

**COCODRIVE PRIVATE CAR POLICY- DHFL GENERAL INSURANCE-BUNDLED**

**CUSTOMER INFORMATION SHEET**

S. No	Title	Description
<b>1</b>	<b>Product Name</b>	<b>COCODrive Private Car Policy- DHFL General Insurance-Bundled</b>
<b>2</b>	<b>What am I covered for</b>	<p><b>A. <u>Own Damage:</u></b></p> <p>Provides protection against <b>loss of or damage to vehicle &amp; its accessories</b></p> <ol style="list-style-type: none"> <li>1. by fire, explosion self-ignition or lightning;</li> <li>2. by burglary, housebreaking or theft;</li> <li>3. by riot and strike;</li> <li>4. by earthquake (Fire and Shock Damage);</li> <li>5. by flood, typhoon, hurricane, storm, tempest, inundation, cyclone, hailstorm, frost;</li> <li>6. by accidental external means;</li> <li>7. by malicious act;</li> <li>8. by terrorist activity;</li> <li>9. whilst in transit by road rail inland - waterway lift elevator or air;</li> <li>10. by landslide, rockslide.</li> </ol> <p><b>B. <u>Liability to Third Party:</u></b></p> <p>Provides Protection Against Any legal liability arising out of the use of the vehicle, towards third parties arising on bodily injury to / on death of a person and any damage caused to third party property</p> <ol style="list-style-type: none"> <li>1) death of or bodily injury to any person so far as it is necessary to meet the requirements of the Motor Vehicles Act.</li> <li>2) damage to property other than property belonging to the insured or held in trust or in the custody or control of the Insured upto the specified limit.</li> </ol> <p><b>Limit of Liability</b></p> <p>Injury or Death: Unlimited Property damage: 7,50,000</p> <p><b>Compulsory Personal Accident cover to Owner Driver:</b></p> <p>Individual owner of the vehicle is covered for compulsory Personal Accident cover for a sum insured of Rs 15,00,000 as per following scale provided he has valid driving license.</p>

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		<table border="1" data-bbox="571 320 1350 745"> <thead> <tr> <th data-bbox="571 320 1064 416">Nature of Injury</th> <th data-bbox="1064 320 1350 416">Scale of compensation</th> </tr> </thead> <tbody> <tr> <td data-bbox="571 416 1064 479">i) Death</td> <td data-bbox="1064 416 1350 479">100%</td> </tr> <tr> <td data-bbox="571 479 1064 580">(ii) Loss of two limbs or sight of two eyes or one limb and sight of one eye.</td> <td data-bbox="1064 479 1350 580">100%</td> </tr> <tr> <td data-bbox="571 580 1064 642">(iii) Loss of one limb or sight of one eye</td> <td data-bbox="1064 580 1350 642">50%</td> </tr> <tr> <td data-bbox="571 642 1064 745">(iv) Permanent total disablement from injuries other than named above.</td> <td data-bbox="1064 642 1350 745">100%</td> </tr> </tbody> </table> <p data-bbox="564 786 1297 817">Apart from this following can be opted as additional benefits</p> <ol data-bbox="564 822 1294 925" style="list-style-type: none"> <li>1. Personal accident cover to unnamed passengers</li> <li>2. Legal liability to Paid driver</li> <li>3. Legal liability to employees travelling/driving insured car</li> </ol>	Nature of Injury	Scale of compensation	i) Death	100%	(ii) Loss of two limbs or sight of two eyes or one limb and sight 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%				
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3	IDV- Definition	<p data-bbox="564 1001 935 1032"><b>Insured Declared Value (IDV):</b></p> <p data-bbox="564 1072 1474 1209">IDV i.e. sum insured of the vehicle and accessories will be fixed on the basis of Manufacturer's Ex showroom price of the brand and model at the commencement of insurance subject to depreciation according to age of vehicle as per chart below:</p> <table border="1" data-bbox="649 1247 1359 1624"> <thead> <tr> <th data-bbox="649 1247 1114 1370">AGE OF VEHICLE</th> <th data-bbox="1114 1247 1359 1370">% OF DEPRECIATION FOR FIXING IDV</th> </tr> </thead> <tbody> <tr> <td data-bbox="649 1370 1114 1417">Not exceeding 6 months</td> <td data-bbox="1114 1370 1359 1417">5%</td> </tr> <tr> <td data-bbox="649 1417 1114 1462">Exceeding 6 months but not</td> <td data-bbox="1114 1417 1359 1462">15%</td> </tr> <tr> <td data-bbox="649 1462 1114 1507">Exceeding 1 year but not exceeding</td> <td data-bbox="1114 1462 1359 1507">20%</td> </tr> <tr> <td data-bbox="649 1507 1114 1552">Exceeding 2 year but not exceeding</td> <td data-bbox="1114 1507 1359 1552">30%</td> </tr> <tr> <td data-bbox="649 1552 1114 1597">Exceeding 3 year but not exceeding</td> <td data-bbox="1114 1552 1359 1597">40%</td> </tr> <tr> <td data-bbox="649 1597 1114 1624">Exceeding 4 year but not exceeding</td> <td data-bbox="1114 1597 1359 1624">50%</td> </tr> </tbody> </table> <p data-bbox="564 1664 1474 1800">IDV of vehicles beyond 5 years of age and of obsolete models of vehicles (i.e. models which the manufacturers have discontinued to manufacture) will be determined on the basis of an understanding between the insurer and the insured.</p> <p data-bbox="564 1805 1474 1874">Additional coverage for Electrical and Non-electrical accessories (not part of standard vehicle) will also be determined accordingly.</p>	AGE OF VEHICLE	% OF DEPRECIATION FOR FIXING IDV	Not exceeding 6 months	5%	Exceeding 6 months but not	15%	Exceeding 1 year but not exceeding	20%	Exceeding 2 year but not exceeding	30%	Exceeding 3 year but not exceeding	40%	Exceeding 4 year but not exceeding	50%
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4	<p><b>General Exceptions</b> <b>(Applicable to all sections of the Policy)</b></p>	<p>The company shall not be liable</p> <ol style="list-style-type: none"> <li>1. If the vehicle insured herein is used otherwise than in accordance with the 'Limitations as to Use' provision which prohibits use of vehicle for             <ol style="list-style-type: none"> <li>a. Hire &amp; Reward</li> <li>b. Carriage of goods other than samples or personal luggage</li> <li>c. Organized racing</li> <li>d. Pace making</li> <li>e. Speed testing</li> <li>f. Reliability trials</li> <li>g. Use in connection with motor trade</li> </ol> </li> <li>2. If vehicle is driven by any person other than a Driver as stated in the Driver's Clause.</li> <li>3. In respect of any claim arising out of any contractual liability.</li> <li>4. Any accidental loss or damage and/or liability caused sustained or incurred outside the geographical area;</li> <li>5. Consequential loss, wear &amp; tear, depreciation, mechanical or electrical breakdown.</li> <li>6. If person driving your vehicle is under the influence of intoxicating liquor or drugs.</li> <li>7. Any accidental loss or damage to any property whatsoever or any loss or expense whatsoever resulting or arising there from or any consequential loss.</li> <li>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.</li> </ol> <p><b><i>(Note: the above is an abridged wording of the policy exclusions. Please refer to the policy document for the full listing)</i></b></p>
5	<p><b>Renewal Conditions</b></p>	<p>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.</p>

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6	<b>Cancellation</b>	<p><b>Cancellation by Insured</b> - Policy/certificate 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. Proof of insurance of vehicle elsewhere and original certificate of insurance must be provided to us.</p> <p><b>Cancellation by Insurer</b> - 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. Under any of the above cancellations, in the event a claim has occurred in which case there shall be no refund of premium.</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> <p>Where the ownership of the vehicle is transferred, the Policy cannot be cancelled unless evidence that the vehicle is insured elsewhere is produced.</p>
7	<b>Claims</b>	<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 18001230004OR</li> <li>• By sending an E Mail to mycare@dhflinsurance.com OR</li> <li>• Through Customer Portal on website www.dhflinsurance.com 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> <li>• Nature and approximate extent of loss</li> <li>• Place and contact details of the person at the loss location</li> </ul>

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**After Notification & Registration:**

**Own Damage Claims:**

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”.

Survey will be conducted before you carry out the repair by the surveyor at the garage. Please refer policy for details regarding survey process.

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:

(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.

(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 Following are the documents that will be needed for survey and processing of Own Damage claim:

- Claim Form completely filled and duly signed by Insured (CO’s seal need to be affixed in case the insured is a Firm/Company)
- 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 / Panchanama (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).

**Own Damage Claim Settlement:**

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.

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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.

We will release claim payment within 7 working days after receipt of all claim document.

**Legal Liability Claims:** Claim payment will be settled as awarded by court or as agreed between the Company and Third Party.

**Documentation for Liability claims**

- Policy Copy
- Copy of Registration Book
- Copy of Motor Driving License of the person driving the vehicle at the time of accident
- Police Panchanama /FIR

**Personal Accident Claims:** Claims will be settled post receipt of necessary documents.

We will require following documents to process your claim. You may provide the same to enable us to promptly settle your claim.

**Documents for Personal Accident Claims**

- Policy copy
- Certificate from government hospital doctor confirming the nature and degree of disability
- Discharge summary of the treating hospital clearly indicating the Hospital Registration No.
- Diagnostic reports
- FIR / Panchanama– (if Notified to Police) Attested or Original
- Final Police Report- (if applicable)
- Death Certificate\*
- Post Mortem report\*
- Legal Heir certificate /nominee certificate\*

**(Marked with \* are required only in death claims)**

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.

Please also refer policy for detail documentation requirement.

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8	<b>Policy Servicing / Grievances/Complaints</b>	<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 1800 123 0004 (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:  DHFL General Insurance Ltd.  Office Nos. 402,403 &amp; 404, A &amp; B Wing, 4th Floor,  Fulcrum, Sahar Road, Next to Hyatt Regency,  Andheri (East), Mumbai, Maharashtra – 400099</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> <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>. or contact GRO at <b><u>022-40018100.</u></b></p>
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		<p><b>Level 3:</b> 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>
9	<b>Insured's Rights</b>	<ol style="list-style-type: none"> <li>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, mis-representation, non-disclosure and non-cooperation.</li> <li>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             <ol style="list-style-type: none"> <li>a) Death Certificate in respect of the insured</li> <li>b) Proof of title to the vehicle</li> <li>c) Original Policy.</li> </ol> </li> </ol>
10	<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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