

COMMERCIAL VEHICLE PACKAGE POLICY – PASSENGER CARRYING VEHICLE - ADD-ONS

Why take Passenger Carrying Vehicle Insurance?

Buying a Passenger Carrying Vehicle insurance policy ensures that you are financially safeguarded against any damages incurred to your Passenger Carrying Vehicle. A Commercial Vehicle Package Policy - Passenger Carrying Vehicle, provides dual benefits i.e. it pays for the cost of repairs/ treatments for any damage/ injury caused to the third party as well as financially covers you against injuries/ damage to you or your vehicle.

It is advisable to buy a Commercial Vehicle Package Policy - Passenger Carrying Vehicle, as you receive an extended financial coverage against unforeseen situations like accidents, theft, natural calamities, man-made calamities, damage to third party person or property, etc.

Why take Acko Passenger Carrying Vehicle Insurance?

Acko General Insurance provides the following benefits to its customers:

- Easy buying Process: Buy an insurance policy any-time, anywhere, directly from the official website.
- Guidance from Trained Professionals: Get unbiased insurance related advice from Acko's trained professionals.
- Quick Claim Settlement: When a claim is filed, Acko tries to settle it in a quick and hassle free manner.

Why take Add-on covers?

A passenger carrying vehicle insurance add-on cover offers extra protection to the insured vehicle. Having an add-on cover with your passenger carrying insurance policy is like an additional safety net to protect you from unpleasant eventualities which are either excluded or not included in the base Commercial Vehicle Package Policy – Passenger Carrying Vehicle product.

Add-on covers are prepared in a manner to meet your tailor-made requirements in your passenger carrying vehicle insurance policy. You should assess your insurance needs carefully and choose add-on covers based on your unique requirements.

What is covered?

Along with the coverages provided in the base Commercial Vehicle Package Policy – Passenger Carrying Vehicle and depending upon the Add-ons you purchase from Acko by paying the extra premium, Add-ons to your Commercial Vehicle Package Policy – Passenger Carrying Vehicle insurance may include:

1. Zero Depreciation

Covers amount of depreciation deducted on the value of the parts replaced in the event of a partial loss claim relating to accidents during the policy period.

2. Road Side Assistance

Upon your request during the policy period, Acko will provide you with the following emergency assistance services, if specified to be in force in the Schedule attached to the Add-ons:

- Flat Tyre
- Battery Jumpstart
- On-spot Repair
- Spare Key Retrieval
- Fuel Support

- Emergency Towing
- Taxi Support
- Hotel Accommodation
- Pick-up of the Vehicle
- Legal Advice
- Emptying of Fuel Tank

3. Downtime Allowance

3.1. Accidental Downtime

In the event of your vehicle's accident during the policy period, Acko shall pay the daily amount specified in the Schedule attached to the Add-ons or provide reimbursable coupons of comparable value, or arrange alternate mode of conveyance of similar category, as per Acko's sole discretion, for the period of time taken for its repair in an Acko approved garage.

3.2. Loss of Income Downtime

In the event of a natural or man-made catastrophic event in your city of residence or visit during the policy period, such as an earthquake, tsunami, flood, bandh, riot or strike which causes widespread damage or an imposition of curfew by a government authority, and which renders your Insured Vehicle inoperable and disrupts the your primary occupation, Acko shall pay the daily amount specified in the Schedule attached to the Add-ons for the period of time taken for the situation to return to normal.

4. Consumables

Covers 'consumable items' like engine oil, gear box oil, lubricants, nut and bolt, screw, distilled water, grease, oil filter, bearing, washers, clip, break oil, air conditioner gas and items of similar nature excluding fuel consumed during repair of Insured Vehicle.

5. Small Repair Claim

In the event of your Insured Vehicle requiring a repair during the policy period, Acko shall reimburse the costs incurred towards labour, and replacement of the battery where applicable, up to the Sum Insured specified in the Schedule attached to the Add-ons, for the services listed below in the Acko Approved Garages.

- Painting
- Balancing
- Wheel Alignment
- Polishing
- Minor Denting (for non-cutting and non-welding work only)
- Opening-Fitting
- Paid service labour (as per the OEM's recommendation)
- Brake overhaul
- Clutch overhaul
- Interior cleaning
- Anti-rust coating
- Twenty points electrical check-up
- Suspension overhaul
- Engine tuning
- Tyre rotation

- Battery replacement
- Gear-box overhaul

A Claim under this add-on will not affect your eligibility for a No Claim Bonus at the time of policy renewal.

6. NCB Protect

Covers your No Claim Bonus at the time of renewal even in the event of a claim being made during the policy period, provided that in any event, the number of such claims reported during the policy period does not exceed the number specified in the Schedule attached to the Add-ons.

7. Key Protect

In the event of your Insured Vehicle's lock-set or key is lost, stolen or damaged, Acko shall reimburse you, up to the amount specified in the Schedule attached to the Add-ons for the cost incurred towards replacing or repairing your Insured Vehicle's lock-set or key.

A Claim under this add-on will not affect your eligibility for a No Claim Bonus at the time of policy renewal.

8. Engine Protect

Acko shall reimburse the insured, up to the amount specified in the Schedule attached to the Add-ons for the cost incurred towards repair or replacement due to aggravated damages to the internal parts of the engine, gearbox, and differential assembly & its associated parts arising out of

- a) water ingress, hydrostatic lock,
- b) leakage of coolant/lubricating oil of the Insured Vehicle caused by an accident

9. Invoice Cover

In the event of a theft/total loss/constructive total loss of your Insured Vehicle during the policy period, Acko shall pay the difference between the Insured's Declared Value (IDV) of the Insured Vehicle and the Invoice Value, mentioned in the policy schedule or the latest available Manufacturer Invoice Value, whichever is lower.

10. Loss of License/RC/Permit

In the event of theft or loss of your government issued driving license or registration certificate or vehicle permit during the policy period, Acko shall pay the fixed amount specified in the Schedule attached to the Add-ons.

What is not covered?

It is important to understand the major exclusions of your policy to avoid any unpleasant surprises during claims. Unless specified separately or an add-on is purchased for an excluded peril, basic exclusions of the Commercial Vehicle Package Policy – Passenger Carrying Vehicle will apply.

Loss/Damage to the vehicle/accessory/accessories arising by the following are not covered.

- Normal wear, tear and general aging of the vehicle
- Depreciation, deductible or any consequential losses
- Vehicle being used contrary to limitations as to use
- Mechanical and electrical breakdown
- Any contractual liability
- Damage to and by a person driving the vehicle under the influence of drugs or liquor
- Damage to and by a person driving the vehicle without a valid license
- Damages due to nuclear risk or war

- Injury/ death arising from intentional self-injury, suicide or attempted suicide



General Conditions

The number of eligible claims for respective coverages can be opted in the proposal form or will be mentioned upfront in the purchase journey of the platform and same will be mentioned in the Policy Schedule.

Issuance of Add-ons Policy

Any particular Add-on shall be in force only if Acko General Insurance Ltd (Acko) has received the additional premium for the particular Add-on in respect of the Insured Vehicle on the condition that the Commercial Vehicle Package Policy – Passenger Carrying Vehicle is also purchased from the Acko.

Cancellation and Refund

The Add-on coverages cannot be cancelled separately. Although the base policy may be cancelled by the insurer on the grounds of misrepresentation, fraud, non-disclosure of material facts or noncooperation of the insured by sending to the insured fifteen days notice of cancellation by recorded delivery to the insured's last known address and the insurer will refund to the insured the pro-rata premium for the balance period of the policy. The Company may cancel the policy by sending fifteen days' notice by recorded delivery to the insured at insured's last known address and in such event will return to the insured the premium paid less the pro rata portion thereof for the period the Policy has been in force or the policy may be cancelled at any time by the insured on fifteen days' notice by recorded delivery and provided no claim has arisen during the currency of the policy, the insured shall be entitled to a return of premium less premium at the Company's Short Period rates for the period the Policy has been in force. Where the ownership of the vehicle is transferred, the policy cannot be cancelled unless evidence that the vehicle is insured elsewhere is produced. In case of cancellation of policy, premium would be retained as per below mentioned the Company's Short Period scale as below:

PERIOD	% OF ANNUAL PREMIUM
Not exceeding 1 Week	2.20%
Exceeding 1 Week but not exceeding 2 Weeks	4.40%
Exceeding 2 Weeks but not exceeding 1 month	10.00%
Exceeding 1 month but not exceeding 2 months	20.00%
Exceeding 2 months but not exceeding 3 months	30.00%
Exceeding 3 months but not exceeding 4 months	40.00%
Exceeding 4 months but not exceeding 5 months	50.00%
Exceeding 5 months but not exceeding 6 months	60.00%
Exceeding 6 months but not exceeding 7 months	70.00%
Exceeding 7 months but not exceeding 8 months	80.00%
Exceeding 8 months but not exceeding 9 months	90.00%
Exceeding 9 months but not exceeding 12 months	100.00%

How to claim?

In case of Cashless Claims

- Step 1: To intimate us about your claim,
 - ♦ Call us on 1860 266 2256 or
 - ♦ Mail us on hello@acko.com or
 - ♦ Write to us at Unit No. 301 & 302, 3rd Floor, F Wing, Lotus Corporate Park, Off Western Express Highway, Goregaon East, Mumbai - 400 063

Details of your policy must be provided along with the intimation.

- Step 2: Submit necessary documents such as Driving License, RC Copy, and Police FIR Copy.
- Step 3: We will arrange for an inspection within 24 hours if a claim is reported on a working day, or on next working day if a claim is reported on a Sunday or a public holiday.
- Step 4: On cashless facility confirmation, repair the vehicle at any preferred network garage.
- Step 5: Pay applicable charges as per your policy terms and take delivery of your vehicle.

In case of reimbursement process, we will make the payment within 7 days of the submission of last necessary documents to us.

Prohibition on rebates

Section 41 of the Insurance Act 1938 (as amended) stipulates as follows:

“(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 the 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 published prospectuses or tables of the insurer.

(2) Any person making default in complying with the provisions of this section shall be liable for a penalty which may extend to ten lakh rupees.”

Contact us

You can reach to us through any of the following methods:

- Call us on our toll free number 1860 266 2256
- Write to us at hello@acko.com
- Visit our website www.acko.com