



PROSPECTUS

COCORide Two-Wheelers Package Policy Add on Covers- DHFL General Insurance

We protect you and your vehicle from accident and associated consequences. Everyone likes to own a vehicle to meet their personal and family commuting needs. Unfortunately, an unexpected event can bring financial loss and legal liabilities. Which is why it's necessary to protect yourself, your pillion and your precious vehicle against losses and legal liabilities if the unforeseen happens.

We understand that specific solutions are required for your specific needs. Our COCORide Wheeler Package Insurance policy offers you right and complete protection for you and your Two Wheeler. On top of this our 12 Add on covers fulfil your residual needs on vehicle repair, Emergency Help, Injury and Hospitalisation and vehicle loan.

1 **Zero Dep Cover (UIN: IRDAN155RP0001V01201819/A0039V01201819):** It relieves you from bearing the depreciation up to 50% on various parts and paints in the event of any damage to your vehicle due to an accident and helps you to make significant savings in case of an unfortunate damage to your vehicle. You have the option to choose number of claims you wish to avail this benefit.

2 **Consumable Expenses (UIN: IRDAN155RP0001V01201819/A0004V01201819):** It provides you coverage for consumables associated with the damage to your vehicle which invariably is part of any claim you report to us thus complete protection for your vehicle. Consumables means Nuts, Bolts and Oils etc.

3 **NCB (No Claim Bonus) Secure (UIN: IRDAN155RP0001V01201819/A0031V01201819):** NCB slab in your existing policy is protected if one claim is reported provided claim is not for Total Loss and Theft. Minimum eligible NCB criteria to avail this protection is 25%. In case of Theft if you buy a new vehicle within 90 days of settlement of claim and insure this vehicle with us then NCB mentioned in your expiring policy will be allowed on your new vehicle premium.

4 **New Vehicle for Old Vehicle (UIN: IRDAN155RP0001V01201819/A0032V01201819):** In case of Total loss or Theft of vehicle this cover provides you difference between IDV and Invoice value of new vehicle of same make and model enabling you to replace your vehicle easily without any monetary loss to you.

Invoice means: Ex showroom + Road Tax + Registration expenses.

5 **Engine Protector (UIN: IRDAN155RP0001V01201819/A0033V01201819):** It covers damage to Engine and Transmission parts due to ingress of water and/or leakage of oil due to external impact on the vehicle. This cover safeguards you from heavy expenses related to such incidents during flooding.

6 **Enhanced Owner Personal Accident (UIN: IRDAN155RP0001V01201819/A0035V01201819):** You are covered for Rs.1 lakh in your policy. By opting for this add on cover you can provide extra cover to yourself by opting for higher sum insured in multiples of 1 lakh upto 20 lakhs.

DHFL General Insurance Limited
(A Wholly Owned Subsidiary Of WGC)

Registered & Corporate Office: 2nd Floor, DHFL House, 19, Sahar Road, Off Western Express Highway, Vile Parle (East), Mumbai - 400 099 Phone: 022 - 71155900

COCORide Two-Wheeler Package Policy Add On Covers - DHFL General Insurance (Prospectus) IRDAI Reg No.: 155
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7 Enhanced Pillion Rider Personal Accident

(UIN: IRDAN155RP0001V01201819/A0036V01201819): Pillion Rider can be covered up to Rs. 1 lakh in your policy. You can opt for an increased Personal Accident benefit for Pillion Rider in multiples of 1 lakh upto 20 lakhs.

8 Accidental Hospitalisation

(UIN:IRDAN155RP0001V01201819/A0037V01201819): Unfortunate accident to your vehicle may cause injury to you and pillion and you may have to take In-patient / Out-patient treatment in hospital/Nursing Home. You can protect yourself from such unforeseen expenses upto Rs. 5 lacs by opting this add on. We will pay for medical expenses including ambulance charges incurred by You/Driver/Pillion Rider for treatment of bodily injury sustained by You/Driver/Pillion Rider, caused by an accident to the insured vehicle leading to treatment in a Hospital/Nursing Home provided own damage claim is valid and admissible under section I (Own Damage) of the policy.

9 Hospi Cash (UIN: IRDAN155RP0001V01201819/A0038V01201819):This coverage helps you to cover daily expenses incurred during hospitalisation due to an accident of your vehicle up to Rs.2000 per day. You will get this benefit for maximum five days from the date of admission provided the hospitalisation exceeds 3 days.

(Example: If you have been hospitalised for 5 days or more then you will get this benefit for 5 days but in case, you are hospitalised for 3 days or less then you will not get this benefit at all.)

10 EMI Protector (UIN: IRDAN155RP0001V01201819/A0040V01201819): We are concerned about financial impact of an accident. We cover 3 EMI's of your insured vehicle if due to any accidental injury involving insured vehicle you are hospitalised for more than 7 days.

11 Outstanding Loan Protector (UIN: IRDAN155RP0001V01201819/A0005V01201819): You can choose to transfer your loan related worries to us. We will take care of your Outstanding Loan amount on the vehicle against risk of your Death, Permanent Total Disablement due to an accident involving vehicle insured.

12 Road Side Assistance (UIN: IRDAN155RP0001V01201819/A0034V01201819): You need not worry about breakdown of your vehicle while driving. Our Roadside Assistance Programme take care of such worries. You will get assistance in situations like puncture, towing to nearest workshop in case of breakdown, on site minor repairs, Fuel delivery, Journey continuation and medical co-ordination etc.

Important Exclusions:

Apart from General Exclusions following are the exclusions applicable to respective add on covers:

1. Zero Dep cover

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a) Deductible as mentioned in the policy schedule.

2. Consumables Expenses:

a) Any consumable not associated with admissible Own Damage claim under section I (Own Damage) of the policy.

b) Any consumables that are related to wear and tear and not directly related to claim is excluded.

3. Engine Protector

a) Any consequential loss, wear and tear, mechanical & electrical failure and parts falling under warranty.

b) Loss or damage due to corrosion of engine or parts thereof due to delay in intimation.

c) Depreciation on parts unless zero dep cover is opted.

4. Enhanced Owner Personal Accident

a) intentional self-injury, suicide or attempted suicide, physical defect or infirmity or

b) owner driving the vehicle under the influence of intoxicating liquor or drugs.

5. Enhanced Pillion Rider Personal Accident

a) Intentional self-injury, suicide or attempted suicide, physical defect or infirmity or

b) Pillion Rider of the vehicle under the influence of intoxicating liquor or drugs.

6. Hospi Cash

a) If Hospitalisation does not exceed 3 days.

7. EMI Protector

a) Any penalty, interest, charges levied due to default in payment by financier

8. Outstanding Loan Protector

a) Any penalty, interest, charges levied due to default in payment by financier.

9. Accidental Hospitalisation

a) Any expenses related to a sickness, disease or medical disorder not directly consequential to the accident.

b) Any expenses towards psychosomatic disorders of any kind, whether caused or accentuated by accident or otherwise.

- Any expenses, if the treatment is started after 10 days from the date of Accident unless verified and certified by the medical practitioner.

c) Amount more than the sum-insured mentioned in the schedule during the policy period.

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- d) Any expense arising or resulting from or traceable to intentional self-injury, suicide or attempted suicide,.
- e) Any expense of a person driving the vehicle arising or resulting from or traceable to an accident happening whilst such person is under the influence of intoxicating liquor or drugs.
- f) Any expense not supported by an original and valid bill / receipt and related prescription of the attending Medical Practitioner.

10. Road Side Assistance

- a) Act of God (including exceptional adverse weather conditions), earthquake, fire
- b) Loss of or damage to luggage or other personal effects that might occur during the services performance.
- c) Vehicles used for the purpose of racing, rallying, motor-sports.
- d) Routine repairs/services at user's home or other location.
- e) Consequential damages arising out of repair on the spot/ towing or any other road side assistance services.
- f) Any event not stated in coverages.

Premium:

Premium will be charged as per rate applicable on the date of insuring the vehicle.

Discounts Available:

You can reduce your premium by availing following discounts, if you are eligible for the same.

- 1. #Family Fleet Discount:** A discount of 5% is being offered for every additional vehicle insured with us from the same family*. This vehicle could either be a two-wheeler or a four-wheeler.
*Family means: Self, Spouse, Children, Father & Mother.
- 2. #DHFLGI Duniya Discount (Loyalty Discount):** If you are our existing customer a discount of 5% will be offered to you on purchase of this policy.

If you are eligible for both then maximum discount allowable is only 5%.
- 3. Online Sourcing/Direct Channel Discount:** If you are buying this policy directly from us, you will be eligible for a discount of 15 %.

Claims Procedure:

We all take precautions to avert accidents however in the event of any unfortunate accident be rest assured of complete assistance from us.

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It is very convenient to get in touch with us by calling our Toll-Free Helpline on **18001230004**. Alternatively, one can reach us by using Mobile Application OR Customer Portal at our Website www.dhflinsurance.com OR by sending an e-mail at mycare@dhflinsurance.com.

Intimation of claim to us, immediately on occurrence, will ensure prompt and effective assistance.

While registering the claim, the following information will help us serve you better:

- Your contact numbers
- Policy number
- Name of insured
- Date and time of loss
- Location of loss
- Nature and approximate extent of loss
- Place and contact details of the person at the loss location

You are advised to shift your vehicle to any of our network garage to avail “cashless” facility. Alternatively, you may shift your vehicle to any garage of your choice to avail claim as “Reimbursement”.

Apart from “Claim Form” We will require following documents depending on the nature of loss to process your claim. You may provide the same to enable us to promptly settle your claim.

For Accident/Theft Claims

- Proof of insurance – Policy copy
- Copy of Registration Book, Tax Receipt [original for verification & return]
- Copy of Motor Driving License of the person driving the vehicle at the time of accident (original for verification)
- Police Panchnama /FIR (In case of Third Party property damage /Death / Body Injury)
- Estimate for repairs if available
- Repair Bills/Invoices and payment receipts after the job is completed

Additional documents for Theft Claims

- Original Policy document
- Original Registration Book/Certificate and Tax Payment Receipt
- All the sets of keys/Service Booklet/Warranty Card/Original
- Purchase Invoice
- Police Panchnama/ FIR and Final Investigation Report/Non-Traceable Report.
- Acknowledged copy of letter addressed to RTO intimating theft and informing “NON-USE”
- Form 28, 29 and 30 signed by the you and Form 35 signed by the Financer/ transferred RC as applicable
- Letter of Subrogation

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- NOC from the Financer if claim is to be paid to you

Documents for Hospitalisation Claims

- Claim Form Duly Filled and Signed
- Original Discharge/Death Summary
- Operation Theatre Notes (if any)
- Original *Hospital* Main Bill along with break up Bill and original receipts
- Original investigation reports, X Ray, MRI, CT films, HPE
- Doctors Reference Slips for Investigations/Pharmacy
- Original Pharmacy Bills
- MLC/FIR Report/Post Mortem Report (if applicable and conducted).
- Details of the implants including the sticker indicating the type as well as invoice towards the cost of implant

Documents for Personal Accident Claims

- Policy copy
- Certificate of from government hospital doctor confirming the nature and degree of disability
- Discharge summary of the treating hospital clearly indicating the Hospital Registration No.
- Diagnostic reports
- FIR / Panchanama– (if Notified to Police) Attested or Original
- Final Police Report- (if applicable)
- Death Certificate*
- Post Mortem report*
- Legal Heir certificate /nominee certificate*

(Marked with * are required only in death claims)

The list of documents furnished herein below is illustrative but not exhaustive. We may request you to provide more documents depending upon the nature of loss and circumstances.

IRDAI Regulation No 17: This *Policy* is subject to regulation 17 of *IRDAI* (Protection of Policyholder's Interests) Regulation 2017 or any amendment thereof from time to time.

Note: Policy Term and Conditions & Premium rates are subject to change with prior approval from IRDAI.

Disclaimer - This is only a summary of the product features. The actual benefits available are as described in the policy, and will be subject to the policy terms, conditions and exclusions. Please seek the advice of your insurance advisor if you require any further information or clarification.

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SECTION 41 OF INSURANCE ACT, 1938

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 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 prospectus or tables of the Insurers.

2) Any person making default in complying with the provisions of this section shall be liable for a penalty which may extend to Rupees Ten Lakhs.

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