

CLAIM FORM - TATA AIG SMART MUTLI ASSURE POLICY

For claim-related assistance, notification of claim and submission of claim-related documents, kindly contact us through-

• Website: www.tataaig.com/downloads

• Toll Free No.: 1800 266 7780/ For Senior Citizens: 1800 22 9966

• Courier Claim Documents to:

Home Contents

Tata AIG General Insurance Company Limited, 8th Floor, Romell Tech Park, Cama Industrial Estate, Western Express Highway, Goregaon(E), Mumbai, Maharashtra - 400063.

The issue of this form does not constitute admission of liability.

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Claim No: Policy Period: From					-																			
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Insurance is the subject matter of the solicitation. For more details on risk factors, terms and conditions, please read sales brochure carefully before concluding a sale

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	Date of Discovery – DDMMYYYY	Time of Discovery:AM/PM
Key Replacement Cover	A brief note on how the lo	ss occurred/Incident Note:
Loss of Rent and Rent for Alternative Accommodation		
Cover for Home Valuable Contents (On agreed value basis)		
		Funds/Fraudulent Charge on Loss of Card/ATM uthorized Transfer and Forgery Protection
Identity Theft Digital Theft of Funds	Loss Details – Date of Loss: DDDMMYYYYY	Place of Loss (Full Address):
Fraudulent Charge on Loss of Card	Time of Loss: D D M M Y Y Y Y	
ATM Assault and Robbery	Intimation to Police: D D M M Y Y Y Y	A brief note on how the loss occurred/Incident Note:

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Lost Wallet Coverage Unauthorized Fund	Intimation to Card Issuer: D D M M Y Y Y Y Intimation to Company:	(of cards/th received?	ne information of loss neft/burglary/etc.)	
Transfer and Forgery Protection	D D M M Y Y Y		indly share their lresses and phone	
Personal Accident				
Loss of Income (Involuntary)	Name of the Employer:		Date of Joining: D D N N Y Y Y Y	
	Designation & Department Employer:	with	Cause of Loss of Job/Employment:	
	Contact details of Existing I Human Resource (HR) pers Designation, Name mobile address:	onnel –	Date of Loss of Job of Insured: D D N N Y Y Y Y	
			Date of Loss of Job of Insureds' Spouse: DDDNNYYYYY	
			(if applicable)	
	Details of Loan Account no Financier:	. &	Outstanding EMI amount:	
Loss of Income (Commercial Vehicle)	Date of Accident/Theft: D D M M Y Y Y Y	Insured:	im Intimation to the	

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	Date of Intimation to	Date of Vehicle reported at	
	Police in case of Theft:	Repairer:	
	D D M M Y Y Y	DDMMYYYY	
	(Attach FIR or any police	(Attach copy of Repair Order)	
	complaint with an	(Actuall copy of Repull Order)	
	acknowledgement)		
	Date of Repair Invoice:		
	D D M M Y Y Y Y		
	/Attach Panairor GST Invoi	co & Claim Sattlement Letter/Email	
	from Insurer)	ce & Claim Settlement Letter/ Email	
	•	Date of Claim Intimation to	
	Date of Illness Diagnosed:	the Insured:	
Loss of Income			
(Disability &	Brief Note on Disability & 0	Critical Illness occurred –	
Critical illness)			
	_		
	Data of Claims Indianation	Data of Walaisla Communication	
	Date of Claim Intimation	Date of Vehicle Surveyor:	
	to the Insured:		
	DDMMYYYY		
		(Attach copy of Approved	
		Estimate by the Insurance	
Garage Cash		Surveyor)	
(Private Vehicles)	Date of Vehicle reported	Date of Repair Invoice:	
	at Repair:	DDMMYYYY	
	D D M M Y Y Y Y		
		(Attach Repairer GST Invoice &	
	(Attach Vehicle Repair	Claim Settlement Letter)	
	Order)		
Terrorism Cover	Date of Loss:	Date of Claim Intimation to	
(Applicable only if	D D M M Y Y Y	the Insured:	
Home Building and		DDMMYYYY	
Home Contents			
cover is opted)			
	Brief Note on Occurred Inc	ident –	

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	Address of Alternate Accom					
Temporary Resettlement						
Expenses Cover	Claim amount for –					
(Applicable only if Home Building and Home Contents	Cost of Transportation/Packaging/Upackaging -	Cost of Emergency Purchase –				
cover is opted)		_				
	Brief Note on how the Loss	occurred -				
Personal Liability Cover (Applicable only if Home Building and Home	Please provide details of injury/property damaged -					
Contents cover is opted)	Have you received a legal notice? If Yes, please provide a furnished copy -					
	Make/Model:	Date of Loss:				
Accidental Damage						
- General Contents (Applicable only if						
Home Building and Home Contents	Estimated Loss Amount:	Cause of Loss:				
cover is opted)	A brief note on how the loss occurred/Incident Note:					
Accidental and Liquid Damage	IMEI/Serial No.:	Date of Loss: Make/Model: D D M M Y Y Y Y				
(Portable electrical and electronic	Estimated Loss Amount:	Cause of Loss:				
devices) (Applicable only if	A brief note on how the loss occurred/Incident Note:					

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Home Contents			
cover is opted)			
Brokerage	Estimated Expense Amount:		
Expenses			
(Applicable only if			
Home Building and			
Home Contents			
cover is opted)			
	Brief Note on how the Loss occ	curred -	
Burglary & Theft	List of Claimed Item		
(Applicable only if	List of Claimed Item		
Home Building and			
Home Contents			
cover is opted)			
	Estimated Loss -		
	Make/Model:	Date of Loss:	
		DDMMYYYY	
Breakdown of			
Domestic, Electric			
and Electronic			
Appliances	Estimated Loss Amount:	Cause of Loss:	
Cover(Applicable only if Home			
Building and Home	A brief note on how the loss of	ccurred/Incident Note:	
Contents cover is		·	
opted)			
	Name of Existing Employer:	Date of Joining:	
	Designation & Department	Date of Credit Salary:	
	with the Employer:	DDMMYYYY	
Delay in Salary			
Payment			
	Contact details of Existing	Details of Loan Account Ni. &	
	Employer's Human Resource	Financier:	
	(HR) personnel – Designation,		
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	Name, mobile, email id, address:		
	Outstanding EMI amount:	EMI Due Date:	
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Rescinding of Offer Letter	Name of Existing Employer:	Name of Prospective Employer:	
	Designation & Department with the Employer:	Date of Offer Letter from Prospective Employer: D D N N Y Y Y Y	
	Contact details of Existing Employer's Human Resource (HR) personnel – Designation, Name, mobile, email id, address:	Contact details of Prospective Employer's Human Resource (HR) personnel – Designation, Name, mobile, email id, address:	
	Date of Resignation with Existing Financier: D D M M Y Y Y Y	Date of Offer Letter from Prospective Employer: D D M M Y Y Y Y	
	Details of Loan Account No. & I	 Financier:	
	EMI Due Date: D D N N Y Y Y Y	EMI Amount:	
Vacation Cancellation Cover	Date of Departure:	Date of Trip Cancellation:	
	Reason for Trip Cancellation:		

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	Details of Loan Account No. & Financier:	EMI Amount:				
		EMI Due Date: D D M M Y Y Y Y				
FIR	Has the Fire/Loss been reported Yes No FIR No.: Fire Br	-				
	If No, please give reasons:					
	Was the premise occupied at the time of loss? Yes No If No, since when was it unoccupied?					
	D D M M Y Y Y					

Claim Submission Details:

If You suffer a loss because of an Insured Event, You must make a claim for Your financial loss at Your cost. The procedure for making a claim is given below. These include things that You must do, and that You must not do. It is important to comply with these to ensure that it does not prejudice Your claim in any manner.

- 1. Immediate notice to Us
- a. As soon as any physical loss or damage occurs to Your Home Building or Home Contents due to an Insured Event, You must immediately give notice to Us of the loss or damage. This is necessary for Us to survey/ investigate the loss or damage, as may be required.
- b. You can give notice to any of Our offices or call-centres.
- c. You must state in this notice
 - i. the Policy Number,
 - ii. Your name,
 - iii. details of report to the police that You made,
 - iv. details of report to any Authority that You made,
 - v. details of the Insured Event,
 - vi. a brief statement of the loss,
 - vii. particulars of any other insurance of Your Home Building or any of Your Home Contents,
 - viii. details of loss or damage under any Optional Cover or Add-ons,
 - ix. submit photographs of loss or physical damage, wherever possible.

2. Steps to prevent loss and damage

a. You must take all reasonable steps to prevent further loss or damage to Your Home Building and Home Contents.

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- b. Until We have inspected Your Home Building and Home Contents, and have given Our consent,
- i. You must not sell, give away or dispose of any damaged items of any property for which You are making a claim;
- ii. You must not wash or clean, or remove any damaged item or debris, except for any urgent necessity;
- iii. You must not carry out repairs, unless such repairs are urgent and You cannot contact Us.
 - 3. Immediate notice to Authorities
 - a. As soon as any loss or damage occurs to the Insured Property, You must give immediate report to appropriate legal authorities. For example, You must report to the fire brigade of the local authority and the police if there is damage by fire/ explosion / implosion or lightning. In case of subsidence /landslide/rockslide, You must inform the District Administration. In the event of impact damage of any kind or riot strikes, malicious damages and acts of terrorism, You must inform the police. If there is a theft within 7 (seven) days following an Insured Event You must inform the police.
 - b. We may, but not necessarily, waive this condition if We are satisfied that by reason of extreme hardship it was not possible for You or any other person on Your behalf to give such report.

4. Submit Claim:

- a. Claim form:
- You must submit Your claim in Our claim form at the earliest opportunity, but within 30 days from the date You first notice the loss or damage. The claim form is available in any of Our branches, and on Our web-site.
- ii. You must state in Your claim the details of any other insurance policy that covers the damage or loss for which You have filed Your claim, whether You have purchased such other insurance, or someone else has purchased it for You.
 - **b**. We shall not be liable for any loss or damage where delay on Your part has resulted into increase in the amount of assessed loss. If We disclaim liability for a claim You have made and if the claim is not made a subject matter of a suit in a court of law within a period of 12 months from the date of disclaimer, the claim shall not be recoverable hereunder.
- 5. Establish Loss:
- a. You must prove that the Insured Event has occurred, and the extent of physical loss or damage You have suffered with full details.
- b. When We request,
 - i. You must support Your claim for Home Building and/or Home Contents with plans, specification books, vouchers, invoices pertaining to costs incurred by You for reconstruction/replacement/repairs.
 - ii. You must allow Us, Our officers, surveyors or representatives to inspect the loss or damage to Your Home Building and/or Home Contents, and to take measurements, samples, damaged items or parts, and photographs that are relevant.
 - iii. You must give Us authority to see the relevant records and get information about the Event and Your loss from the police or any other authority.

6. Fraudulent Claim

If You, or anyone on Your behalf, make a false or fraudulent claim, or support a claim with any false or fraudulent statement or documents:

- i. We will not pay,
- ii. We can cancel the Certificate of Insurance: in such a case, You will lose all benefits under this Certificate of Insurance and Premium that You have paid, and

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iii. We can also inform the police, and start legal proceedings against You.

7. Other Insurance

- a. If You have any other policy with Us or any other Insurance Company (taken by You or by anyone else for You) covering in whole or in part any claim that You have made under this Policy, You have a right to ask for settlement of Your claim under any of these policies.
- b. If You choose to claim under this Policy from Us, We will settle Your claim within the limits and the terms and conditions of this Policy. Contribution shall not be applicable in case of multiple policies involving Bank or other lending financial entity, offering coverage to the same risk.
- c. After We pay the amount under Your claim, We have the right to ask for contribution from the Insurers that have given You the other policies. Contribution clause shall not be applicable in case of multiple policies involving Bank or other lending financing entity, offering coverage to the same risk.
- d. We will ensure that Our actions do not impose any liability on You.

8. Recovery action by Us

- a. When We accept and pay Your claim under the Policy, We can start legal proceedings to recover the amount or property from the third party who has caused the loss or damage to Your Home Building or Home Contents. You must give authority to Us to take such action and exercise this right effectively, when We request You, whether before or after making payment of Your claim. You must give all information, cooperation, assistance and help for this purpose. You must not do anything which will prejudice Our right. We can do this
 - i. without seeking Your consent,
 - ii. in Your name, and
 - iii. whether or not Your loss has been fully compensated.
- b. Any amount We recover from such person will be applied first to the costs of the legal proceedings and recovery, then to the claim amount We have paid or must pay to You. We will pay You any balance.
- c. You can start legal proceedings against any person who has caused the loss or damage only with Our prior consent, and on conditions that We will impose. You must not compromise or settle any claim against such person without Our consent. If You recover any amount from such person, You must return to Us the amount We have paid for Your claim. We can take over the conduct of legal proceedings that You have started and continue the proceedings in Your name.