

Motor Insurance policy- Insurance product information document

Type of cover – Motor Insurance

Basic cover provided

Section 1 – Damage to or Loss of Vehicle (Applicable only for Comprehensive policies)

- a) accidental external means.
 - b) fire, external explosion, self-ignition, lightning or burglary, house breaking or theft
 - c) malicious act.a
 - d) whilst transit by road, rail, inland waterway, lift or elevator
- (For more details about the basic cover, please refer page no 03 of the policy wording)*

Section 2 – Third Party Liability arising out of the use of the Insured Vehicle

- a) accidental death or bodily injury to any third party person – Unlimited Liability
 - b) Accidental damage to any third party property – Up to the amount stated in Your Policy Schedule
- (For more details about the third party liability , please refer page no. 05 of the policy wording)*

What is not covered (Exceptions)

Applicable to Section 1

- (a) damage to tyres and tubes unless is caused to other parts of Your vehicle simultaneously in the same accident in which event the liability of the Company in respect of damage to tyres and tubes shall not exceed 50% of the cost of replacement.
 - (b) loss of or damage to accessories, spare parts integral parts by theft unless such vehicle is stolen at the same time other than on vehicles insured as Private Cars.
 - (c) loss of or damage to windscreen(s) windows on vehicles registered as Buses, Omnibuses and Motor Coaches in excess of 10% of
 - i. the Insured's estimate of value (including accessories and spare parts)of such motor vehicle,
 - ii. the value of such motor vehicle (including accessories and spare part), whichever is the less
 - (d) loss of or damage to lamps, tyres, mudguards, buffers, buffer aprons ,buffer brackets and or paint work on all vehicles insured for hiring purposes.
 - (e) Loss of use or any other consequential loss.
 - (f) depreciation, wear and tear mechanical or electrical breakdown, failures or breakages.
 - (g) damage caused by overloading or strain
 - (h) Loss or damage to the jack, boom lift, crane or similar equipment fixed in the vehicle, unless an external damage is caused to the vehicle due to an accident.
- (For more details about the exceptions applicable under section one please refer page no. 04 of the policy wording)*

Applicable to Section 2

- (a) death of or bodily injury to any person (including You) driving/riding the vehicle
- (b) death of or bodily injury to any person employed by You arising out of and in the course of the employment.
- (c) damage to property belonging to You or held in trust by or in the custody or control of You or any member of Your household or being conveyed by such vehicle.

- (d) death of or bodily injury to any person being carried in or upon or entering or getting on to or alighting from any vehicle insured as a hiring passenger carrying vehicle
 - (e) death, injury or damage caused or arising beyond the limits of any carriageway or thoroughfare in connection with the bringing of the load to such vehicle for loading thereon or the taking away of the load from such vehicle after unloading therefrom;
 - (f) damage to any bridge and/ or weigh-bridge and /or viaduct and /or to any road and/or anything beneath by vibration or by the weight of such vehicle and and/or load carried by such vehicle.
 - (g) death, injury or damage caused arising out of explosion of the boiler of such vehicle unless such death or injury is caused by or arises out of the use of such vehicle.
 - (h) death, injury or damage caused or arising out of the operation or use of any tool or of plant forming part or attached to or used in connection with vehicle or anything manufactured by or contained in any such tool or plant.
- (For more details about the exceptions applicable under section two please refer page no. 06 of the policy wording)*

Applicable to both Section 1 & 2 (General Exception)

- (1) use of the Vehicle otherwise than in accordance with the "Limitation as to Use" in your certificate of insurance.
 - (2) being driven by any person other than an authorized driver
 - (3) being driven by you or an authorized driver after having consumed or used intoxicating liquor or drugs
 - (4) contractual liability which attaches by virtue of an agreement but which would not have attached in the absence of such agreement
 - (5) war
 - (6) strike riot and civil commotion (if the cover is not obtained by paying an additional premium)
 - (7) terrorism (if the cover is not obtained by paying an additional premium)
 - (8) detention, seizure, confiscation or any attempt thereat.
 - (9) flood, storm, cyclone or other atmospheric disturbances, volcanic eruption, earthquake or other convulsion of nature (if the cover is not obtained by paying an additional premium)
 - (10) Radioactivity and Nuclear Weapon Material
 - (11) Unregistered /deregistered Vehicles
- (For more details about the general exceptions, please refer page no. 7 and 8 of the policy wording)*

Additional covers which can be obtained by paying an additional premium – If below covers are obtained it will be specified in your policy schedule

- (1) Hire purchase / lease cover in respect of leased vehicles
- (2) Personal accident cover against accidental death and permanent total disability of driver and passengers
- (3) Passenger cover for hiring vehicles
- (4) Workmen's compensation insurance for paid employees in the vehicle
- (5) Goods in transit cover for goods transported by the vehicle
- (6) Strike riot and civil commotion
- (7) Terrorism cover
- (8) Learner driver cover
- (9) Natural perils cover including flood
- (10) Special windscreen cover for windscreen damages without involving any damage to the vehicle body
- (11) Towing charges

- (12) Excluded items – Covers the excluded items (lamps, tires, mudguards, buffers, buffer brackets, buffer aprons and/or paint work) of hiring vehicles
 - (13) Third party Property cover to enhance the third party property damage limit
 - (14) Driving tuition for driving schools
 - (15) Hirer Driving cover for vehicles which are let on hire to another party
 - (16) Institutional loan cover for vehicles under loan facilities
 - (17) Theft of parts cover for Private Dual Purpose vehicles
 - (18) Tool of trade cover for vehicles used in construction sites to cover the damages to the jack, boom lift, crane or similar equipment fixed in the vehicle, where no external accidental damage is caused to the vehicle.
- (For more details about the additional covers, please refer page no. 12 to 21 of the policy wording)*

Key Features:

No Claim Discount (applicable only for Comprehensive Policies)

In the event of no claim being made or arising under this Policy, Your No Claim Discount will be increased each year to the percentages shown below.

	Applicable to Motor Cycle	Applicable for all other Vehicle
The Preceding year	10%	10%
Preceding 2 consecutive years	15%	15%
Preceding 3 consecutive years	20%	20%
Preceding 4 consecutive years	25%	25%
Preceding 5 consecutive years	30%	30%
Preceding 6 consecutive years	35%(Max)	35%
Preceding 7 consecutive years		40%
Preceding 8 consecutive years		45%
Preceding 9 consecutive years		50%
Preceding 10 consecutive years		55%
Preceding 11 consecutive years		60%
Preceding 12 consecutive years		65%
Preceding 13 consecutive years		70%
Preceding 14 consecutive years		75%
Preceding 15 consecutive years		80%(Max)

Your No claim Discount will be reduced next year by the percentage earned by the immediate past three (03) years, for any claim made during year.

(For more details about the No claim bonus, please refer page no. 5 of the policy wording)

Few things to remember

- (1) You shall take all reasonable steps to safeguard the Motor Vehicle from loss or damage and to maintain it in road worthy and efficient condition. We shall have at all times free and full access to examine the Motor Vehicle or any part thereof. In the event of any accident or breakdown such Motor Vehicle shall not be left unattended without proper precautions being Taken to prevent further loss or damage and if on Your own accord the Motor Vehicle be driven before the necessary repairs have been completed and as a result the vehicle gets damaged further, We will not be liable for such damage.
- (2) Notification of Claim
You must notify any of the following to Us as soon as possible.
 - (a). any accident which may give rise to claim
 - (b). civil or criminal proceedingsIf there has been a Theft You must tell the Police as soon as possible.
- (3) Conduct of Claim
If an event happens that causes loss, damage or injury:
 - (a) We may take over and conduct in Your name the defence or settlement of any claim against You. We have full discretion in the conduct of any proceedings and settlement of any claim :
and
 - (b) You must give Us whatever information or assistance We reasonably request. You must not admit, deny, negotiate or promise to pay any claim without Our Written consent. We will not unreasonably withhold our consent.
- (4) If at the time of loss or damage the Insured Vehicle be greater Market Value than the value declared by you, then You shall be considered as being your own insurer for the difference, and shall bear a rateable proportion of the loss, or damage accordingly. Therefore, please ensure that You have reviewed and updated Your Vehicle sum insured, in line with the current market value.
- (5) Cancellation
We may cancel Your Policy by giving seven days' notice by registered post to Your last known address and in such event will return to You, the premium paid less the pro-rata portion for the period your Policy has been in force. You may cancel Your Policy by writing to Us giving seven days (07) notice and returning Your current Certificate of Insurance to Us. We will give You a refund of the premium paid less the portion for the period Your policy has been in force, calculated at short period rates. Provided always that the refund of premium is applicable only in the absence of a claim prior to the cancellation.

Obligations of the Policyholder:**Obligations of the policyholder in disclosing material facts**

- At the time of purchase:- Disclose all material facts requested in the Proposal Form, truly and accurately, to avoid any claim rejection.
- During the policy term:- Notify the Insurer of any significant changes in risk (Vehicle, Usage, Drivers) or personal information of the Insured

Please refer page no 10, point no 6, under "Conditions" section of the policy wording

Obligations of the policyholder when a claim is made

- When making a claim:- Provide all necessary documents and details as mentioned in the Claim Procedure accurately along with the Claim Form.

Please refer page no 9 , point no 4, under "Conditions" section of the policy wording

- Payment of Premium:- Should be as per the Premium Payment Warranty in the Policy

Please refer page no 11, point no 12, under "Conditions" section of the policy wording

Mode of Payment of Premium:

Annual Premium has to be paid for the Policy (unless mentioned otherwise in the Policy Schedule) and for any subsequent renewals.

Fraud

If any claim under this policy shall be in any respect fraudulent or if any fraudulent means, or devices be used by the insured or anyone acting on his behalf or if any destruction injury or damage be occasioned by the willful act or with the connivance of the Insured all benefits under this policy shall be forfeited.

Complaints Procedure:

We are committed to serve you with passion and willing to receive your feedback. If you are not satisfied with our services, you can lodge a complaint by below methods;

- By telephone - Customer Care Officer - 011 2126136
- By email - plassist@peoplesinsurance.lk
- By WhatsApp - 0716230048
- By fax - 011 2126109
- By post - Customer Care Officer, People's Insurance PLC, No. 07, Havelock Road, Colombo 05
- Via online - Complaint Submission Form is available on our website
www.peoplesinsurance.lk → Please click on the "Complaints" tab
- By visiting

Below information to be provided when lodging a complaint;

- I. Complaint in brief
- II. Your name and contact details
- III. References: Policy No. / Vehicle No. / Claim No.
- IV. Any supporting documents

The Trilingual Complaints Handling Procedure can be downloaded from our website- www.peoplesinsurance.lk → Please click on the "Complaints" tab

(For more details about the complaint procedure, please refer page no. 21 of the policy wording)

Dispute Resolution:

If you are not satisfied with the resolution given by us for a complaint lodged, you have the option to use following Alternative Dispute Resolution (ADR) mechanisms.

I. Address your concerns to:-	Insurance Ombudsman of Sri Lanka
	No. 143A, Vajira Road, Colombo 05
	info@insuranceombudsman.lk
	011 2505542 / 011 250 5041
II. Arbitration:- As per the Arbitration Clause in the Policy	
III. Address your concerns to:-	Director Investigations
	Insurance Regulatory Commission of Sri Lanka
	Level 11, East Tower, World Trade Centre
	Colombo 01
	011 2396184-9 / 011 2335167
	investigation@ircsl.gov.lk / info@ircsl.gov.lk

(For more details about the dispute resolution, please refer page no. 21 of the policy wording)

Important Notes:

This Insurance Product Information Document (IPID) is intended to provide a summary of the main cover and additional covers (if applicable) and key features of the Policy and is not personalized to your specific individual needs. Please note that all matters of whatever nature pertaining to this Insurance (including but not limited to claims, interpretation of terms and conditions and litigation etc.) shall be governed by the terms, conditions and exclusions of the Policy which shall prevail over the contents of this document.

For Further Information:

If you require any further information, you can make a request via

- Telephone - 0112126126
- Email - pilassist@peoplesinsurance.lk
- Visiting any of our offices island wide