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Prospectus

Commercial Vehicle Package Policy

(UIN - IRDAN150RP0033V02201213)

Prospectus

Commercial Vehicle Package Policy

Introduction:

The Policy covers:

1. Any motorised vehicle carrying goods (own goods or for hire) including three wheeled motorised rickshaws used for carrying goods
2. Any motorized vehicle used for carrying passengers for hire or reward or otherwise including school buses, staff/ personnel carriers, auto rickshaws, taxis, minibuses etc.
3. Miscellaneous and special type of vehicles

As per the Motor Vehicles Act, 1988 it is mandatory for every owner of a vehicle plying on public roads, to take an insurance policy in order to cover the amount, which the owner becomes legally liable to pay as damages to third parties due to accidental death, bodily injury or damage to property. A Certificate of Insurance must be carried in the vehicle as proof of such insurance.

Two types of covers are available:

1. Liability only policy. This covers third party liability for bodily injury liability and / or death and property damage. Personal Accident cover for Owner-driver is also included.
2. Package policy. This covers loss or damage to the vehicle insured in addition to (1) above.

No- claim discounts are available on renewal of Package policy, ranging from 20% to 50%, depending upon the type of vehicle and the number of years for which no claim has been made.

Coverage:

Liability Only Policy:

The policy covers the vehicle owner's legal liability to pay compensation for:

1. Death or bodily injury to a Third-party person.
2. Damage to third party property.

Liability is covered for an unlimited amount in respect of death or injury and for Rs.7.5 lacs in respect of damage to third party property.

Package Policy:

In addition to the coverage under liability only, this policy covers loss or damage to the insured vehicle and its accessories due to:

1. Fire, explosion, self-ignition or lightning.
2. Burglary, housebreaking or theft.
3. Riot and Strike.
4. Malicious Act.
5. Terrorist Act.
6. Earthquake (Fire and Shock) Damage.
7. Flood, Typhoon, Hurricane, Storm, Tempest, Inundation, Cyclone and Hailstorm.
8. Accidental external means.
9. Whilst in transit by road, inland waterway, lift, elevator or air.
10. By landslide/rockslide

The policy also pays for towing charges from the place of accident to the workshop upto a maximum limit of Rs. 750/- for three wheeled vehicles, Rs. 1500/- for taxis and Rs.2500/- for other commercial vehicles in respect of any one accident. It is also permissible to opt for higher towing charges subject to payment of extra premium.

A restricted cover is also available covering the risk of Fire and/or Theft only, in addition to the compulsory cover granted under "Liability Only Policy".

The policy also has optional cover for legal liability and/or Personal Accident to Drivers / Conductors / Cleaners and other employees. It also provides cover for legal liability to non- fare paying passengers.

Basis of Indemnity:

The policy pays for

Own Damage:

- a. Actual amount spent for repairs/replacement subject to depreciation and Sum Insured as per assessment.
- b. Garaging and towing charges up to Rs 2,500/-.
- c. In case of total loss, Insured declared value as mentioned in the policy schedule.

Act Liability:

- a. Death or bodily injury to third parties – Unlimited.
- b. Non fare paying passengers connected with the journey/goods carried - As per Motor Vehicles Act.
- c. Third party property damage upto maximum of INR 7.5 Lacs.
- d. All costs and expenses incurred with the Company's written consent.

Exclusions:

The policy does not provide for

1. Compulsory excess specified in policy (for each accident).
2. Consequential loss; depreciation; wear and tear;
3. Mechanical and electrical breakdown; failure or breakage.
4. When vehicle is used outside the geographical area;
5. When used contrary to limitation as to use;
6. Driven by other than the driver stated in driver's clause;
7. Drunken driving;

8. Contractual liability;
9. War perils, nuclear perils.
10. Damage to tyres unless vehicle is also damaged (when liability is limited to 50% of cost of replacement)
11. Damage to lamps, mudguards, bonnet, bumper, paints only unless vehicle is also damaged at the same time

Claims: In the event of an incident giving rise to a claim under the policy, the following steps should be taken:

In case of accidental damage to the vehicle:

1. Immediate intimation to the nearest office.
2. Claim Form duly filled in to be submitted along with copy of Registration Certificate and driving license of the driver of the vehicle at the time of accident as also estimate of repairs.
3. Vehicle will be surveyed by a Surveyor, appointed by the insurance company, who shall submit his report to the company. In case of a major damage to the vehicle, a spot survey, at the site of accident, would also be arranged by the company.
4. Final bills/cash memos are to be submitted duly signed by the insured.
5. Salvage of the damaged parts may be required to be deposited with the insurance company after approval of the claim.

In case of theft of the vehicle:

1. Lodge an F.I.R. with the police immediately.
2. Inform the policy issuing office with a copy of FIR.
3. Submit the Final Police Report as soon as it is received.
4. Extend full cooperation to the surveyor and/or investigator appointed by the company.

In case of liability claim:

1. Inform insurance company immediately of any incident likely to give rise to liability claim.
2. On receipt of summons from Court, the same should be sent to the company immediately.
3. Claim Form duly filled in along-with copies of Registration Certificate, Diving License, FIR are to be submitted.

Add-ons:

1. Liberty Complete Assistance for Commercial Vehicle
(UIN: IRDAN150RP0033V01201213/A0005V02202223)

Liberty General Insurance Limited offers a host of Add on covers to expand the scope of cover to:

All classes of Commercial Vehicle:

The Add on covers are optional and may be chosen as per the requirement. Additional premium is applicable for each of these Add- on covers.

Scope of Cover: In consideration of the payment of extra premium paid by the insured as mentioned in the policy schedule it is hereby understood and agreed subject to the terms, conditions exclusions and limitations that the Company agrees to provide the Insured, upon his request, to any one or more of the following assistance services to the insured vehicle during the Policy Period, through the network of the service providers as per the plan opted by the Insured and mentioned on the policy schedule

Electric Vehicle :

1. **Vehicle relocation to the nearest Repair centre in case of Major breakdown** - In the event of a break down of insured vehicle due to a mechanical or electrical fault which cannot be repaired on the spot, the Service Provider will assist in making arrangement for the insured vehicle to be towed to the nearest Authorized Service Center. Any costs and expenses pertaining to towing of the Insured vehicle over and above the Covered Distance shall be directly borne by the Insured and shall be paid to the Repair centre

2. **Vehicle relocation to the nearest Battery Charging Station in case of vehicle run out of charge -**
In the event that a Insured vehicle runs out of charge and is immobilized while on a trip, the Service Provider will assist in making arrangement for the insured vehicle to be towed to the nearest Battery Charging Station or Repair Center whichever is nearest. Any costs and expenses pertaining to towing of the Insured vehicle over and above the Covered Distance shall be directly borne by the Insured and shall be paid to the Repair centre
3. **Emergency DC Charging -** In the event where Insured vehicle runs out of charge and is immobilized while on a trip, the Service Provider will assist in arranging the technician to provide emergency charging for upto 20 minutes to the Insured Vehicle on best effort basis. The cost of charging & labor will be borne by the Insured.
4. **Onsite Repair Services -** In the event of a breakdown of insured vehicle due to a minor mechanical or electrical fault and immediate repair on the spot is deemed possible, the Service Provider shall assist the Insured by arranging a technician to reach the breakdown location. The cost of material & Spare Parts if required to repair the insured vehicle on the spot and any other incidental conveyance to obtain such material & spare parts will be borne by the Insured. This service will be provided when the Insured vehicle is not in a position to be driven to the nearest repair centre.
5. **Changing of Flat tyre -** In the event Insured vehicle is immobilized due to a flat tyre, Service Provider will assist the Insured by organizing for a technician to get the punctured tyre fixed. Service Provider will bear the labour cost and round-trip conveyance costs of the technician. Material/spare parts if required to repair the Vehicle (including repair of flat spare stepney tyre) will be borne by the Insured. 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 the same shall be borne by the Insured.

6. **Assistance in case of Lockout/ lost keys** - If the keys of the Insured vehicle is broken, lost, or misplaced, Service Provider (upon the request of the Insured) will arrange for the forwarding of another set from insured's place of residence or office by courier to the location of the Insured vehicle after receiving the requisite authorizations from the Insured with regards to the person designated to hand over the same to Service Provider. The Insured will be requested to submit an identity proof at the time of delivery of the keys.
7. **Hydra Support** - If the Insured vehicle is stuck in a ditch, mud or snow, but is accessible through normal roadways, Service Provider will arrange service by either towing (through hydra) or the best alternatives available depending on the situation. The Service Provider shall not be liable for any third Party expense incurred for facilitation of this service. The same shall be payable to the third Party directly by the Insured.
8. **Refreshment** - When the Insured vehicle is immobilized due to breakdown and insured is stranded on road, the insured shall be offered a refresher kit comprising of water bottle and wet tissue paper. The cost of refreshment would be borne by Service Provider & limited to water bottle & wet tissue paper.
9. **Setting & Alignment** - The Service Provider would assist in settings of Break, Clutch, Fan Belt or Gear level. The labour cost related to the same would be borne by the Service Provider however any cost pertaining to parts and any other incidental conveyance to obtain such material & spare parts will be borne by the insured.
10. **Universal Joint (UJ) Cross Replacement** - The Service Provider would assist in UJ cross replacement. The labour cost related to the same would be borne by the Service Provider however any cost pertaining to parts and any other incidental conveyance to obtain such material & spare parts will be borne by insured.

11. **Load Transfer Assist** - The Service Provider would assist in case of a breakdown where repair on site is failed & insured vehicle needs to be towed to the nearby repair centre then in such scenario the Service Provider would help in coordinating for load transfer. Any cost pertaining to load transfer would be directly borne by insured and this service would be arranged on best effort basis.

12. **Aggregate Transfer** - In case of breakdown of insured vehicle where insured is not keen on towing the vehicle then in such case the damaged part of the vehicle would be taken to the nearest repair centre for repair and post repair that part would be fixed in the vehicle. Any cost pertaining to repair of such part or any other incidental conveyance to repair such material & spare parts will be borne by the insured.

13. Assistance on call –

- a. **Facilitate Finding nearest repairer/workshop** - Upon receipt of a call from the Insured for specific issues with the Insured vehicle requiring the contact details of the nearest repairer/workshop, the Service Provider will provide the same based on the updated information in the system.
- b. **Medical Assistance** - In the event the Insured vehicle meets with an accident and any of the occupants are injured, the Service Provider may provide for a conference call with nearest Medical Service Provider including an Ambulance Service Providers. The cost of such Service Providers shall be borne by the Insured. The role of Service Provider shall be limited to sharing of the contact details of medical professionals with the Insured. If such services are not available at the location of Breakdown, Service Provider shall not be held responsible for the same.
- c. **Legal Advice** - In the event the Insured vehicle meets with an accident and needs legal assistance, the Service Provider may provide for a conference call with the legal Service Providers or provide their contact details. The cost of such Legal Service Providers shall be borne by the Insured. Service Provider shall merely be a facilitator and shall not be held responsible for quality of services provided by the legal professionals. The role of Service Provider shall be limited to sharing of the contact details of legal professionals with

the Insured. If such services are not available at the location of Breakdown, Service Provider shall not be held responsible for the same.

- d. **Hospital Admission** - If the Insured / Occupants in Insured vehicle suffers from any medical problem arising due to a Breakdown or an Accident of the Insured vehicle, the Service Provider shall assist Insured / Occupants for admission to nearby hospital, in order to provide convenience to the Insured. The Service Provider shall merely be a facilitator and shall not be held responsible for quality of services provided by the hospital.
- e. **SMS Alerts** - On the request of Assistance service, the Service Provider will share the confirmation SMS to Insured mobile number for activation of the service and will share technician contact details and final closure SMS.
- f. **Message Relay** - Service Provider will take charge of relaying urgent messages of the Insured relating to the breakdown of Insured vehicle to a designated person of their choice and the Company.

Conditions:

- 1. All additional expenses regarding replacement of a part, additional Fuel and any other service which does not form a part of the standard services mentioned above would be on chargeable basis by the Service Provider.
- 2. These services for “Emergency DC Charging” can be availed maximum at two times during the policy period. Further, the service/s shall get initiated only based on a specific request by the insured to the Company.

Exclusions:

The company shall not be liable for any claims under this section directly or indirectly arising out of:

1. providing the above mentioned services under conditions of earthquake, war, invasion, rebellion, revolt, riot, civil commotion, civil war, exceptional adverse weather conditions, acts of terrorism, nuclear fission, strike, act(s) of government(s)/government agencies/judicial/ quasi-judicial authorities.
2. any claims where the Insured vehicle is being used for the purpose of racing, rallying, motor-sports, or is not being used/driven in accordance with applicable laws and regulations
3. Situation where breakdown is caused by deliberately inflicted damage, vandalism or participation in a criminal act or offence
4. Vehicle carrying inflammable or hazardous chemicals & petroleum products
5. any claim where the Insured's vehicle can be safely transferred on its own power to the nearest repairer/workshop.
6. any claims triggered by theft; any kind of consequential losses.
7. any loss which is covered under any other insurance policy or manufacturer's warranty or recall campaign or under any other such packages at the same time
8. any expenses for supply or replacement of parts/consumables
9. any loss/damage caused to the Insured vehicle when it is being used/driven against the recommendations of the owner's/manufacturer's manual
10. any claims where services have been availed of without the prior consent of the Company
11. any claims where services have been availed of without the prior consent of the Company
12. any claims where services have been availed of without the prior consent of the Company

13. any claims where services have been availed of without the prior consent of the Company

Other than Electric Vehicles :

1. **Vehicle relocation to the nearest Repair Centre in case of Major breakdown** - In the event of a break down of insured vehicle due to a mechanical or electrical fault which cannot be repaired on the spot, the Service Provider will assist in making arrangement for the insured vehicle to be towed to the nearest repair centre. Any costs and expenses pertaining to towing of the Insured vehicle over and above the Covered Distance shall be directly borne by the Insured and shall be paid to the Repair centre.
2. **Onsite Repair Services** - In the event of a breakdown of insured vehicle due to a minor mechanical or electrical fault and immediate repair on the spot is deemed possible, the Service Provider shall assist the Insured by arranging for a technician to reach the breakdown location. The cost of material & Spare Parts if required to repair the insured vehicle on the spot and any other incidental conveyance to obtain such material & spare parts will be borne by the Insured. This service will be provided when the Insured vehicle is not in a position to be driven to the nearest repairer/workshop.
3. **Battery Jump Start** - In the event that the Insured vehicle is immobilized, due to rundown battery, Service Provider will assist the Insured for a Vehicle technician to jump start the Insured 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 the Insured.
4. **Changing of Flat tyre** - In the event Insured vehicle is immobilized due to a flat tyre, Service Provider will assist the Insured by organizing for a technician to get the punctured tyre fixed. Service Provider will bear the labour cost and round-trip conveyance costs of the technician. Material/spare parts if required to repair the Vehicle (including repair of flat spare stepney tyre) will be borne by the Insured. 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 the same shall be borne by the Insured.

5. **Assistance in case of Lockout/ lost keys** - If the keys of the Insured vehicle is broken, lost, or misplaced, Service Provider (upon the request of the Insured) will arrange for the forwarding of another set from insured's place of residence or office by courier to the location of the Insured vehicle after receiving the requisite authorizations from the Insured with regards to the person designated to hand over the same to Service Provider. The Insured will be requested to submit an identity proof at the time of delivery of the keys.
6. **Arrangement of emergency fuel in case the vehicle runs out of fuel** - In the event that the Insured vehicle runs out of fuel and is immobilized while on a trip, the Service Provider will assist the Insured by organizing a Vehicle technician to supply emergency fuel at the location of the breakdown. The cost of fuel will be borne by the Insured. Service Provider will bear the labour and conveyance costs.
7. **Hydra Support** - If the Insured vehicle is stuck in a ditch, mud, or snow, but is accessible through normal roadways, the Service Provider will arrange service by either towing (through hydra) or the best alternatives available depending on the situation. The Service Provider shall not be liable for any third Party expense incurred for facilitation of this service. The same shall be payable to the third Party directly by the Insured.
8. **Refreshment** - When the Insured vehicle is immobilized due to breakdown and insured is stranded on road, the insured shall be offered a refresher kit comprising of water bottle and wet tissue paper. The cost of refreshment would be borne by Service Provider & limited to water bottle & wet tissue paper.
9. **Setting & Alignment** - The Service Provider would assist in settings of Break, Clutch, Fan Belt or Gear level. The labour cost related to the same would be borne by the Service Provider however any cost pertaining to parts and any other incidental conveyance to obtain such material & spare parts will be borne by the insured.

10. **Universal Joint (UJ) Cross Replacement** - The Service Provider would assist in UJ cross replacement. The labour cost related to the same would be borne by the Service Provider however any cost pertaining to parts and any other incidental conveyance to obtain such material & spare parts will be borne by insured.
11. **Fuel Line Bleeding** - The Service Provider would assist in fixing fuel line bleeding. The labour cost related to the same would be borne by the Service Provider however any cost pertaining to parts and any other incidental conveyance to obtain such material & spare parts will be borne by the insured.
12. **Load Transfer Assist** - The Service Provider would assist in case of a breakdown where repair on site is failed & insured vehicle needs to be towed to the nearby repair centre then in such scenario the Service Provider would help in coordinating for load transfer. Any cost pertaining to load transfer would be directly borne by insured and this service would be arranged on best effort basis.
13. **Aggregate Transfer** - In case of breakdown of insured vehicle where insured is not keen on towing the vehicle then in such case the damaged part of the vehicle would be taken to the nearest repair centre for repair and post repair that part would be fixed in the vehicle. Any cost pertaining to repair of such part or any other incidental conveyance to repair such material & spare parts will be borne by the insured.

14. Assistance on call :

- a. **Facilitate Finding nearest repairer/workshop** - Upon receipt of a call from the Insured for specific issues with the Insured vehicle requiring the contact details of the nearest repairer/workshop, the Service Provider will provide the same based on the updated information in the system.
- b. **Medical Assistance** - In the event the Insured vehicle meets with an accident and any of the occupants are injured, the Service Provider may provide for a conference call with nearest Medical Service Provider including an Ambulance Service Providers. The cost of such Service Providers shall be borne by the Insured. The role of Service Provider shall be limited to sharing of the contact details of medical professionals with the Insured. If such services are not available at the location of Breakdown, Service Provider shall not be held responsible for the same.
- c. **Legal Advice** - In the event the Insured vehicle meets with an accident and needs legal assistance, the Service Provider may provide for a conference call with the legal Service Providers or their contact details. The cost of such legal Service Providers shall be borne by the Insured. Service Provider shall merely be a facilitator and shall not be held responsible for quality of services provided by the legal professionals. The role of Service Provider shall be limited to sharing of the contact details of legal professionals with the Insured. If such services are not available at the location of Breakdown, Service Provider shall not be held responsible for the same.
- d. **Hospital Admission** - If the Insured/Occupants in Insured vehicle suffers from any medical problem arising due to a Breakdown or an Accident of the Insured vehicle, Service Provider shall assist Insured/occupants for nearby hospital admission, in order to provide convenience to the Insured. The Service Provider shall merely be a facilitator and shall not be held responsible for quality of services provided by the hospital

- e. **SMS Alerts** - On the request of Assistance service, the Service Provider will share the confirmation SMS to Insured mobile number for activation of the service and will share technician contact details and final closure SMS.
- f. **Message Relay** - Service Provider will take charge of relaying urgent messages of the Insured relating to the breakdown of Insured vehicle to a designated person of their choice and the Company.

Conditions:

- 1) All additional expenses regarding replacement of a part, additional Fuel and any other service which does not form a part of the standard services mentioned above would be on chargeable basis by the Service provider
- 2) These services for “Arrangement of emergency fuel” can be availed maximum at two times during the policy period. Further, the service/s shall get initiated only based on a specific request by the insured to the Company.

Exclusions:

The company shall not be liable for any claims under this section directly or indirectly arising out of:

- 1) providing the above mentioned services under conditions of earthquake, war, invasion, rebellion, revolt, riot, civil commotion, civil war, exceptional adverse weather conditions, acts of terrorism, nuclear fission, strike, act(s) of government(s)/government agencies/judicial/ quasi-judicial authorities.
- 2) any claims where the Insured's vehicle is being used for the purpose of racing, rallying, motor-sports, or is not being used/driven in accordance with applicable laws and regulations
- 3) Situation where breakdown is caused by deliberately inflicted damage, vandalism or participation in a criminal act or offence
- 4) Vehicle carrying inflammable or hazardous chemicals & petroleum products

- 5) any claim where the Insured's vehicle can be safely transferred on its own power to the nearest repairer/workshop.
- 6) any claims triggered by theft; any kind of consequential losses.
- 7) any loss which is covered under any other insurance policy or manufacturer's warranty or recall campaign or under any other such packages at the same time
- 8) any expenses for supply or replacement of parts/consumables
- 9) any loss/damage caused to the Insured's vehicle when it is being used/driven against the recommendations of the owner's/manufacturer's manual
- 10) any claims where services have been availed of without the prior consent of the Company

Add-on Plans: The above-mentioned Assistance services will be allowed in the below mentioned combinations of Plans only.

Electric Vehicle :

Sr. No.	Featured Benefits	Plan A	Plan B	Plan C
1	Vehicle relocation to the nearest Repair centre in case of Major breakdown	Yes	Yes	Yes
2	Vehicle relocation to the nearest battery charging station in case of vehicle run out of charge	Yes	Yes	Yes
3	Emergency DC Charging	Yes	No	No
4	Onsite Repair Services	Yes	Yes	Yes
5	Changing of Flat tyre	Yes	Yes	Yes
6	Assistance in case of Lockout/ lost keys	Yes	No	No
7	Hydra Support	Yes	No	No
8	Refreshment	Yes	No	No
9	Setting & Alignment	Yes	No	No

10	UJ Cross Replacement	Yes	No	No
11	Load Transfer Assist	Yes	No	No
12	Aggregate Transfer	Yes	No	No
13	Assistance on call : a) Facilitate Finding Closest repairer/workshop b) Medical Assistance c) Legal Advice d) Hospital Admission e) SMS Alerts f) Message Relay	Yes	Yes	No

Other than Electric Vehicle :

Sr. No.	Featured Benefits	Plan A	Plan B	Plan C
1	Vehicle relocation to the nearest Repair centre in case of Major breakdown	Yes	Yes	Yes
2	Onsite Repair Services	Yes	Yes	Yes
3	Changing of Flat tyre	Yes	Yes	Yes
4	Battery Jump Start	Yes	Yes	No
5	Arrangement of emergency fuel in case the vehicle runs out of fuel	Yes	Yes	No
6	Assistance in case of Lockout/ lost keys	Yes	No	No
7	Hydra Support	Yes	No	No
8	Refreshment	Yes	No	No
9	Setting & Alignment	Yes	No	No
10	UJ Cross Replacement	Yes	No	No
11	Fuel Line Bleeding	Yes	No	No
12	Load Transfer Assist	Yes	No	No
13	Aggregate Transfer	Yes	No	No

14	a) Facilitate Finding Closest repairer/workshop b) Medical Assistance c) Legal Advice d) Hospital Admission e) SMS Alerts f) Message Relay	Yes	Yes	No
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Covered Distance & Territorial Scope: the above Assistance Services provided will be within a radius of 100 Kms from the place of breakdown to nearest available Vendor/ Repairer within the Republic of India excluding islands. Cost of Services beyond the coverage as mentioned shall be borne by the insured.

Cancellation: Cancellation conditions of the add-on cover will be identical to the base policy to which the add-on cover is attached.

EV for the purpose of this add-on means an electric vehicle, also referred to as an electric drive vehicle, is a vehicle which uses one or more electric motors for propulsion. It is an alternative fuel automobile that uses electric motors and motor controllers for propulsion, in place of more common propulsion methods such as the internal combustion engine (ICE). Electricity can be used as a transportation fuel to power battery electric vehicles (EVs).

Subject otherwise to all other terms conditions and exclusions of the Commercial Vehicle policy.

2. Tyre Protect (Passenger Carrying Four with carrying capacity not exceeding 6 Passengers) (UIN: IRDAN150RP0033V01201213/A0021V01201920)

Liberty General Insurance Limited offers a host of Add on covers to expand the scope of cover to the Commercial Vehicle Package Policy (Passenger Carrying Four Wheeler with carrying capacity not exceeding 6 Passengers). The Add on covers are optional and may be chosen as per the requirement. Additional premium is applicable for each of these Add- on covers.

Scope of Cover: The brief details of the scope of coverage provided are as under:

This add on cover provides for the reimbursement of expenses towards repair/replacement of the tyres/tube arising out of accidental loss or damage due to:

- A. Impact cuts, bursts.
- B. Impact bulging of side wall excluding manufacturing defect, chemical or atmospheric damages.
- C. Flattening of Tyre due to Hard Braking.

Claim will be settle on basis of the unused tread as defined in policy wordings.

Exclusions:

- a. Any loss or damage resulting into Total Loss / Constructive Total Loss of the vehicle
- b. Loss or damage arising out of normal wear and tear
- c. Any damages resulting from neglect of the periodic maintenance of the vehicle including but not limited to, non rotation of tyre(s), poor balancing / alignment of wheels, running with deflated tyres and/or due to improper storage and/or transportation of Insured vehicle.
- d. Expenses towards routine maintenance of wheels/tyres or tubes.
- e. Any tyre/tube different from tyre/tube supplied by the manufacturers unless same is informed and endorsed in the Policy
- f. Any Consequential loss not limited to any vibration, noise and like which do not affect the performance of the tyre/tube.
- g. Loss or Damage due to any modification done which are not approved by the tyre manufacturer
- h. Loss or damage arising out of driving for purpose of racing or rallying
- i. Loss or damage arising out of manufacturing defect or design.
- j. Any minor damages, cuts or scratches not affecting the functioning of tyre/tube.
- k. Loss or damage to wheel accessories, any other parts or rim.
- l. Damages caused by Malicious actions
- m. Theft of Tyre(s)/Tube(s) or its parts or accessories

Special Conditions:

1. Unused Tread depth will be measured at the center of the tread. 4 measurements at 4 different places will be taken for the purpose of arriving at average tread depth which will be the basis of payment under the coverage.
2. In cases of tyres with original tread of more than 8 mm, the scale of admissible claim amount mentioned in the below table shall be applied proportionately

Company's maximum liability will be computed on the basis of unused tread depth of tyre(s) –

Unused Tread Depth of the Tyre(s) at the Time of Loss	Admissible Claim Amount
<3 mm	Nil
>= 3 to <5 mm	50% of the cost of new tyre(s)
>= 5 to <6.5 mm	75% of the cost of new tyre(s)
>= 6.5 to <7mm	85% of the cost of new tyre(s)
>=7mm	100% of the cost of new tyre(s)

3. Replacement of tyre will be allowed for same make and specification and in case of non-availability of the same make or specification leading to replacement with tyre/tube of higher specification; company will not be liable for betterment charges.
4. If damage to tyre and tube 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 between admissible claim amount under the add on cover based on Unused Tread Depth of the Tyre(s) at the time of loss as mentioned in above table and the liability of the company limited to 50% of the cost of replacement of Tyres and Tubes as stated under the "Own Damage" section of Motor Insurance Policy.

In consequence whereof the exclusion appearing in the Commercial Vehicle Package Policy (Passenger Carrying Four Wheeler with carrying capacity not exceeding 6 Passengers) Terms and Conditions which reads as “damage to tyres and tubes unless the vehicle is damaged at the same time when the liability of the company is limited to 50% of cost of replacement” stands deleted.

5. In case of any tyre replacement during the Policy Period, due to any reason mentioned cover will not be applicable unless it is informed and endorsed in the Policy.
6. Insured should take reasonable care to avoid loss or damage to the tyre/tube. Insured should not use the vehicle with damaged tyre/tube leading to further damage to tube/tyre/suspension.
7. All claims must be reported within 3 working days of damage.
8. Maximum 2 instances of admissible claims shall be eligible during the policy period

3. GAP Value Cover :

(UIN: IRDAN150RP0033V01201213/A0002V01201617)

It insures the difference between the Insured declared value less deductibles AND the purchase invoice or current replacement value of the vehicle. It also covers the Road Tax and first time registration charges if specifically declared and additional premium is paid.

Special Conditions:

- The claim of Total loss/ Constructive Total Loss (CTL) or Total Theft of the vehicle should be admissible under Own Damage Section of the policy.
- Insured should be the first registered owner of the vehicle.
- $GAP\ Value\ SI = Current\ Ex\ showroom\ price + Registration\ Charges\ (if\ opted) + Road\ Tax\ (if\ opted) - Insured\ Declared\ Value$

4. Roadside Assistance Cover:-

(UIN: IRDAN150RP0033V01201213/A0003V01201617)

It provides assistance through the authorized vendor in case of breakdown of the insured vehicle. . The services provided under the Roadside Assistance are as under: -

- i. Breakdown Support over phone
- ii. On-site minor repairs of the insured vehicle (such as Minor Electrical Work, Clutch Setting, Fuel line Bleeding, Brake Setting, Fan Belt Replacement)
- iii. Flat tyre support
- iv. Transfer/Transportation in case of Mechanical & Accidental Breakdown.
- v. Arrangement of alternate keys in case of Locked/Lost keys
- vi. Arrangement of emergency fuel in case the vehicle runs out of fuel
- vii. Battery Jumpstart (only for Light Commercial Vehicles, Three wheeler PCVs & taxies)
- viii. Emptying of the fuel Tank (only for Light Commercial Vehicles, Three wheeler PCVs & Taxies)
- ix. Co-ordination for load transfer, extraction / removal from pit (only for Heavy Commercial vehicles)

Special Conditions

- All additional expenses regarding replacement of a part and any other service which does not form a part of the standard services mentioned above would be on chargeable basis to the insured.
- These services can be availed maximum at two times during the policy period. Further, the service/s shall get initiated only based on a specific request by the insured to the Company.

Exclusions

- Vehicle operating in the mining and construction industry like Tippers, Dumpers, Seizure Platforms, Special Carriers etc
- Situation where breakdown is caused by deliberately inflicted damage, vandalism or participation

in a criminal act or offence

- Vehicle carrying inflammable or hazardous chemicals & petroleum products
- Trivial problems (such as non-functional horn / speedometer /air conditioner, Broken rear-view mirror not obstructing driver's view & the like) where the vehicle is not immobilised.
- Cost of making duplicate keys

This cover can be offered to all the commercial vehicles with age upto 10 years

5. **Engine Safe:**

(**UIN: IRDAN150RP0033V01201213/A0004V01201617**)

It provides cover to the engine of the insured vehicle including its block and child parts along with the gear box, transmission or differential assembly provided the loss or damage is due to –

- a. ingress of water in the engine or
- b. leakage of lubricating oil from the engine / assembly arising out of accidental damage

Company shall indemnify the Insured towards the following repairs / replacements arising out of (a) & (b) above:

- i. Repair or replacement of internal parts of gear box such as gears or shafts, bearings, gear oil and gaskets.
- ii. Repair or replacement of engine block and internal child parts of engine including lubricating oils / consumables used in the assembly but excluding fuel.
- iii. Labour cost incurred towards overhauling the damaged engine/gear box
- iv. Engine compression tests and other machining charges.

Exclusions

Company will not be liable to indemnify insured for the following:

- Where a loss is covered under any other type of insurance policy with any other insurer or manufacturer's warranty or recall campaign or under any other such packages at the same time.

- Any consequential loss apart from the damage to the internal child parts of the engine due to water ingress/ leakage of lubricating oil and/or damage to gear box arising out of leakage of lubricating oil due to Accidental means.
- Cost of engine oil and consumables in case of flushing of engine.
- Loss or Damage including corrosion of engine due to delay in intimating company or delay in retrieval of the Insured Vehicle from the water logged area.
- Where reasonable care has not been taken by insured to protect the loss or damage to the Insured Vehicle.

This cover can be offered to all the commercial vehicles with age upto 10 years. Maximum two claims shall be admissible under this add on during the policy year.

6. Daily Allowance :
(UIN: IRDAN150RP0033V01201213/A0005V01201617)

The cover pays daily allowance for each completed day for which the insured vehicle is under repair in garage for damages admissible under Own Damage Section.

Maximum Period for which mentioned allowance would be payable by Company:

In case of Total Loss, Total Theft or Constructive Total Loss, Company shall pay the daily allowance for 60 days or for coverage days as mentioned in the schedule, whichever is higher.

This cover is available in two plans –

- Plan A – Deductible Option, where specified minimum number of days in garage act as deductible under the product
- Plan B – Franchise Option, where the allowance becomes due after the specified minimum number of days in garage
- **Plan A- (Deductible option) :**
 - a. Maximum number of days covered – 7/14/21/30/40/50/60 and 90 with minimum 3 days in garage.
 - b. Maximum number of days covered – 10/14/21/30/40/50/60 and 90 with minimum 7 days

in garage.

- c. Maximum number of days covered – 21/30/40/50/60 and 90 with minimum 15 days in garage.

• **Plan B-(Franchise option) :**

- a. Maximum number of days covered – 7/14/21/30/40/50/60 and 90 with franchise of 3 days.
- b. Maximum number of days covered – 10/14/21/30/40/50/60 and 90 with franchise of 7 days.
- c. Maximum number of days covered – 21/30/40/50/60 and 90 with franchise of 15 days.

Conditions

- The time taken by garage for damages not admissible under section I of Policy will be excluded for calculation of Daily Allowance.
- Maximum two claims shall be admissible under this add on during the policy year.

For computation of days for Daily Allowance entitlement, the start date will be taken as the day following the day on which the insured vehicle is given to garage for repair and end date will be taken as the day on which intimation regarding delivery of repaired vehicle is given to Insured or the Company. Time taken by the garage to commence the repair work or waiting time due to non-availability of spares is not considered for daily allowance entitlement

This cover can be offered to all the commercial vehicles with age upto 10 years.

Exclusions:

- Any repair taking time less than the franchise / deductible mentioned on the schedule
- Any Claim not valid or admissible under Section I
- Vehicle not repaired at garage authorized by Company

7. EMI Protection-

(UIN: IRDAN150RP0033V01201213/A0006V01201617)

The cover pays the amount & Number of EMIs (Equated Monthly Installment) Covered for each completed period of 30 days for which the insured vehicle is under repair arising of accidental damages provided –

- i. The damages are covered under Section I (Own Damage) of the policy;
- ii. The vehicle is repaired at a garage authorized by the company

Cover: The Cover is available to opt for 1, 2 or 3 EMIs

Conditions

- Maximum two claims shall be admissible under this add on during the policy year.
- For computation of ‘completed period of 30 days’, the start date will be taken as the day following the day on which the insured vehicle is given to garage for repair and end date will be taken as the day on which intimation regarding delivery of repaired vehicle is given to Insured or the Company. Time taken by the garage to commence the repair work or waiting time due to non-availability of spares is not considered.
- The claim under this add-on shall be paid directly to the financier as mentioned on the schedule, to which the insured vehicle is hypothecated.
- Liability of the Company shall be limited to the EMI amount mentioned in the schedule or the actual EMI prevailing at the time of loss whichever is lower. Also, in no case, Company shall pay an amount higher than the actual amount of loan outstanding against the insured vehicle.

This cover can be offered to all the commercial vehicles with age upto 10 years

8. **Additional Towing Expense Reimbursement-**

(UIN: IRDAN150RP0033V01201213/A0007V01201617)

The cover reimburse the additional expenses, towards cost of towing, protection & removal of the insured vehicle to the nearest repairer in case of the insured vehicle being disabled by the reason of loss or damage covered under this policy, provided that intimation of such loss is given to the company before towing the vehicle from loss location

This cover can be offered to all the commercial vehicles with age upto 10 years. Maximum two claims shall be admissible under this add on during the policy year. The quantum of reimbursement under this add-on shall be as below –

Vehicle category	Min & max coverage
Goods Carrying Vehicles - 3 wheelers	Rs 1,000 – Rs 5,000
Goods Carrying Vehicles - Other than 3 wheelers	Rs 5,000 – Rs 50,000
Passenger Carrying Vehicles - 3 wheelers & 2 wheelers	Rs1,000 - Rs 5,000
Passenger Carrying Vehicles - Taxi	Rs 5,000 – Rs 25,000
Passenger Carrying Vehicles - Others	Rs 5,000 – Rs 50,000
Miscellaneous - Tractors	Rs 5,000 – Rs 50,000
Miscellaneous - Construction Equip	Rs 5,000 – Rs 50,000
Miscellaneous - Others	Rs 5,000 – Rs 50,000

Age of the vehicle:

Age of the vehicle shall be calculated as the difference between the vehicle registration date/delivery date and the policy inception date.

Example :

Age of a vehicle registered on 1st April 2014 shall be considered at 2 years for policy having risk inception date as 1st April 2016.

9. Depreciation Cover:

(UIN: IRDAN150RP0033V01201213/A0014V01201213)

It covers Depreciation amount deducted on the value of parts replaced as a result of admissible claim under Own Damage Section (Section I) of policy.

10. Consumables Cover-

(UIN: IRDAN150RP0033V01201213/A0017V01201213)

It covers expenses incurred towards “those items or substances of specific use which at the time of loss are either totally consumed or rendered unfit for further consumption” arising out of damage to the vehicle insured and/or to its accessories.

Consumables shall mean those items or substances which have specific use and when applied to their respective uses are deemed to be consumed completely and/or are deemed to be unfit for future use.

These items include grease, lubricants, clip, air conditioner’s gas, bearings, engine oil, oil filter, fuel filter, break oil, nut and bolt, screw, washers and the like

11. Goods Transfer Expense Cover-

(UIN: IRDAN150RP0033V01201213/A0019V01201213)

It protects the insured against the expenses incurred towards unloading of goods from insured vehicle and loading them to an alternate vehicle, in case insured vehicle is not in condition to carry goods post accidental damages which are admissible under Own Damage Section of the policy.

Exclusions: Important exclusions with respect to specific covers mentioned above are as under:

- **Depreciation Cover:** It does not cover the claims in which vehicle is not
- **Consumables Cover:** It does not cover:-
 - Expenses under this add on in an event of a Total/Constructive Total Loss.
 - Labour Cost plus Service Tax in respect to such consumables.
Repairs/Labour bills from Local Garages against insured items.
- **Goods Transfer Expense Cover**
 - This cover is applicable to Goods Carrying vehicles only

- Insured needs to take approval from the company prior to unloading and loading of goods

General Note:

The details furnished above do not constitute the entire terms, conditions and exclusions of the Policy. For further details on the above Policy and if you wish to purchase this Policy, please visit the nearest office of the Company or you may contact us on our Toll-Free Number: 1800-266-5844. The Company's executives will be pleased to furnish further details.

Insurance Act,1938, Section 41-Prohibition of Rebates

1. No person shall allow or offer to allow, either directly or indirectly as an inducement to any person to take out or renew or continue an insurance in respect of any kind or risk relating to lives or property in India, any rebate of the whole or part of the commission payable or any rebate of the premium shown on the policy, nor shall any person taking out or renewing or continuing a policy, accept any rebate except such rebate as may be allowed in accordance with the prospectuses or tables of the Insurer
2. Any person making default in complying with the provisions of this section shall be liable for a penalty, which may extend to Ten Lakh rupees

Grievance Redressal

We are concerned about you and are committed to extend the best possible services. In case you are not satisfied with our services or resolutions, please follow the below steps for redressal.

Step 1

Call us on Toll free number: **1800-266-5844**

(8:00 AM to 8.00 PM, 7 days of the week)

or

Email us at: care@libertyinsurance.in

or

Write to us at:

Customer Service

Liberty General Insurance Limited

Step 2

If our response or resolution does not meet your expectations, you can escalate at **Manager@libertyinsurance.in**

Step 3

If you are still not satisfied with the resolution provided, you can further escalate at **ServiceHead@libertyinsurance.in**

An acknowledgment will be sent on receipt of your concern, we would then investigate the matter internally and respond with a suitable resolution. Please share your contact details to enable us to get in touch with you.

In case you are not satisfied with the decision or resolution provided by the company you may approach the Insurance Ombudsman for redressal. The details of Insurance Ombudsman Offices are given below:

Office of the Ombudsman and Contact Details	Areas of Jurisdiction
AHMEDABAD Office of the Insurance Ombudsman, Jeevan Prakash Building, 6th floor, Tilak Marg, Relief Road, Ahmedabad - 380 001. Tel.: 079 - 25501201/02	Gujarat, Dadra & Nagar Haveli, Daman and Diu.
BENGALURU 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	Karnataka
BHOPAL Office of the Insurance Ombudsman,	Madhya Pradesh and Chattisgarh
BHUBANESHWAR Office of the Insurance Ombudsman, 62, Forest park, Bhubneshwar - 751 009.	Orissa
CHANDIGARH Office of the Insurance Ombudsman,	Punjab, Haryana, Himachal Pradesh, Jammu & Kashmir, Chandigarh.
CHENNAI Office of the Insurance Ombudsman, Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, CHENNAI - 600 018.	Tamil Nadu, Pondicherry Town and Karaikal (which are part of Pondicherry).
DELHI Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Building, Asaf Ali Road, New Delhi - 110 002.	Delhi
Office of the Insurance Ombudsman,	Kerala, Lakshadweep, Mahe-a part of Pondicherry
GUWAHATI Office of the Insurance Ombudsman, Jeevan Nivesh, 5th Floor, Nr. Panbazar over bridge, S.S. Road, Guwahati - 781001(ASSAM).	Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura.

Office of the Ombudsman and Contact Details	Areas of Jurisdiction
HYDERABAD Office of the Insurance Ombudsman,	Andhra Pradesh, Telangana, Yanam and part of Territory of Pondicherry.
JAIPUR Office of the Insurance Ombudsman, Jeevan Nidhi - II Bldg., Gr. Floor, Bhawani Singh Marg, Jaipur - 302 005. Tel.: 0141 - 2740363	Rajasthan
KOLKATA Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 7th Floor, 4, C.R. Avenue, KOLKATA - 700 072.	West Bengal, Sikkim, Andaman & Nicobar Islands.
LUCKNOW Office of the Insurance Ombudsman, 6th Floor, Jeevan Bhawan, Phase-II, Nawal Kishore Road, Hazratganj, Lucknow - 226 001.	Districts of Uttar Pradesh : Lalitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhadra, Fatehpur, Pratapgarh, Jaunpur, Varanasi, Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareilly, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkarnagar, Sultanpur, Maharajganj, Santkabirnagar, Azamgarh, Kushinagar, Gorkhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharathnagar.
MUMBAI Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054.	Goa, Mumbai Metropolitan Region excluding Navi Mumbai & Thane.
NOIDA Office of the Insurance Ombudsman, Bhagwan Sahai Palace 4th Floor, Main Road, Naya Bans, Sector 15, Distt: Gautam Buddh Nagar, U.P - 201301.	State of Uttaranchal and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshahr, Etah, Kanoor, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautambodhanagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanishramnagar, Saharanpur.

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Phone: +91 22 6700 1313 Fax: +91 22 6700 1606
Email: care@libertyinsurance.in
IRDA registration number: 150 • CIN: U66000MH2010PLC209656



Office of the Ombudsman and Contact Details	Areas of Jurisdiction
PATNA Office of the Insurance Ombudsman, 2nd Floor, Lalit Bhawan, Bailey Road, Patna 800 001 Tel.: 0612-2547068	Bihar, Jharkhand
PUNE 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.	Maharashtra, Area of Navi Mumbai and Thane excluding Mumbai Metropolitan Region
THANE Office of the Insurance Ombudsman, 2nd Floor, Jeevan Chintamani Building, Vasantrao Naik Mahamarg, Thane (West)- 400604 Tel.: 022-20812868/69	Maharashtra

GOVERNING BODY OF INSURANCE COUNCIL,
Shri P.N.Gandhi, Secretary General
Smt Moushumi Mukherji, Secretary
3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054.
Tel.: 022 - 26106889 / 671 / 980
Fax: 022 - 26106949