Pay As You Drive – Kilometer Benefit - Add On Cover

Introduction

The Company has seen demand from Private Car insureds to charge Motor Own Damage premium corresponding to mileage driven rather than time based premiums i.e. Annual premiums. Further, there is a significant proportion of Insureds who use their vehicle for very short duration even on a daily basis or just over the weekend. Pay as You Drive – Kilometer Benefit Add on, aims to provide benefits to Insured who drive less and are expected to be better risks by offering a benefit on your renewal own damage premium in accordance with the table mentioned on the policy schedule based on annual mileage (in kilometres) driven by the insured vehicle during the policy period.

Scope of Benefit:

Based on the actual usage of the Insured vehicle during the policy period, the Company will pay % of the basic own damage premium paid during the policy period as benefit under the add-on in accordance with the table mentioned in the Policy schedule subject to terms and conditions.

Terms and Conditions

The coverage is subject to terms, conditions, definitions and general exclusions applicable to this policy and additional conditions as mentioned below:

1. Benefit opted will be applied at the end of the Policy Year on submission of odometer reading to the Company via Self inspection on our App or any other mode as made available by the Company from time to time and must be submitted between 7 days prior to expiry and 15 days' post expiry of Own Damage cover.

2. This benefit will not be applicable in the event of:
   a. Sale (transfer of Ownership) of the Vehicle,
   b. Theft of Vehicle
   c. Total loss or Constructive Total Loss claim under the Policy
   d. Cancellation of the Base Policy

3. This benefit can be opted only at the inception of the Policy and can be cancelled on cancellation of the Policy as per applicable Policy terms and conditions.

4. 5% additional benefit on basic own damage renewal premium is subject to no own damage claim under the policy.

Cancellation Clause

This benefit cannot be on standalone basis and can be cancelled subject to cancellation of the Policy by the Insured.

CONTACT US

In the event of loss due to an insured event the insurance company must be informed immediately.

Our contact details are as follows:

Grievance Redressal Procedure

If you have a grievance that you wish us to redress, you may contact us with the details of your grievance through:

* Contact us- 022 6158 2020/ 022 6234 6234
* Emails – grievance@hdfcergo.com
* Designated Grievance Officer in each branch.
* Company Website – www.hdfcergo.com
* Courier : Any of our Branch office or corporate office

You may also approach the Complaint & Grievance (C&G) Redressal Cell at any of our branches with the details of your grievance during our working hours from Monday to Friday.

If you are not satisfied with our redressal of your grievance through one of the above methods, you may contact our Head of Customer Service at

The Complaint & Grievance Redressal Cell ,
HDFC ERGO General Insurance The Company Ltd.
D-301,3rd Floor, Eastern Business District (Magnet Mall),
LBS Marg, Bhandup (West),
Mumbai – 400078, Maharashtra

In case you are not satisfied with the response / resolution given / offered by the C&G cell, then you can write to the Chief Grievance Officer of the Company at the following address

To the Chief Grievance Officer
HDFC ERGO General Insurance The Company Limited
D-301, 3rd Floor, Eastern Business District (Magnet Mall),
LBS Marg, Bhandup (West),
Mumbai - 400078, Maharashtra
e-mail: cgo @hdfcergo.com

Grievance may also be lodged at IRDAI Integrated Grievance Management system- https://bimabharosa.irdai.gov.in

You may also approach the nearest Insurance Ombudsman for resolution, if your grievance is not redressed by the Company. The contact details of Ombudsman offices are mentioned below if your grievance pertains to:

* Insurance claim that has been rejected or dispute of a claim on legal construction of the policy
* Delay in settlement of claim
* Dispute with regard to premium
* Non-receipt of your insurance document

You may also refer Our website www.hdfcergo.com https://www.hdfcergo.com/customer-voice/grievances for detailed grievance redressal procedure

Disclaimer: THE ABOVE INFORMATION IS FOR DESCRIPTIVE PURPOSE ONLY. PLEASE REFER YOUR POLICY DOCUMENT OR OUR WEBSITE WWW.HDFCERGO.COM FOR THE ACTUAL TERMS AND CONDITIONS. INSUREDS ARE ADVISED TO READ THE POLICY DOCUMENT COMPLETELY FOR A FULL DESCRIPTION OF THE TERMS AND CONDITIONS OF COVERAGE AND THE EXCLUSIONS RELATING THERETO.

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 of 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 published prospectuses or tables of the insurer: provided that acceptance by an insurance agent of commission in connection with a policy of life insurance taken out by himself on his own life shall not be deemed to be acceptance of a rebate of premium within the meaning of this sub-section if at the time of such acceptance the insurance agent satisfies the prescribed conditions establishing that he is a bona fide insurance agent employed by 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.

YOU CAN REQUEST A QUOTE TODAY

For more information about our new Add on cover- Pay As You Drive- Kilometer Benefit and the full range of HDFC ERGO Insurance products contact your local broker or HDFC ERGO representative.

Insurance is the subject matter of solicitation.

For more details on risk factors, terms and conditions, please read the sales brochure before concluding a sale.

HDFC ERGO General Insurance Company Limited. IRDAI Reg. No. 146. CIN: U66030MH2007PLC177117. Registered & Corporate Office: 6th Floor, Leela Business Park, Andheri-Kurla Road, Andheri (East), Mumbai – 400 059.. For more details on the risk factors, terms and conditions, please read the policy document carefully before concluding a sale. UIN: Motor Insurance- Pricing Revision- Private Cars - Add on - Pay As You Drive – Kilometer Benefit - IRDAN125RP0001V02201415/A0033V01202223

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