

CUSTOMER INFORMATION SHEET

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

|--|

Sr. No	Title	Description (Please refer to applicable Policy Clause Number in next col	umn)		Policy Clause Number	
1.	Name of Insurance Product	Commercial Vehicle Package policy	Policy Schedule			
2.	Unique Identification Number (UIN) allotted by IRDAI	IRDAN190RP0044V01100001			Policy Schedule	
3.	Structure	Indemnity Basis: Section I Own Damage and Section II Liabil Benefit Basis: Section III Personal Accident Cover for Owner	=		Policy Schedule	
4.	Interests Insured	 Motor Own Damage Motor Third Party Liability Motor Personal Accident (if opted by you and as m 	nentioned in your policy	schedule)	Policy Schedule	
5.	Sum Insured / Motor Insured Declared Value Scope	Section I – Loss of Or Damage To The Vehicle Insured: The IDV of the vehicle (and any fitted accessories) is based on the manufacturer's listed selling price of the brand and model at the start of insurance or renewal, adjusted for depreciation. For vehicles over 5 years old and obsolete models, the IDV is determined by agreement between the insurer and insured. The IDV is considered the 'Market Value' throughout the policy period without further depreciation for Total Loss (TL) or Constructive Total Loss (CTL) claims. A vehicle is deemed a CTL if the cost of retrieval and/or repair, subject to terms and conditions of the policy exceeds 75% of the IDV Below is the illustration table showing depreciation for arriving at IDV for vehicles aged up to 5 years.				
		Age of Vehicle	% of Depreciation for Fixing IDV			
		Not Exceeding 6 months	5%			
		Exceeding 6 months but not exceeding 1 year	15%			
		Exceeding 1 year but not exceeding 2 years	20%			
		Exceeding 2 years but not exceeding 3 years	30%			



					WINDAMON		
		Exceeding 3 years but not exceeding 4 years	40%				
		Exceeding 4 years but not exceeding 5 years	50%				
		manufacturers have discontinued to manufacture) is to be	ween				
		the insurer and the insured.			Costion II Lightlitu		
		Section II- Liability to Third Party			Section II- Liability to Third Parties		
		For Third Party Death / bodily injury – No Limit (Motor Accid	dents Claim Tribu	unal decides the third-party insurar	nce (to fill d Parties		
		claim amount)					
		For Third Party Property Damage- Upto INR 7.5 lakhs					
		Section III - Personal Accident Cover For Owner-Driver (if C	pted and show	n in the Policy Schedule):			
		Benefit payment up to 15 Lakhs basis below scale		T	Section III - Personal		
		Nature of injury		Scale of Compensation	Accident Cover For		
		i) Death	1. 6	100%	Owner-Driver		
		ii) Loss of two limbs or sight of two eyes or one limb and si	ght 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	100%	Section I – Loss of o		
6.	Policy Coverage 1. Loss or Damage to Insured Vehicle						
		We will make good the losses caused to the vehicle and/or its accessories while fitted on the vehicle due to: (i) Fire explosion self-imition or lightning: (ii) Fire explosion self-imition or lightning:					
		(i) Fire, explosion self-ignition or lightning;		Burglary, housebreaking or theft;	Vehicle Insured		
		(iii) Riot and strike;		Earthquake (Fire and Shock Damag Accidental external means;	ge);		
		(v) Flood, typhoon, hurricane, storm, tempest, inun cyclone, hailstorm, frost;	dation, (vi)	Accidental external means;			
		(vii) Malicious act;	(viii)	Terrorist activity;			
		(ix) whilst in transit by road rail inland - waterway lift e	levator (x)	Landslide, rockslide.			
		or air;					
		2. Liability To Third Parties					
		We will indemnify against legal liabilities with respect to	_	=			
		a) Death of or bodily injury to any person including occupants carried in the vehicle (provided such occupants and not carried for hire or reward) but except so far as it is necessary to meet the requirements of Motor Vehicle					
		Act, the Company shall not be liable where such death or injury arises out of and in the course of th					
		employment of such person by the insured.					
		 b) Damage to property of the third party other than custody or control of the Insured. 	property belong	ing to the insured or held in trust of	or in the		
		c) Legal liability for death or bodily injury to employ	ees whilst trave	lling/getting in or alighting from i	nsured's		
		vehicle (including paid driver).	ccs willist tidve	ming/ getting in or alignting Holli I	iisuicu s		



			45SURANCE
		3. Personal accident cover for owner-driver (if opted and shown in the Policy Schedule)	Section III - Personal
		We will compensate for bodily injury/ death sustained by the owner-driver of the vehicle up to Rs. 15 lakhs during	Accident Cover For
		any one period of insurance.	Owner-Driver
7.	Available Add on for the said Product (Within the territory of India only)	Following Add-on covers are applicable under your policy. (Only Add-On covers opted by you and mentioned in the policy schedule will be applicable to your Policy)	
		1. Nil Depreciation Cover(Under All Commercial Vehicles Except 'E', 'F' & 'G')	
		In the event of any partial loss claim admissible under this Add On Cover, no depreciation shall be deducted for the	
		replaced parts including tyres, tubes, rubber/plastic, payable under the claim for the specified number of times	
		mentioned in the policy schedule.	
		2. Consumable Items (Under All Commercial Vehicles Except 'E', 'F' & 'G')	
		This covers the cost of consumables, such as nut and bolt, screw, washers, grease, lubricants, clip, AC gas, bearings,	
		distilled water, engine oil, oil filter, fuel filter, brake oil and items of similar nature excluding fuel, required to be	
		replaced/replenished arising from an accident to the insured vehicle.	
		3. Engine Protect (Under Passenger Carrying Vehicles seating capacity up to 1+9 only)	
		This Add On Cover indemnifies the expenses incurred in repair or replacement due to consequential damages	
		arising out of water ingression / leakage of lubricating oil, coolant and damage to vehicle's under carriage arising	
		out of any accidental external means, leading to loss or damage to Engine and Engine Parts, Transmission or	
		Differential Parts Assembly and Parts and Gear Box and Gear Box Parts of the Insured's vehicle.	
		4. Return to Invoice (Under Passenger Carrying Vehicles seating capacity up to 1+9 only)	
		This Add On Cover indemnifies the Insured with On Road Price of the insured vehicle in case of Constructive Total	
		Loss / Total Loss / Theft claim which includes Total Ex-showroom price as on date of loss and accessories if any	
		installed in the car at the time of purchase and included in IDV, Road Tax, Registration charges, First Year Insurance	
		Premium at the time of purchase.	
		5. Key Protect (Under Passenger Carrying Vehicles seating capacity up to 1+9 only)	
		This Add On Cover indemnifies the Insured the cost incurred towards repairing/ replacing the vehicle keys which	
		are lost, misplaced, stolen or the vehicle lock is broken at the time of burglary or attempted burglary, theft or	
		attempted theft, damage to the keys arising out of an accident by a new set of lock/ lock set (including lock	
		mechanism) & keys including locksmith charges during the Policy.	
		6. Tyre and alloy cover (Under Passenger Carrying Vehicles seating capacity up to 1+9 only)	
		Under this cover, the Company undertakes to pay for repair and/or replacement of tyres damaged due to cut, burst,	
		bulge or continuous running under deflated condition. The company also undertakes to pay for replacement of	
		standalone tyre/alloy/rim if damaged or deformed.	
		7. Battery protect (Under Passenger Carrying Vehicles seating capacity up to 1+9 only)	
		Covers the cost of battery repair or replacement due to consequential damages. In addition to this, the damage to	



	T							ASSURANCE CONTINUE OF THE PROPERTY OF THE PROP
		cove mou	red. Further transportation	on charges up to Rs. OEM with insured	5,000/- are also covere vehicle due to loss by b	vehicle or inside the vehic d. The Insured can also op urglary, housebreaking or	t to cover wall	
		Sr. No	Add-On		Sum / Limit Insured			
		1	Nil Depreciation		Actual cost without	deduction towards deprec	iation	
		2	Consumables cover		Actual cost of consu	mable items		7
		3	Engine Protect		·	ue which is the cost of a n tial assembly will be subjec	J	
		4	Return to invoice		As per the cover teri	ns		
		5	Road Side Assistance		-			
	6 7		No Claim Bonus Protection Cover		-			
			Road Tax cover Maximum liability shall be limited to the Sum I		nsured	_		
8.	Loss Participation	Compulso	ry Deductible - applicable	only for Section-I of	f the Policy			Section I – Loss of or
				TYPE OF VE	HICLE		Comp. Excess	Damage to The Vehicle Insured
							AMT	
				Goods carrying		Passenger carry	(Rs)	
		Commercial Vehicles		< 7500 Kg.GVW		< 17 passengers	500/-	
	than ve		chicles rateable under	> 7500 Kg.GVW	& < 16500 Kg. GVW	> 17< 36 passengers	1000/-	
			-D,E,F and G of CVT)	> 16500 Kg. GVV	V	> 36 passengers	1500/-	
			Taxis and 3 Wheelers rated as Commercial Vehicles (< 1			L500cc)	500/-	
			Taxis and 3 Whe	eelers rated as Cor	nmercial Vehicles (> 1	.500 cc)	1000/-	
				Motorized Two	Wheelers		100/-	



	,		
9.	Exclusions	General Exclusions	General Exclusions
ļ	ı	1. Any accidental loss or damage and/or liability caused sustained or incurred outside the Geographical Area.	
ļ	I	2. Any claim arising out of any contractual liability;	
ļ	I	3. Any accidental loss or damage and/or liability caused sustained or incurred whilst the vehicle insured herein is being	
	I	used otherwise than in accordance with the 'Limitations as to Use' or being driven by or is for the purpose of being	
1	I	driven by him/her in the charge of any person other than a Driver as stated in the Driver's Clause.	
1	I	4. Any accidental loss or damage to any property whatsoever or any loss or expense whatsoever resulting or arising	
1	I	there from or any consequential loss.	
1	I	5. Any liability of whatsoever nature directly or indirectly caused by or contributed to by or arising from ionising	
1	I	radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion	
1	I	of nuclear fuel. For the purpose of this exception combustion shall include any self-sustaining process of nuclear	
1	I	fission;	
1	I	6. Any accidental loss or damage or liability directly or indirectly caused by or contributed to by or arising from nuclear	
	ı	weapons material.	
	I		
1	I	7. We will not cover any accidental loss, damage, or liability caused directly or indirectly by war, invasion, acts of	
1	I	foreign enemies, hostilities (whether before or after a declaration of war), civil war, mutiny, rebellion, military or	
1	I	usurped power, or any consequences of these events. In the event of a claim, the insured must prove the loss or	
1	I	damage arose independently of these occurrences. Without such proof, the Company is not liable for the claim.	
1	I	8. DEDUCTIBLE: We shall not be liable for each and every claim under Section - I (loss of or damage to the vehicle	
1	I	insured) of this Policy in respect of the deductible stated in the Schedule.	
	I	9. For more detailed exclusions, please refer to your policy wordings here http://www.newindia.co.in	
10.	Special Conditions and	Warranty	
1	Warranties (if any)		
1	I	1. It is hereby warranted the coverage under this Policy commences only from the Risk Start time and Date as	
1	I	mentioned in the Policy schedule. No Liability shall attach under this Policy in respect of any Accident/Loss prior to	
1	I	the time and date of commencement of Period of Insurance. If this policy is preceded by break-in insurance, it is	
1	I	expressly agreed and understood that there will be no liability for any loss or damage that has occurred prior to the	
		date of commencement mentioned in the schedule.	
		Special conditions	
	ı		
	ı	1. The Company may at its own option repair reinstate or replace the vehicle or part thereof and/ or its accessories or	
	ı	may pay in cash the amount of the loss or damage and the liability of the Company shall not exceed:	
	ı	a. For total loss / constructive total loss of the vehicle -the Insured's Declared Value (IDV) of the vehicle	و
	ı	(including accessories thereon) as specified in the Schedule less the value of the wreck.	
	-		



			 for partial losses, i.e. Losses other than Total Loss/Constructive Total Loss of the vehicle -actual and reasonable costs of repair and/or replacement of parts lost/damaged subject to depreciation as per limits specified. 	
		2.	The insured shall take all reasonable steps to safeguard the vehicle from loss or damage and to maintain it in	
			efficient condition and the Company shall have at all times free and full access to examine the vehicle or any part	
			thereof or any driver or employee of the insured. In the event of any accident or breakdown, the vehicle shall not	
			be left unattended without proper precautions being taken to prevent further damage or loss and if the vehicle be	
			driven before the necessary repairs are effected any extension of the damage or any further damage to the vehicle	
			shall be entirely at the insured's own risk.	
		3.	The Insured should expeditiously provide the Insurer and its representatives and appointees with all the	
		-	information, assistance, records and documentation that they might reasonably require, and	
		4.	The Insured should allow the Insurer and its representatives and appointees to inspect the Insured Vehicle or any	
			other material items.	
		5.	You must have a valid Pollution Under Control (PUC) certificate and/or Vehicle Fitness Certificate, Permit (if	
			applicable) at the start of the policy and ensure they stay up to date throughout the policy period. This keeps your	
			coverage smooth and uninterrupted	
		6.	Limitations of Usage: The policy covers your vehicle for all purposes except using it for hire, carrying goods (except	
			personal luggage), organized racing or speed tests, and motor trade activities.	
		7.	Driver's Clause: The policy covers any driver, including you, as long as you have a valid driving license at the time of	
			the accident and are not disqualified from holding one, or if you have a learner's license that follows Rule 3 of the	
			Central Motor Vehicles Rules, 1989	
			Important Notice: If your vehicle is used outside the terms of this policy, the same will not be covered	
11.	Admissibility of Claim	1.	You shall take all reasonable steps to safeguard the vehicle insured from loss or damage and to maintain it in efficient condition.	
		2.	Notice of claim must be given by you to us immediately after an actual or potential loss begins or as soon as	
			reasonably possible after actual or potential loss begins.	
		3.	In the event of any accident or breakdown, the vehicle insured shall not be left unattended without proper	
			precautions being taken to prevent further damage or loss and if the vehicle insured be driven before the necessary	
			repairs are effected, any extension of the damage or any further damage to the vehicle shall be entirely at your	
			own risk.	
		4.	If the claim is for theft, insured should report to the Police as well as insurer immediately and obtain an FIR or a	
			written acknowledgement from the Police authorities.	
		5.	We shall not cover any expense arising or resulting from or traceable to an accident happening whilst You are under	
			the influence of intoxicating liquor or drugs.	
			The driver at the time of accident holds a valid & effective driving license.	
		7.	The insured vehicle is driven in within the specified geographical limits.	



					ASSURANCE S		
				standard policy conditions. E.g. Mechanical failure / V	Wear & Tear		
		Sample Claims Calculation:					
		Α	Gross Assessed Liability	₹10,000			
		В	Less: Depreciation (if applicable)	(₹4,000) (Based on age of vehicle)			
		С	Net Assessed Liability (A-B)	₹6,000			
		D	Less: Compulsory Deductible	(₹2,000) (Based on compulsory deductible as			
				per sl no.8)			
		E	Net payable amount (C-D)	₹4,000			
		•	Claims will be admissible under Thir	d Party Liability Claims only if your vehicle has caused	accidental bodily injury		
			or damage to property of third part	y.			
		•	Claim will be admissible under Pers	sonal Accident Cover for Owner Driver only if you ha	ave received accidental		
			bodily injury while driving or moun	ting into/dismounting from the vehicle insured or w	hilst traveling in it as a		
			co-driver.				
		•		t the local police station. All third-party liability claim	s are settled in a Motor		
				he third party must file a case at the local tribunal.			
12.	Policy Servicing -	The insured/ claimant may intimate claim to The New India Assurance Co Ltd via-					
	Claim Intimation and	Website – www.newindia.co.in					
	Processing	•	• Toll Free Number – 1800-209-1415				
		•	Email – nia.[office code]@newindia.co.in				
		• D					
		•	Intimation of claim to Insurance C	ompany through various mediums available			
		•	Deputation of surveyor by Insuran	ice Company			
		•	Documents are verified by the	surveyor, and if all documents are in order, repa	air approval is shared		
			immediately				
	Once the repair works are completed by the workshop, re-inspection of the vehicle may be carried out, if				may be carried out, if		
			required.				
		•		e to Insurance Company in case of cashless claims, c	· · · · · · · · · · · · · · · · · · ·		
			• • •	can take delivery of vehicle. The insurance claim amo	unt will be paid directly		
			to the network garage.				
		•		nsured will have to submit repair invoice in original an	d any other documents		
			are pending. The Claim amount w	ill be reimbursed to insured.			



		Turn Around Time (TAT) for claims settlement		
		Initial Survey	Within 24 hours from the time of intimation of claim to Insurance Company	
		Obtaining Survey report by Insurance Company	Within 15 days of allocation	
		Approval /Rejection of Claim after receiving first/addendum survey report	With 7 days from the date of receipt of Survey Report with all relevant claim documents.	
13.	Grievance Redressal and Policyholders Protection	Insurance Ombudsman of the respective area/region for re	ent e through above methods, you may also approach the office edressal of grievance as per Insurance Ombudsman Rules 201 ailable at IRDAI website www.irdai.gov.in or General Insuran on company website www.newindia.co.in .	17.
14.	Obligations of the Policyholder	 You are advised to go through the policy schedule cuand declaration provided by you. In case of any change / modification / addition to the the notice of the insurer immediately Transcript of Information & Declaration is also proveror / discrepancy is found in respect of vehicle detait should be brought to our notice within 15 days of supporting documents, otherwise it will be deemed a) Please note that any fraud will lead to cancellat 	ion of Policy ab initio with non-consideration of claim, if any pact the claim settlement. Material facts include vehicle deta	ny ou, he



Place:	
Date:	(Signature of the Policyholder)

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