



THE ORIENTAL INSURANCE COMPANY LIMITED

REG OFFICE: ORIENTAL HOUSE, P.B. NO. 7037, A-25/27, ASAF ALI ROAD, NEW DELHI – 110 002

CUSTOMER INFORMATION SHEET

Sl. No	Title	Description														
1.	Product Name	Private Car Package Policy														
2.	Unique Identification Number (UIN) allotted by IRDAI	IRDAN556RP007701200506														
3.	Structure Basis of Sum Insured (IDV)	<p>The Insured Declared Value (IDV) of the Vehicle will be deemed to be the Sum Insured for the purpose of this policy which is fixed at the commencement of each policy period for the insured vehicle.</p> <p>This is an Indemnity based (with deductions for depreciation and policy excess) package product covering both Accidental Own Damages to the insured's vehicle & Third Party liability arising out of use of the vehicle. It also covers personal accident for owner-driver.</p> <p>The schedule of depreciation for fixing IDV of the vehicle :-</p> <table border="1"> <thead> <tr> <th>AGE OF VEHICLE</th> <th>% OF DEPRECIATION FOR FIXING IDV</th> </tr> </thead> <tbody> <tr> <td>Not exceeding 6 months</td> <td>5%</td> </tr> <tr> <td>Exceeding 6 months but not exceeding 1 year</td> <td>15%</td> </tr> <tr> <td>Exceeding 1 year but not exceeding 2 years</td> <td>20%</td> </tr> <tr> <td>Exceeding 2 years but not exceeding 3 years</td> <td>30%</td> </tr> <tr> <td>Exceeding 3 years but not exceeding 4 years</td> <td>40%</td> </tr> <tr> <td>Exceeding 4 years but not exceeding 5 years</td> <td>50%</td> </tr> </tbody> </table> <p>IDV of vehicles beyond 5 years of age and of obsolete models of the vehicles (i.e. models which the manufacturers have discontinued to manufacture) is to be determined on the basis of an understanding between the insurer and the insured. IDV shall be treated as the 'Market Value' throughout the policy period without any further depreciation for the purpose of Total Loss (TL) / Constructive Total Loss (CTL) claims. The insured vehicle shall be treated as a CTL if the aggregate cost of retrieval and / or repair of the vehicle, subject to terms and conditions of the policy, exceeds 75% of the IDV of the vehicle.</p> <ol style="list-style-type: none"> Indemnity- Repair or TL/CTL basis Benefit basis in case of CPA(only if opted for) 	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%	Exceeding 2 years but not exceeding 3 years	30%	Exceeding 3 years but not exceeding 4 years	40%	Exceeding 4 years but not exceeding 5 years	50%
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4	Interests Insured	<p>1. Vehicle registered in the name of the insured.</p> <p>2. Third Party Liability arising out of use of the vehicle.</p> <p>3. Personal Accident cover for Owner and/or driver and passengers (only if opted for)</p>
5	Sum Insured/ Insured Declared Value (IDV)	<p>Section I-- LOSS OF OR DAMAGE TO THE VEHICLE INSURED</p> <p>The schedule of age-wise depreciation as shown in above Column no. 3 is applicable for the purpose of Total Loss/Constructive Total Loss (TL/CTL) claims only.</p> <p>Section II-- LIABILITY TO THIRD PARTIES</p> <p>Legal Liability to Third parties (TP) for Death, personal injury and property damage resulting from accident to insured vehicle</p> <p>Section - III: PERSONAL ACCIDENT COVER FOR OWNER-DRIVER (applicable only when opted for)</p> <p>Nature of injury/ Scale of compensation</p> <ul style="list-style-type: none"> (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% <p>The compensation shall be payable under only one of the items (i) to (iv) above in respect of the accident occurred whilst operation of vehicle by owner-driver arising out of any one occurrence and the total liability of the insurer shall not in the aggregate exceed the sum of Rs.15 lakhs during any one period of insurance.</p>
6	Policy Coverage	<p>OD Cover (Section I): The Company will indemnify the insured against loss or damage to the vehicle insured hereunder and/or its accessories whilst thereon</p> <ul style="list-style-type: none"> i. by fire, explosion, self -ignition or lightning; ii. by burglary, housebreaking, or theft; iii. by riot and strike; iv. by earthquake (fire and shock damage); v. by flood, typhoon, hurricane, storm, tempest, inundation, cyclone, hailstorm, frost; vi. by accidental external means; vii. by malicious act; viii. by terrorist activity; ix. whilst in transit by road, rail, inland- waterway lift elevator or air; x. by landslide, rockslide. <p>Subject to a deduction for depreciation based on age of the vehicle, at the rates mentioned below in respect of parts replaced:-</p> <ul style="list-style-type: none"> 1. For all rubber/ nylon/ plastic parts, tyres and tubes, batteries and air bags -50%

		<p>2. For fiber glass components - 30%</p> <p>3. For all parts made of glass – Nil</p> <p>4. Rate of depreciation for all other parts including wooden parts will be as per the following schedule depending on Age of Vehicle:</p> <table border="1" data-bbox="416 293 1147 1050"> <thead> <tr> <th>No.</th> <th>Age of Vehicle</th> <th>Depreciation rate</th> </tr> </thead> <tbody> <tr> <td>i.</td> <td>Not exceeding 6 months</td> <td>NIL</td> </tr> <tr> <td>ii.</td> <td>Exceeding 6 months but not exceeding 1 year</td> <td>5%</td> </tr> <tr> <td>iii.</td> <td>Exceeding 1 year but not exceeding 2 years</td> <td>10%</td> </tr> <tr> <td>iv.</td> <td>Exceeding 2 years but not exceeding 3 years</td> <td>15%</td> </tr> <tr> <td>v.</td> <td>Exceeding 3 years but not exceeding 4 years</td> <td>25%</td> </tr> <tr> <td>vi.</td> <td>Exceeding 4 years but not exceeding 5 years</td> <td>35%</td> </tr> <tr> <td>vii</td> <td>Exceeding 5 year but not exceeding 10 years</td> <td>40%</td> </tr> <tr> <td>viii</td> <td>Exceeding 10 years</td> <td>50%</td> </tr> </tbody> </table> <p>5. Rate of Depreciation for Painting: In the case of Painting, the depreciation rate of 50% shall be applied only on the material cost of total painting charges. In case of a consolidated bill for painting charges, the material component shall be considered as 25% of total painting charges for the purpose of applying the depreciation.</p> <p>Road Side Assistance Cover (Integrated with OD Cover, no extra premium charged)</p> <p>TP Cover (Section II): Third party liability arising out of use of the insured vehicle.</p>	No.	Age of Vehicle	Depreciation rate	i.	Not exceeding 6 months	NIL	ii.	Exceeding 6 months but not exceeding 1 year	5%	iii.	Exceeding 1 year but not exceeding 2 years	10%	iv.	Exceeding 2 years but not exceeding 3 years	15%	v.	Exceeding 3 years but not exceeding 4 years	25%	vi.	Exceeding 4 years but not exceeding 5 years	35%	vii	Exceeding 5 year but not exceeding 10 years	40%	viii	Exceeding 10 years	50%
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7	Add-on covers (Available only when opted for & extra applicable premium is paid)	<ul style="list-style-type: none"> • Nil Depreciation • Engine Protect • Return to Invoice • Loss of Personal Effects • Consumables • Loss of Key • Tyre and Rim Protector • EMI protect • Alternate Car Benefit 																											

8	Loss Participation	<p>Deductible applicable</p> <p>The Company shall not be liable for deductible amount as stated in policy schedule, in each and every claim under Section - I (loss of or damage to the vehicle insured) of this Policy.</p> <p>Refer 'Excess' clause as per policy</p>
9	What are the major exclusions?	<p>The Company shall not be liable to make any payment in respect of :-</p> <p>(a) consequential loss, depreciation, wear and tear, mechanical or electrical breakdown, failures or breakages;</p> <p>(b) damage to tyres and tubes unless the vehicle is damaged at the same time in which case the liability of the company shall be limited to 50% of the cost of replacement. and</p> <p>(c) any accidental loss or damage suffered whilst the insured or any person driving the vehicle with the knowledge and consent of the insured is under the influence of intoxicating liquor or drugs.</p> <p>Refer 'Exclusion' clause as per policy</p>
10	Special Conditions and Warranties	<p>Special Conditions, General Exceptions and warranties are as stated in policy wordings.</p> <p>In case of Theft of vehicle, immediate notice should be given to insurance company along-with FIR. Notice should be given to RTO about the theft of vehicle. Further, insured is advised to follow theft claim guidelines obtained from claim settling office.</p> <p>In case of Death of Registered Owner of vehicle, the policy will not lapse immediately but will remain valid for 3 months from the date of death of Registered Owner or expiry of the policy whichever is earlier. RC should be transferred in the name of legal heir within these 3 months or a new policy can be obtained by the legal heir.</p>
11	Claim Intimation, Admissibility and settlement	<p>Claim should be notified immediately through online intimation, email to the address mentioned in policy or through any other means.</p> <p>Due diligence should be taken by Insured upon occurrence of loss as mentioned in conditions of the policy.</p> <p>Post intimation, surveyor will be deputed to assess the loss.</p> <p>Claim will be indemnified in any one of the methods;</p> <ol style="list-style-type: none"> 1) Repair basis -Indemnity with deduction for consumables ,depreciation & excess applicable—cashless or reimbursement to Insured 2) Total Loss/CTL basis- Based on the Net of Salvage loss/ Total loss basis after deduction of Wreck value and Excess. 3) Cash Loss basis <p>Cashless Claim Process:</p> <ul style="list-style-type: none"> • In Cashless settlement, when repair of vehicle is done in authorized workshop, Insured and Workshop sign the satisfaction note

		<p>accepting this mode of settlement. Amount of claim admissible is paid to the workshop and balance is borne by Insured.</p> <ul style="list-style-type: none"> • After completion of repairs, Insurer will give clearance to release the vehicle from the workshop once all the documents are received and the liability is admitted
12	Claim service	<ul style="list-style-type: none"> • In case of claim, please obtain necessary guidance from policy issuing office regarding designated SVC i.e. claim settling office. • Surveyor appointment will be done within 24hrs of receiving intimation • Surveyor / In house Loss Assessor shall reach the place of survey within 24 hours of intimation of claim • Settlement Advice together with discharge voucher is sent within 7 days from the date of receipt of all documents. <p>The following are the Basic Claim documents to be submitted by the insured:</p> <p>Basic Documents:</p> <ul style="list-style-type: none"> • Motor Claim Form –claim form may be downloaded from OICL website. • KYC documents • Copy of Registration Certificate of the Insured vehicle. • Copy of Driving License of person driving at the time of loss. • FIR in case of TP Injury/Death Case. <p>For cashless garage network visit: https://orientalinsurance.org.in/network-garage . Claimant to be assisted by the cashless workshop partner to intimate the claim to the claim center.</p>
13	Cancellation	<ol style="list-style-type: none"> 1. Policy can be cancelled by the policyholder any time during the term of the policy. 2. The Company can cancel the policy on grounds of established fraud by giving a prior notice of 7 days to the policyholder. In this case, no refund of premium shall be done. 3. The Company will not cancel the Statutory Motor Third Party Policy except in case of double insurance or total loss of insured vehicle. 4. The Company shall-- <ol style="list-style-type: none"> i. refund proportionate premium for unexpired policy period, if the term of the policy is up to one year & no claim(s) is made during the term of the policy. ii. refund premium for the unexpired policy period, in respect of policy with the term more than one year and risk coverage for such policy years has not commenced.

14	Policy Servicing	<p>1. Company Officials : Website: https://orientalinsurance.org.in/</p> <p>2. Toll Free Number: 1800 11 8485</p> <p>3. Policy Issuing Office - as mentioned in your Policy Schedule for any assistance.</p>
15	Grievances Complaints/ TAT	<ul style="list-style-type: none"> • www.orientalinsurance.org.in • E-mail – csd@orientalinsurance.co.in • IRDAI Integrated Grievance Management System https://igms/irda.gov/in • Insurance Ombudsman – Contact details of the Insurance Ombudsman have been provided in Annexure 1 of the policy document. • Ombudsman Website – https://ecoi.co.in/ombudsman.html <p>• TAT: Decision on claim within 7 days of receipt of Survey report. Surveyor to be appointed within 24 hrs of claim intimation. Surveyor to submit report within 15 days of appointment.</p>
16	Obligations of the Policyholder	<ul style="list-style-type: none"> • Insured is at obligation to disclose all material information in the Proposal form. • In the event of misrepresentation, mis-description or non-disclosure of any material fact by the Insured, the Policy shall be void • To intimate any change to the material information affecting the policy. • Any change in the ownership of the vehicle, any kind of modification in the vehicle/RC which might enhance the risk is considered as material information and should be informed to insurance company for necessary endorsement on policy. <p>For all above, Insured can contact our policy issuing office, details of which are mentioned in the policy schedule.</p>

Legal Disclaimer Note: The information must be read in conjunction with the 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.

Declaration by the Policy Holder:

I have read the above and confirm having noted the details.

Place:

Date:

Signature of Policy Holder