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# Motor Handbook

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# ABOUT ICICI LOMBARD



# IC IC I Lombard C redentia ls

## Largest Private Insurer Since 2004

- Established in 2001, India's largest private general insurer since 2004
- 1st Indian General Insurance Company to get listed on stock exchanges in 2017
- Presence in 200+ districts, 900+ Virtual offices, 270+ branches

## Leadership in Claim Settlement

- Launched InstaSpect in 2017- India's first live-video inspection for real time motor claim approvals
- 2.3 millions claims settled in FY22, Claims disposal ratio of 98.7%
- In-house team: 24x7 call centre, 11,000+ garages, 10,000+ hospitals
- IL take care app for claim intimation

## Strategic Partnership Map

- 250+ Financial Institution
- 150+ Cooperative Bank
- 7 Small Finance Bank
- 88,000+ agents, 35 Motor OEM tie-ups, 65+ Affinity tie-ups

iAAA Rating by ICRA Highest Claims Paying Ability

ISO 9001:2008 CERTIFIED

GUINNESS WORLD RECORDS Caring Hands is now 'Officially Amazing'™

2020 BEST INSURERS IDC

Superbrands

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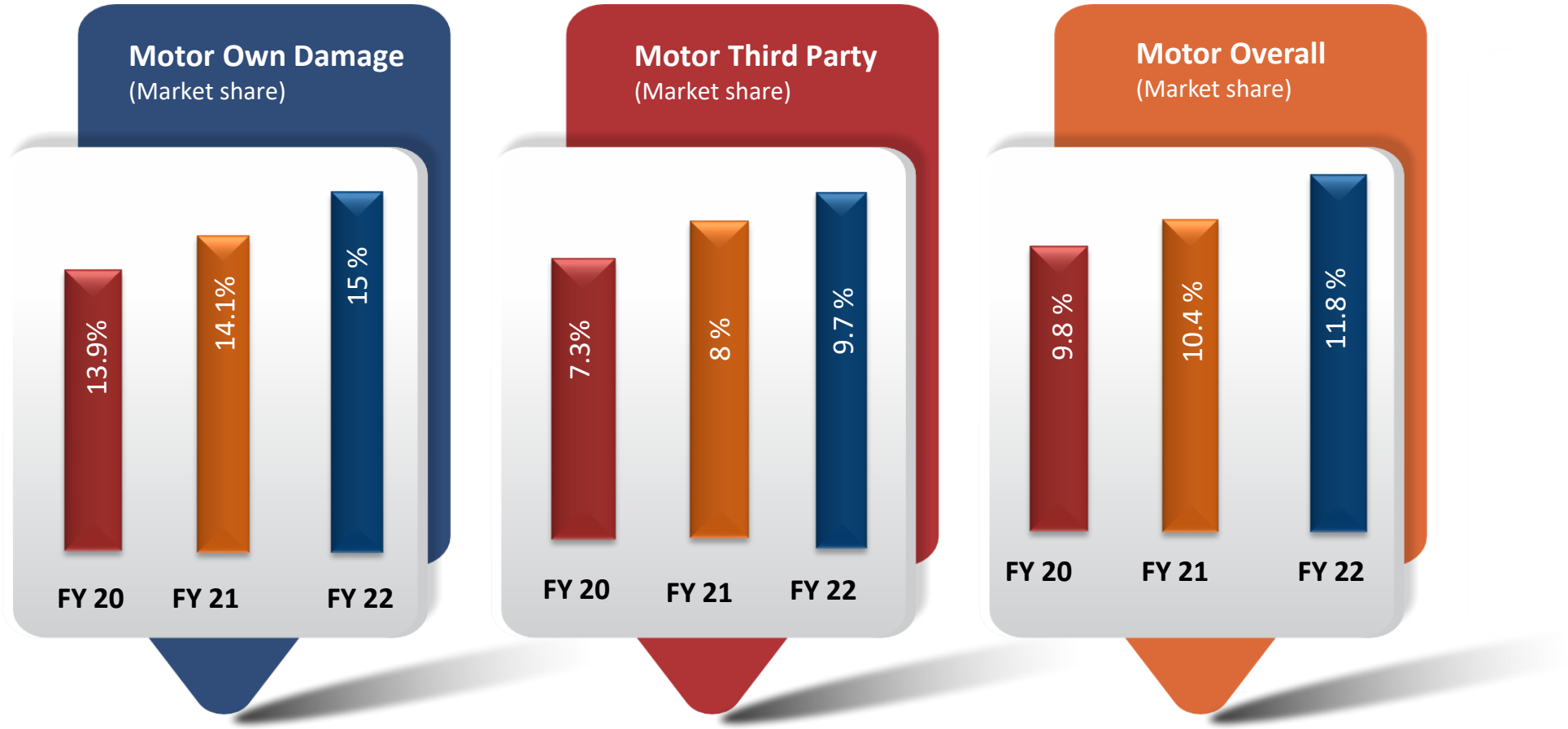
# IL Motor Business Track Record



| Year | FY11 | FY12 | FY'13 | FY'14 | FY'15 | FY'16 | FY'17 | FY'18 | FY'19 | FY'20 | FY'21 | FY'22 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Market share | 11% | 11% | 12% | 13% | 12% | 12% | 11% | 11% | 12% | 12% | 12% | 12% |
| Overall Rank | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 1 |
| Private company rank | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |

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# IC IC I Lombard: Leading Private General Insurer




**No.1 in overall Industry**

**No. 1 in Private sector**

**No.1 in overall Industry**

*Source: GI Council*

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# Service Footprint

## Geographical Spread

280+ Physical Offices & over 900+ Virtual Offices, covering more than 235+ districts, 11400+ Garages

## Policy Issuance

Dedicated Centralized Operations team for Policy Issuance

## In-house Claim Settlement

With over 300+ Doctors, 900+ Automobile Engineers & 100 Lawyers on rolls, Improved Claim Servicing

## Help at Call

24 X 7 Dedicated helpline for Claims Management and Customer Service

## Omni Channel Service

Multiple Service Interfaces: Branches, Tele-Centre, Mobile App, Website & Email



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# MOTOR INSURANCE DECODED

# Motor Insurance Basics



# Type of Vehicles Covered Under Motor Insurance

**Two Wheelers**



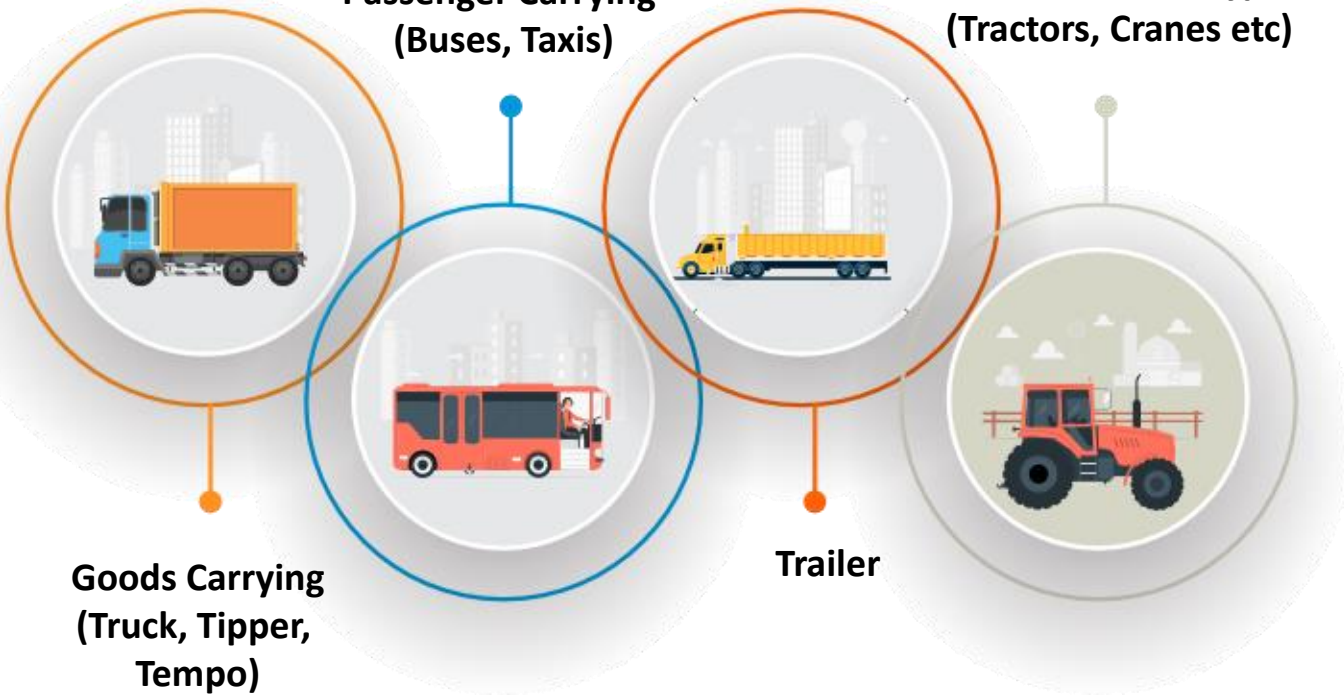
**Private Cars**



**Commercial Vehicles**

**Goods Carrying (Truck, Tipper, Tempo)**

**Passenger Carrying (Buses, Taxis)**



**Trailer**

**Miscellaneous type (Tractors, Cranes etc)**

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# Motor Insurance Product Options

**Broadly, Motor Insurance Coverages are of two types –**

- Own damage cover (OD) which means damage related to insured vehicle,
- Third party (TP) liability cover which means liability to any third party arising out of insured vehicle.

Basis the combination of these two, below are the possible product options.



**Motor insurance**

| | |
|---|---|
| **Comprehensive Package Policy** | (Covers insured vehicle as well as third party liability of the same) |
| **SAOD only** | (Covers ONLY insured vehicle damages which is already having valid third party coverage) |
| **Liability only policy** | (Covers ONLY third party liability) |

*PA(personal accident cover) is excluded from above as it's applicable if opted for

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# Comprehensive Policy (OD + TP coverage)



- Own Damage
- Liability Cover
- Personal Accident

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# Own Damage Coverage

Provides safeguard to customer for his/her own vehicles damage due to various perils



For a vehicle to be eligible for SAOD, a valid live third party coverage is compulsory

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# Own Damage Claims – General Scenario

## Inclusion

### Natural Reasons

- Earthquake
- Flood, typhoon, hurricane, storm
- Landslide, rockslide

### Other Reasons

- Fire, explosion, self ignition, lightning
- Theft
- Riot & strike
- Accidental external means
- Malicious act
- Terrorist activity
- In transit

## Exclusion

- Consequential loss
- Depreciation
- Wear & tear
- Mechanical/Electrical breakdown
- Failures
- Breakage
- Damage to tyres
- Known or deliberate accidental losses/ damage
- Intoxicated driver
- Policy conditions to be followed (area, license)
- Other general exclusions (nuclear war etc)

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# Third Party Coverage

### Third Party Liability

- Death or bodily injury to any person (occupant or non-occupant)
- Damage to property

### Limits

- Unlimited for death, bodily injury
- For property damage

### Legal Costs and related Expenses

- Only for the liability aspect - MACT
- Not covered for criminal proceedings



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# Mandatory Third Party Insurance

## Statutory Provision

- No person shall drive a MV without a valid and effective insurance policy
- Government vehicles are exempted
- Power to exempt rests with Government
- Exemption is subject to creation of specific funds



## Requirements of Policies

- Policy shall be issued by an authorised insurer
- Person of classes of persons insured should be specified in policy
- Shall cover death or bodily injury (including owner of goods)
- Damage to Third Party property shall also be covered
- Death or bodily injury to any passenger in public service vehicle is also covered



## Limits of Liability

- No pecuniary limit on compensation – as per liability incurred
- Contractual liability is excluded (for e.g. IMT 29)
- Not required to cover liability of any employee*
- Engaged in driving the vehicle
- Conductor or ticket examiner
- As an employee carried in GCV



*Limited to the extent provided under the WC Act.

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# MOTOR INSURANCE GLOSSARY




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# Policy Tenure (Duration)

| Type of Vehicles | Type of Policy |
| --- | --- |
| New Two Wheeler | • 1 year OD + 5 year TP<br>• 5 year TP only |
| New Private Car | • 1 year OD + 3 year TP<br>• 3 year TP only |
| Old Two Wheeler or Private Car | • 1 year Comprehensive<br>• 1 year SAOD (if TP coverage is live)<br>• short term Comprehensive<br>• 1 year TP only |
| Commercial Vehicle | • 1 year Comprehensive<br>• short term Comprehensive<br>• 1 year TP only |



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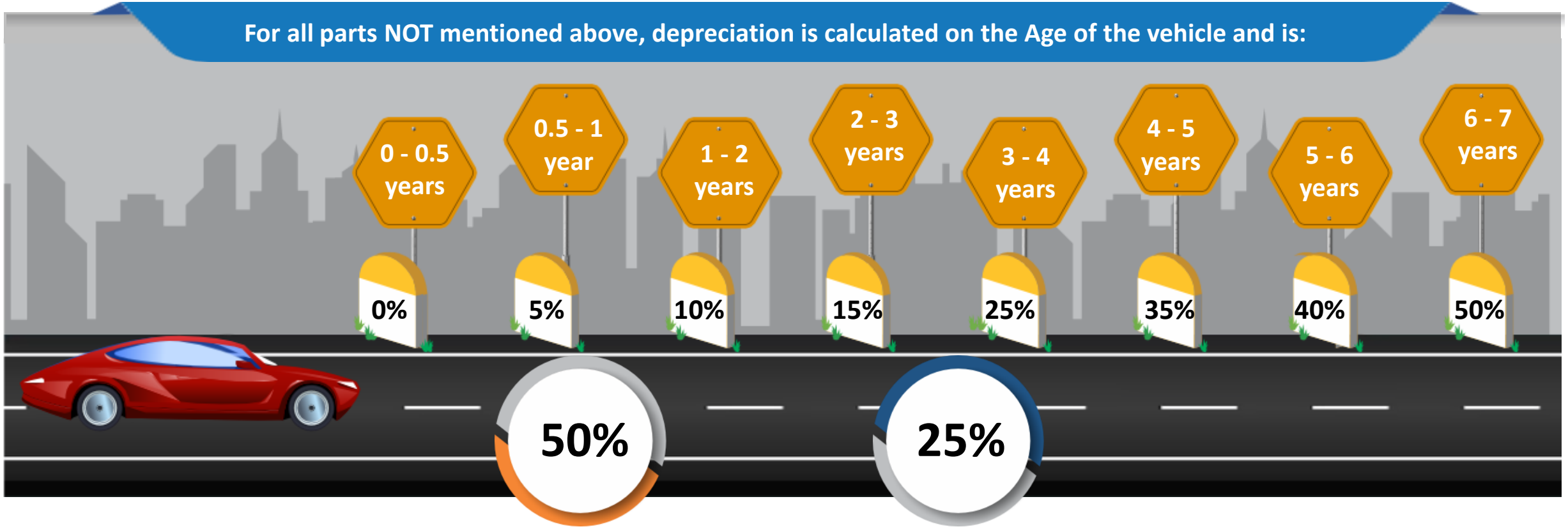
# Deduction Due to Depreciation

**50%**
Of the cost for Rubber Parts

**30%**
Of the cost for Fiber Parts

**0%**
Of the cost for Glass Parts

**For all parts NOT mentioned above, depreciation is calculated on the Age of the vehicle and is:**




In the case of repainting costs (Material only)

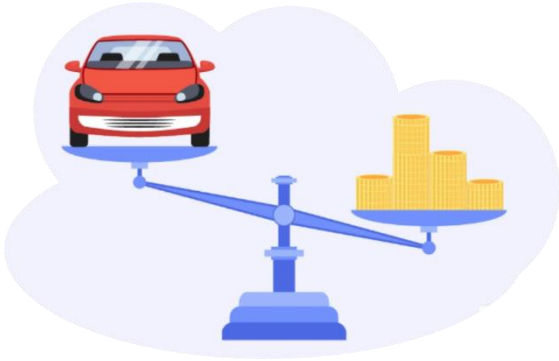
In the case of repainting costs (Consolidated Costs)

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# IDV - Insured Declared Value

- Insured declared value of the vehicle will be deemed to be the 'SUM INSURED' & it is fixed at the commencement of each policy period.
- Depreciation of Invoice Value for Calculating Insured declared value is as follows:

| Type of Vehicle | % of Depreciation for fixing Insured declared value |
|---|---|
| Not exceeding 6 months | 5% |
| Exceeding 6 months but not exceeding 1 yr | 15% |
| Exceeding 1 year but not exceeding 2 yrs | 20% |
| Exceeding 2 years but not exceeding 3 yrs | 30% |
| Exceeding 3 years but not exceeding 4 yrs | 40% |
| Exceeding 4 years but not exceeding 5 yrs | 50% |
| Exceeding 5 years | 50% |



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# NCB - No Claim Bonus

- No Claim Bonus (NCB) is a discount on Own Damage (OD) Premium.
- An insured becomes entitled to NCB only at renewal after expiry of full duration of 12 months, provided there are no claim made or pending in the previous policy.

| Particulars | % Discount on Own Damage Premium |
|---|---|
| No claim during the preceding full year of insurance | 20% |
| No claim during the preceding 2 consecutive yrs of insurance | 25% |
| No claim during the preceding 3 consecutive yrs of insurance | 35% |
| No claim during the preceding 4 consecutive yrs of insurance | 45% |
| No claim during the preceding 5 consecutive yrs of insurance | 50% |
| Exceeding 5 years | 50% |

- Full Benefit of No claim bonus can be availed even when motor insurance policy shifted from one Insurer to another Insurer
- In the event of claim made in expiring policy, No claim bonus becomes 0%
- No claim bonus Confirmation letter
  - validity of 90 days and can be used for same class of vehicle only
- No claim bonus Reserving letter
  - validity of 3 years and can be used for same class of vehicle only
  - Transfer of No claim bonus on New purchased vehicle

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# Other Key Terms

**Owner Driver**

The Owner of insured vehicle holding an effective Driving License

**Seating Capacity**

Seating capacity = Carrying Capacity + Driver;
So carrying capacity = seating capacity - 1

**Period of Insurance**

Unless specifically stated otherwise, policies issued or renewed for a period of 12 months. Exception - Short Period Policy

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# Add-On Covers



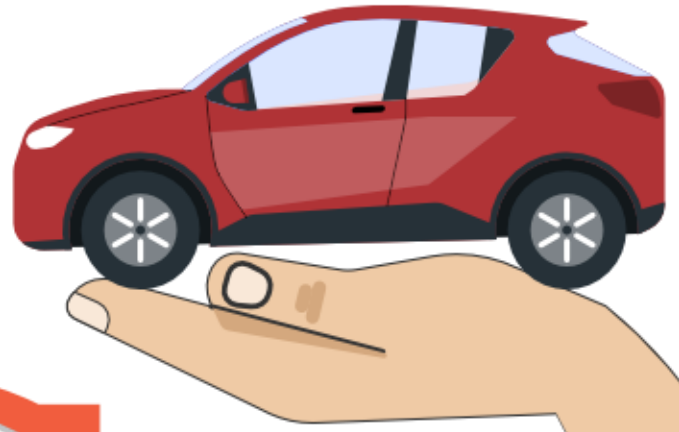
# Traditional Add-Ons

Consumables

Zero Depreciation

Engine Protector

Key Protect



Return to Invoice

Loss of Personal Baggage

Road Side Assistance

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Zero Depreciation

Consumables

Engine Protector

Return to Invoice

Road Side Assistance

Loss of Personal Baggage

Key Protect

The value of the insured asset keeps depreciating with time. Hence if the customer has not opted for Zero Depreciation(ZD) add on, the OD claim will be subject to deductible as explained in depreciation slide earlier



If the customer opts for Zero Depreciation (ZD), deduction in lieu of depreciation gets nil, ie no deduction from eligible claim in regard to depreciation



The applicability of this add on is decided by insurance company considering loss ratio on various parameters such as models, age, geography etc.



The best way to check if the vehicle is eligible or now, simply taking a quote from policy issuance system/ website will let the user know is his/her vehicle is eligible for Zero Depreciation (ZD) cover




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Zero Depreciation | **Consumable** | Engine Protector | Return to Invoice | Road Side Assistance | Loss of Personal Baggage | Key Protect

Expenses towards items

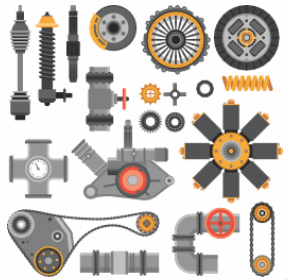


Consumable Items are one time used parts, cannot be reused



Consumable includes:

Nut-bolt, screw, washers, grease, lubricants clip, ac gas, bearings, distilled water, engine oil, oil filter, fuel filter, break oil, etc.



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Zero Depriciation | Consumables | **Engine Protector** | Return to Invoice | Road Side Assistance | Loss of Personal Baggage | Key Protect



Covers consequential damage to Engine/ Gear box due to lubricant leakage or water ingression



**Parts covered:**

- Engine Block
- Piston
- Inner Cylinder
- Connecting Rods
- Crank Shaft
- Gear Box
- Differential system

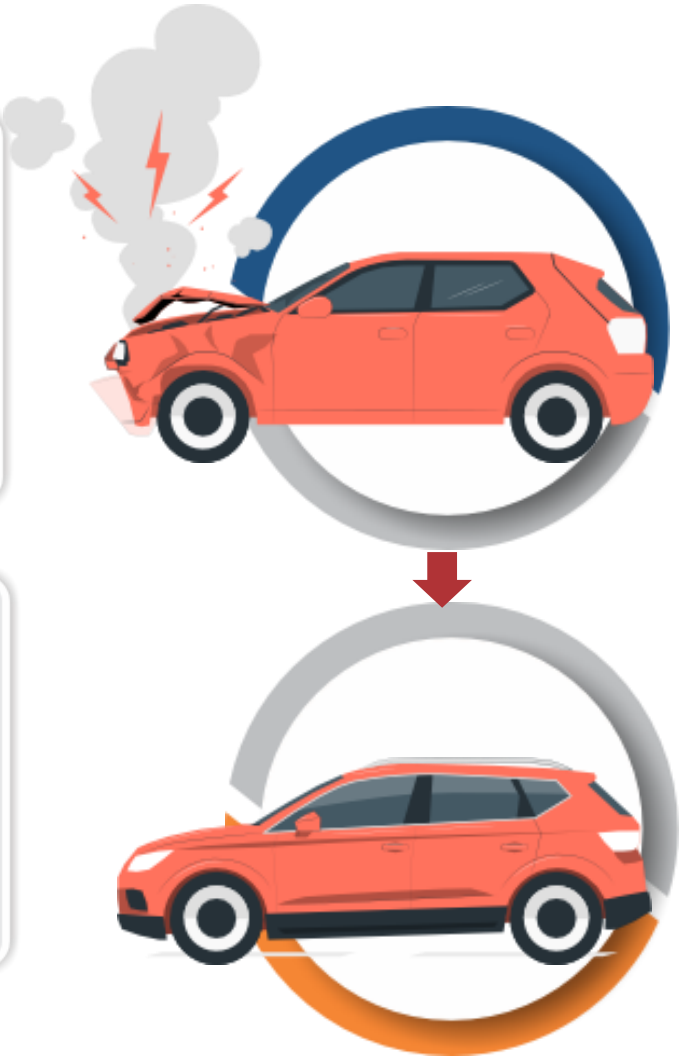
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Zero Depriciation | Consumables | Engine Protector | **Return to Invoice** | Road Side Assistance | Loss of Personal Baggage | Key Protect

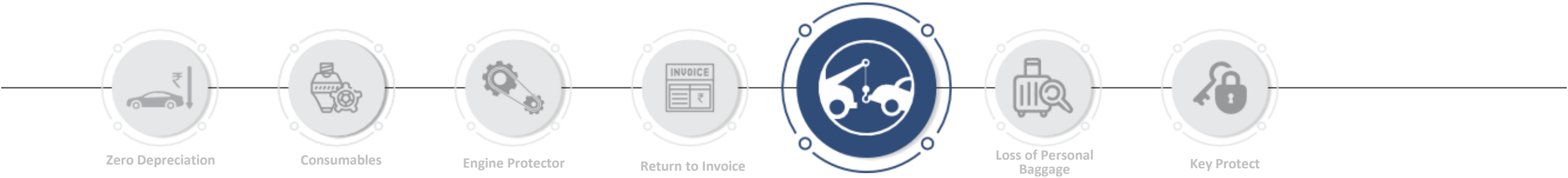
## Return to Invoice

Applicable in case of Total theft or Constructive Total loss (repair liability>75% of Insured declared value (IDV)

- Current on road price of the similar model will be reimbursed
- On road price includes –
  - registration charges
  - road tax
- In case of obsolete models, the last selling price of the vehicle will be considered



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## Road Side Assistance

24X7 on-road assistance when your vehicle breaks down or otherwise leaves you stranded

| RSA-199 | RSA-499 |
|---|---|
| Towing on breakdown/accident | Towing on breakdown/accident |
| Arrangement of keys (Pvt Car) | Arrangement of keys (Pvt Car) |
| Accommodation Benefits | Arrangement of Accommodation (Pvt Car) |
| Arrangement/Supply of fuel | Arrangement/Supply of fuel |
| Battery jump start (Pvt Car) | Battery jump start (Pvt Car) |
| Message Relay (Pvt Car) | Message Relay (Pvt Car) |
| Flat Tyre support | Flat Tyre support |
| Alternate Travel/Taxi Benefits | Arrangement of rental vehicle (Pvt Car) |
| Minor on spot Repairs | Minor on spot Repairs |
| Breakdown support over phone | Breakdown support over phone |

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Zero Depreciation | Consumables | Engine Protector | Return to Invoice | Road Side Assistance | **Loss of Personal Baggage** | Key Protect

**This add on covers loss of personal belongings on account of damage to or theft from the Insured's vehicle**

## Claim will not be admissible on ground of -

- Any loss in open top or convertible cars unless the belongings are kept in the locked boot
- Any theft from vehicles parked in no-parking zone and from un-attended vehicle after accident
- Any loss of the personal belongings unless the Insured's vehicle is locked and all doors & windows are properly fastened while unattended.
- Any loss of or damage to belongings carried in connection with any trade or business
- Any loss of money, securities, cheques, bank drafts, credit or debit cards, jewelry, gems, stones, contact lens, glasses, travel tickets, watches, laptops, mobiles, valuables, manuscripts, paintings, work of art.

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Zero Depriciation | Consumables | Engine Protector | Return to Invoice | Road Side Assistance | Loss of Personal Baggage | **Key Protect**

**Indemnify the Insured for the cost incurred towards repairing/replacing the car keys and / or locks and/ or lockset, including the locksmith charges, upon the occurrence of theft/burglary/ loss of or damage to the keys and /or lock and /or the lockset of the Insured's vehicle**

## Limitations as to applicability

- Not more than two claims would be payable
- A claim deductible of 1% of the admissible claim amount would apply for each claim, subject to a minimum of Rs.250.
- Replacement of key(s) only would be done only forbroken or damaged keys. In case of theft of key(s), entire set comprising of key, lock and lockset would be replaced.
- FIR is require for a burglary of theft claim
- The replaced keys/ lock/ lockset should be of same nature and kind as the one for which the claim is being made

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# New Age Add-Ons

- Emergency Medical Expenses
- Battery Protect Cover
- Garage Cash
- Tyre Protect
- EMI Protect



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Battery Protect Cover

Garage Cash

Tyre protect

EMI Protect

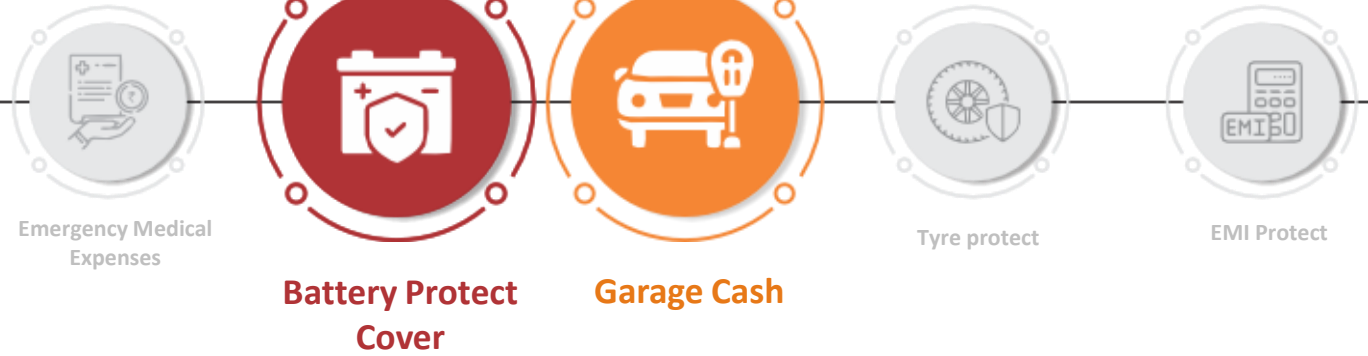
## Emergency Medical Expenses




**Emergency medical expenses incurred for the treatment of injuries sustained by insured or any occupant of the vehicle whilst mounting and dismounting from or driving or travelling in the insured vehicle caused by violent, accidental, external and visible means. Insured will have the option to select the sum insured based on his/her need.**

- Accidental Hospitalization - option to select sum insured from Rs 10,000 to Rs 2,00,000
- Ambulance Cover - option to select sum insured from Rs 1,000 to Rs 2,00,000
- Hospital Daily Cash - option to select per day Sum insured from Rs 500 to Rs 5,000
- Tele Consultation - option to opt from 5 to 20 consultations

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## Battery Protect Cover

Battery protect cover takes care of expenses incurred in repair or replacement due to consequential damages arising out of water ingression/short circuit causing loss or damage to battery, drive motor/electric Motor and HEV (Hybrid electric vehicle) system, whether it forms part of or taken & fitted separately to the insured vehicle.

## Garage Cash

Garage Cash cover add-on enables a car owner to get a daily allowance from insurance company to cover the daily cost of transportation, in case the insured vehicle is under repair due to an accident. The cover provides a fixed daily allowance ranging from Rs. 500/- to Rs. 5000/- as per the number of days opted by the insured.

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Emergency Medical Expenses



Battery Protect Cover



Garage Cash



Tyre Protect




**EMI Protect**

Tyre Protect add-on provides the policyholder coverage for repair and replacement owing to accidental loss/ damage to tyres and tubes. This includes:

- Tyre side wall indentations due to external impact
- Tyre burst due to incorrect air pressure
- Damage to tyre(s) and/or tubes due to external impact

**Tyre Protect**

This EMI Protect add-on covers the EMIs of the insured car and pays it to the financier, if the insured vehicle is being repaired in the network garage of the insurance provider after getting involved in an accident. The insured can opt for coverage for single/ multiple EMI's (maximum up to 7)

**EMI Protect**

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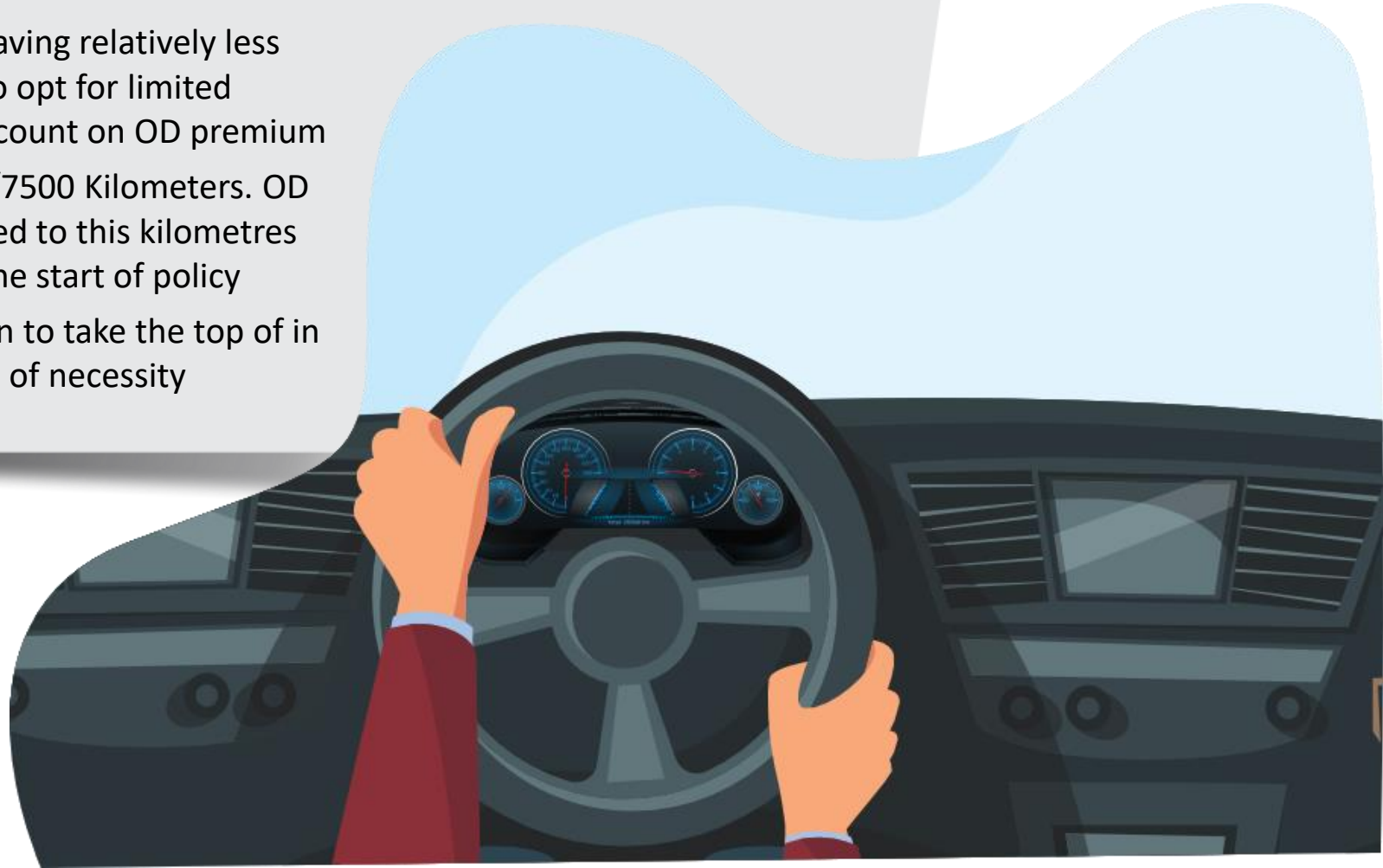
# New Products



# PAYU – Pay As You Use

For the private car customers having relatively less usage, now there is an option to opt for limited kilometre plan and avail the discount on OD premium

- Customer can opt for 5000 /7500 Kilometers. OD policy coverage will be limited to this kilometres basis odometer reading at the start of policy
- Customer will have an option to take the top of in multiple of thousand in case of necessity



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# PHYU – Pay How You Use

By opting for this plan, customer will enjoy the benefit of telematics services as well as more discount based on good driving behavior! So good customers now stands to reward for their careful driving.

- By purchasing this add on , customer will get the telematics device that will be installed in the car.
- This device will be linked with the mobile app and customer will be able to monitor driving behavior and various alerts pertaining to driving such as sudden break, rush acceleration etc.
- Driving score on the scale of 1-10 will be displayed to customer where 10 being the best driving

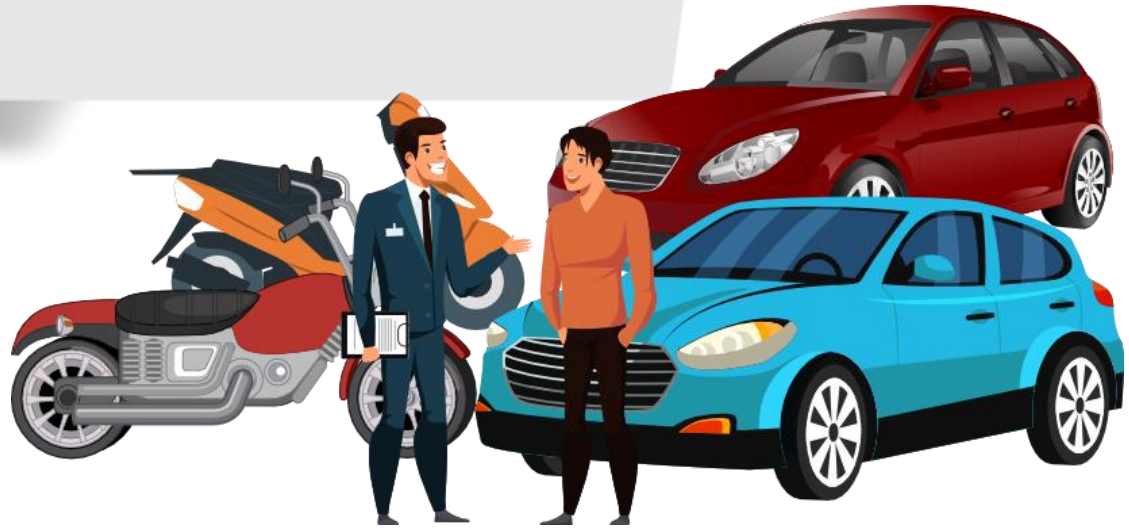



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# Motor Floater – Multiple Vehicle Single Owner Policy

For an individual owning multiple private car/two wheeler, now this policy type avails an option to cover upto 5 vehicles in a single policy

- Convenience to customer of carrying just a single document for multiple vehicles
- One renewal date for all of the vehicles insured under same policy
- Payment in one go for renewal
- Individual NCB treatment for each vehicle
- Policy sum insured upto highest IDV vehicle in the policy with sub limits of individual IDVs
- Cherry on top of cake! – Additional floater discount for vehicles insured under this policy



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# Extended Warranty



# Extended Warranty

- EW is an extension of the coverage period on a standard manufacturer warranty.
- Customer is able to extend the time that the manufacturer is liable to pay for covered incidents.

# Why is it needed?

- Risk solution in case of break down / parts failure
- Peace of mind
- Budget Protection
- Improved customer satisfaction
- Greater car value

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# Extended Warranty – Product Construct

**Applicable for Pvt Car –**

- 01 Year with capped Kms for respective age*
- 02 Year and capped kms for respective age*
- 03 Year and capped Kms for respective age*

**Buying period**

- <90 days of OEM standard warranty start date
- 91-180 days of OEM standard warranty start date
- <180 days prior to expiring of OEM warranty date
- Any time during 1st year after expiry of OEM warranty**
- Any Time during 2nd year after expiry of OEM warranty**

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# Extended Warranty – Exclusions

## General Exclusion

Break down due to willful act or negligence, Failure on guideline stipulated by manufacturer, normal wear and tear, Faulty installation of CNG / LPG, over loading, strain, poor workmanship or faulty parts, usage in competition, sports, pace making, speed testing, use for hire & reward or no DL etc.

## Parts exclusion

Brake system, Clutch system, Filter, wiper, blade, gasket, belt, pipe, bulb, fuses, brushes, hoses, seal, and rubber, Tyre, Tube, battery, audio system, catalytic, converter, silencer, Exhaust pipe, Tie rod end, and steering ball joints, radiator, Muffler, differential backlash, Suspension arm, shock absorber and drive shaft, Distributor caps and leads

## Special exclusion

Wheel rims, Bodywork, Lights, frame, decorative, mirror, cover fender, battery, Ignition plugs, cartridges, oil filter, air filter, wiper, air conditioning circuit filter, routine maintenance, including minor adjustment e.g. engine tuning, carbon cleaning, wheel alignment,

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# CLAIM & POLICY SERVICING

# Claim Process



# Types of Claims




OD - Insured claims against damage to his own vehicle



TP - Bodily injury or property damage to third party by insured vehicle



PT –Theft/damage caused by theft of any part



TT-Theft of the vehicle



PA – Bodily injury or death of the insured

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# Claim Steps




**Step 1** **Intimate Claim**
via Insure App or email or website

**Step 2** **Submit Claim form & upload/submit documents**
via E-Claims link

**Step 3** **Survey**
via InstaSpect

**Step 4** **Approval for repairs (Cashless / Non-Cashless)**

**Step 5** **Invoice receipt**

**Step 6** **Final assessment**

**Step 7** **Payment**

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# Survey via InstaSpect




Post InstaSpect, approval for repairs would be provided directly to the garage so that repairs can be started immediately

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# Documents Required



Commercial Vehicle



Private Car & Two Wheeler

## OD / PT Documents

- Claim Form
- Registration copy
- Policy / Cover note copy
- Driving License
- Road Tax copy
- FIR (If applicable)
- Garage Estimate
- NEFT form and cancel Cheque – Non cashless
- AML documents (wherever applicable)
- Fitness Certificate
- Payment Receipt

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# E-Claims – Contactless Claim Process

**Overview**

- Claims process simplified by reducing the survey time from Physical to Virtual
- Uploading of claim docs instead of sending the hard copies also reduced the Claims approsval TAT

**E-Claim Form**







- Insured Details
- KYC details along with PAN and Aadhar
- Driver and Vehicle Details
- Accident and Garage Details
- Theft and Witness Details
- NEFT Details for Non-Cashless Cases

**Upload-Documents**





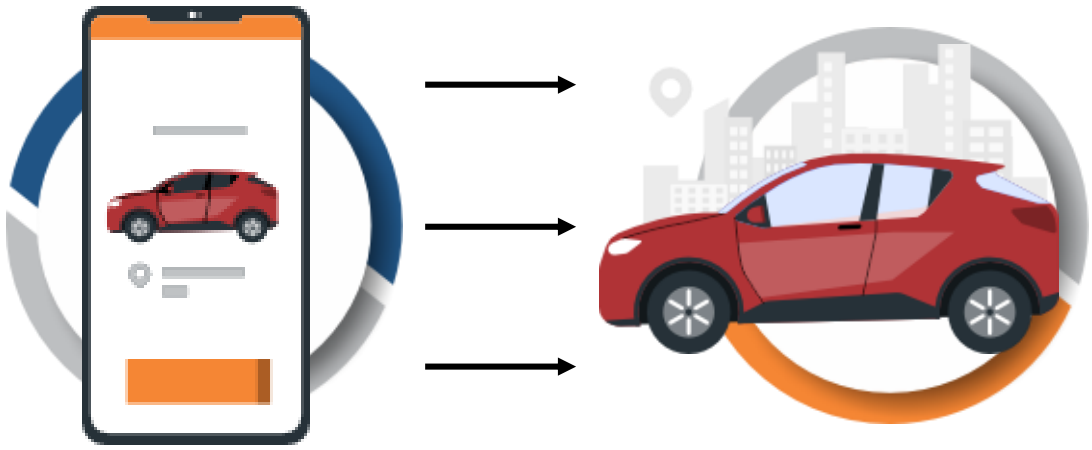
- Dedicated placeholders with tags for all claims related documents
- Direct capture via camera or selective upload available
- Multiple document uploads in a single session

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# Virtual Survey for Claim Settlement

InstaSpect

**Intimation, Inspection and Document Capture**



- Wider geographic reach
- Reduced loss adjustment expenses
- Reduced cycle time

Providing instant repair approval by conducting claim surveys using live video streaming between Service Channel and Virtual CSM

- 64% overall InstaSpect penetration till Mar’21
- Claim Lifecycle reduce by 4 days due to Instaspect than traditional survey process

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# Motor Claims Process – RSA Services



**Towing of Vehicle**
- Free Towing to garage upto 50 Kms spot of Breakdown/Accident



**Arrangement of spare keys**
- Arrangement of spare key from
- house/office



**Alternate Battery or Jump Start**
- On spot technician will take care of Jump start and/or arrangement of Battery



**Emergency support**
- Assistance with Garage Locator



**Tyre change arrangement**
- In case of flat tyre, on spot technician will take care of tyre change and arrange for tyre




**Arrangement of fuel**
- Arrangement of emergency fuel



**Breakdown support**
- Technical support from our technician over phone
- On spot technician for Minor Repairs



**Message relay to relatives/colleagues**
- Assistance in contacting emergency numbers in case of requirement

In case of accident, TAT to reach at spot
Within City – 60 minutes
On highway – 90 minutes
Hilly Region – 120 minutes

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# Preferred Partner Network (PPN)



# Introduction to Preferred Partner Network (PPN)



**Preferred Partner Network (PPN) is a network of specific Private Car garages which enter in a contract with IL with following features :**

- Quality repair
- Reduction in Claims cost
- Fast repair
- Value Added Services
- Garage is easily accessible to customer

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# Benefits



## Customers

- Claim cost reduction
  - Replacement vs. Repair
  - Usage of child parts
  - Collision repair system
  - Plastic repairs
- Warranty on repair work
- Quality & services
  - Priority to IL customer
  - Modern repair facilities
  - Free pick up
  - Free washing & cleaning
  - Discounts on additional work

## Business partners

- Loss ratio reduction
- Can be used as an additional feature for increasing business
- Customer satisfaction for business retention

## IL

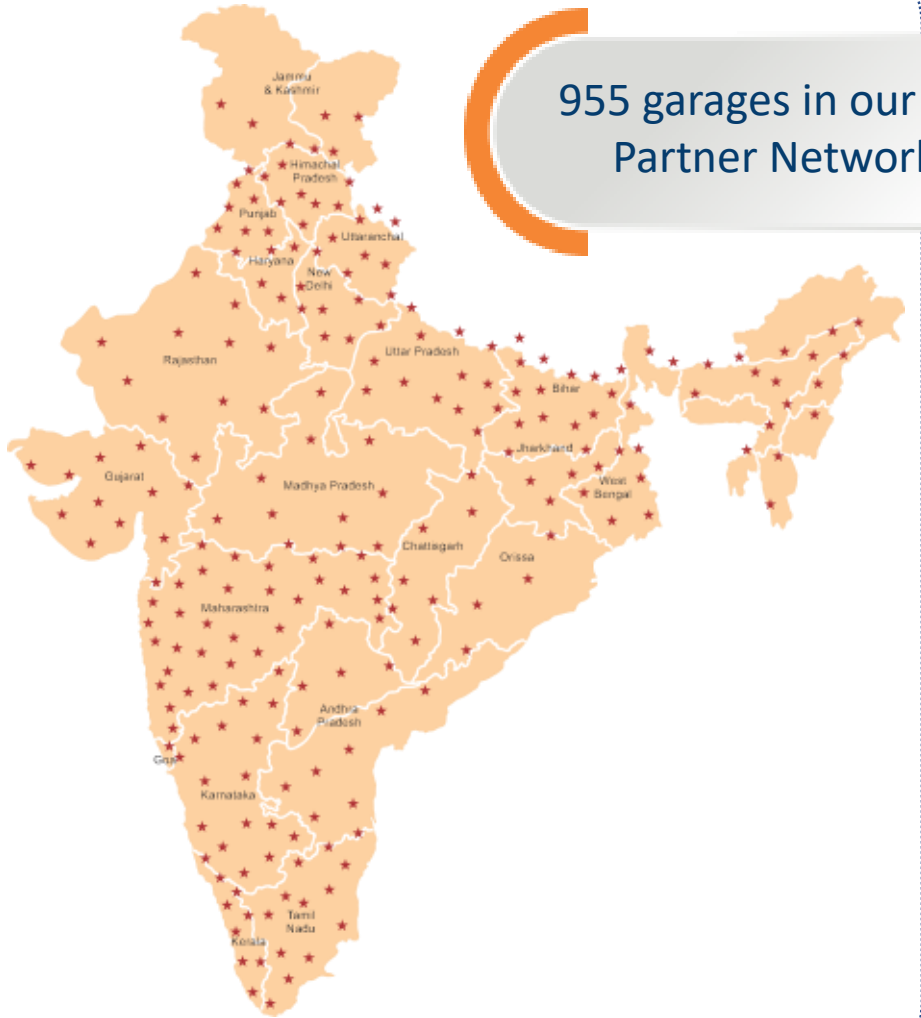
- Increased customer satisfaction
- Cost reduction
- Network building

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# Unique Features Provided at Preferred Partner Network (PPN)




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955 garages in our Preferred Partner Network (PPN)

12 months warranty on repairs on premium cars repaired through Preferred Partner Network (PPN) under OD claim!!

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# Connecting with Preferred Partner Network (PPN)




**Toll Free**

**1800 - 2 - 666**
(accessible from all phones)

**Website**

www.icicilombard.com

**Whatsapp**

**7738282666**



Scan the QR code to download the IL TakeCare **App**

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# Endorsement Process



# Endorsements

**Nil or Non-Premium Bearing**

Any Correction in customer information details

- Name Rectification
- Telephone Number change
- Address Change
- Change in vehicle identification details

**Non nil or Premium Bearing**

- Transfer of ownership
- Substitution of Vehicle (CNG Kit etc)
- NCB Recovery
- Mid term Inclusion of Risk
- Change in RTO Location
- Vehicle details

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# Endorsements




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# Partner Helpdesk



# Partners Helpdesk

- Dedicated help desk for resolving business partner queries swiftly
- Toll free number- 18002101033
- Working Hours 09:00 am till 06:30 pm (Monday to Friday).

**Welcome to ICICI Lombard General Insurance, ICICI Lombard Mein Aapka Swagat Hai**

If you want to become an agent or an advisor with ICICI Lombard press 1

IF your are an existing agent or advisor with ICICI Lombard press 2

**Below will be the WhatsApp content:**

Namaste, With iPartner Pro app, earn up to Rs 85k per month selling insurance!

**Download now**
https://ilgic.co.in/nlT9Fs9Kh.
T&C Apply - ICICI Lombard

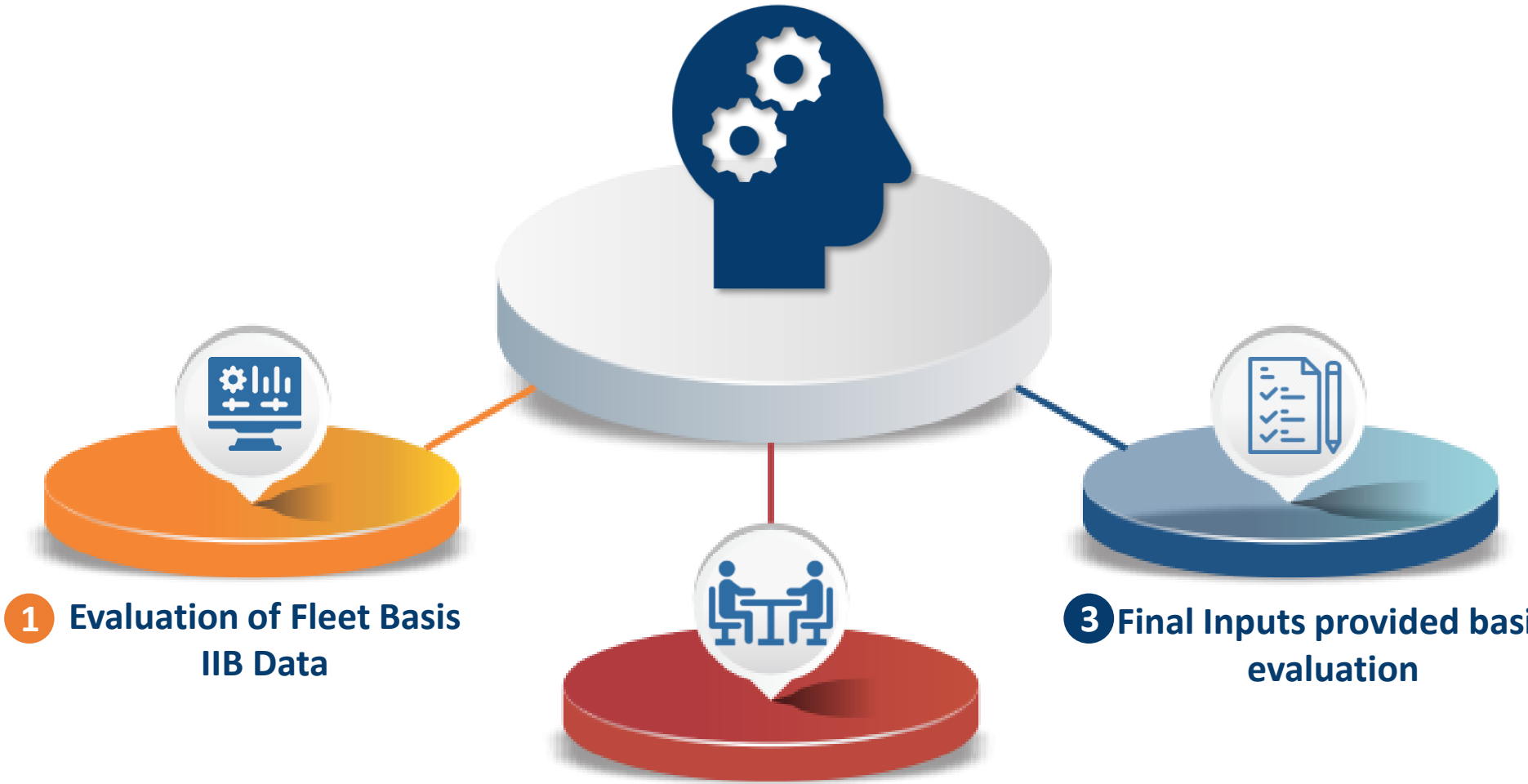
- For licensing related query press 1
- For payout related query press 2
- For Policy Endorsement press 3
- For Claims related query press 4
- For iPartner/ MYRA issues press 5
- For any other service related query press 6

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# STRATEGIC CUSTOMER PROPOSITION

# Overview Strategic Customer (Fleet) Evaluation



1 Evaluation of Fleet Basis IIB Data

2 Tele Underwriting

3 Final Inputs provided basis evaluation

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# Step Wise Fleet Evaluation Process

**Customer Engagement**

Business team will engage with channel partner/customer for fleet details & fix customer appointment for tele underwriting

**Final Evaluation**

- Fleet size <100 & New Vehicles(No Data availability at IIB): Assessment to be done basis tele UW inputs and risk categorization
- Fleet size >100 and IIB data available: Evaluation to be done basis IIB claim experience & tele UW inputs




**Risk Assessment**

- Evaluation basis IIB data & Tele underwriting by UW & Legal teams to assess fleets, capture risk rating details
- Provision to get inputs from customer/channel using customized link

**Ongoing Monitoring**

Sourcing can be started & subsequent monitoring on periodic basis would be initiated

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# Strategic Customers - Benefits




**Claims Management- Cashless Facility**

Will be provided for all the vehicles at ICICI Lombard existing network garages. Also, MOU for cashless could be signed at preferred or own garages of client where this arrangement is required



**IL VAS (Value Added Services) Proposition**



**Competitive Pricing**

Std. pricing aligned at deal level for fleet



**Insurance Help Desk**

One single point contact for all service and operational queries like Claims, Endorsement, Cancellation and refund through our exclusive Insurance desk

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# Commercial Vehicle (CV) Value Added Services (VAS)



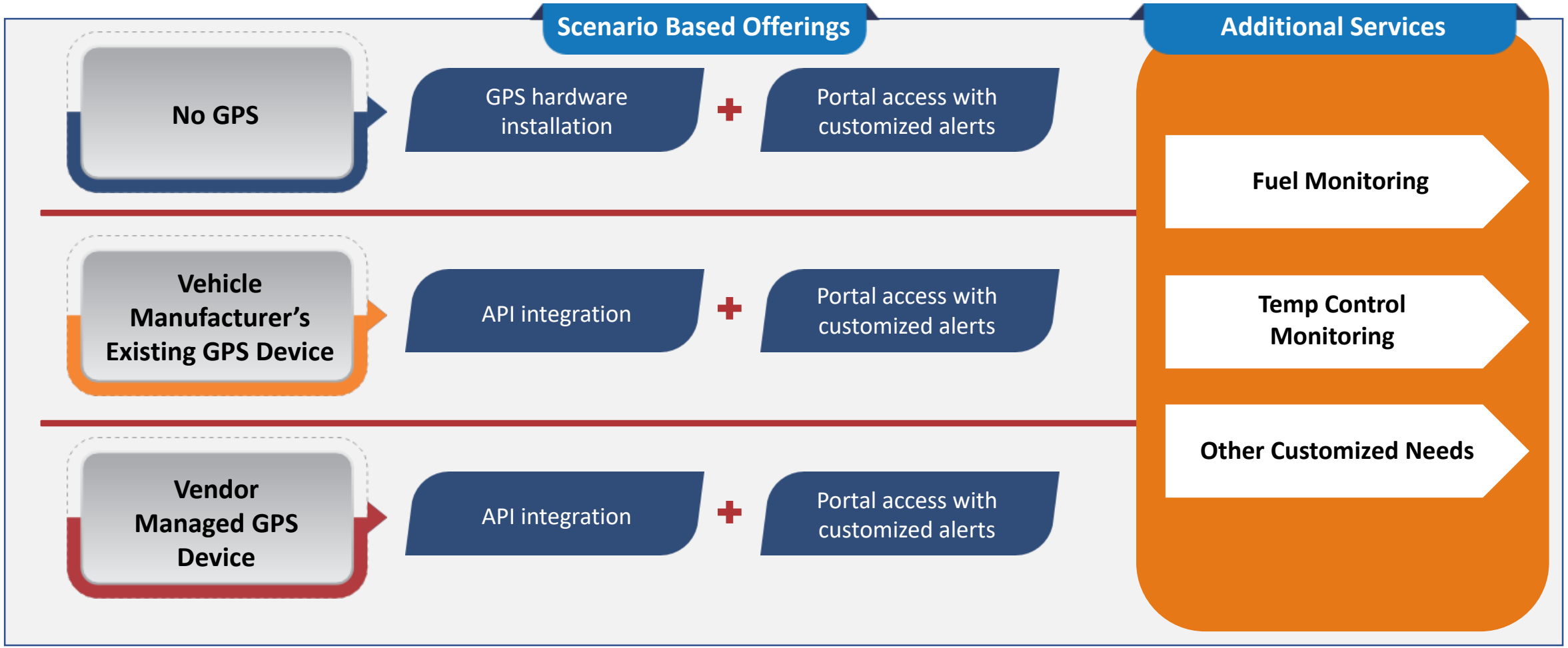
# Fleet Categorization Basis Usage of GPS

| | Challenges |
|---|---|
| No GPS | 1. Lack of visibility<br>2. Over reliance on drivers<br>3. Inadequate optimization of vehicle |
| Vehicle manufacturer's existing GPS device | 1. Limited services<br>2. Dependency on multiple portal.<br>3. Limitations on scope of service |
| Vendor managed GPS device | 1. Expensive services<br>2. No benefit on insurance<br>3. Limitation on customized service |

| IL – Value Proposition | |
|---|---|
|  | One stop portal for entire vehicles, irrespective of multiple existing vendors |
|  | Complete visibility of vehicles |
|  | Optimum fleet utilization |
|  | Customized services basis requirement |
|  | Customization on required alerts |
|  | Fuel monitoring- prevention of skillful fuel pilferage |
|  | Separate dedicated team for coordination and servicing |
|  | Vehicle safety |
|  | Playback of historic timeline for security and investigation |

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# Fleet Categorization & Offerings by IL

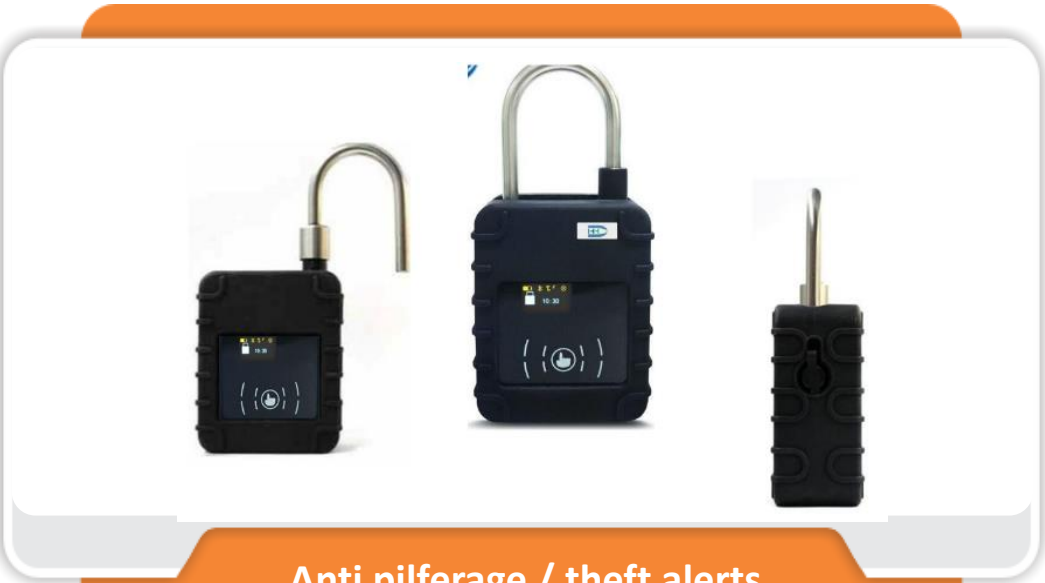



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# Commercial Vehicle (CV) Value Added Services (VAS)
# Proposition - Hardware Driven Solutions



## E-Locks



Anti pilferage / theft alerts

### Logistics industry

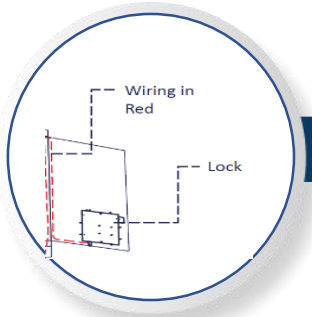
- Cargo Container Tracking.
- Logistics Tracking
- Petro-Chemical Industry
- High Security Area
- Security Company
- E-commerce Industry

### Features

- Easy to install for market driven vehicles
- Inbuilt GPS Tracking
- User can get tampering alerts
- Dust proof and water proof suitable for outdoor use.

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# Commercial Vehicle (CV) Value Added Services (VAS) proposition - Hardware Driven Solutions




## Door Locks

**Ideal requirement**

1. Commodity : e-Commerce / FMCG
2. Installation team : Inhouse
3. 24x7 Pilferage/ tampering monitoring available



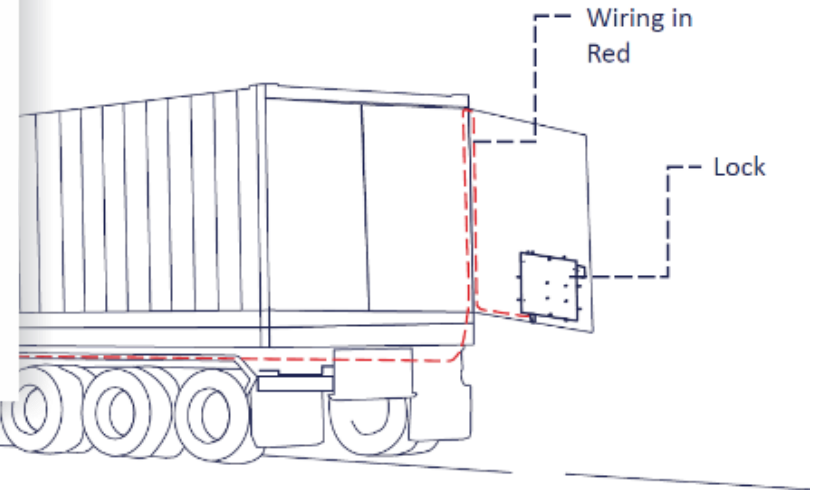






**Target Customers : Closed body vehicles**

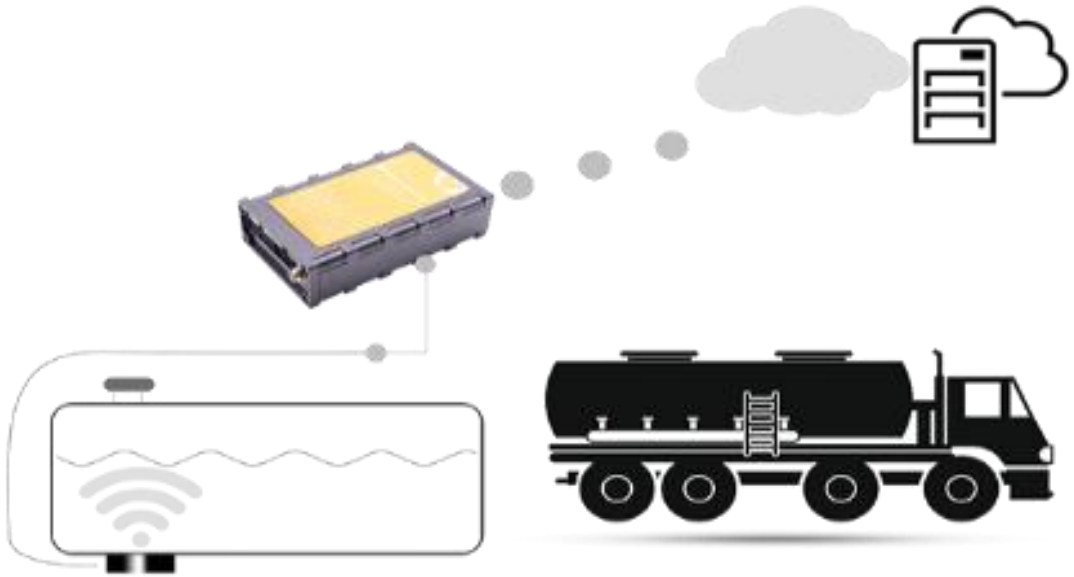





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# Prevention of Fuel Pilferage

## IL – VAS = GPS + Fuel Sensor



### IL – Value proposition

- Monitor fuel level
- High precision
- Cost effective
- Better performance

### Free trial for exclusive customers

We rig ONE device in one vehicle for Customer to monitor for a month and compare fuel consumption with other vehicle (non fuel sensor)

**Alert of fuel drain + LIVE locations +monthly analysis = ZERO fuel loss**

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# Refrigerated Vehicle Monitoring System (Domestic)

**Breakdown** of genset or other machineries which maintain temperate



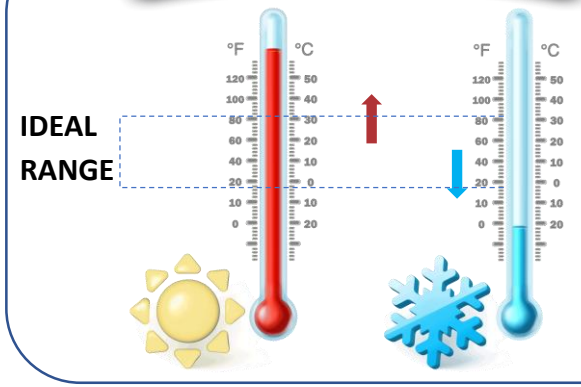

Drivers often switches off the genset to save **fuel,** this leads to temperature deviation



In case of accident, machineries break down which affects proper maintenance of temperature



## Alerts




## Solution & Benefits

- 24x7 monitoring of all vehicles carrying temperature sensitive cargos through out India.
- Situations like accidents will be reported to nearest emergency response team in real time leading to quick transhipment and loss minimization
- Escalation to concerned authorities in case of alerts like temperature, route deviations.

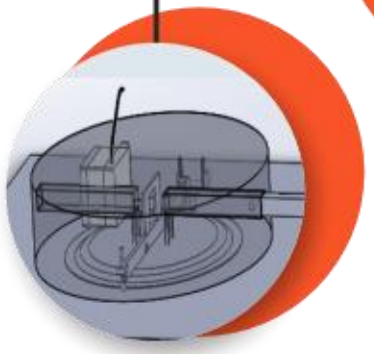
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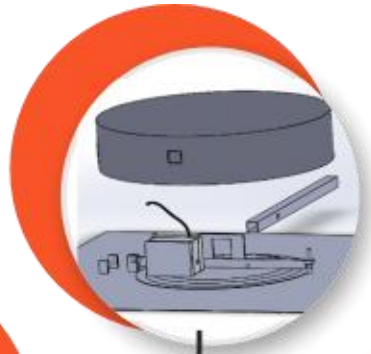
# VAS Proposition Dairy Supply Chain



- User locks liquid container tank cover
- GPS enabled device
- Prevents unauthorized access in a lock condition.
- Integrated tracking device captures and transmits location data
- Complete locking and unlocking data.

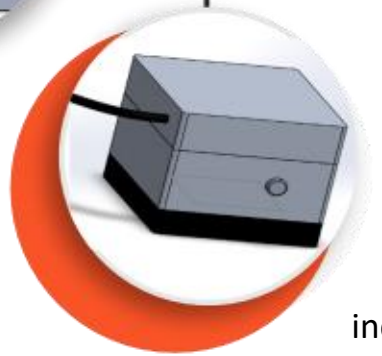
**Existing lock cover-fabrication**





**Locking cap/rod**

**GPS-enabled lock**



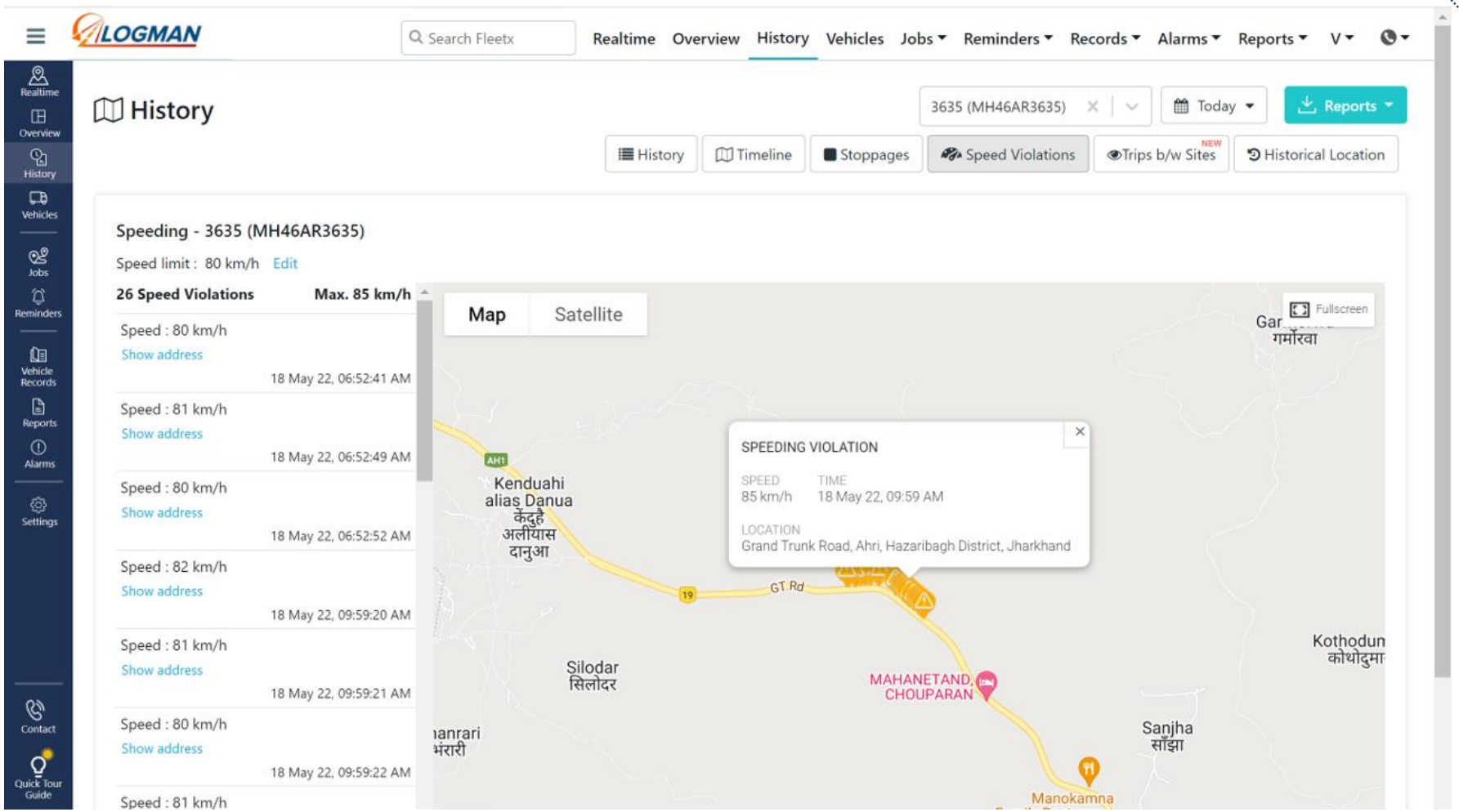



**IOT - Secu-lock System**

includes an electronic door-locking device, central server, mobile app, control devices, an outer cover, rod, tracking device, sensor, memory, and battery

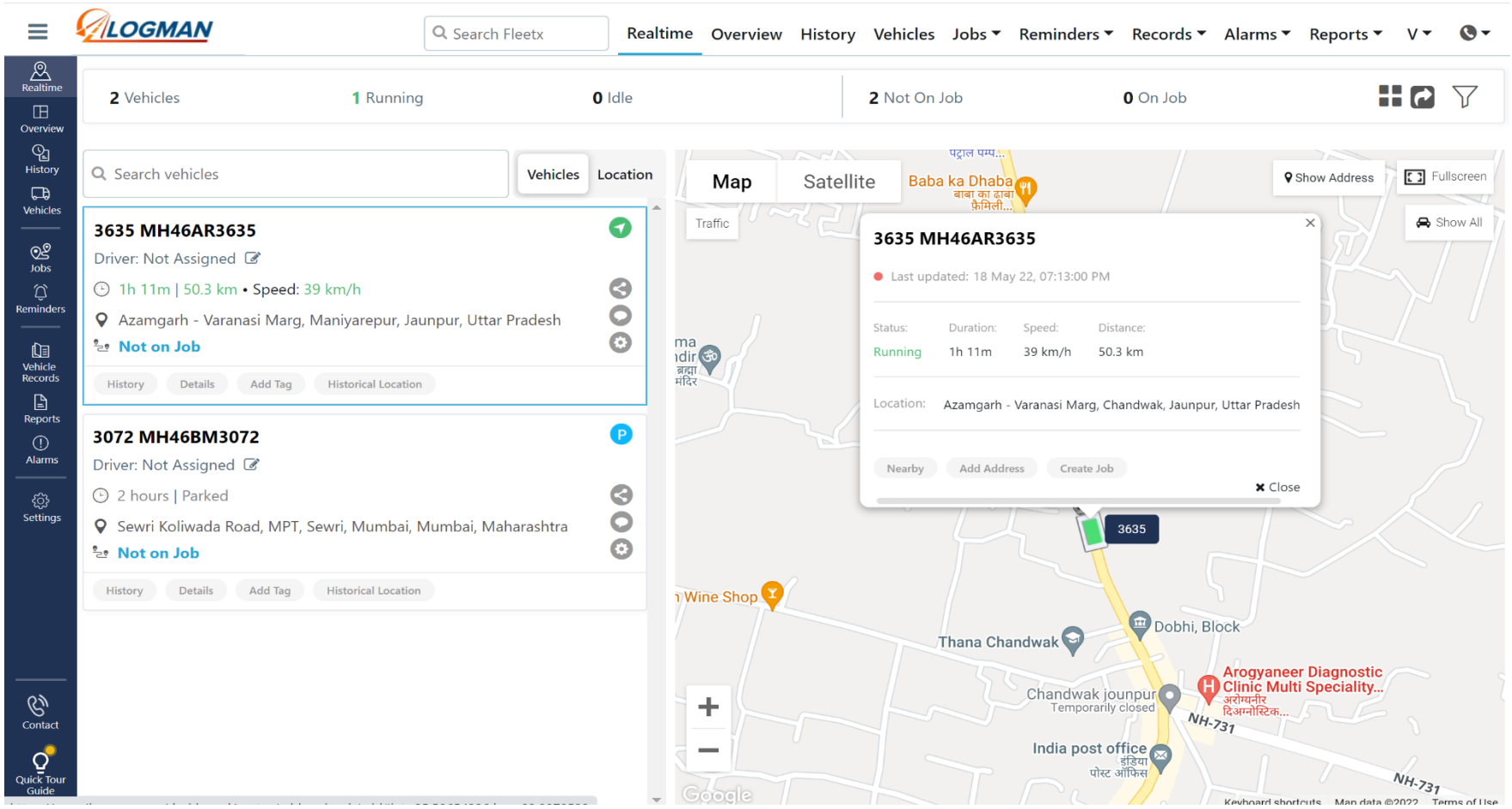
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# Speed Violation Alerts – Incident Wise Records




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# Complete Fleet Details




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# Individualized Risk Assessment and Pricing



# Objective and Benefits

- ✓Moving from class level underwriting to individual level underwriting through individual level risk factors
- ✓Providing appropriate pricing of the Motor policy and passing on the benefit to eligible customers
- ✓Benefiting the Customer, Society in general & also the Insurance Industry by proper pricing



# New Individual Level Variables

01

## Credit Score

Based on the credit score derived with customer name and mobile number, for customers with higher credit score, IL provides additional discount. Cheers to customers with good credit score!!



02

## Affluence Score

Based on the pin code of residence of a customer, IL proprietry data model evaluates risk factor and provides eligible customer extra discount considering safer vicinity! Now you residence pin code too can get you some brownie points!!



03

## Early Payer

Punctuality should be rewarded, isn't it?!!
Absolutely…
IL customers who chooses to renew their policies at least a month in advance stands to get benefit of this additional discount factor now!



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# Thank You

# Add text

**Add text**

**Add text**

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