

## **NAVI PRIVATE CAR OWN-DAMAGE ONLY INSURANCE- ADD ON COVERS**

### **POLICY WORDINGS**

#### **Definitions:**

- i. Accident - means unintentional damage sustained by the Vehicle in motion, due to lack of skill, negligence, non-observance of rules and regulations or an accident connected with road traffic or wilful or culpable actions by third parties, provoking damage to the Vehicle to such an extent as to render it impossible for the Beneficiary to use it in safe conditions.
- ii. Accident or Accidental - means a sudden, unforeseen and involuntary event caused by external, visible and violent means.
- iii. Authorized workshop / Garage /Service Station - means a motor vehicle repair workshop / garage /service station authorized by us.
- iv. Breakdown Mechanical or Electrical Breakdown to the vehicle due to defect, breakage, or part malfunctioning, that prevents the vehicle from being started or used in a safe condition, where the circumstances of the above causes are attributable to the services included in the Manufacturer's Warranty conditions

The following are also considered as breakdown of the Vehicle:

- a) Lack of Fuel
  - b) Change of Fuel
  - c) Run Down Battery
  - d) Flat Tyre/Tyres
  - e) Loss of The Vehicle Key / Key Closed Inside the Vehicle / Broken Key
- v. Constructive Total Loss - means a vehicle will be a Constructive Total Loss (CTL), where the aggregate cost of retrieval and/or repair of the vehicle subject to terms and conditions of the policy exceeds 75% of the IDV.
  - vi. Immobilizing Accident - means accident of a vehicle due to which it is not in a condition to be driven with its own power or on its own wheels and requires the vehicle to be towed.
  - vii. Immobilizing Breakdown - means Mechanical or Electrical breakdown of a vehicle which cannot be repaired on the spot of incident within 60 minutes of labour time.
  - viii. Occupant- means any non-fare paying passenger seating in the vehicle with insured's consent.
  - ix. Policy Period - The period stated in the schedule during which the policy is valid and operative.
  - x. We, Us, Our, Ourselves - means NAVI GENERAL INSURANCE LTD.
  - xi. You, Your, Yourself - means or refers to the person or persons or entity described in the Schedule as the insured.

#### **01. Zero Dep Cover (UIN: IRDAN155RP0002V01201920/A0004V01201920)**

This cover is applicable if it is shown on Your schedule.

**What is Covered:**

We will reimburse You the amount of depreciation deducted on replacement of any damaged part/s and paint under an own damage claim admissible under Section- I of the Policy subject to any deductible and limitation on number of claims mentioned in the policy schedule.

Subject otherwise to the terms, exceptions, conditions and limitations of the Policy.

**02. Daily Conveyance Allowance (UIN: IRDAN155RP0002V01201920/A0009V01201920)**

This cover is applicable if it is shown on Your schedule.

**What is Covered:**

We will pay You the amount as mentioned in the schedule per day to enable You to meet the cost of conveyance while Your vehicle is undergoing repair for damages caused by perils mentioned in section 1 (Own Damage) of the policy except those specified under What is not covered.

The allowance would be payable for a maximum period of 15 days during the policy period. Reasonable time taken for repair in respect of damages not admissible under section 1 (Own Damage) of the policy (as agreed between You, surveyor & garage/workshop manager) would be excluded for computation of amount payable under this cover.

Your entitlement of Conveyance Allowance will start from the next calendar day of Your Vehicle reaching the garage for repair or the date you intimate the claim to us whichever is later and shall end on the day garage intimates You to take delivery of the Vehicle.

**Illustration:**

1. If your vehicle reaches garage on 1st May then Your entitlement will start from 2nd May.
2. If your vehicle reaches garage on 1st May but you intimate to us on 03rd May then Your entitlement will start from 4th May.

**What is not Covered:**

We will not pay if any or all of the following conditions apply:

1. If you are claiming only for windscreen or glass damage under section 1 (Own Damage) of the policy.
2. If Vehicle is not repaired at the Authorised Garage.
3. If claim under section 1 (Own Damage) is not valid and admissible.
4. If time required for repair of motor vehicle is up to 3 days.
5. if repair is delayed due to non-availability of spares then the number of days taken to procure the spares (as agreed between You, surveyor & garage/workshop manager) will not be considered for computation of amount payable under this cover.

Subject otherwise to terms, conditions, limitations and exceptions of the policy.

**03. New Car for Old Car (UIN: IRDAN155RP0002V01201920/A0008V01201920)**

This cover is applicable if it shown on your schedule.

**What is covered:**

We will pay the difference between the amount receivable under section 1 (Own Damage) of the policy and the invoice price of the new vehicle of same make and model in the event of valid and admissible Total Loss/ Constructive total loss (CTL) or Theft claim under the policy.

If exactly same make/model/variant is discontinued our liability will be limited to the shortfall with respect to the last available invoice price of the insured vehicle immediately before discontinuation.

Invoice price: means Ex-showroom price of the vehicle and includes registration charges, all taxes including road tax as mentioned in the invoice but excluding cost of insurance.

**Special conditions:**

- You are the first registered owner of the vehicle. This condition is waived for employer to employee transfer cases where there is no change in actual user of the vehicle.
- Cover is not applicable for imported vehicles i.e. where invoice is not generated in India.
- Cost of any non-built in electrical/electronic and non-electrical/electronic accessories including bi-fuel kit forming part of the invoice but not insured under section 1 (Own Damage) of the policy will not be covered.
- The finance company/bank who has financed the vehicle gives his consent for settlement of claim under this coverage.
- The company reserves the right to either pay or provide you new vehicle of same specification.

Subject otherwise to terms, conditions, limitations and exceptions of the policy.

**04. NCB (No Claim Bonus) Secure (UIN: IRDAN155RP0002V01201920/A0006V01201920)**

This cover is applicable if it is shown on Your schedule.

**What is Covered**

If Your vehicle is insured with us then We will allow you the same No claim bonus, as shown on Your schedule at the time of renewal with Us provided:

- Vehicle is claim free at least for preceding 2 consecutive years at the inception of the policy with us.
- Only 1 own damage claim is reported with us during the policy period and that claim is not a Total Loss(TL)/Constructive Total Loss (CTL)/Theft.
- The renewal of policy is done with Us within 90 days of expiry of the policy.

**Special conditions applicable in addition to the general conditions:**

- Any loss or damage only to the windscreen glass/rear glass/door glasses/sunroof glass will not be counted as claim under this cover.
- Partial theft of accessories/parts will not be counted as claim under this cover.
- In case of Theft of entire motor vehicle, if a new motor vehicle is purchased and insured with Us within 90 days of the final settlement of theft claim, in which case, we will allow same No claim bonus on New Motor vehicle as is shown in the schedule.

Subject otherwise to terms, conditions, limitations and exceptions of the policy.

**05. NCB Protector- Repair of Non-Metallic parts (UIN: IRDAN155RP0002V01201920/A0007V01201920)**

This cover is applicable if it is shown on Your schedule.

**What is covered:**

A claim for only Glass/plastic/rubber/fibre/fibre glass/Nylon parts where You opt for repairs rather than replacement, will not affect Your No Claim Bonus eligibility at the time of renewal with Us provided number of such claim does not exceed one and there is no other claim for damage to the vehicle during the policy period.

**Special Condition:**

If painting work is done without any repair associated with those parts, then You will not be entitled to any benefit under this cover.

Subject otherwise to terms, conditions, limitations and exceptions of the policy.

**06. Personal Belonging Protector (UIN: IRDAN155RP0002V01201920/A0012V01201920)**

This cover is applicable if it is shown on Your schedule.

**What is covered:**

We will pay for the loss or damage to personal belongings of You or any other occupants of the vehicle caused by perils mentioned under section 1 (Own Damage) of the policy while they are in the insured vehicle.

Personal belonging means, items such as clothes and other articles of personal nature including but not limited to Mobile, Laptop, Audio/Video CD's, but excludes jewellery, money, securities, cheques, bank drafts, debit or credit cards, travel tickets, paintings, curios and items of similar nature.

We will pay up to the sum insured subject to per item limit mentioned in the policy schedule during the policy period.

**Special Condition:**

- FIR must be lodged with the Police by You or any other occupants in the event of theft, burglary, confirming the date and time of the incident and the particulars of articles lost. A copy of FIR must be provided to us.
- Any goods or samples carried in connections with any trade or business is not covered.
- Any claim under this section will be admissible only when there is a valid and admissible claim under section 1 (Own Damage) of the policy.

Subject otherwise to terms, conditions, limitations and exceptions of the policy.

**07. Key & Lock Replacement (UIN: IRDAN155RP0002V01201920/A0011V01201920)**

This cover is applicable if it shown on Your schedule.

**What is covered:**

If Your keys are lost/stolen or vehicle has been broken into then We will reimburse the cost of new lock and/or keys and labour charges not exceeding the sum insured as mentioned in your schedule.

Intimation to Police Station and to us must be provided within 48 hours of the occurrence of the incident leading to claim under this cover.

**What is not covered:**

We will not pay if key is lost or stolen while left in the vehicle.

Subject otherwise to terms, conditions, limitations and exceptions of the policy.

**08. Engine Protector (UIN: IRDAN155RP0002V01201920/A0010V01201920)**

This cover is applicable if it is shown on your schedule.

**What is covered:**

We will pay You repair and replacement expenses for loss or damage to internal parts of the Engine, Gear box, Transmission or Differential assembly including lubricating Oils/consumables\* used in the respective assembly provided loss or damage is due to ingress of water in the engine or due to leakage of lubricating oil and/or coolant from Engine/respective assembly caused by accidental external impact.

\*Consumable means material, which is used up and needs continuous replenishment such as engine oil, gear box oil etc. but excluding fuel.

**What is not covered:**

- 1) Any consequential loss, wear and tear, mechanical & electrical failure and parts falling under warranty.
- 2) Loss or damage due to corrosion of engine or parts thereof due to delay in intimation.
- 3) Depreciation unless Depreciation Reimbursement cover is opted by You.

**Special Condition:**

Claim under this cover will be admissible only if

- 1) In case of water damage, there is evidence of vehicle being submerged or stopped in a water-logged area.
- 2) Vehicle is transported/towed to garage within 2 (Two) days of water receding from the water-logged area.
- 3) You have taken all reasonable steps, safeguards and precautions to avoid any loss or damage and prevent aggravation of loss once the loss or damage to the vehicle is sustained and noticed by You.

**Deductible:**

Deductible as stated in the schedule will apply for each claim reported under the policy.  
Subject otherwise to terms, conditions, limitations and exceptions of the policy.

**09. Consumable Expenses (UIN: IRDAN155RP0002V01201920/A0005V01201920)**

This cover is applicable if it shown on your schedule.

**What is covered**

We will cover cost of consumables required to be replaced/ replenished arising from an accident to the insured vehicle subject to valid and admissible claim under section I (own damage) of the policy.

Consumable shall include Oil/lubricants, filters, coolant, fasteners, bearings, and items of similar nature excluding fuel.

**What is not covered**

- 1) Any consumable not associated with admissible Own Damage claim under section I (Own Damage) of the policy.
- 2) Any consumables that are related to wear and tear and not directly related to claim is excluded.

**10. Tyre Replacement (UIN: IRDAN155RP0002V01201920/A0013V01201920)**

This cover is applicable if it shown on your schedule.

**What is covered**

We will cover the cost of replacement of Tyre(s) in the event loss or damage is caused by Perils covered in Section 1 of the policy unless specifically excluded.

**Option I:**

We will pay on the basis of unused tread depth of respective tyres.

- Unused tread depth of <3 mm – NIL (Considered as normal wear and tear and is not covered)
- Unused tread depth of > 3 to < 3.9 mm - 20% of cost of new tyre
- Unused tread depth of > 4 to < 4.9 mm - 40% of cost of new tyre
- Unused tread depth of > 5 to < 5.9 mm - 60% of cost of new tyre
- Unused tread depth of > 6 to < 6.9 mm - 85% of cost of new tyre
- Unused tread depth of > 7 to 8 mm - 100% of cost of new tyre

Unused Tread depth will be measured at the centre of the tread. Minimum 4 measurements at 4 various places will be taken for arriving at mean tread depth which will be the basis of indemnity under the coverage.

**Option II:**

We will pay for the replacement cost of new tyre without any deduction for depreciation.

**Special Condition:**

1. Whenever replacement of tyre will be allowed it will be of the same make and specification and if tyre of similar specification is not available and replaced tyre is superior to damaged tyre then We will not be liable for betterment charges. Maximum of 4 (four) replacements will be allowed during the Policy Period.

2. If damage to tyre is due to the accidental damage to the insured vehicle covered under “Own Damage” section of the policy. Our liability under this cover will be restricted to the difference of depreciation percentage applied under “Own Damage” section and as mentioned above basis the unused tread depth.
3. If You make a fraudulent claim which is declined as per para 9 of “What We will not cover”, coverage under this section shall cease with immediate effect for the entire policy period.
4. If during the Policy Period any tyre is replaced for any reason for which claim is not preferred under the coverage, cover on new tyre would not be available unless details of new tyre are informed to Us.
5. All claims must be made within 3 working days of damage.
6. You must take all reasonable steps to avoid loss or damage to tyre(s). You must not continue to drive the vehicle after any damage or incident if this could cause further damage to tyre(s).

### **What is not covered**

1. loss or damage arising out of natural wear and tear including unevenly worn tyres caused by defective steering geometry outside manufacturer’s recommended limits or wheel balance, failure of suspension component, wheel bearing or shock absorber.
2. any loss or damage within first 15 days of inception of the policy.
3. loss or damage to wheel accessories, any other parts.
4. if the tyre(s) being claimed is different from tyre(s) insured/supplied as original equipment along with the vehicle unless informed to us and mentioned/endorsed on the policy.
5. loss or damage arising out of modifications not approved by manufacturer.
6. loss or damage resulting from hard driving due to race, rally or illegal activities.
7. loss or damage resulting from poor workmanship while repair.
8. any loss or damage resulting into total loss of the vehicle.
9. fraudulent act committed by insured or the workshop or any person entrusted possession of the vehicle by insured.
10. any consequential loss or damage such as but not limited to noises, vibrations and sensations that do not affect tyre function or performance.
11. loss or damage due to neglect of periodic maintenance as specified by manufacturer.
12. loss or damage arising out of any manufacturing defect or design.
13. Theft of tyre(s) or its parts accessories without vehicle being stolen or theft of entire vehicle.
14. Tyre(s) with scratches, minor cuts, noise and vibrations that do not affect product function or performance
15. Any loss or damage to tyre that results from running of the vehicle with deflated tyre(s).

### **Special Condition:**

1. If You make a fraudulent claim which is declined as per para 9 of “What We will not cover”, coverage under this section shall cease with immediate effect for the entire policy period.
2. If during the Policy Period any tyre is replaced for any reason for which claim is not preferred under the coverage, cover on new tyre would not be available unless details of new tyre are informed to Us.
3. All claims must be made within 3 working days of damage.
4. You must take all reasonable steps to avoid loss or damage to tyre(s). You must not continue to drive the vehicle after any damage or incident if this could cause further damage to tyre(s).

### **11. Depreciation Cover - Specified Limit (UIN: IRDAN155RP0002V01201920/A0014V01201920)**

This cover is applicable if it is shown on Your schedule.

### **What is Covered:**

We will reimburse You the amount of depreciation deducted on replacement of any damaged part/s and paint under an own damage claim admissible under Section - I of the Policy up to the sum insured mentioned in the policy schedule.

Sum insured mentioned in the schedule is the maximum limit available under this benefit for the entire policy period. Any claim paid under this benefit will reduce the sum insured to the extent of claim amount.

Subject otherwise to the terms, exceptions, conditions and limitations of the Policy.

Navi Private Car Own-Damage Only Insurance- Add on Covers | UIN: IRDAN155RP0002V01201920

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CIN: U66000KA2016PLC148551 | IRDAI Registration Number: 155

### **Special Condition:**

Our liability will be limited to the sum insured mentioned in the schedule irrespective of number of claims in the policy. Any unutilised sum insured under this benefit will not get carried forward if the policy is renewed with us.

## **12. Roadside Assistance (UIN: IRDAN155RP0002V01201920/A0015V01201920)**

### **What is covered:**

We will provide you the following emergency assistance services during the Policy Period through Our network garages or service providers, provided that the services will be provided on best effort basis in an area where we have our presence through our network garages or through the network of our service providers.

Following are the services that are offered:

#### **1. Repair and Towing Assistance Service for Flat Tyre**

In the event insured Vehicle is immobilized due to a flat tyre, you will get the assistance of a vehicle technician to replace the flat tyre with the spare Stepney tyre of the Vehicle at the location of breakdown. In case the spare tyre is not available in the insured Vehicle, the flat tyre will be taken to the nearest flat tyre repair shop for repairs & re-attached to the Vehicle. All incidental charges for transporting the tyre to the repair shop and its repair cost shall be borne by you.

#### **2. Flat Battery – Jump Start Service**

In the event insured Vehicle is immobilized, due to rundown battery, you will get the assistance of a Vehicle technician to jump start the Vehicle with appropriate means. If the run-down battery has to be replaced with a new battery, the cost of such battery replacement and any costs to obtain the battery will be borne by you. All costs involved in charging of the run-down battery will also be borne by you.

#### **3. Repair on the spot**

In the event insured Vehicle breaks down due to a minor mechanical / electrical fault making it immobile and immediate repair on the spot is deemed possible, you will get the assistance of a vehicle technician for repairing the breakdown at the location of breakdown. Cost of Material & Spare Parts, if required, to repair the vehicle on the spot and any other incidental conveyance to obtain such material & spare parts will be borne by you.

#### **4. Spare Key Retrieval / Service for Keys Locked Inside**

If the keys of the insured vehicle are broken, lost or misplaced, and in case you need and request to arrange for another set from your place of residence the same will be arranged after receiving the requisite authorizations from you with regards to the person designated to hand over the same to you provided the distance between the two locations are less than 50 kms. You may be requested to submit an identity proof at the time of delivery of the keys. However, if the distance between the two locations (residence & place where the keys are required) are more than 50 kms the keys will be sent by courier. Alternatively, in case the keys are lost the vehicle shall be towed to a nearest safe place.

#### **5. Fuel Support (Emergency Fuel Delivery)**

In the event insured Vehicle runs out of fuel and hence is immobilized, you will get the assistance of emergency fuel (up to 5 litres on a chargeable basis) at the location of breakdown.

#### **6. Emergency Towing Assistance**

##### **a) In case of Break-down:**

In the event insured Vehicle suffers an immobilizing break down due to a mechanical or electrical fault which cannot be repaired on the spot, you will get the assistance in towing the vehicle to the nearest garage, using the best available towing mechanism, within a radius of 100 Kms. from the location of the breakdown. In case the towing distance exceeds the mentioned limit, you will be informed of the expected additional costs, which will need to be paid by you to the vendor at the vendor's actual rates.

##### **b) In case of an Accident:**

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Toll-free number: 1800 123 0004 | Website: [www.naviinsurance.com](http://www.naviinsurance.com) | Email: [insurance.help@navi.com](mailto:insurance.help@navi.com)

CIN: U66000KA2016PLC148551 | IRDAI Registration Number: 155

In the event insured Vehicle suffers an immobilizing break down due to an accident, you will get the assistance in towing the vehicle to the nearest garage, using the appropriate towing mechanism within a radius of 100 Kms. from the location of the breakdown. In case the towing distance exceeds the mentioned limit, you will be informed of the expected additional costs, which will need to be paid by you to the vendor at the vendor's actual rates.

**c) Towing in case of incorrect Fuelling –**

In the event of the Insured vehicle being immobilized due to incorrect fuelling, you will get assistance in making the arrangement for vehicle to be towed to nearest garage using the appropriate towing mechanism within a radius of 100 km's from the location of breakdown. In case the towing distance exceeds the mentioned limit, you will be informed of the expected additional costs, which will need to be paid by you.

**7. Breakdown support over phone**

In the event insured vehicle is immobilized due to a breakdown you will be assisted over phone and try to resolve the problem then & there.

**8. Facilitate finding closest dealer**

In case of specific request received from you about providing the contact details of the nearest dealer the same will be provided to you.

**9. Customer conference calling**

For seamless & speedy services, a conference call (wherever required) among the insured, the assistance provider and us will be arranged. You will be kept updated on the progress of intervention.

**10. Concierge Services:**

**a) SMS Relays/Emergency Message Service**

In the event of breakdown or accident to your insured vehicle under our policy your urgent messages will be relayed to a person of your choice.

**b) Continuation / Return Journey (Taxi Support)**

In the event the insured vehicle is immobilized outside the municipal/corporation limits of your home city, and the vehicle cannot be repaired the same day, we shall, make arrangement for an alternate hired car/ taxi of same vehicle class on best effort basis. However, in case the same vehicle class is not available owing to geographical or other constraints, you will be provided the next best class of vehicle available. All such expenses will be borne by you.

**c) Hotel Accommodation:**

In the event insured vehicle is immobilized and cannot be repaired the same day, you will get the assistance in organizing for Hotel accommodation near the location of the event. You will have to bear the cost of stay and you will be informed of the amount to be paid in advance directly to the Hotel and we will pay the amount if opted and shown in the policy schedule.

**d) Ambulance Arrangement:**

In the event the insured vehicle is immobilized outside the Municipal / corporation limits of your home city, you will get assistance and arrangement for an ambulance, if required. You will have to bear the cost related to this service and will be paid directly to vendor.

**e) Medical Co-ordination:**

In case of specific request received from you about providing the contact details of the name, address, telephone number of physician, hospitals, clinic, dentist and dental clinics the same shall be provided. However, the quality of medical services of the referred service providers cannot be guaranteed.

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f) Pick up of repaired vehicle:

In the event insured Vehicle suffers an immobilizing breakdown/accident which is outside the limits of your home city, and the vehicle is towed to the nearest garage which determines that the vehicle cannot be repaired the same day, you will get the assistance to pick the vehicle from the location of incident and transport it to the desired location by providing driver facility service after the vehicle is fully repaired. The cost of driver shall be borne by you.

**Important Note:** You will not be required to pay for labour cost and round-trip conveyance costs of the service provider except cost of material/spare parts and conveyance/transportation cost to obtain them if required, to repair the Vehicle and any other cost specifically mentioned in the above services.

We will make our best effort to provide you various services within 3 hours of reporting. Further, If your insured vehicle is immobilized due to breakdown, and is eligible for services, but as a rare chance, you do not get the eligible assistance as mentioned above, you will be reimbursed the costs incurred for towing the insured Vehicle to the nearest garage not exceeding Rs.2000/- per event for towing or Rs.250/- per event for other services. To qualify for reimbursement, you must have called the toll-free number and obtained an authorization, prior to availing external service and must provide necessary documents justifying the event and the actual costs borne. However, in case you were unable to contact us due to failure on the part of the call centre, the same will also be considered as provided above.

### **Geographical territory**

These services are available on National highways, State highways and motorable roads of cities within mainland India.

### **Limitations**

The Services will be provided on a best effort basis, subject to regulations in force locally.

The services would not be provided under following conditions:

1. Acts of God (including exceptional adverse weather conditions), Earthquake, Fire (not caused by the negligence of either party), War (declared or undeclared), Invasion, Rebellion, Revolt, Riot (other than among employees of either party), Civil Commotion, Civil War, Acts of Terrorism, Nuclear Fission, Strike, Act(s) of omission/ commission by any concerned, Government(s), or Government agencies, Judicial or Quasi-Judicial authorities.
2. Loss of or damage to luggage or other personal effects that might occur during the services performance.
3. Vehicles should not be used for the purpose of racing, rallying, motor-sports, or in any instance where the Vehicle is not being used /driven in accordance with applicable laws and regulations.
4. Not covered events: Any service not-covered here, if provided shall be at your own expense.
5. Load carried in the vehicle such as boats, motor vehicles, gliders, or animals (horses, cattle...), merchandise, perishable goods, research and scientific equipment, building equipment, furniture, etc. shall not be transported.
6. This Emergency service is available when the Covered Vehicles suffers a breakdown while riding. It is not available for routine repairs/services at user's home or other location.
7. We/Vendor will not be accountable, responsible or liable for consequential damages arising out of repair on the spot/ towing or any other roadside assistance services.

### **Process for Receiving Services:**

#### **Entitlement**

In order to entitle the relevant Users to the Services, the insured Vehicle must be immobilised within the Covered geographical territory. A vehicle is considered as immobilised as long as it cannot be driven as a result of a breakdown or an accident. However, the state of being out of use for maintenance or repair purposes is not considered as immobilisation.

#### **Procedure**

- Contact us/service provider on Toll-Free number mentioned in your policy immediately on any incident.
- Get the prior approval before taking any initiative or incurring any expenses.
- Comply with the solutions recommended.
- Take all reasonable measures to limit and prevent possible consequences of the Breakdown.
- Provide Us your / user beneficiary Information.

### **GRIEVANCE REDRESSAL PROCEDURE**

At Navi 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. However, if you aren't satisfied—please feel free to connect with us on the following channels.

- a. Call us on our Toll Free **1800 123 0004** for any queries that you may have!
- b. Email your queries to [insurance.help@navi.com](mailto:insurance.help@navi.com).
- c. For Senior Citizens, we have a special cell and our Senior Citizen Customers can email us at [seniorcare@navi.com](mailto:seniorcare@navi.com) for priority resolution.
- d. Visit our website [www.naviinsurance.com](http://www.naviinsurance.com).
- e. Please walk into any of our branches or partner locations
- f. You can also dispatch your letters to us at:

**Navi General Insurance Limited**

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4th B Cross Road, 5th Block,  
Koramangala Industrial Layout,  
Bengaluru, Karnataka – 560095

We request you to please mention your complete details: Full Name, Policy Number and Contact Details in all your communications, to enable our customer experience expert to connect with you and provide you with quickest possible solution.

We'll make sure 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!

### Escalation

**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@navi.com](mailto:Manager.CustomerExperience@navi.com).

**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@navi.com](mailto:Head.CustomerExperience@navi.com)

**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>.

If your concern remains unresolved till one month from the date of registering your complaint, you may please approach the Insurance Ombudsman for redressal. To know who your Insurance Ombudsman is, simply refer to the Ombudsman list overleaf.

Contact details of Insurance Ombudsman are available at our website [www.naviinsurance.com](http://www.naviinsurance.com)

**OMBUDSMAN AND ADDRESSES: Refer the below link** <http://ecoi.co.in/ombudsman.html>

## NAMES OF OMBUDSMAN AND ADDRESSES OF OMBUDSMAN CENTRES

S. No.	Contact Details	Jurisdiction of Office
1.	<p><b>AHMEDABAD</b></p> <p>Office of the Insurance Ombudsman, Jeevan Prakash Building, 6th Floor, Tilak Marg, Relief Road, Ahmedabad - 380 001. Tel.: 079 - 25501201/02/05/06 <a href="mailto:bimalokpal.ahmedabad@ecoi.co.in">Email: bimalokpal.ahmedabad@ecoi.co.in</a></p>	State of Gujarat and Union Territories of Dadra & Nagar Haveli and Daman and Diu
2.	<p><b>BENGALURU</b></p> <p>Office of the Insurance Ombudsman, Jeevan Soudha Building, PID No. 57-27-N-19, Ground Floor, 19/19, 24th Main Road, JP Nagar, 1st Phase, Bengaluru - 560 078. Tel.: 080 - 26652048 / 26652049 <a href="mailto:bimalokpal.bengaluru@ecoi.co.in">Email: bimalokpal.bengaluru@ecoi.co.in</a></p>	Karnataka
3.	<p><b>BHOPAL</b></p> <p>Office of the Insurance Ombudsman, Janak Vihar Complex, 2nd Floor, 6, Malviya Nagar, Opp. Airtel Office, Near New Market, Bhopal - 462 003. Tel.: 0755 - 2769201 / 2769202 Fax: 0755 - 2769203 <a href="mailto:bimalokpal.bhopal@ecoi.co.in">Email: bimalokpal.bhopal@ecoi.co.in</a></p>	States of Madhya Pradesh and Chattisgarh
4.	<p><b>BHUBANESHWAR</b></p> <p>Office of the Insurance Ombudsman, 62, Forest Park, Bhubneshwar - 751 009. Tel.: 0674 - 2596461 / 2596455 Fax: 0674 - 2596429 <a href="mailto:bimalokpal.bhubaneswar@ecoi.co.in">Email: bimalokpal.bhubaneswar@ecoi.co.in</a></p>	State of Orissa
5.	<p><b>CHANDIGARH</b></p> <p>Office of the Insurance Ombudsman, S.C.O. No. 101, 102 &amp; 103, 2nd Floor, Batra Building, Sector 17 - D, Chandigarh - 160 017. Tel.: 0172 - 2706196 / 2706468 Fax: 0172 - 2708274 <a href="mailto:bimalokpal.chandigarh@ecoi.co.in">Email: bimalokpal.chandigarh@ecoi.co.in</a></p>	States of Punjab, Haryana, Himachal Pradesh, Jammu & Kashmir and Union territory of Chandigarh

6.	<p><b>CHENNAI</b> Office of the Insurance Ombudsman, Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, Chennai - 600 018. Tel.: 044 - 24333668 / 24335284 Fax: 044 - 24333664 <a href="mailto:bimalokpal.chennai@ecoi.co.in">Email: bimalokpal.chennai@ecoi.co.in</a></p>	State of Tamil Nadu and Union Territories - Pondicherry Town and Karaikal (which are part of Union Territory of Pondicherry)
7.	<p><b>DELHI</b> Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Building, Asaf Ali Road, New Delhi - 110 002. Tel.: 011 - 23232481 / 23213504 Fax: 011 - 23230858 <a href="mailto:bimalokpal.delhi@ecoi.co.in">Email: bimalokpal.delhi@ecoi.co.in</a></p>	State of Delhi
8.	<p><b>GUWAHATI</b> Office of the Insurance Ombudsman, Jeevan Nivesh, 5th Floor, Nr. Panbazar Over Bridge, S.S. Road, Guwahati - 781001 (ASSAM). Tel.: 0361 - 2132204 / 2132205 Fax: 0361 - 2732937 <a href="mailto:bimalokpal.guwahati@ecoi.co.in">Email: bimalokpal.guwahati@ecoi.co.in</a></p>	States of Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura
9.	<p><b>HYDERABAD</b> Office of the Insurance Ombudsman, 6-2-46, 1st floor, "Moin Court", Lane Opp. Saleem Function Palace, A. C. Guards, Lakdi-Ka-Pool, Hyderabad - 500 004. Tel.: 040 - 65504123 / 23312122 Fax: 040 - 23376599 <a href="mailto:bimalokpal.hyderabad@ecoi.co.in">Email: bimalokpal.hyderabad@ecoi.co.in</a></p>	States of Andhra Pradesh, Telangana and Union Territory of Yanam - a part of the Union Territory of Pondicherry
10.	<p><b>JAIPUR</b> Office of the Insurance Ombudsman, Jeevan Nidhi - II Bldg., Gr. Floor, Bhawani Singh Marg, Jaipur - 302 005. Tel.: 0141 - 2740363 <a href="mailto:bimalokpal.jaipur@ecoi.co.in">Email: bimalokpal.jaipur@ecoi.co.in</a></p>	State of Rajasthan

11.	<p><b>ERNAKULAM</b></p> <p>Office of the Insurance Ombudsman, 2nd Floor, Pulinat Bldg., Opp. Cochin Shipyard, M. G. Road, Ernakulam - 682 015. Tel.: 0484 - 2358759 / 2359338 Fax: 0484 - 2359336 <a href="mailto:bimalokpal.ernakulam@ecoi.co.in">Email: bimalokpal.ernakulam@ecoi.co.in</a></p>	Kerala, Lakshadweep, Mahe-a part of Pondicherry
12.	<p><b>KOLKATA</b></p> <p>Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 4th Floor, 4, C.R. Avenue, Kolkata - 700 072. Tel.: 033 - 22124339 / 22124340 Fax: 033 - 22124341 <a href="mailto:bimalokpal.kolkata@ecoi.co.in">Email: bimalokpal.kolkata@ecoi.co.in</a></p>	States of West Bengal, Sikkim and Union Territories of Andaman and Nicobar Islands
13.	<p><b>LUCKNOW</b></p> <p>Office of the Insurance Ombudsman, 6th Floor, Jeevan Bhawan, Phase-II, Nawal Kishore Road, Hazratganj, Lucknow - 226 001. Tel.: 0522 - 2231330 / 2231331 Fax: 0522 - 2231310 <a href="mailto:bimalokpal.lucknow@ecoi.co.in">Email: bimalokpal.lucknow@ecoi.co.in</a></p>	District of Uttar Pradesh: Lalitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhadra, Fatehpur, Pratapgarh, Jaunpur, Varansi, Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareli, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkarnagar, Sulanpur, Maharajganj, Santkabirnagar, Azamgarh, Kaushinagar, Gorkhpur, Deoria, Mau, Chandauli, Ballia, Sidharathnagar
14.	<p><b>MUMBAI</b></p> <p>Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: 022 - 26106552 / 26106960 Fax: 022 - 26106052 <a href="mailto:bimalokpal.mumbai@ecoi.co.in">Email: bimalokpal.mumbai@ecoi.co.in</a></p>	States of Goa, Mumbai Metropolitan Region excluding Navi Mumbai & Thane
15.	<p><b>NOIDA</b></p> <p>Office of the Insurance Ombudsman, Bhagwan Sahai Palace, 4th Floor, Main Road, Naya Bans, Sector 15, Distt: Gautam Buddha Nagar, U. P. - 201301. Tel.: 0120 - 2514250 / 2514252 / 2514253 <a href="mailto:bimalokpal.noida@ecoi.co.in">Email: bimalokpal.noida@ecoi.co.in</a></p>	States of Uttaranchal and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshehar, Etah, Kanooj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farrukhabad, Firozabad, Gautam Budh Nagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanshiramnagar, Saharanpur

16.	<p><b>PATNA</b> Office of the Insurance Ombudsman, 1st Floor, Kalpana Arcade Building, Bazar Samiti Road, Bahadurpur, Patna - 800 006. Tel.: 0612-2680952 <a href="mailto:bimalokpal.patna@ecoi.co.in">Email: bimalokpal.patna@ecoi.co.in</a></p>	States of Bihar and Jharkhand
17.	<p><b>PUNE</b> Office of the Insurance Ombudsman, Jeevan Darshan Bldg., 3rd Floor, C.T.S. No. 195 to 198, N. C. Kelkar Road, Narayan Peth, Pune - 411 030. Tel.: 020 - 41312555 <a href="mailto:bimalokpal.pune@ecoi.co.in">Email: bimalokpal.pune@ecoi.co.in</a></p>	States of Maharashtra, Area of Navi Mumbai and Thane excluding Mumbai Metropolitan Region

**IRDAI Regulation No 17:** This Policy is subject to regulation 17 of IRDAI (Protection of Policyholder’s Interests) Regulation 2017 or any amendment thereof from time to time.