

COMPREHENSIVE PRIVATE MOTOR CAR INSURANCE

Insurance Product Information Document

1. Information about the type of insurance cover

A comprehensive private motor car insurance policy is designed to protect against both third-party liabilities as well as damages to motor cars (including Electric & Hybrid) such as Cars (sedan & hatchbacks types), Jeeps, SUV's, station wagons cars in the event of an accident

2. A Summary of Basic Covers

The comprehensive cover provides the motor vehicle in two main sections.

Section i :Loss or Damage to Motor Vehicle

This section mainly indemnifies the insured for loss or damage to the motor vehicle described in the schedule,

- By accidental external means.
- By fire, external explosion, self-ignition, lighting, burglary & house-breaking or theft.
- By malicious act.
- Whilst in transit by road, rail, inland water-ways, lift or elevator.

Section ii :Liability to the Third Parties

The company will indemnify the insured in the events of accidents caused or in connection with motor vehicle described in the schedule against sums which insured shall become legally liable to in respect of

- Death or bodily injury to any person - limit of the company's liability is unlimited
- Damage to property other than property belonging to the insured. -limit of the company's liability is unlimited

Section iii : Medical Expenses

The Company will pay Rs. 750/- in respect of any one accident as a reasonable medical expenses for insured or any occupant of motor car in respect of bodily injury caused by an accident

3. Additional Covers & Extensions (as stated in policy schedule if obtained)

- i. Riots & Strike , Civil Commotion & Terrorism - (For more details about the cover, please refer to SRCC & Terrorism Endorsements No. M01 & M02 of the Policy Documents)
- ii. Hire Purchase or Leasing - (For more details about the cover, please refer to M-06 Endorsements in the Endorsement Section of the Policy Documents)

- iii. Learner Rider Cover for a nominated person who is learning to drive a vehicle - (*For more details about the cover, please refer to M-08 Endorsements in the Endorsement Section of the Policy Documents*)
- iv. Special Windscreen Cover–Damages to windscreen without external impact is covered without affecting No Claim Bonus - (*For more details about the cover, please refer to M-11 Endorsements in the Endorsement Section of the Policy Documents*)
- v. Flood & Natural Perils Cover- Extension of loss or damage caused by Flood & named natural perils - (*For more details about the cover, please refer to M-12 Endorsements in the Endorsement Section of the Policy Documents*)
- vi. Extended Towing Charges - Enhanced towing charges amount up to the limit mentioned in the schedule (*For more details about the cover, please refer to M-13 Endorsements in the Endorsement Section of the Policy Documents*)
- vii. Personal Accident Benefits for insured / paid driver and occupant of motor car for accidental death and disablement due to road accident - (*For more details about the cover, please refer to M-16 Endorsements in the Endorsement Section of the Policy Documents*)
- viii. Workmen Compensation insurance for paid driver - the insured’s legally liability under the workmen’s compensation ordinance act No. 1934 for in respect of death / bodily injury to persons are employed in the vehicle at the time of accident. - (*For more details about the cover, please refer to M-23 Endorsements in the Endorsement Section of the Policy Documents*)
- ix. Passenger Liability Inclusion for hiring car - insured’s legal liability to pay compensation in respect of death of or bodily injury to any passenger being carried by the motor vehicles due to road accident up to the amount mentioned in the schedule - (*For more details about the cover, please refer to M-24 Endorsements in the Endorsement Section of the Policy Documents*)
- x. Rent a Car & Hirer Driving - (*For more details about the cover, please refer to Endorsements No. 34 in the Endorsement Section of the Policy Documents*)

4. Key features of the policy document including exclusions, terms and conditions applicable

i. General Exclusions

The Company shall not be liable in respect of,

- a. Loss or damage by directly or indirectly or through or in consequence of war, invasion, act of foreign enemy, hostilities or any kind of war like operation (whether war be declared or not) , mutiny, civil war, riots, strike, civil commotion, rebellion, military rising or military or usurped power or martial law , state of siege or act of terrorism
- b. Loss or damages to motor vehicles outside Sri Lanka
- c. Claims arising out of contractual liability.

- d. Being used for any purpose within the definition of “excluded use” as defined in the certificate of insurance.
- e. Whilst been driven after consuming intoxicating liquor or drugs.
(For more details about the exclusions, please refer to *General Exceptions of the Policy Documents*)

ii .Loss or damages are not covered under section : 1 - the loss or damage to Motor Vehicle

- a) Consequential loss, Depreciation, wear and tear,
- b) Mechanical and electrical breakdown or failure or by explosion of boiler of such vehicle
- c) Damage to tyre and tubes unless such vehicle sustains other damage at the same time.
- d) Cover for rubber items including tyres & tubes - Damages to rubber items are excluded unless the vehicle sustains other damages at the same time (cover is limited to 50% of the replacement cost).

iii . Exclusions under section : II - Liability to the Third Parties

- a) Any death, bodily injury to any person in the employments of the insured

iv.Reasonable Care - The insured shall take all reasonable precautions to safeguard from loss or damage and to maintain in efficient condition of the motor cycle (For more details, please refer to *condition no. 06 of the Policy Documents*)

v. Compulsory Excess (For more details, please refer to *Endorsement M-04 in the Endorsement Section of the Policy Documents*)

vi. Cover for Hybrid battery–

- For damages by lightning–25% owner’s account is applicable.
- For damages occurred due to accident-owner’s account scale mentioned in the schedule will be applicable.
- For 2ndhand parts for hybrid battery-owner’s account scale mentioned in the schedule will be applicable

5. The mode of payment of premium – Single Payment

6. Obligations of the policyholder in disclosing material facts

If any material change is made to the subject matter of insurance (e.g., change of usage, modification to the Motor Car and installation of extra fitting etc.), the policyholder shall immediately notify the Company in writing and pay any additional premium required due to the increased hazard.

7. Obligation of the policy holder when a claim is made

Do not move the motor vehicle at the accident site prior to the inspection by the assessor of the insurance company or without consent by the insurance company

8. Procedure to be followed in the event of claim

- i. Immediately notify the accident to company via our 24 hours call centre hotline no.011-7440033/011-2440033
- ii. Submit a duly filled claim form along with repair estimates, quotations for spare parts replacement, payment bills, policy report (if necessary) and other supporting documents requested by the non motor claims department within 30 days from the date of loss via email, registered post, or through any of our branch offices.

Email Address :- motor.claim@coopinsu.com

Postal Address :- The Manager - Motor Claims,
Cooperative Insurance Company PLC,

Coop Insurance House, No. 74/5, Grandpass Road, Colombo 14.

- iii. Resolution Process of claim dispute - Claims disputes will be settled through negotiation with the Company or the process of arbitration (*please refer condition no. 08 of policy document for more details*) or referred to an insurance ombudsman and the Insurance Regulatory Commission of Sri Lanka

a. Insurance Ombudsman

Address:No 1,Bethesda Place,Colombo05,

Tele: +94 11 250 5542 /+94 11 250 5041

Email:info@insuranceombudsman.lk

b. Insurance Regulatory Commission of Sri Lanka

Address: Level 11,East Tower, World Trade Centre, Colombo 1

Telephone:0112396184-9General Line :- 0112335167

Email: info@irsl.gov.lk

9. Complaint and grievance handling procedure

Policyholders may submit their complaints and grievances to the Company through any of the following channels:

- Online: Visit the Company's official website at www.ci.lk and access the Customer Complaints Web Portal
- Telephone: 011 247 2795
- Email: complaint@coopinsu.com
- Registered Post: Customer Complaint & Grievance Unit, Cooperative Insurance Company PLC, No. 74/5, Grandpass Road,Colombo 14

10. Few Things to Remember

i. Policy Cancellation -This insurance may cancel by the insured at any time by registered letter, in which case the Company will retain the premium for the period the policy was in force, based on the short-period rate. The Company may also cancel the policy at any time by giving seven days' notice by registered letter to the insured and will refund the rateable portion of the premium for the unexpired terms form the date of the cancelment.

ii. **Sum Insured** - Shall represent the market value of the motor cycle

iii. **No claims bonus** ((*For more details , please refer to section of no claim bonus applicable only for comprehensive policies in the Policy documents*)

iv. **Voluntary Excess** - (*For more details , please refer to Endorsement No. M-05 in the Endorsement Section of the Policy document*)

v. **Premium Payment Warranty** - If an insurance policy is issued with a 30-day credit period from the date of issuance, the policyholder must settle the premium within this period. Failure to pay the premium before the expiry of the credit period will result in the termination of the insurance coverage(*For more details , please refer to Premium Payment Warranty in the Warranty Section in the Policy Schedule*)

11. Contact Information of the Company to get further information

- Telephone :- 011- 2557300 - Extension 274, 275
- Email - motor.uw@coopinsu.com
- By registered post – The Manager – Motor Underwriting , Cooperative Insurance Company PLC, No. 74/5, Grandpass Road, Colombo 14
- Visit any of the Cooperative Insurance Company PLC island wide branch offices

12. Importance Note given in the Direction

The 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. Complete pre-contractual and contractual terms on the full and personalized information, and exclusions of the product are provided in your policy document. The IPID shall not form a part of the policy/contract. Therefore, in case of any conflict, the terms and conditions mentioned in the policy document shall prevail.”