5 Years Nil Depreciation of Two-Wheeler Package Policy– Policy Wording

1. Operative Clause

SHRIRAM General Insurance Company Limited (We, Our or Us) will provide the insurance described in this Policy and any endorsements thereto for the Insured Period as defined in this Policy, to the Insured Persons detailed in the Policy Schedule and in reliance upon the statements contained in the Proposal and Declaration Form filled and signed by the Policyholder, which shall be the basis of this Policy and are deemed to be incorporated herein in return for the payment of the required premium when due and compliance with all applicable provisions of this Policy.

The insurance provided under this Policy is only with respect to such and so many of the benefits as are indicated by a specific amount set opposite in the Policy Schedule.

2. Definitions:

2.1. You, Your, Yourself: The person or persons We insure as set out in the Schedule.

2.2. We, Our, Us: Shriram General Insurance Company Limited.

2.3. Insured Vehicle: The vehicle insured by Us under the 5 Years Motor 2 Wheeler (Package Policy) and as shown on the Schedule.

2.4. Policy Period: The period between and including the commencement date and expiry date as shown in the 5 Years Motor 2 Wheeler (Package Policy)

2.5. Schedule: The Schedule and any annexure or endorsement to it which sets out your personal details and the insurance cover in force.

3. Cover Benefit

In consideration of payment of additional premium, its hereby agreed and declared that we will pay You the Amount/Value deducted towards depreciation on parts of Insured vehicle as per the Survey Report, approved by us in case of partial loss to the Insured vehicle, if your vehicle is damaged by a peril covered and mentioned in section-1 of the 5 Years Motor 2 Wheeler (Package Policy).

4. Conditions

4.1. Claims made by You against us under 'Nil Depreciation cover' are subject to the terms and conditions set forth under the 5 Years Motor 2-Wheeler (Package Policy).

4.2. In case of transfer of ownership of the Insured Vehicle, the cover under 'Nil Depreciation Cover' shall expire.

4.3. The benefits under 'Nil Depreciation cover' can be utilized for a maximum of two claims in every year of the policy.

4.4. The policyholder can cancel the policy at any time during the term, by informing the Company subject to submission of proof that vehicle is insured elsewhere at least for Liability Only cover and original certificate of insurance.

4.5. Cancellation of Policy

I. By the Policyholder/Insured

The policyholder/Insured can cancel the policy at any time during the term without giving any reason, by informing the Company subject to

i. submission of proof that vehicle is insured elsewhere at least for Liability Only cover and original certificate of insurance.
ii. no claim occurred

The insured shall be entitled to a refund of proportionate premium for the unexpired period in the running year and full refund of premium for remaining full policy years (where period of insurance exceeds one year)

II. By the Company/Insurer

The Company can cancel the policy on the grounds of established fraud, subject to clause III mentioned below, by giving 7 days notice by recorded delivery to the insured at insured's last known address and in which case the policy will be cancelled 'ab-initio' with forfeiture of premium and non-consideration of claim, if any.

III. Liability to Third party section of the policy may be cancelled either by the Company or the Insured only on the following grounds:

a. Double Insurance

b. Vehicle not in use anymore because of Total Loss or Constructive Total Loss

On submission of original cancelled Registration Certificate or on providing evidence that the vehicle is insured elsewhere, at least for Liability Only cover on submission of original proof of such insurance. The Company will refund proportionate premium for unexpired period of insurance.

Where the ownership of the vehicle is transferred, the policy cannot be cancelled unless evidence that the vehicle is insured elsewhere is produced.

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).

4.6. Cancellation of Policy in Double Insurance

When the insured vehicle is covered under another policy with identical cover, then the policy commencing later may be cancelled by the insured subject to the following:

If a vehicle is insured at any time with two different offices of the same insurer, 100% refund of premium of one policy may be allowed by cancelling the later of the two policies. However, if the two policies are issued by two different insurers, the policy commencing later is to be cancelled by the insurer concerned and pro-rata refund of un-completed year's premium & the balance premium for a complete non-incepted policy year (if any), will be refunded to the insured on full scale basis & thereon is to be allowed.

If however, due to requirements of Banks/Financial Institutions, intimated to the insurer in writing, the earlier dated policy is required to be cancelled, then refund of premium is to be allowed after retaining premium at short period scale for the un-completed year's period the policy was in force prior to cancellation & the balance premium for a complete non-incepted policy year (if any), will be refunded to the insured on full scale basis.

In all such eventualities, 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).

In either case, no refund of premium can be allowed for such cancellation if any claim has arisen on either of the policies during the uncompleted year's period when both the policies were in operation, but prior to cancellation of one of the policies.

5. Exclusion:

We will not be liable to indemnify You for the following events:

5.1. If claim under section-1 of 5 Years Motor 2 Wheeler (Package Policy) is not admissible.

5.2. Depreciation pertaining to any part/sub part accessories not approved for replacement by Us under 5 Years Motor 2 Wheeler (Package Policy).

5.3. Loss or damage to tyres and/or battery of the insured Vehicle.

E-8, EPIP, RIICO Industrial Area, Sitapura, Jaipur Rajasthan) – 302022, Phone: +91-141-3928400, 3951111, Website: www.shriramgi.com,
E-mail customer.feedback@shriramgi.in,Toll Free: 1800-103-3009, 1800-300-30000, ISO/IEC 27001:2013 certified, CIN - U66010RJ2006PLC029979 IRDA Registration Number: 137

6. Grievance Redressal Procedure

Welcome to Shriram General Insurance and Thank You for choosing us as your insurer.

Please read your Policy and Schedule. The Policy and Policy Schedule set out the terms of your contract with us. Please read your Policy and Policy Schedule carefully to ensure that the cover meets your needs.

We do our best to ensure that our customers are delighted with the service they receive from us. If you are dissatisfied we would like to inform you that we have a procedure for resolving issues. Please include your Policy number in any communication. This will help us deal with the issue more efficiently. If you don't have it, please call your Branch office.

First Step Initially, We suggest you to contact the Branch Manager / Regional Manager of the local office which has issued the Policy. The address and telephone number will be available in the Policy.

Second Step Naturally, We hope the issue can be resolved to your satisfaction at the earlier stage itself. But if you feel dissatisfied with the suggested resolution of the issue after contacting the local office, please e-mail or write to Grievance Cell, HO, headed by a senior executive which will be directly under the control of the MD at the below mentioned address:

Contact Person:	**Chief Compliance and Grievance Officer**
Contact Address:	Shriram General Insurance Co. Ltd. E-8, EPIP, RIICO Industrial Area, Sitapura, Jaipur – 302022
Grievance Cell No:	1800-100-3009, 1800-300-30000
E-mail ID:	md@shriramgi.com
Fax No.:	91-141-2770693

You can also reach us by email or register their complaints on the website of the Company.

If you are still not satisfied, you can approach the Insurance Ombudsman in the respective area for resolving the issue. The contact details of the Ombudsman offices are mentioned below:

Ombudsman Offices	
Jurisdiction	**Office Addresses**
Gujarat , Dadra & Nagar Haveli, Daman and Diu	Insurance Ombudsman Office of the Insurance Ombudsman Jeevan Prakash Building, 6th floor, Tilak Marg, Relief Road, **Ahmedabad – 380 001.** Tel.: 079 - 25501201/02/05/06 Email: bimalokpal.ahmedabad@ecoi.co.in
Karnataka	**Smt. Neerja Shah** Insurance Ombudsman Office of the Insurance Ombudsman Jeevan Soudha Building, PID No. 57-27-N-19 Ground Floor, 19/19, 24th Main Road, JP Nagar Ist Phase, **BENGALURU** – 560 078 Tel. 080 – 26652048 / 49 E-Mail: bimalokpal.bengaluru@ecoi.co.in
Madhya Pradesh & Chhattisgarh	**Shri Guru Saran Shrivastava** Insurance Ombudsman, Office of the Insurance Ombudsman JanakVihar Complex, 2 nd floor, 6, Malviya Nagar, Opp. Airtel Office, Near New Market, **BHOPAL** - 462 003 Tel. 0755-2769201/02 Fax:0755-2769203 E-mail: bimalokpal.bhopal@ecoi.co.in
Orissa	Insurance Ombudsman, Office of the Insurance Ombudsman 62, Forest Park, **BHUBANESHWAR** – 751 009 Tel.0674-2596461 / 2596455, Fax - 0674-2596429 E-mail: bimalokpal.bhubaneswar@ecoi.co.in
Punjab, Haryana, Himachal Pradesh,	Dr. Dinesh Kumar Verma Insurance Ombudsman Office of the Insurance Ombudsman

Jammu & Kashmir, Chandigarh	S.C.O. No.101, 102 & 103 2nd floor, Batra Building, Sector 17-D , **CHANDIGARH** – 160 017 Tel.: 0172-2706196 / 2706468, Fax: 0172-2708274 E-mail: bimalokpal.chandigarh@ecoi.co.in
Districts of Uttar Pradesh : Laitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhabdra, Fatehpur, Pratapgarh, Jaunpur,Varanasi, Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareli, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkarnagar, Sultanpur, Maharajgang, Santkabirnagar, Azamgarh, Kushinagar, Gorkhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharathnagar.	Insurance Ombudsman, Office of the Insurance Ombudsman 6th Floor , Jeevan Bhawan, Phase II, Nawal Kishore Rd. Hazratganj, **LUCKNOW** – 226 001 Tel.:0522- 2231330 / 31, Fax: 0522-2231310 E-mail: bimalokpal.lucknow@ecoi.co.in
Delhi	Insurance Ombudsman Office of the Insurance Ombudsman 2/2 A, Universal Insurance Building. Asaf Ali Road, **NEW DELHI** – 110 002 Tel. 011- 23232481/23213504 E-mail: bimalokpal.dehli@ecoi.co.in
Goa, Mumbai Metropolitan Region excluding Navi Mumbai & Thane.	**Shri Milind A. Kharat** Insurance Ombudsman, 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 E-mail: bimalokpal.mumbai@ecoi.co.in
West Bengal, Sikkim, Andaman & Nicobar Islands.	Insurance Ombudsman, Office of the Insurance Ombudsman Hindustan Bldg. Annexe, 4th Floor, 4, C.R. Avenue, **KOLKATA** – 700 072 Tel.: 033 - 22124339 / 22124340, Fax: 033-22124341 E-mail : bimalokpal.kolkata@ecoi.co.in
Kerala, Lakshadweep, Mahe- a part of Pondicherry.	Insurance Ombudsman, Office of the Insurance Ombudsman 2nd Floor, Pulinat Building, Opp. Cochin Shipyard, M.G. Road, **ERNAKULAM** – 682 015 Tel.: 0484 - 2358759 / 2359338, Fax:0484-2359336 E-mail: bimalokpal.ernakulam@ecoi.co.in
Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura	**Shri Kiriti .B. Saha** Insurance Ombudsman Office of the Insurance Ombudsman Jeevan Nivesh, 5th Floor, Nr. Panbazar Overbridge , S.S. Road, **GUWAHATI** – 781 001 (ASSAM) Tel. : 0361-2132204 / 2132205, Fax:0361-2732937 E-mail: bimalokpal.guwahati@ecoi.co.in
Andhra Pradesh, Telangana, Yanam and part of Territory of Pondicherry.	**Shri I. Suresh Babu** Insurance Ombudsman, Office of the Insurance Ombudsman, 6-2-46 , 1 st floor, "Moin Court", Lane Opp. Saleem Function Palace, A.C. Guards, Lakdi-Ka-Pool, **HYDERABAD** – 500004 Tel.: 040 - 65504123 / 23312122, Fax: 040-23376599 E-mail: bimalokpal.hyderabad@ecoi.co.in
Tamil Nadu, Pondicherry Town and Karaikal (which are part of Pondicherry)	**Shri M. Vasantha Krishna** Insurance Ombudsman Office of the Insurance Ombudsman Fatima Akhtar Court , 4th Floor, 453, Anna Salai, Teynampet,

	CHENNAI – 600 018 Tel. 044-24333668 / 24335284, Fax: 044-24333664 E-mail: bimalokpal.chennai@ecoi.co.in
Rajasthan	**Smt. Sandhya Baliga** Insurance Ombudsman Office of the Insurance Ombudsman Jeevan Nidhi – II Bldg., Gr. Floor, Bhawani Singh Marg, **JAIPUR** - 302 005 Tel.: 0141 – 2740363 Email: Bimalokpal.jaipur@ecoi.co.in
State 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, Firozbad, Gautambodhanagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanshiramnagar, Saharanpur.	Insurance Ombudsman Office of the Insurance Ombudsman Bhagwan Sahai Palace , 4th Floor, Main Road, Naya Bans, Sector 15, Distt: Gautam Buddh Nagar, U.P-201301 NOIDA Tel.: 0120-2514250 / 2514252 / 2514253 Email: bimalokpal.noida@ecoi.co.in
Bihar, Jharkhand	Insurance Ombudsman Office of the Insurance Ombudsman 1st Floor, Kalpana Arcade Building, Bazar Samiti Road, Bahadurpur, **PATNA 800 006.** Tel.: 0612-2680952 Email: bimalokpal.patna@ecoi.co.in
Maharashtra, Area of Navi Mumbai and Thane excluding Mumbai Metropolitan Region.	Insurance Ombudsman Office of the Insurance Ombudsman Jeevan Darshan Bldg., 3rd Floor, C.T.S. No.s. 195 to 198, N.C. Kelkar Road, Narayan Peth, **PUNE** – 411 030. Tel.: 020-41312555 Email: bimalokpal.pune@ecoi.co.in