

COCORIDE TWO-WHEELER OWN DAMAGE POLICY - DHFL GENERAL INSURANCE

CUSTOMER INFORMATION SHEET

S. No.	Title	Description								
1	Product Name	COCORide Two-Wheeler Own Damage Policy - DHFL General Insurance								
2	What am I covered for	<p>A. <u>Own Damage:</u></p> <p>Provides protection against loss or damage to vehicle & its accessories</p> <ol style="list-style-type: none"> 1. by fire, explosion self-ignition or lightning; 2. by burglary, housebreaking or theft; 3. by riot and strike; 4. by earthquake (Fire and Shock Damage); 5. by flood, typhoon, hurricane, storm, tempest, inundation, cyclone, hailstorm, frost; 6. by accidental external means; 7. by malicious act; 8. by terrorist activity; 9. whilst in transit by road rail inland - waterway lift elevator or air; 10. by landslide, rockslide. <p>B. <u>Other Benefits (If Opted by paying additional premium): -</u></p> <ol style="list-style-type: none"> 1. Loss of Accessories by Burglary, Housebreaking or Theft – Accessories are covered against the risk of burglary and theft without vehicle being stolen itself. 2. Cover for Geographical Extension – Provides coverage beyond India in neighbouring countries Pakistan, Nepal, Bhutan, Bangladesh, Sri Lanka, Maldives. 								
3	IDV- Definition	<p>Sum Insured -Insured Declared Value (IDV):</p> <p>IDV or sum insured of the vehicle and accessories is fixed on the basis of Manufacturer's Ex showroom price of the make and model at the commencement of insurance subject to depreciation according to age of the vehicle as per table below:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th align="center">AGE OF VEHICLE</th> <th align="center">% OF DEPRECIATION FOR FIXING IDV</th> </tr> </thead> <tbody> <tr> <td>Not exceeding 6 months</td> <td align="center">5%</td> </tr> <tr> <td>Exceeding 6 months but not exceeding 1 year</td> <td align="center">15%</td> </tr> <tr> <td>Exceeding 1 year but not exceeding 2 years</td> <td align="center">20%</td> </tr> </tbody> </table>	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%
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DHFL General Insurance Limited

(A Wholly Owned Subsidiary Of WGC)

<p>Registered & Corporate Office: 402, 403 & 404, A&B Wing, 4th Floor, Fulcrum, Sahar Road, Next to Hyatt Regency, Andheri (E), Mumbai - 400 099 Phone: 022 - 4001 8100/8200</p> <p>IRDAI Reg No.: 155</p> <p>PRODUCT UIN: IRDAN155RP0003V01201920</p>	<p>COCORide Two-Wheeler Own Damage Policy - DHFL General Insurance (CIS)</p> <p>CIN: U66000MH2016PLC283275</p> <p>GSTIN: 27AAFCD7985H1Z4</p> <p>Web: www.dhflinsurance.com</p> <p>Email: mycare@dhflinsurance.com</p>
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		<p>8. 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, nuclear weapons material, liability arising from ionising radiations or contamination by radioactivity from any nuclear fuel.</p> <p>(Note: the above is an abridged wording of the policy exclusions. Please refer to the policy document for the full listing)</p>
5	Renewal Conditions	Policy will be renewed when due with mutual consent subject to applicable premium. We may not renew the policy if the Insured Person has acted in an improper, dishonest or fraudulent manner or there has been any misrepresentation under this Policy or the renewal of the Policy poses a moral hazard.
6	Cancellation	<p>Cancellation by Insured - Policy can be cancelled at any time by giving 15 days' prior written notice to Insurer. Refund of premium shall be computed in accordance with company's short period rate for the period the Policy has been in force provided no claim has occurred up to the date of cancellation and original certificate of insurance must be provided to us.</p> <p>Cancellation by Insurer - The Company may cancel the policy by sending fifteen days' notice by recorded delivery to the insured at insured's last known address on the grounds of misrepresentation, fraud, non-disclosure of material facts or non-cooperation. In the event of cancellation of this Policy on grounds of misrepresentation, fraud, non-disclosure of material facts, the policy shall stand cancelled ab-initio and there will be no refund of premium. In the event the policy is cancelled on the grounds of non-cooperation of the insured then the premium shall be computed in accordance with company's short period rate for the period the Policy has been in force provided no claim has occurred up to the date of cancellation.</p> <p>Return of the premium by the Company will be subject to retention of the minimum premium of Rs. 100/- (or Rs. 25/- in respect of vehicles specifically designed/modified for use by blind/handicapped/ mentally challenged persons).</p>
7	Claims	<p><u>Claim Notification & Registration:</u></p> <p>Notify or submit a claim by following way;</p> <ul style="list-style-type: none"> • By calling Toll Free 18001230004 OR • By sending an E Mail to mycare@dhflinsurance.com OR

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		<ul style="list-style-type: none"> • For Senior Citizens, we have a special cell and our Senior Citizen Customers can email us at seniorcare@dhflinsurance.com for priority resolution • Through Customer Portal on website www.dhflinsurance.com OR • Using Mobile App OR • Directly walk into branch <p>While notifying the claim, following information should be provided:</p> <ul style="list-style-type: none"> • Name of insured • Insured contact numbers • Policy number • Date and time of loss • Location of loss • Nature and approximate extent of loss • Place and contact details of the person at the loss location <p><u>After Notification & Registration:</u></p> <p><u>Claims:</u></p> <p>You are advised to shift your vehicle to any of our network garage to avail “cashless” facility. Alternatively, you may shift your vehicle to any garage of your choice to avail claim as “Reimbursement”.</p> <p>Survey will be conducted before you carry out the repair by the surveyor at the garage. Please refer policy for details regarding survey process.</p> <p>The Company has option to repair, reinstate or replace the vehicle or part thereof and/or its accessories or may pay in cash the amount of the loss or damage and the liability of the Company shall not exceed:</p> <p>(a) for total loss / constructive total loss of the vehicle - the Insured’s Declared Value (IDV) of the vehicle (including accessories thereon) as specified in the Schedule less the value of the wreck.</p> <p>(b) 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</p> <p>Following are the documents that will be needed for survey and processing of the claim:</p> <ul style="list-style-type: none"> • Claim Form completely filled and duly signed by Insured (CO’s seal need to be affixed in case the insured is a Firm/Company)
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		<ul style="list-style-type: none"> • Copy of Registration Certificate (original for verification) • Copy of Motor Driving License of the person driving the vehicle at the time of accident (original for verification) • Police Report / Panchnama (In case of Partial Theft / Third Party property damage / Death / Body Injury / Damage due to Riot, Strike and Malicious act) • KYC documents (Address Proof as per policy & ID proof) if claim amount exceeds Rs. 1 lakh. • Cancelled Cheque (CTS complied) or Filled NEFT Mandate form for online transfer of claim payment. (For reimbursement claims only). <p><u>Claim Settlement:</u></p> <ol style="list-style-type: none"> 1. After receipt of all relevant claim document, surveyor will assess the loss and issue work order. 2. The surveyor may conduct re-inspection once repairs are completed. 3. DHFL GI will issue a Claim Amount Confirmation (CAC) on receipt of original/proforma repairing bill. 4. You can take the delivery of your vehicle by paying your share in claim and/or amount towards any non-accidental work. While taking delivery of your vehicle, submit Satisfaction letter signed by you (CO's seal need to be affixed in case the insured is a Firm/Company) to garage. <p>We will release claim payment within 7 working days after receipt of all claim document.</p> <p>The list of documents furnished herein is illustrative but not exhaustive. We may request you to provide more documents depending upon the nature of loss and circumstances.</p> <p>Please also refer policy for detail documentation requirement.</p>
8	Policy Servicing / Grievances/Complaints	<p><u>Grievance Redressal Procedure:</u></p> <p>At DHFL General Insurance, we want your relationship with insurance to soar beyond what you've experienced yet. To understand, appreciate, and enjoy insurance—we're here for you.</p> <p>You can connect with us on the following channels.</p> <ol style="list-style-type: none"> a. Call us on our Toll Free 1800 123 0004 (From 8 am to 8 pm) for any queries that you may have! b. Email your queries to mycare@dhflinsurance.com.

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		<p>c. For Senior Citizens, we have a special cell and our Senior Citizen Customers can email us at seniorcare@dhflinsurance.com for priority resolution</p> <p>d. Visit our website www.dhflinsurance.com to register your policy related requests.</p> <p>e. Please walk into any of our branches or partner locations</p> <p>f. You can also dispatch your letters to us at:</p> <p style="text-align: center;">DHFL General Insurance Ltd. 402, 403 & 404, A&B Wing, 4th Floor, Fulcrum, Sahar Road, Next to Hyatt Regency, Andheri (E), Mumbai - 400 099</p> <p>We request you to please mention your complete details:</p> <ul style="list-style-type: none"> • Full Name • Policy Number • Contact Details <p>in all your communications, to enable our customer experience expert to connect with you and provide you with quickest possible solution.</p> <p>We'll ensure to acknowledge your service request within 3 working days and try and resolve it to your satisfaction within 15 working days. That's a promise!</p> <p>Escalation</p> <p>Level 1: While we attempt to give you best-in-class and prompt resolution for any concerns, sometimes it may not be perfect. If you feel that you weren't offered a perfect resolution, please feel free to share your feedback with our Manager Customer Experience team at Manager.CustomerExperience@dhflinsurance.com</p> <p>Level 2: If you still are not happy about the resolution provided, then you may please write to our Head Customer Experience and Grievance Redressal Officer at Head.CustomerExperience@dhflinsurance.com.</p> <p>Level 3: If you are not happy with the resolution, you may approach IRDAI by calling on the Toll-Free no. 155255 (or) 1800 4254 732. You can also register an online complaint on the website http://igms.irda.gov.in.</p> <p>If your concern remains unresolved till one month from the date of registering your complaint, you may please approach the Insurance Ombudsman for redressal.</p> <p>OMBUDSMAN AND ADDRESSES: Refer the below link http://ecoi.co.in/ombudsman.html</p>
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<p>9</p>	<p>Insured's Rights</p>	<p>1. Insured may renew the policy by paying the premium as and when policy is due for renewal provided insurer has not declined renewal on grounds of fraud, misrepresentation, non-disclosure and non-cooperation.</p> <p>2. In the event of the death of the sole insured, this policy will remain valid for a period of three months or until the expiry of this policy (whichever is earlier). Legal heir(s) may apply to have this Policy transferred in their name or obtain a new insurance policy for the Motor Vehicle. All such applications should be accompanied by</p> <p>a) Death Certificate in respect of the insured b) Proof of title to the vehicle c) Original Policy.</p>
<p>10</p>	<p>Insured's Obligations</p>	<p>The Insured Person must disclose all material facts about the risk. Non-disclosure of material fact may prejudice liability under the policy. Material Fact means a fact deemed so important that it would change the decision made by an insurer if it were kept hidden.</p>
<p>Legal Disclaimer Note: The information must be read in conjunction with the product brochure and policy document. In case of any conflict between the CIS and the policy document, the terms and conditions mentioned in the policy document shall prevail.</p>		

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