclosure of other material information during the policy period: Insured can contact our Customer Services over phone at the Toll-free No.1800 572 3013 or write to us at customer.support@kshema.co to intimate any change to the material information affecting the policy		
		Insured to specify the information: 1. Insured details: Like Age, Occupation, gender etc. 2. Risk Details: Like place of occupation, Consumption of narcotics etc. 3. Previous Insurance details: Details of any past insurance/claim details. 4. Usage of the vehicle 5. Any Other insurance policies currently.		

Declaration by the Policyholder.

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

Place: (Signature of the Policyholder)

Date:

Note:

1. You may go through the policy related documents including CIS on our website at https://kshema.co/
2. In case of any conflict, the terms and conditions mentioned in the policy document shall prevail.