

**COCORIDE TWO-WHEELER OWN DAMAGE POLICY ADD ON COVERS - DHFL GENERAL INSURANCE**

**CUSTOMER INFORMATION SHEET**

S. No.	Title	Description
1	Product Name	COCORide Two-Wheeler Own Damage Policy Add on Covers - DHFL General Insurance
2	What am I covered for	<p><b>In Addition to coverage available under DIGIRide Two Wheeler Package Policy following add on covers are offered.</b></p> <p><b>1. Zero Dep Cover (UIN: IRDAN155RP0003V01201920/A0021V01201920):</b> It covers amount of depreciation deducted on replacement of any damaged part/s and paint in an admissible own damage claim under Section- I of the Policy. The benefit will be limited to number of claims and deductible mentioned in the schedule.</p> <p><b>2. New Vehicle for Old Vehicle (UIN: IRDAN155RP0003V01201920/A0021V01201920):</b> Over and above Insured Declared Value(IDV), it provides difference between IDV and Invoice value of the new vehicle in case of Total Loss and Theft claim. Invoice means: Ex showroom + Road Tax + Registration expenses.</p> <p><b>3.NCB (No Claim Bonus) Protector (UIN: IRDAN155RP0003V01201920/A0021V01201920):</b> It protects NCB slab mentioned in the policy schedule if only one claim is reported during the policy period provided claim is not for Theft &amp; Total Loss. However, even in case of Theft of vehicle, protection will be available provided a new vehicle is purchased and insured with us within 90 days of settlement of claim.</p> <p><b>4. Consumable Expenses (UIN: IRDAN155RP0003V01201920/A0021V01201920):</b> It covers cost of consumables required to be replaced/replenished that are part of admissible Own Damage claim.</p> <p><b>5. Roadside Assistance (UIN: IRDAN155RP0003V01201920/A0021V01201920):</b> Provides assistance in case of breakdown/accident of vehicle, Tyre Puncture, Battery discharge etc. through a service provider.</p> <p><b>6. Engine Protector (UIN: IRDAN155RP0003V01201920/A0021V01201920):</b> Covers loss or damage to Engine and transmission parts due to ingress of water or engine seizure due to loss of liquids by external impact.</p>

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3	<p><b>What are the major Exclusions in the policy:</b></p>	<p><b>1. Zero Dep cover</b> a) Deductible as mentioned in the policy schedule.</p> <p><b>2. Consumable Cover</b> a) Any consumable not associated with admissible Own Damage claim under section I (Own Damage) of the policy. b) Any consumables that are related to wear and tear and not directly related to claim.</p> <p><b>3.Engine Protector</b> a) Any consequential loss, wear and tear, mechanical &amp; electrical failure and parts falling under warranty. b) Loss or damage due to corrosion of engine or parts thereof due to delay in intimation. c) Depreciation on parts unless zero dep cover is opted.</p> <p><b>4. Roadside Assistance</b> a) Act of God (including exceptional adverse weather conditions), earthquake, fire b) Loss of or damage to luggage or other personal effects that might occur during the services performance. c) Vehicles used for the purpose of racing, rallying, motor-sports. d) Routine repairs/services at user's home or other location. e) Consequential damages arising out of repair on the spot/ towing or any other road side assistance services. f) Any event not stated in coverages.</p> <p><i><b>(Note: the above is a partial listing of the policy exclusions. Please refer to the policy document for the full listing)</b></i></p>
4	<p><b>Claims</b></p>	<p><b><u>Claim Notification &amp; Registration:</u></b></p> <p>Notify or submit a claim by following way;</p> <ul style="list-style-type: none"> <li>• By calling Toll Free <a href="tel:18001230004">18001230004</a> OR</li> <li>• By sending an E Mail to <a href="mailto:mycare@dhflinsurance.com">mycare@dhflinsurance.com</a> OR</li> <li>• For Senior Citizens, we have a special cell and our Senior Citizen Customers can email us at <a href="mailto:seniorcare@dhflinsurance.com">seniorcare@dhflinsurance.com</a> for priority resolution</li> <li>• Through Customer Portal on website <a href="http://www.dhflinsurance.com">www.dhflinsurance.com</a> OR</li> <li>• Using Mobile App OR</li> <li>• Directly walk into branch</li> </ul> <p>While notifying the claim, following information should be provided:</p> <ul style="list-style-type: none"> <li>• Name of insured</li> <li>• Insured contact numbers</li> <li>• Policy number</li> <li>• Date and time of loss</li> <li>• Location of loss</li> </ul>

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		<ul style="list-style-type: none"> <li>• Nature and approximate extent of loss</li> <li>• Place and contact details of the person at the loss location</li> </ul> <p><b><u>After Notification &amp; Registration:</u></b></p> <p><b><u>Own Damage Claims:</u></b></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 Own Damage claim:</p> <ul style="list-style-type: none"> <li>• Claim Form completely filled and duly signed by Insured (CO’s seal need to be affixed in case the insured is a Firm/Company)</li> <li>• Copy of Registration Certificate (original for verification)</li> <li>• Copy of Motor Driving License of the person driving the vehicle at the time of accident (original for verification)</li> <li>• Police Report / Panchnama (In case of Partial Theft / Third Party property damage / Death / Body Injury / Damage due to Riot, Strike and Malicious act)</li> <li>• KYC documents (Address Proof as per policy &amp; ID proof) if claim amount exceeds Rs. 1 lakh.</li> <li>• Cancelled Cheque (CTS complied) or Filled NEFT Mandate form for online transfer of claim payment. (For reimbursement claims only).</li> </ul> <p><b><u>Own Damage Claim Settlement:</u></b></p> <ol style="list-style-type: none"> <li>1. After receipt of all relevant claim document, surveyor will assess the loss and issue work order.</li> <li>2. The surveyor may conduct re-inspection once repairs are completed.</li> </ol>
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		<p>3. DHFL GI will issue a Claim Amount Confirmation (CAC) on receipt of original/proforma repairing bill.</p> <p>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> <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>
5	<p><b>Policy Servicing / Grievances/Complaints</b></p>	<p><b><u>Grievance Redressal Procedure:</u></b></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"> <li>Call us on our Toll Free <a href="tel:18001230004">1800 123 0004</a> (From 8 am to 8 pm) for any queries that you may have!</li> <li>Email your queries to <a href="mailto:mycare@dhflinsurance.com">mycare@dhflinsurance.com</a>.</li> <li>For Senior Citizens, we have a special cell and our Senior Citizen Customers can email us at <a href="mailto:seniorcare@dhflinsurance.com">seniorcare@dhflinsurance.com</a> for priority resolution</li> <li>Visit our website <a href="http://www.dhflinsurance.com">www.dhflinsurance.com</a> to register your policy related requests.</li> <li>Please walk in to any of our branches or partner locations</li> <li>You can also dispatch your letters to us at:           <p style="text-align: center;"><b>DHFL General Insurance Ltd.</b> 402, 403 &amp; 404, A&amp;B Wing, 4th Floor, Fulcrum, Sahar Road, Next to Hyatt Regency, Andheri (E), Mumbai - 400 099</p> </li> </ol> <p>We request you to please mention your complete details:</p> <ul style="list-style-type: none"> <li>• Full Name</li> <li>• Policy Number</li> <li>• Contact Details</li> </ul> <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>

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		<p><b>Escalation</b></p> <p><u>Level 1:</u> 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 <a href="mailto:Manager.CustomerExperience@dhflinsurance.com">Manager.CustomerExperience@dhflinsurance.com</a></p> <p><u>Level 2:</u> 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 <a href="mailto:Head.CustomerExperience@dhflinsurance.com">Head.CustomerExperience@dhflinsurance.com</a>.</p> <p><u>Level 3:</u> If you are not happy with the resolution, you may approach IRDAI by calling on the Toll-Free no. <b>155255 (or) 1800 4254 732</b>. You can also register an online complaint on the website <a href="http://igms.irda.gov.in">http://igms.irda.gov.in</a>.</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 <a href="http://ecoi.co.in/ombudsman.html">http://ecoi.co.in/ombudsman.html</a></p>
<b>6</b>	<b>Insured's Rights</b>	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, mis-representation, non-disclosure and non-cooperation.
<b>7</b>	<b>Insured's Obligations</b>	<p>The Insured Person must disclose all material facts about the risk. Non-disclosure of material fact may prejudice liability under the policy.</p> <p>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><b>Legal Disclaimer Note:</b> 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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