ROYAL SUNDARAM INSURANCE
Sundaram Finance Group

Royal Sundaram General Insurance Co. Limited
Corporate Office: Vishranthi Melaram Towers, No.2/319,
Rajiv Gandhi Salai (OMR), Karapakkam, Chennai – 600097.
Tel.: 91-44-71177117 Toll: 1860 425 0000 / 1860 258 0000
Email: care@royalsundaram.in | Website: www.royalsundaram.in
Registered Office: 21, Patullos Road, Chennai 600 002.
IRDA Registration No.102 | CINU67200TN2000PLC045611

CUSTOMER INFORMATION SHEET

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

Sl. No.	**Title**	**Description (Please refer to applicable Policy Clause Number in next column)**	**Policy/Clause Number**
1	Product Name	Residual Value Insurance	Policy Certificate Number XXXX
2	Unique Identification Number (UIN) allotted by IRDAI	IRDAN102CPMS0020V01202627	
3	Structure	Benefit Payment.	
4	Interests Insured	Insured Vehicle Registration Number xxxx. We will cover the difference between The Residual Value specified in the Certificate of Insurance and the Fair Sale Price / Market Value determined by the Company’s authorized surveyor at the end of the buyback period.	
5	Sum Insured/ Declared Value Scope	x% of ex-showroom price of the vehicle as mentioned in the certificate of insurance.	
6	Policy Coverage	The Residual Value of Insured vehicle specified in the Certificate of Insurance and the Fair Sale Price / Market Value determined by the Company’s authorized surveyor at the end of the buyback period.	
7	Add-on Cover	Not applicable	
8	Loss Participation	If any utilisation is beyond the “total running kilometres” limit, the Residual Value shall be reduced by 1% for every 1% of excess utilisation over and above “total running Kilometres” limit.	Please refer detailed illustration given in certificate of Insurance
9	Exclusions	a) Loss or Damage Covered in Standard Motor Insurance Policy b) Excessive Damage - Where cumulative Own Damage claims during the entire Residual Value / Buyback contract period exceed 20% percentage of ex-showroom price of the insured vehicle.	Please refer General Exclusions section of Certificate of Insurance for

Royal Sundaram General Insurance Co. Limited
Corporate Office: Vishranthi Melaram Towers, No.2/319,
Rajiv Gandhi Salai (OMR), Karapakkam, Chennai – 600097.
Tel.: 91-44-71177117 Toll: 1860 425 0000 / 1860 258 0000
Email: care@royalsundaram.in | Website: www.royalsundaram.in
Registered Office: 21, Patullos Road, Chennai 600 002.
IRDA Registration No.102 | CINU67200TN2000PLC045611

		c) Unauthorized Usage d) Product recall campaigns. e) Manufacturing defects. f) Manufacturer Bankruptcy or closure of operations g) No technical modifications permitted. No change in color or other specification beyond OEM's standard in allowed, and no cutting / welding on the vehicle frame (chassis)is permitted. h) Government regulation changes impacting vehicle value. i) Theft or absence of standard OEM equipment or accessories j) If the Battery State of Health (SoH) is falling below the minimum threshold in case of electric vehicles] k) Fraud and Misrepresentation l) Illegal Acts m) War and Nuclear Risks n) Representative Suit or Collective Proceedings o) Financial or Economic Crisis p) Communicable Diseases / Pandemic Events q) Environmental or Climate-Related Exposure r) Cyber Risks s) Consequential Loss t) Routine Maintenance u) Deductible / Excess - Any deductible or excess specified in the Policy Schedule shall apply and shall be borne by insured.	detailed information.
10	Special Conditions and Warranties (if any)	1. Usage and Maintenance conditions 2. Special Conditions for Electric and Hybrid Electric Vehicle Battery 3. Excessive Damage 4. Exceeding Total Running Kilometers 5. Vehicle Ownership Terms 6. Claims Conditions 7. Special conditions	Please refer the respective in the certificate of insurance
11	Admissibility of Claim	The claim must be intimated to us within last 90 days of the expiry of the period of insurance subject to Claims conditions mentioned in the certificate of insurance.	Please refer claims conditions section in Certificate of Insurance

Royal Sundaram General Insurance Co. Limited
Corporate Office: Vishranthi Melaram Towers, No.2/319,
Rajiv Gandhi Salai (OMR), Karapakkam, Chennai – 600097.
Tel.: 91-44-71177117 Toll: 1860 425 0000 / 1860 258 0000
Email: care@royalsundaram.in | Website: www.royalsundaram.in
Registered Office: 21, Patullos Road, Chennai 600 002.
IRDA Registration No.102 | CINU67200TN2000PLC045611

12	Policy Servicing - Claim Intimation and Processing	Call Center number of the insurer: 1860 258 0000 / 1860 425 0000 Insurer website: https://www.royalsundaram.in Email Address: care@royalsundaram.in	
13	Grievance Redressal and Policyholders Protection	**Grievance Redressal:** In case of any grievance the insured person may contact the company through **Website:** https://www.royalsundaram.in **Grievance Redressal website:** https://www.royalsundaram.in/app/customer-grievance **Contact numbers:** 1860 258 0000, 1860 425 0000 E-mail: GRO@royalsundaram.in Sr. Citizen can email us at: seniorcitizengrievances@royalsundaram.in **Courier:** Grievance Redressal Unit Royal Sundaram General Insurance Co. Limited Vishranthi Melaram Towers, No.2/319 Rajiv Gandhi Salai (OMR) Karapakkam Chennai – 600097. In case your grievance is not resolved by us or you are not satisfied with the resolution provided by us, you may contact Insurance ombudsman who are available in 17 cities in India. For further details, you may visit our website www.royalsundaram.in or https://www.cioins.co.in/Ombudsman a. Any partial or total repudiation of claims by the Company. b. Any dispute regard to premium paid or payable in terms of the policy. c. Any dispute on the legal construction of the policies in so far as such disputes relate to claims. d. Delay in settlement of claims. e. Non-issue of any insurance document to customer after receipt of the premium. f. Any other grievance.	
14	Obligations of the Policyholder	Insured is at obligation to disclose all material information in the Enrolment form. In the event of misrepresentation, mis-description or non-disclosure of any material fact by the Insured, the Policy shall be void. Insured can contact our Customer Services to intimate any change to the material information affecting the policy	

Royal Sundaram General Insurance Co. Limited
Corporate Office: Vishranthi Melaram Towers, No.2/319,
Rajiv Gandhi Salai (OMR), Karapakkam, Chennai – 600097.
Tel.: 91-44-71177117 Toll: 1860 425 0000 / 1860 258 0000
Email: care@royalsundaram.in | Website: www.royalsundaram.in
Registered Office: 21, Patullos Road, Chennai 600 002.
IRDA Registration No.102 | CINU67200TN2000PLC045611

Declaration by the Policyholder:

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

Place:

Date: (Signature of the Policyholder)