Kshema Two-Wheeler Package Policy

Prospectus

Product 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.

What does this Policy cover?

The Policy covers loss or damage to the vehicle insured arising out of:

- Fire, explosion, self-ignition, lightning, burglary, theft, riot, strike, malicious act, terrorism, earthquake, flood, typhoon, accidental external means, landslide or rockslide, road/rail/inland waterway/air transit
- It also provides cover against Legal Liability to third party personal injury and property damage arising out of an accident involving the vehicle as required under Motor Vehicle Act.
- The Policy further provides for compulsory Personal Accident cover for owner driver.

What are the Add Ons available under this product?

1. NIL Depreciation
2. No Claim Bonus Protection
3. Engine Protection Cover
4. Return to Invoice
5. Roadside Assistance Cover

For detailed add-on wordings kindly refer add-on wordings from our website www.kshema .co

What are the Exclusions in 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 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 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 you have to 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, we will not be liable to make any payment in respect of such a claim.
7. We will 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.

What are the discounts available under this policy?

- **Discount for membership of recognised automobile association** – 5% of motor own damage premium subject to a maximum of Rs. 200
- **Discount for specially designed/modified vehicles for the blind, handicapped and mentally challenged persons** - 50% of motor own damage premium

What area the factors which can impact your discounts/loadings?

- Vehicle Category
- Manufacturer make and/or model.
- Safety features
- Experience of the driver
- Number of vehicles insured by the customer/dealer
- Voluntary Deductible (if applicable)

Other Salient Features

- For claims free experience, discount available on subsequent renewals.
- Discount for opting higher voluntary excess
- Concession for specially designed/modified vehicle for blind, handicapped and mentally challenged persons
- Depreciation, for the parts needing replacement in the accident is defined.

The Policy does not cover the following:

- Any accidents outside the Geographical Area
- Consequential loss, normal wear, and tear
- Driving without valid and effective license for the class of vehicle.
- Driving under the influence of liquor/drugs

- Vehicle not being used as per Limitation as to use defined.

Claim Procedure:

1. On happening of an event, the claim can be intimated in any of the following manner
   ▪ 24* 7 Customer Care
   ▪ Email/Call to Call Centre team (+9104023409918)
   ▪ Through Kshema websites (www.kshema.co)

2. 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)
3. 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.
4. Additional documents may be asked for in case there is any ambiguity in the admissibility of the claim.

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.

How can I transfer my No Claim Bonus to a new vehicle?

Existing vehicle has to be sold off on the basis of which an NCB reserving letter would be issued by the existing insurer. On the basis of the NCB reserving letter, this benefit can be transferred to the new vehicle.

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 (Google Pay, Phone Pe, Paytm, etc.), QR code. Please note, we do not accept payment through any club card or diners' card.

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

Age of the vehicle	Depreciation % on parts replaced including painting material and glass
Up to 1 year	10%
1 year to 2 years	20%
2 years to 3 years	30%
3 years to 4 years	40%
4 years to 5 years	50%
5 years to 6 years	55%
6 years to 7 years	60%
Above 7 years	65%

What is the Schedule of Depreciation of fixing IDV?

AGE OF THE 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	40%
Exceeding 4 years but not exceeding 5 years	50%
Exceeding 5 years but not exceeding 6 years	55%
Exceeding 6 years but not exceeding 7 years	60%
Beyond 7 years	As mutually agreed by Insurer and Insured.

What all are the conditions for the cancellation of this policy?

Cancellation Clause:

a) The policyholder can cancel the policy at any time during the term, by informing the Company. In case the Policyholder cancels the policy, he/she is not required to give reasons for cancellations.
   The Company 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, Company cancels the compulsory insurance mandated by law except in case of double insurance or total loss.
c) The Company shall –
   i) 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.
   ii) 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.
   iii) *"In case a claim is intimated on the policy, no premium shall be refunded upon cancellation under any circumstances".*

What 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.