Annexure B

CUSTOMER INFORMATION SHEET

This document provides only key information about your policy. Please refer to the policy document (Schedule and Wordings) for detailed terms and conditions.

Please Note: This Customer Information Sheet contains information specific to and available under this Product. Kindly refer to your Policy Schedule to know exact details of coverages opted by You.

Sl No	Title/ Description (Please refer to applicable Policy Clause Number in next column)	Policy/Clause Number
1	**Product Name** VEHICLE BUY BACK INSURANCE POLICY	Policy Schedule
2	**Unique Identification Number (UIN) allotted by IRDAI** IRDAN115RPMT0015V01202526 (Add-on (as mentioned in your policy schedule))	Policy Schedule
3	**Structure** Indemnity	Policy Schedule
4	**Interests Insured** Vehicle buy back value shall be the Sum Insured for the policy and shall represent the value assured by the company, that the insured vehicle is expected to realize in the market upon sale of the insured vehicle at any time during the policy tenure, provided that the kilometers driven by the insured vehicle are within the declared kilometers or exceeded kilometers, as applicable, under the Fixed or Flexible option opted by the insured at the time of policy issuance and as specified in the policy schedule.	Policy Schedule
5	**Sum Insured** -	Policy Schedule
6	**Policy Coverage** In an event of sale of the insured vehicle during the policy tenure, if the realized value in the market is less than the vehicle buy back value as specified in the policy schedule, the Company shall indemnify the insured for the differential amount between the realized value and the vehicle buy back value subject to policy terms and conditions. For detailed coverages along with terms and conditions please refer to your policy schedule and wordings here https://www.icicilombard.com/downloads QR Code:	Chapter 1
7	**Add-on Covers:** Not Applicable	Not Applicable

8	**Loss Participation:** Not Applicable	Not Applicable
9	**Exclusions:** The Company shall not be liable for any loss arising out of, caused by, occasioned by, attributable to or howsoever connected to: • Any claim arising out of failure or inability to obtain unencumbered actual or constructive possession/title of the vehicle for any reason. • Any claim arising due to sale of insured vehicle or use for any purpose other than originally intended and agreed upon. • Reduction in the market value of the insured vehicle arising from damage sustained during the policy tenure, where the assessed repair cost exceeds twenty-five percent (25%) of the Ex-Showroom Price of the insured vehicle, whether or not such repair cost is actually claimed under the motor insurance policy. For the purpose of determining applicability of this provision at the time of claim and inspection, the appointed surveyor shall refer to the Own Damage (OD) claim damage report. • In case periodic maintenance of the insured vehicle is not carried out during the Service Period at authorized service centers at specified intervals and/or KM's as recommended by the manufacturer. • Any claim where reduction in market value of the insured vehicle due to the policyholder's use of the insured vehicle in a manner inconsistent with the manufacturer's guidelines, operating instructions, or beyond the specified limitations outlined in the vehicle's manual. This includes, but is not limited to, any misuse, negligence, or operation under conditions not covered by the terms of the policy. • Any claim arising out of fraudulent act committed by insured or any person entrusted possession of the vehicle by insured. • Any loss where reduction in actual market value of the insured vehicle due to any unrepaired accidental damages/theft / absence of vehicle equipment's and / or accessories, fitted in new vehicle as standard equipment supplied by OEM. • Any loss or reduction in the actual market value of the insured vehicle directly or indirectly due to any product recall campaign and/or any manufacturing defect whether or not resulting in a product call back campaign and which may or may not be recommended by OEM. • Any interferences made to the speedometer / odometer / hour meter, or if there is any change to the corresponding mileage which was not indicated or reported to insurance company. • Any claim where damage / destruction caused through cyber risks, loss, erasure, corruption or Altera computer virus) or loss of use, reduction in functionality, cost and expense of whatsoever concurrently or in any other sequence to the loss. • Any claim arising out of changes in government regulations (insurance and OEM related) like NGT, impacting benefits under the policy.	Chapter 2

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Mailing Address:
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Mumbai - 400 064

CIN: L67200MH2000PLC129408
Registered Office Address:
ICICI Lombard House, 414, P Balu Marg,
Off Veer Savarkar Road, Nr Siddhi Vinayak Temple,
Prabhadevi, Mumbai 400 025

UIN: IRDAN115RPMT0015V01202526
Toll free no: 1800 2666
Alternate no : 86552 22666 (chargeable)
E-mail: customersupport@icicilombard.com
Website : www.icicilombard.com

	• In the event that the kilometers exceed the declared kilometer to such an extent that the applicable reduction towards the Sum Insured result in the complete exhaustion of the Sum Insured, the Company shall have no further liability under this Policy, and no claim shall be payable thereafter. Exclusions are mentioned in policy wordings, which can be referred through link- https://www.icicilombard.com/downloads	
10	**Special Conditions and Warranties (if any):** As per Policy Schedule	Chapter 2 and 4
11	**Admissibility of Claim:** Claims are assessed based on the coverages, exclusions and conditions outlined in your CIS, policy wording and policy schedule. The insured must fulfil their obligations, including: • Duty of care • Minimizing loss • Timely claim notification – within 30 days of incident **Claim calculation process - post claim admission:** **Vehicle Buy Back Insurance Claim:** Any short fall against the Buy-back value against the best value quote would be considered as Claim amount payable to the insured by the company (subject to policy terms and conditions)	Chapter 3
12	**Policy Servicing - Claim Intimation and Processing** For policy servicing, you can reach us through: • Toll-free number: 1800 2666 • Email: customersupport@icicilombard.com • Website: https://www.icicilombard.com/customer-support • Contact your surveyor at motorintimation@icicilombard.com. The customer shall submit all the claim related documents along with claim form at the time of claim intimation. For preferring a claim under the product, ICICI Lombard GIC Ltd. has to be informed by the customer before effecting the sale of the insured vehicle. • Customer to intimate claim for vehicle buy back insurance by mentioning the expected realised value (available through open market or Dealer point). • The surveyor would evaluate the claim in assistance with insured. • After survey and evaluation of the insured vehicle, the company reserves the right to auction the vehicle through available platforms and provide the best quote will be considered of the vehicle to the customer. The best quote will be considered as the realised value as agreed between by the insured and the insurer.	Chapter 3 and 5

	• Any short fall against the Buy-back value against the best value quote would be considered as Claim amount payable to the customer by the company (subject to policy terms and conditions) • If the best value quote is higher than the Buy-back value then the claim may be closed without any payment to the customer. **Turnaround Time (TAT):** 1. Assessment sheet /Survey report will be furnished within 15 days of assessment/ survey. 2. Claim will be decided within 7 days of receipt of the intimation / survey report/ Assessment Sheet, as applicable. Escalation: Report concerns using the cloud calling number sent to you on your registered contact number via SMS/WhatsApp, or call 18002666. **Cancellation Clause-** The insurer can cancel the policy only on the grounds of established fraud, mis-representation, non-disclosure of material facts, fraud or non-co-operation of the insured by giving minimum notice of 7 days to the retail policyholder. The company shall – i) refund proportion premium for unexpired policy period, if the term of the policy is upto one year and there is no claim(s) made during the policy period. ii) refund premium for the unexpired policy period, in respect of policy with the term more than one year and the risk coverage for such policy years has not commenced. For detail cancellation clause please refer policy wording.	
13	**Grievance Redressal and Policyholders Protection** **Protection of Policyholder's Interest:** We're committed to giving you fair treatment and clear, timely information about your coverage, so you can make informed decisions. We also ensure efficient service and uphold high standards throughout the sale and servicing of your policy. **Grievance Redressal Process:** If you have a concern, click https://www.icicilombard.com/grievance-redressal to understand our grievance redressal process. If the issue persists, contact our Grievance Redressal Officer https://service.icicilombard.com/GrievanceRedressal/GrievanceRedressalStep3. If the issue remains unresolved, you can approach the Insurance Ombudsman https://cioins.co.in/ombudsman or visit the Bima Bharosa Portal at https://bimabharosa.irdai.gov.in/	Chapter 6
14	**Obligations of the Policyholder** **Disclosure of Information:** Please ensure all details provided in your proposal form are accurate and inform us promptly of any changes, as not doing so could affect your coverage and claims. Please make sure to share key details like a valid driver's license, PUC certificate, vehicle registration, and any past claims. For the complete list of disclosures, please check your policy wording.	Policy Number

Declaration by the Policyholder;

I have read the above and confirm having noted the details.

Place:

Date: (Signature of the Policyholder)

Note: *In case of any conflict, the terms and conditions mentioned in the policy document shall prevail. Please click here <Pol Schedule & CIS Link> to download the same.*