

## Customer Information Sheet/Know Your Policy

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

Sr. No.	Title	Description (Please refer to applicable Policy Clause Number in next column)	Policy Clause No.															
1.	Name of Insurance Product	Auto Secure – Private Car Package Policy																
2.	Unique Identification Number (UIN) allotted by IRDAI	IRDAN108RPMT0002V02200001																
3.	Structure	Basis of Sum Insured: Indemnity																
4.	Interests Insured	Private Car																
5.	Sum Insured / Motor Insured Declared Value Scope	<p><b>Section I – Loss Of Or Damage To The Vehicle Insured:</b></p> <p>The IDV (Insured Declared Value) 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.</p> <p>The IDV is considered the 'Market Value' throughout the policy period without further depreciation for Total Loss (TL) or Constructive Total Loss (CTL) claims. In accordance with the policy's terms and conditions, a vehicle is considered a CTL if the cost of retrieval and/or repair exceeds 75% of its IDV.</p> <p><b>Illustration - IDV Calculation</b></p> <table border="1"> <tbody> <tr> <td>A</td> <td>Ex-showroom price (as on date of purchase)</td> <td>₹1,00,000</td> </tr> <tr> <td>B</td> <td>Age of the Car</td> <td>1 year</td> </tr> <tr> <td>C</td> <td>Year of Registration</td> <td>May, 2023</td> </tr> <tr> <td>D</td> <td>Proposed Policy inception date/month</td> <td>June, 2024</td> </tr> <tr> <td>E</td> <td>Depreciation as per scale (Car is &gt;1 year and &lt; 2years)</td> <td>20%</td> </tr> </tbody> </table>	A	Ex-showroom price (as on date of purchase)	₹1,00,000	B	Age of the Car	1 year	C	Year of Registration	May, 2023	D	Proposed Policy inception date/month	June, 2024	E	Depreciation as per scale (Car is >1 year and < 2years)	20%	Section I – Loss Of Or Damage To The Vehicle Insured
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### TATA AIG GENERAL INSURANCE COMPANY LIMITED

Registered office: Peninsula Business Park, Tower A, 15th Floor, G.K Marg, Lower Parel, Mumbai - 400013, Maharashtra, India

24\*7 Toll free No.: 1800 266 7780 • Email: customersupport@tataaig.com • Website: www.tataaig.com

IRDA of India Registration No.: 108 • CIN: U85110MH2000PLC128425 • Auto Secure - Private Car Package Policy UIN: IRDAN108RPMT0002V02200001

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6.	Policy Coverage	<p><b>1. Loss or Damage to Insured Vehicle</b>                      The Company will cover losses caused to the vehicle and/or its accessories while fitted on the vehicle due to:</p> <ul style="list-style-type: none"> <li>(i) Fire, explosion self-ignition or lightning;</li> <li>(ii) Burglary, housebreaking or theft;</li> <li>(iii) Riot and strike</li> <li>(iv) Earthquake (Fire and Shock Damage);</li> <li>(v) Flood, typhoon, hurricane, storm, tempest, inundation, cyclone, hailstorm, frost;</li> <li>(vi) Accidental external means;</li> <li>(vii) Malicious act;</li> <li>(viii) Terrorist activity;</li> <li>(ix) Whilst in transit by road rail inland - waterway lift elevator or air;</li> <li>(x) Landslide, rockslide</li> </ul>	Section I – Loss of or Damage to The Vehicle Insured																					

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7.		<p><b>2. Liability To Third Parties</b> The Company will indemnify against legal liabilities with respect to the following arising out of accident of Insured Vehicle:</p> <p>a) Death of or bodily injury to any person including occupants carried in the vehicle (provided such occupants are not carried for hire or reward) but except so far as it is necessary to meet the requirements of Motor Vehicles Act, the Company shall not be liable where such death or injury arises out of and in the course of the employment of such person by the insured.</p> <p>b) Damage to a Third Party's property that is not owned by the Insured, held in trust, or under the Insured's custody or control.</p>	Section II – Liability to Third Parties
		<p><b>3. Personal Accident Cover for Owner-Driver (if opted and shown in the Policy Schedule)</b> The Company will compensate for bodily injury/ death sustained by the Owner-Driver of the vehicle up to ₹15 lakhs during any one period of insurance.</p>	Section III - Personal Accident Cover For Owner-Driver
	Available Add on for the said Product	<p><b>The below add-ons shall be applicable (if opted by you and mentioned in the Policy Schedule)</b></p> <p><b>1. Repair of Glass, Fiber, Plastic &amp; Rubber Parts:</b> A claim for only glass/ plastic/ rubber/ fiber part where you opt for repairs rather than replacement, at our authorized workshops/ dealers/service stations will not affect your No Claim Bonus</p> <p><b>2. Key Replacement:</b> The Company will reimburse you for the cost of replacing your vehicle keys which are lost or stolen. In case your vehicle is broken into, then</p>	

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		<p>the Company will reimburse you for the cost of replacing your locks and keys including the labor cost for replacing the lock</p> <p><b>3. Emergency Transport &amp; Hotel Expenses:</b> The Company will cover the cost of overnight stay and taxi charges back to your residence or the closest city if the Insured Vehicle is rendered immobilized by an accident caused by a peril covered under Section I.</p> <p><b>4. Loss of Personal Belongings:</b> The Company will cover loss or damage to your personal belongings and those of your family members if they were in the vehicle when it was damaged or lost. This coverage applies to losses caused by the perils listed in Section 1 of the policy.</p> <p><b>5. Road Side Assistance:</b> This cover provides assistance in case of an accident or breakdown, including repairs and towing. Services include flat tyre and battery repair, on-the-spot repairs, spare key retrieval, fuel delivery, emergency towing, SMS relays, taxi support for continuation/return journeys, hotel accommodation, and pickup of the repaired vehicle.</p> <p><b>6. Depreciation Reimbursement:</b> The Company will reimburse you twice throughout the Period of Insurance for the amount of depreciation deducted from the value of parts replaced under an Own Damage claim.</p> <p><b>7. Consumable Expenses:</b> The Company will pay the cost of consumables, such as engine oil, gearbox oil, lubricants, nut &amp; bolt, and items of similar nature excluding fuel, required to be</p>	

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		<p>replaced/replenished arising from an accident to the Insured Vehicle.</p> <p><b>8. Return to invoice:</b> The Company will pay the Financial shortfall between Insured's Declared Value (IDV) of the Insured Vehicle and On-road price of a new vehicle of similar make and model published by manufacturer/dealer' upon lost or stolen vehicle/total loss. On-road price includes registration fees, road tax &amp; Insurance charges.</p> <p><b>9. Electric Surge Secure:</b> This covers against loss or damage to Electric vehicle including Charging equipment due to Arcing, self-heating, leakage of electricity, short circuiting damage due to ingress of water</p> <p><b>10. Tyre Secure:</b> The Company will cover expenses for repair and/or replacement of tyres and tubes arising out of Accidental Loss or Damage.</p> <p><b>11. No Claim Bonus Protection Cover:</b> If you file for a claim, you forego on your No Claim Bonus (NCB), but with No Claim Bonus Protection Cover your NCB will be intact subject to 2 or more than 2 claim free preceding years, provided not more than 1 Own Damage claim is registered in the current period of insurance.</p> <p><b>12. Additional Third-party Property Damage Cover:</b> If damage to property is caused exclusively and directly by an accident involving the Insured Vehicle, the Company will pay for damage to property other than your own or that is in your trust, custody, or control up to</p>	

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		<p>the maximum amount specified in your schedule.</p> <p>The above limit is in respect of any one claim or series of claims arising out of one event/occurrence in excess of maximum limit of liability covered under Section II of the policy.</p> <p><b>13. Engine Secure:</b> This covers repair and replacement expenses for damage to internal parts of the engine, gearbox, transmission, or differential assembly due to water ingress or lubricating oil leakage from the engine or assembly, excluding fuel.</p> <p><b>14. Additional Towing Charges:</b> If an Insured Vehicle becomes disabled due to any loss or damage covered by Section 1 of the policy, the Company will compensate you for the expense of having it towed to the nearest garage or service station.</p> <p><b>15. Misfuelling:</b> The Company will pay the cost of flushing out the wrong/adulterated fuel filled at the fuel filling station including replacement of parts damaged due to wrong fueling. The Company will also reimburse the cost of wrong/adulterated fuel up to a maximum of `2000/- on submission of the bill. Maximum number of claims permissible in a policy period is restricted to one.</p> <p><b>16. Daily Allowance Plus:</b> If the Insured Vehicle is damaged by a covered peril under Section 1 (Own Damage), you will be offered:</p> <ol style="list-style-type: none"> <li>Daily Allowance: Payment as specified in the schedule to cover hired transport costs</li> </ol>	

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		<p>and reduce inconvenience.</p> <ol style="list-style-type: none"> <li>2. Courtesy/Hire Car: Arrangement of a Courtesy/Hire car, though not necessarily matching the vehicle's size, segment, type, value, or status</li> <li>3. Travel Expense: Predefined fixed travel expense on per day basis will be provided for the period opted by Insured.</li> </ol> <p><b>17. Emergency Medical Expenses:</b> The Company will cover emergency medical expenses for treatment of bodily injuries sustained by you, the driver, or occupants while mounting, dismounting, driving, or traveling in the Insured Vehicle. The injuries must be caused by violent, accidental, external, and visible means, with treatment taken in a hospital or nursing home.</p> <p><b>18. Depreciation Allowance - Battery:</b> The Company will pay you the amount of depreciation deducted on the value of the battery replaced under Own Damage claim, lodged under Section 1 (Loss of or Damage to the Insured Vehicle) of the policy. The Company will pay the number of claims as mentioned in the Policy Schedule during the policy period.</p> <p><b>19. Vehicle Loan Protector:</b> In the unfortunate event of death or permanent total disability sustained by Owner-Driver, the Company will pay the outstanding vehicle loan amount which is payable by you to financial institution.</p> <p><b>20. Reinstate Cover:</b> The Company will pay you for the cost of repair to any one Panel of your vehicle provided that the accidental damage to the</p>	

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		<p>Panel has occurred during the policy period caused by perils specified under Section 1 of the base policy but could not be reported as per base policy condition immediately after the damage to the Panel for any reason.</p> <p style="text-align: center;"><b>Add-On Limits and Deductibles</b></p> <table border="1"> <thead> <tr> <th>Sr. No</th> <th>Add-On</th> <th>Sum Insured/ limits (in ₹)</th> <th>Deductible</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Repair of Glass, Fiber, Plastic &amp; Rubber Parts</td> <td style="text-align: center;">-</td> <td style="text-align: center;">-</td> </tr> <tr> <td>2.</td> <td>Key Replacement</td> <td style="text-align: center;">25,000/ 65,000</td> <td style="text-align: center;">-</td> </tr> <tr> <td>3.</td> <td>Emergency Transport &amp; Hotel Expenses</td> <td style="text-align: center;">10,000/ 50,000</td> <td style="text-align: center;">-</td> </tr> <tr> <td>4.</td> <td>Loss of Personal Belongings</td> <td style="text-align: center;">10,000/50,000</td> <td style="text-align: center;">First Rs. 250 of each and every claim</td> </tr> <tr> <td>5.</td> <td>Road Side Assistance</td> <td style="text-align: center;">-</td> <td style="text-align: center;">-</td> </tr> <tr> <td>6.</td> <td>Depreciation Reimbursement</td> <td style="text-align: center;">IDV</td> <td style="text-align: center;">-</td> </tr> <tr> <td>7.</td> <td>Consumable Expenses</td> <td style="text-align: center;">IDV</td> <td style="text-align: center;">-</td> </tr> <tr> <td>8.</td> <td>Return to invoice</td> <td style="text-align: center;">Difference between IDV and on- road price of new vehicle including Registration fees, road tax and insurance charges</td> <td></td> </tr> <tr> <td>9.</td> <td>Electric Surge Secure</td> <td style="text-align: center;">IDV</td> <td style="text-align: center;">-</td> </tr> <tr> <td>10.</td> <td>Tyre Secure</td> <td style="text-align: center;">IDV</td> <td style="text-align: center;">-</td> </tr> </tbody> </table>	Sr. No	Add-On	Sum Insured/ limits (in ₹)	Deductible	1.	Repair of Glass, Fiber, Plastic & Rubber Parts	-	-	2.	Key Replacement	25,000/ 65,000	-	3.	Emergency Transport & Hotel Expenses	10,000/ 50,000	-	4.	Loss of Personal Belongings	10,000/50,000	First Rs. 250 of each and every claim	5.	Road Side Assistance	-	-	6.	Depreciation Reimbursement	IDV	-	7.	Consumable Expenses	IDV	-	8.	Return to invoice	Difference between IDV and on- road price of new vehicle including Registration fees, road tax and insurance charges		9.	Electric Surge Secure	IDV	-	10.	Tyre Secure	IDV	-	
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Sr. No.	Title	Description		Policy Clause No.	
		(Please refer to applicable Policy Clause Number in next column)			
		11.	No Claim Bonus Protection Cover	-	-
		12.	Additional Third-party Property Damage Cover	1,00,000 to 25,00,000 (in multiples of 50,000)	-
		13.	Engine Secure	IDV	a. No deductible b. With deductible i. Repair case: 5% on claim amount ii. In case of Replacement: 10% on claim amount
		14.	Additional Towing Charges	5,000 to 50,000 (in multiples of 5,000)	-
		15.	Misfuelling	IDV	-
		16.	Daily Allowance Plus	Daily Allowance Limit (per day): a. Mini – 1,000; b. Compact – 1,200 c. Mid-size – 1,500; d. MPV/SUV – 2,000, e. High end – 3,000 f. Ultra-High end -5,000 No. of days: 4/6/ 8/10 Per day Hrs/ Kms Limit for Courtesy/ Hire Car: a. 8Hrs/80Kms; b. 10Hrs/100Kms c. 12Hrs/120Kms	Time Excess Days: 1/2/3
		17.	Emergency	25,000 to 1,00,000	-

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			Medical Expenses	(in multiples of 5,000)		
		18.	Depreciation Allowance - Battery	IDV	Zero Deductible/ 5% of claim amount and minimum of ₹500 for each and every claim	
		19.	Vehicle Loan Protector	IDV	-	
		20.	Reinstate Cover	a. Mini – 5,000; b. Compact – 6,000 c. Mid-size – 6,000; d. MPV/SUV – 8,000, e. High end – 10,000 f. Ultra-High end - 15,000		
		For complete list of detailed terms, exclusions & conditions, please refer policy wordings.				
8.	Loss Participation	Compulsory Deductible under ‘Loss of or Damage to The Vehicle Insured’: 1. <=1500CC: ₹1000 2. > 1500CC: ₹2000			Section I – Loss of or Damage to The Vehicle Insured – Auto Secure Endorsements	
9.	Exclusions	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 or damage and/or liability caused sustained or incurred whilst the Vehicle Insured herein is being used otherwise than in accordance with the			General Exclusions	

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		<p>'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.</p> <p>4. Any accidental loss or damage to any property whatsoever or any loss or expense whatsoever resulting or arising there from or any consequential loss.</p> <p>5. 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;</p> <p>6. Any accidental loss or damage or liability directly or indirectly caused by or contributed to by or arising from nuclear weapons material;</p> <p>7. The Company will not cover any accidental loss, damage, or liability caused directly or indirectly by war, invasion, acts of foreign enemies, hostilities (whether before or after a declaration of war), civil war, mutiny, rebellion, military or usurped power, or any consequences of these events. In the event of a claim, the Insured must prove the loss or damage arose independently of these occurrences. Without such proof, the Company is not liable for the claim.</p> <p>8. DEDUCTIBLE: 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.</p>	

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10.	Special Conditions and Warranties (if any)	<p><b>1. Depreciation Reimbursement:</b></p> <p>a. A claim where replacement of any part is not involved and no depreciation is deducted under own damage claim, will not be considered as claim under this cover.</p> <p>b. Vehicle is repaired at any of our Authorised Garage/ Authorised workshop/ Authorised service station.</p> <p><b>2. Return to Invoice</b></p> <p>a. The finance company/bank whose interest is endorsed on the policy must agree in writing.</p> <p><b>3. Engine Secure</b></p> <p>Claim under this endorsement will be admissible only if -</p> <p>a. In case of water damage, there is and evidence of vehicle being submerged or stopped in water logged area.</p> <p>b. In case of leakage of lubricating oil, there is visible evidence of accidental damage to engine or respective assembly.</p> <p>c. Vehicle is transported/towed to garage within 2 (Two) days of water receding from the water logged area.</p> <p><b>4. Tyre Secure</b></p> <p>a. By paying the necessary premium, a replaced tyre can be covered by endorsement in the event that a claim is preferred under the terms of the coverage.</p> <p>b. All claims must be made within 3 working days of damage.</p>	

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11.	Admissibility of Claim	<p>1. You shall take all reasonable steps to safeguard the Vehicle Insured from loss or damage and to maintain it in efficient condition.</p> <p>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.</p> <p>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. If the Insured Vehicle is driven before the necessary repairs are made, any further damage or extension of the damage will be at your own risk.</p> <p>4. If the claim is for theft, Insured should report to the Police as well as Insurer within 48 hrs from theft and obtain an FIR or a written acknowledgement from the Police authorities.</p> <p>5. The Company shall not cover claims wherein such loss or damage is arising or resulting from or traceable to intentional self-injury, suicide or attempted suicide physical defect or infirmity.</p> <p>6. The Company 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.</p> <p><b>Sample Claims Calculation:</b></p> <table border="1" data-bbox="509 1653 1262 1890"> <tr> <td>A</td> <td>Gross Assessed Liability</td> <td>₹10,000</td> </tr> <tr> <td>B</td> <td>Less: Depreciation (if applicable)</td> <td>(₹2,000)</td> </tr> <tr> <td>C</td> <td>Net Assessed Liability (A-B)</td> <td>₹8,000</td> </tr> <tr> <td>D</td> <td>Less: Compulsory Deductible</td> <td>(₹2,000)</td> </tr> <tr> <td>E</td> <td>Net payable amount (C-D)</td> <td>₹6,000</td> </tr> </table>	A	Gross Assessed Liability	₹10,000	B	Less: Depreciation (if applicable)	(₹2,000)	C	Net Assessed Liability (A-B)	₹8,000	D	Less: Compulsory Deductible	(₹2,000)	E	Net payable amount (C-D)	₹6,000	
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E	Net payable amount (C-D)	₹6,000																

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12.	Policy Servicing - Claim Intimation and Processing	<p>The Insured / Claimant may intimate claim to TATA AIG via-</p> <ul style="list-style-type: none"> <li>• Website - <a href="http://www.tataaig.com">www.tataaig.com</a></li> <li>• TATA AIG App – Download our customer app from Play store (Android and IOS users)</li> <li>• WhatsApp – Send “Hi” on “9136160375”</li> <li>• Email - <a href="mailto:general.claims@tataaig.com">general.claims@tataaig.com</a></li> </ul> <p>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. If the claim is for theft, Insured should report to the Police as well as Insurer within 48 hrs from theft and obtain an FIR or a written acknowledgement from the Police authorities.</p> <p>Please keep the following information ready when you call the call centre:</p> <p>1. Your Contact Numbers, 2. Policy Number, 3. Name of Insured, 4. Date &amp; Time of loss, 5. Location of loss, 6. Nature of Loss, 7. Contact Details of the person at the loss location, 8. Location of damaged vehicle</p> <p>Note: The above list is only indicative. You may be asked for additional information.</p> <ul style="list-style-type: none"> <li>• <b>Details of designated Company Officials to be contacted in time of claim</b></li> </ul> <p>Once the claim is registered, SMS/Email/WhatsApp communication is sent to Insured on the mobile number/email ID registered in policy providing the name and contact details of Company Official to be contacted for any concerns/queries regarding the claim.</p>	

Sr. No.	Title	Description (Please refer to applicable Policy Clause Number in next column)	Policy Clause No.
		<ul style="list-style-type: none"> <li>• <b>Details of procedure to be followed for Cashless service as well as for reimbursement of claim</b> <ul style="list-style-type: none"> <li>• Intimation of claim to TATA AIG through various mediums available (Website – www.tataaig.com, TATA AIG App, WhatsApp - Send “Hi” on “9136160375”, TATA AIG Customer App on Google play &amp; Apple store)</li> <li>• First contact team connects with Insured to confirm workshop location and confirm if the vehicle is placed for repairs</li> <li>• Appointment of surveyor by TATA AIG</li> <li>• Documents are verified by the Surveyor, and if all documents are in order, repair approval is shared immediately. Tentative list of documents is noted below:               <ol style="list-style-type: none"> <li>a) Claim Form (in prescribed format duly filled and signed)</li> <li>b) Registration certificate of the vehicle. (Self-Attested by Insured/verification when required)</li> <li>c) Driving license of the person driving the vehicle at the time of accident. (Self-Attested by Insured/ verification when required)</li> <li>d) FIR – (In case of Third-party injuries / Property Damage/major losses)</li> <li>e) Permit Copy (Commercial Vehicle only)</li> <li>f) Fitness Certificate (Commercial Vehicle only)</li> <li>g) Load Challan (Commercial Vehicle only)</li> <li>h) Theft losses: All the documents as mentioned above along with Police final/untraced report.</li> </ol> </li> </ul> </li> </ul>	

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24\*7 Toll free No.: 1800 266 7780 • Email: customersupport@tataaig.com • Website: www.tataaig.com

IRDA of India Registration No.: 108 • CIN: U85110MH2000PLC128425 • Auto Secure - Private Car Package Policy UIN: IRDAN108RPM0002V02200001

Sr. No.	Title	Description (Please refer to applicable Policy Clause Number in next column)	Policy Clause No.
		<p>i) Repair Bills/Supporting Documents &amp; receipts post repair.</p> <p>The Company may ask for additional information/documents for verification of facts related to your claim, if required</p> <ul style="list-style-type: none"> <li>• Once the repair works are completed by the workshop, re-inspection of the vehicle may be carried out, if required.</li> <li>• Upon submission of repair invoice to TATA AIG in case of Cashless claims, delivery order is shared with workshop, post which Insured can take delivery of vehicle.</li> <li>• In case of reimbursement claims, Insured will have to submit repair invoice in original and a copy of cancelled cheque to TATA AIG</li> <li>• Claim payment is done through NEFT within 7 days from receipt of all relevant documents.</li> </ul> <p><b>Turn Around Time (TAT) for claims settlement</b></p> <p>All claims shall be settled within 7 working days of the receipt of all relevant documents, including original bills &amp; clarifications, if any.</p> <ul style="list-style-type: none"> <li>• <b>Escalation Matrix when TAT is not satisfied</b> The Company is committed to extend the best possible services to its customers. However, if you are not satisfied with our services and wish to lodge a complaint, please feel free to email to the customer service desk at <a href="mailto:customersupport@tataaig.com">customersupport@tataaig.com</a>. After investigating the matter internally and subsequent closure, the Company will send our response within a period of 10 days</li> </ul>	

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Sr. No.	Title	Description (Please refer to applicable Policy Clause Number in next column)	Policy Clause No.
		<p>from the date of receipt of the complaint by the Company or its office in Mumbai. In case the resolution is likely to take longer time, the Company will inform you of the same through an interim reply.</p> <p><b>Escalation Level 1</b> For lack of a response or if the resolution still does not meet your expectations, you can write to <a href="mailto:manager.customersupport@tataaig.com">manager.customersupport@tataaig.com</a>. After investigating the matter internally and subsequent closure, the Company will send our response within a period of 8 days from the date of receipt of your complaint.</p> <p><b>Escalation Level 2</b> For lack of a response or if the resolution still does not meet your expectations, you can write to the Head - Customer Services at <a href="mailto:head.customerservices@tataaig.com">head.customerservices@tataaig.com</a>. After examining the matter, the Company will send you our response within a period of 7 days from the date of receipt of your complaint. Within 30 days of lodging a complaint with us, if you do not get a satisfactory response from us and you wish to pursue other avenues for redressal of grievances, you may approach Insurance Ombudsman appointed by IRDA of India under the Insurance Ombudsman Scheme (<a href="https://www.cioins.co.in/Ombudsman">https://www.cioins.co.in/Ombudsman</a>).</p>	
13.	Grievance Redressal and Policyholders Protection	<p>The Company is committed to extend the best possible services to its customers. However, if you are not satisfied with our services and wish to lodge a complaint, please feel free to contact us through below channels:</p> <p>Email us at <a href="mailto:customersupport@tataaig.com">customersupport@tataaig.com</a></p> <p><b>Write to:</b> Customer Support, Tata AIG General Insurance Company Limited Peninsula Business</p>	

Sr. No.	Title	Description (Please refer to applicable Policy Clause Number in next column)	Policy Clause No.
		<p>Park, Tower A, 15th Floor, Ganpatrao Kadam Marg, Lower Parel, Mumbai- 400 013, Maharashtra, India</p> <p>Visit the Servicing Branch mentioned in the Policy Document</p> <p><b>Nodal Officer</b></p> <p>Please visit our website at <a href="http://www.tataaig.com">www.tataaig.com</a> to know the contact details of the Nodal Officer for your servicing branch. After investigating the grievance internally and subsequent closure, the Company will send our response within a period of <b>10 days</b> from the date of receipt of the complaint by the Company or its office in Mumbai. In case the resolution is likely to take longer time, the Company will inform you of the same through an interim reply.</p> <p><b>Grievance Redressal Procedure:</b></p> <p>Our grievance redressal procedure and details about ombudsman are available at the company website <a href="http://www.tataaig.com">www.tataaig.com</a></p> <p>Grievance may also be lodged at IRDAI Integrated Grievance Management System (<a href="https://bimabharosa.irdai.gov.in/">https://bimabharosa.irdai.gov.in/</a>)</p>	
14 .	Obligations of the Policyholder	<ol style="list-style-type: none"> <li>1. You are advised to go through the Policy Schedule cum Certificate of Insurance which is issued based on information and declaration provided by you.</li> <li>2. Transcript of Information &amp; Declaration is also provided to enable you to go through the same again and if any error/ discrepancy is found in respect of vehicle details, No Claim Bonus or any other information provided by you, it should be brought to our notice within 15 days of receipt of this policy for necessary correction along with the</li> </ol>	

Sr. No.	Title	Description (Please refer to applicable Policy Clause Number in next column)	Policy Clause No.
		<p>supporting documents, otherwise it will be deemed to be correct.</p> <p>3. Please note that any fraud will lead to cancellation of Policy ab initio with non-consideration of claim, if any.</p> <p>4. Further, non-disclosure of material facts may impact the claim settlement. Material facts include vehicle details such as Class of Vehicle, Cubic Capacity, Make, Model, Variant</p>	

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