

ANNEXURE B
CUSTOMER INFORMATION SHEET

This document provides only key information about your policy. Please refer to the policy document for detail terms and conditions.

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SI NO	TITLE	DESCRIPTION		Policy / Clause Number
	Policy Number	As per Policy Schedule		Policy Schedule
1.	Product name	IndusInd Comprehensive Package Insurance for Low Speed Electric Two Wheelers (unregistered vehicle)		Policy Schedule
2.	Unique Identification Number (UIN) allotted by IRDAI	Base Product	IRDAN103RP0047V01202223	Policy Schedule
		Electrical and or Electronic Fittings	IRDAN103RP0047V01202223	
		Nil Depreciation	IRDAN103RP0047V01202223	
		Consumables Cover	IRDAN103RP0047V01202223	
		Helmet Cover	IRDAN103RP0047V01202223	
		Electric Motor Protect	IRDAN103RP0047V01202223	
		Battery Cover	IRDAN103RP0047V01202223	
		EV charger cover	IRDAN103RP0047V01202223	
		Return to Invoice	IRDAN103RP0047V01202223	
3.	Structure	Base Product	Indemnity	Policy Wording
		Electrical and or Electronic Fittings	Fixed Benefit	
		Nil Depreciation	Indemnity	
		Consumables Cover	Indemnity	
		Helmet Cover	Indemnity	
		Electric Motor Protect	Indemnity	
		Battery Cover	Indemnity	
		EV charger cover	Fixed Benefit	
		Return to Invoice	Indemnity	
4.	Interests Insured	Motor Number	As per Policy Schedule	Policy Schedule
		Chassis number	As per Policy Schedule	
		Battery Serial Number	As per Policy Schedule	
		Make	As per Policy Schedule	
		Model	As per Policy Schedule	
		Year of manufacturing	As per Policy Schedule	
		Date of Registration	As per Policy Schedule	
		Battery Type	As per Policy Schedule	

Policy
Wording -
Section I

Policy
Wording -
Section I

Policy
Wording -
Section II

Policy
Wording -
Section III

Section III: Personal Accident cover for owner-driver

Subject otherwise to the terms exceptions conditions and limitations of this Policy, the Company undertakes to pay compensation as per the following scale for bodily injury/ death sustained by the owner-driver of the vehicle in direct connection with the vehicle insured or whilst mounting into/dismounting from or traveling in the insured vehicle as a co-driver, caused by violent, accidental, external and visible means which independently of any other cause shall within six calendar months of such injury result in:

Compulsory Deductible	Scale of compensation
(i) Accidental 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%

PROVIDED ALWAYS THAT:

- The compensation shall be payable under only one of the items (i) to (iv) above in respect of the owner-driver arising out of any one occurrence and the total liability of the insurer shall not in the aggregate exceed the sum of during any one period of insurance
- No compensation shall be payable in respect of death or bodily injury directly or indirectly wholly or in part arising or resulting from or traceable to:
 - Intentional self-injury suicide or attempted suicide physical defect or infirmity or
 - An accident happening whilst such person is under the influence of intoxicating liquor or drugs
- This cover is subject to
 - The owner-driver is the registered owner of the vehicle insured herein;
 - The owner-driver is the insured named in this policy.

7. Add-on Cover

Sr. No.	Name of Addon Covers	Description	Sum Insured (if any)
1	Electrical and or Electronic Fittings	The Company will indemnify the Insured against loss of or damage to electrical and/or electronic fitting(s) such as battery, battery management service, control panels, battery sensors and other similar items as specified in the Schedule whilst it/these is/are fitted in or on the vehicle insured where such loss or damage is occasioned by any of the perils mentioned in Section of the policy.	-
2	Nil Depreciation	No deduction for depreciation on vehicle parts other than tyres and tubes with respect of approved partial loss claims	-

		3	Consumables Expenses	Covers expenses incurred towards consumable items due to damage to vehicle caused by perils covered. For e.g. nut & bolt, screw, washers, grease etc	-
		4	Helmet Cover	The Company will make an allowance of Rs. ____/- towards cost of replacing damaged or destroyed Helmet of same type and model due to accident involving the insured vehicle	as per Policy Schedule
		5	Electric Motor Protect	The Company will pay for repair and or replacement expenses for the Consequential Loss or damage to internal parts of the Electric Motor and in case of Hybrid Electric Vehicle, the differential and transmission units along with it	-
		6	Battery Cover	This cover pays for repair and or replacement of damaged lithium-ion battery and or Battery Management System (BMS), due to unexpected power surge, Mechanical shock, water ingress, uncontrolled electrochemical reactions	-
		7	EV Charger Cover	This cover pays for repair and /or replacement of the Electric Vehicle charger that has been bought along with the electric Vehicle and has been permanently installed at the communication address, mentioned so, in the Policy Schedule	As per Policy Schedule
		8	Return to Invoice	Covers difference between IDV & purchase price of the vehicle in the event of theft, total loss/ CTL including first time registration charges, road tax & applicable insurance cost.	
8.	Loss Participation	Section I			Section I
		Compulsory Deductible		Rs. 100 /- for each claim	
		Additional Compulsory Deductible		Rs (as per Policy Schedule)	
		Section I			
		Electrical and or Electronic Fittings		As per Section I of base Policy	
		Nil depreciation		As per Section I of base Policy	
		Consumables Expenses		As per Section I of base Policy	
		Return to Invoice		As per Section I of base Policy	
		Battery Cover		As per Section I of base Policy	


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		Electric Motor Protect	As per Section I of base Policy	
		EV Charger Cover	As per Section I of base Policy	
		Helmet Cover	Deductible of 5% of Sum Insured	
9. Exclusions	Base Product Exclusion	Base Product i. The Company shall not be liable to make any payment in respect of: a. Consequential loss, depreciation, wear and tear, mechanical or electrical breakdown failures or breakages b. Damage to Tyres and Tubes unless the vehicle insured is damaged at the same time, in which case liability shall be limited to 50% of the cost of replacement c. Loss of or damage to accessories by burglary housebreaking or theft unless the vehicle is stolen at the same time; and d. 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 e. A compulsory deductible of Rs 100 shall be applicable on each and every claim (including Total loss/ Constructive Total Loss) made under this Section. ii. In the event of the vehicle being disabled by reason of loss or damage covered under this Policy, the Company will bear the reasonable cost of protection and removal to the nearest repairer and of redelivery to the insured but not exceeding in all Rs.300in respect of any one accident. iii. The insured may authorize the repair of the Low Speed Electric Two Wheeler necessitated by damage for which the Company may be liable under this Policy provided that: i. The estimated cost of such repair including replacements, if any, does not exceed Rs. 500 or as mentioned in the Policy Schedule ii. The Company is furnished forthwith a detailed estimate of the cost of repairs and iii. The insured shall give the Company every assistance to see that such repair is necessary, and the charges are reasonable.		Policy Wording - Exclusions
	Addon Products	Electrical and or Electronic Fittings i. The Company shall not be liable for loss of or damage to such fitting(s) caused by/as a result of mechanical or electrical breakdown. ii. The Company shall not be liable for each and every claim under Section -1 (loss of or damage to the vehicle insured) of this Policy in respect of the deductible stated in the Schedule		

		Nil Depreciation	i. Same as per Section I of base policy. ii. No indemnity shall be granted to total loss/ constructive total loss or Theft claims
		Return to Invoice	i. The total loss/ CTL and theft claim is not valid and admissible under Section I of the policy. ii. For 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 I of the policy. iii. Final investigation report of police confirming the theft of the vehicle in case of theft claim is not submitted to Us. iv. Covered vehicle is imported.
		Consumables Cover	i. Any Consumable not associated with admissible Own Damage claim under Section I (Own Damage) of the policy. ii. If there is no valid and admissible claim under Section I (Own Damage) of the policy. iii. If the insured vehicle is not repaired at an Authorized garage of the Company.
		Helmet Cover	i. In the event of theft, unexplained loss or missing helmets. ii. Damage caused by deterioration, wear & tear.
		Electric Motor Protect	i. Wear and tear damages. ii. Depreciation, as per the scale mentioned above in section I. iii. Any Loss or damage covered under the manufacturer's warranty; recall campaign or forming part of maintenance preventive maintenance. iv. Any damages due to participation in adventurous activities or activities not recommended by manufacturer guidelines. v. Any damages due to extra installation of electric equipment apart from the already installed electric equipment provided by manufacturer. vi. Any costs relating to servicing, maintenance, adjustment or tuning. vii. Any claim where the repair has been carried out without prior approval from the Company viii. Damages due to running the vehicle beyond the authorized carrying weight or passengers or capacity. ix. Any aggravation of loss or damage including corrosion due to delay in intimation to the Company and / or retrieving the vehicle from waterlogged area.
		Battery Cover	i. Damages resulting from failure to use vehicle manufacturers recommended and genuine equipment, spare parts, consumables like coolants. ii. Damages resulting from failure to follow the manufacturers' instructions whilst charging, parking, and riding the vehicle.

		iii. Any loss after the vehicle has been serviced in an unauthorized service garage or center. Handling of the equipment by unauthorized service personnel. iv. Any damages due to charging done through unauthorized charging stations (which are not recommended by manufacturer) or charging equipment (not provided/authorized by manufacturer). v. Damages resulting from any tampering with the insured battery vi. Any loss or damage sustained before or during installation and/or reinstallation of the battery vii. Any aesthetic defects but not limited to dents, scratches on painted polished or enamelled surfaces viii. Damages resulting from attempted or actual physical access or dislodgment of the battery or BMS by anyone apart from the authorized personnel ix. Damages resulting from failure to use the latest software version as prescribed by the Manufacturer x. Damages resulting from any attempted or actual Theft of Battery. xi. Damages resulting from any wear and tear of the battery, cable and wires xii. Any damages due to participation in adventurous activities or activities not recommended by manufacturer guidelines. xiii. Any damages due to extra installation of electric equipment apart from the already installed electric equipment provided by manufacturer. xiv. Damages resulting due to fully discharged Battery not plugged in within 24 hours of such discharge xv. Any Third Party bodily injury or property damage claim arising due to anything happening with battery xvi. Any Loss of damage due to Wilful Act or Wilful Negligence of the Insured or his representative xvii. Any claim where the repair has been carried out without prior approval from the Company xvii. Depreciation, as per the scale mentioned in the base policy
	EV charger cover	i. Damages resulting from failure to use vehicle manufacturers recommended and genuine charging equipment and spare parts. ii. Damages resulting from failure to follow the manufacturers' instructions of Use. iii. Damages resulting from handling of the equipment by unauthorized service personnel. iv. Any Loss or damage covered under the manufacturer's warranty; recall campaign or forming part of maintenance preventive maintenance

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		Return to Invoice	The finance company/ bank whose interest is endorsed on the policy must agree in writing.
		Battery Cover	Same as per Section I of base policy
		Electric Motor Protect	Same as per Section I of base policy
		EV Charger Cover	Same as per Section I of base policy
		Helmet Cover	Same as per Section I of base policy
11.	Admissibility of claim	Admissibility of claim	a) The claim must be in accordance with the terms and conditions of the insurance policy. b) The policyholder must have paid the premium amount due. c) The claim must be for accidental damage or loss, not for wear and tear or maintenance-related issues. d) The policyholder must inform the insurer about the claim within the specified time frame. e) The policyholder must provide supporting documents at the time of claim, such as claim form, driving licence, Registration copy, Permit, Fitness, FIR, Un-traceable report, Fire brigade report, repair bills (only in case of reimbursement). f) The insurer may conduct an investigation to assess the claim's validity.
		Denial of Claim	a) Claim can be denied due to misdeclaration, misrepresentation, Fraud, and non-disclosure of material facts. b) Inadequate or missing supporting documents c) Pre-existing damages before policy inception date or prior to the incident. d) Unapproved repair – repair done without the insurers survey & approval. e) The policyholders negligence or contribution to the incident. f) Policy lapse: claims filed after the policy has expired or lapsed. g) Vehicle modification: unapproved vehicle modifications that affects the vehicle performance or safety. h) Driver's violation: If the vehicle is being driven by driver other than a driver stated in "driver clause". i) Claims related to normal wear & tear, maintenance, or aging of the vehicle.
		Procedure to be followed in case of TL/CTL & Theft Claim A. Total Loss a. Intimate the claim immediately after the loss to the Insurance company. b. Survey will be done and the case will get declared Total loss based on the nature and extent of damage and estimated liability. c. Insured needs to submit all the relevant documents to the Company. d. Case shall be referred to salvage buyer for salvage valuation/quotation.	

- e. Insured to get the Registration Certificate cancellation of the Insured Vehicle done and confirm the same to the Company
- f. Insured will be given the option to retain the wreck and accept a Cashloss settlement (being the IDV less than the assessed value of Salvage based on quotes).
- g. Based on the Insured's consent the Company shall proceed with the claim settlement.

B. Constructive Total Loss (CTL):

- a. Intimate the claim immediately after the loss to the company.
- b. Appointed Surveyor to survey the case for Constructive Total loss. The case will be evaluated for Constructive Total Loss based on the nature and extent of damage and estimated liability.
- c. Insured to submit all the relevant documents to the Company.
- d. Case shall be referred to the Salvage buyer for Salvage valuation/ quotation.
- e. Insured will be informed about the salvage value and given the option for Cashloss Settlement (being the IDV less than the assessed value of Salvage based on quotes) for the Insured's consideration & consent.
- f. Based on the Insured's consent Insurance the Company shall proceed with the claim settlement.

C. Theft:

- a. Intimate the claim immediately after the loss to the Company.
- b. First Investigation Report to be done immediately by the Insured without delay at the Police Station under whose jurisdiction the Theft has occurred.
- c. Insured to submit all the relevant documents along with the ignition keys to the Company.
- d. The Police shall investigate the case and will try to trace the Insured Vehicle.
- e. If the Insured Vehicle is traced down by the Police, then the case shall be closed by the Police Investigation Team as the Insured Vehicle has been recovered.
- f. If the Insured Vehicle cannot be traced by the Police Investigation Team within the stipulated time depending upon the jurisdiction, the Police Investigation Team will issue a non-traceable report (NTC report) to the Insured.
- g. Insured shall have to submit the NTC report to the Company.
- h. Upon receipt of the NTC report and other relevant documents, the Company shall settle the claim.

Sample Claim Calculation

Part Name	Part Type	Assessed Part Rate (Including GST)	Dep %	Payable Amt
Mudguard	Plastic	800	50	400
Fender	Plastic	2000	50	1000
LABOUR		600	0	600

		<table><tr><td>Gross Payable Amt</td><td></td><td></td><td></td><td>2000</td></tr><tr><td>Less : Policy Excess</td><td></td><td></td><td></td><td>100</td></tr><tr><td>Net Payable Amt</td><td>Considering NIL depreciation</td><td></td><td></td><td>3300</td></tr></table>	Gross Payable Amt				2000	Less : Policy Excess				100	Net Payable Amt	Considering NIL depreciation			3300	
Gross Payable Amt				2000														
Less : Policy Excess				100														
Net Payable Amt	Considering NIL depreciation			3300														
12.	Policy Servicing - Claim Intimation and Processing	Any issues related with respect to policy, kindly call us at 022 48903009 (Paid) or E-mail us at services@indusindinsurance.com For any Claim related queries please contact us on - Call centre no – 022 4890 3009 (Paid) Email – services@indusindinsurance.com For Cashless Process: a) Register claim by calling (022)-48903009(paid) b) Visit to our network garages for vehicle repair. c) Survey of the vehicle & submission of claim documents d) Liability confirmation e) Vehicle delivery Claim TAT <table><tr><td>Allocation of Surveyor</td><td><=24 hours from report of claim</td></tr><tr><td>Survey report submission to Insurer</td><td><= 15 days of Surveyors allocation</td></tr><tr><td>The Insurer shall decide on the claim</td><td>Within 7 days of receipt of the survey report</td></tr></table> Escalation Matrix: For any Claim related queries please contact us on - Call centre no – 022 4890 3009 (Paid) Email – services@indusindinsurance.com			Allocation of Surveyor	<=24 hours from report of claim	Survey report submission to Insurer	<= 15 days of Surveyors allocation	The Insurer shall decide on the claim	Within 7 days of receipt of the survey report								
Allocation of Surveyor	<=24 hours from report of claim																	
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13.	Grievance Redressal and Policyholders Protection	While the company takes utmost care to ensure all our touchpoints are trained to ensure qualitative delivery, in case of any lapse from our members, we request you to report it to our front-end unit: • Call us on phone number: +91 22 4890 3009 • email at: services@indusindinsurance.com • Visiting any of our nearest branches https://igi-locator.appspot.com/?Searchby=branch&sourcesystem=website&phonenumber=&emailid=#/ • Writing to us at : IndusInd General Insurance, Correspondence Unit, 2nd & 3rd Floor, Winway Building, 11/12, Block No-4, Old No-67, South Tukoganj, Near Madhumilan Square, Indore, Madhya Pradesh, India – 452001 In case you are not pleased with the response received from one of the above mentioned touch points or there is a delay, you may contact Grievance officer at grievances@indusindinsurance.com Details of our Grievance Redressal Officers is available at - https://www.indusindinsurance.com/downloads/GRO_details_of_active_branches_Final.pdf																

	Even after this, If you are not satisfied with the response received from our Grievance Officer, you may write to Our Head of Grievance at headgrievances@indusindinsurance.com Still, if you are not happy with the response received from the company, You may contact Insurance Ombudsman for redressal of grievance as per Insurance Ombudsman rules 2017. List of Ombudsman offices is mentioned in annexure ____ or you may visit https://cioins.co.in/ombudsman. Grievances can also be registered at IRDAI's Bima Bharosa Portal (https://bimabharosa.irdai.gov.in/) or by calling Toll Free Number 155255 (or) 18004254 732 or by sending an e-mail at complaints@irdai.gov.in or by writing to General Manager, Insurance Regulatory and Development Authority of India (IRDAI), Consumer Affairs Department - Grievance Redressal Cell, Sy.No.115/1, Financial District, Nanakramguda, Gachibowli, Hyderabad - 500032.
14. Obligations of the Policyholder	a) Please disclose all the essential information of the risk before buying a Policy. b) In case of any change / modification / addition to the already declared information the same shall be brought to the notice of the Insurer immediately. c) Non-disclosure of material information may affect the claim settlement.

Declaration by the Policy Holder;

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

Place: _____

Date: _____

(Signature of the Policyholder)

Note:

For more details on risk features, terms and conditions, brochure, documents, please read Policy Wording at **www.indusindinsurance.com** to understand your policy better and learn more about the policy coverages, add-on covers and Policy Exclusion. (**<https://www.indusindinsurance.com/insurance/aboutus/downloadsus/downloads.aspx>**)

Declaration for Data Sharing and Analytical Review

I, [Policyholder's Name], holder of Policy Number XXXXXXXXXXXXXXXXXXXX, hereby acknowledge and agree that [Insurance Company Name] may collect, store, process, and share my personal and policy-related information, including but not limited to my name, contact details, vehicle details, claim history, and driving behaviour, for the purpose of data analysis, risk assessment, fraud prevention, and service enhancement.

I understand that:

My information may be shared with third-party agencies, reinsurers, and regulatory authorities as required by law and for legitimate business purposes.

The data will be used for analytics, premium calculation, and improving insurance products and services.

The insurance company will implement reasonable security measures to protect my data against unauthorized access.

My consent is voluntary, and I have the right to withdraw it at any time by providing written notice, subject to applicable laws and regulations.

By signing below, I confirm that I have read and understood this declaration and give my consent for the use of my information as described above.

Policyholder's Name: _____

Date: _____

Signature



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