



SMART CARE – Extended Warranty Insurance Policy

UIN: IRDAN108P0004V01201718

POLICY WORDINGS

Tata AIG General Insurance Co. Ltd.

Registered Office:

Peninsula Business Park, Tower A, 15th Floor,
G.K. Marg, Lower Parel, Mumbai – 400013

24X7 Toll Free No: 1800 266 7780 Fax: 022 6693 8170

Email: customersupport@tataaig.com Website: www.tataaig.com

IRDA of India Registration No: 108 CIN:U85110MH2000PLC128425

Whereas the **Insured** by a proposal and declaration which forms the basis of this **policy**, has applied to Tata-AIG General Insurance Company Ltd. (hereinafter called the **Company**) and has paid the Premium mentioned in the schedule, the **Company** Agrees, subject always to the Terms, Conditions, Exclusions and Limitations contained herein, to indemnify the **Insured** in excess of the amount of **deductible** as mentioned in the schedule, if the **Insured** shall sustain any loss, damage or liability during the period of insurance stated herein, subject always to the **sum insured** against such loss as is herein provided.

Definitions

The following words or terms shall have the meaning ascribed to them wherever they appear in this Policy, and references to the singular or to the masculine shall include references to the plural and to the female wherever the context so permits:

1. **Insured** means the person or organisation named in the schedule.
2. **Products** means a physical object or equipment which is the subject matter of insurance under this policy and appears specifically in the **Policy** schedule.
3. **Policy** means the proposal, the schedule, the policy document and any endorsements attaching to or forming part thereof either at inception or during the **Policy Period**.
4. **Policy Period** means the period between the commencement date and the expiry date as specified in the schedule.
5. **Sum Insured** means the amount stated in the schedule, which is (save as expressly stated to the contrary) the maximum amount that **We** will pay during the **Policy Period** for the loss
6. **Breakdown** means the mechanical and/or electrical defects of a **product** that causes it to not function in its intended manner.
7. **Deductible** means the amount which shall be borne by the **Insured** in respect of each and every claim made under this **Policy**. The **Company's** liability to make any payment under the **Policy** is in excess of the **Deductible** opted.
8. **Depreciation** means the reduction in the value of an asset over time, due to use, wear and tear or obsolescence.
9. **Carry-in basis** means portable **Product** that has to be carried / transported to the designated repair centre by **You** at **Your** cost.
10. **In-home basis** means the repair technician will visit the premises where the **Product** has been installed to provide the repair service.
11. **Call-out charge** is charge payable to arrange for the repair technician to visit the premises where the **Product** has been installed.
12. **We, Us, Our, Company** – TATA AIG GENERAL INSURANCE COMPANY LIMITED.
13. **You, Your** – The **Insured** mentioned in the **Policy** schedule.
14. **Policy Premium – Policy premium** is the amount paid for a insurance **Policy**.
15. **Consumable Item – Consumable Item** here refers to non durable parts or accessories of the domestic appliance which are non durable in nature and may be destroyed, dissipated, or spent during the normal operating usage of the product. For e.g. – In case of water purifiers, candles/filters are considered as consumables.
16. **Manufacturer's Warranty/Guarantee** - The original warranty / guarantee given by the respective Manufacturer in respect of a **Product**.

Coverage

1. This **Policy** will indemnify the **Insured** against the repair and replacement costs in respect to the **Product**, caused by a **Breakdown** arising out of manufacturing defects and/or due to poor workmanship of the service personnel of the authorized workshops during the policy period, provided that the liability of the **Company** in respect of any one **Product** in any one **Policy Period** will not individually or in the aggregate exceed the **Sum Insured** set against such item in the schedule.
2. **Depreciation:** In case of total loss or **product** replacement **our** maximum liability will not exceed the **sum insured** subject to the **depreciation** stated in the **Schedule**. However, no **depreciation** will be applicable if the **insured** has opted for a coverage with "NIL Depreciation".

Depreciation for any Mobiles/Tablets is calculated at the rate of 25% per annum from the date of purchase of the **product** as stated in the invoice. For all other **products** other than Mobiles/Tablets, **depreciation** is calculated at 10% per annum from the purchase date of the **product** as shown in the invoice.

3. **Deductible:** The **Insured** has the voluntary option to select from the list of deductible as mentioned below:

NIL	Rs. 500	Rs. 1000	Rs. 2000	Rs. 5000	Rs. 7500
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The **Deductible** amount selected by the **Insured** is stated in the **Schedule** and shall be borne by the **Insured** first in respect to each and every event of partial loss. **Our** liability to make any payment under this **Policy** is in excess of the **Deductible** amount stated in the **Schedule**.

4. The cost of transporting the Non-portable **Product** to and/ or from the place of repair subject to maximum Rs 1,000 for each and every claim is covered under the **Policy**.
5. Food spoilage loss resulting from a covered **breakdown** of a refrigerator, freezer or **products** of similar nature is also covered up to the maximum amount of Rs 1500/- during the entire **Policy Period**.
6. **Value Added Service**

As a Tata AIG General Insurance customer, **we** are happy to offer **you** services which are intended to take care of **your products** and **your** worries in an unfortunate event of electrical or mechanical **breakdown**.

Pick & Drop Services for Mobiles Devices– In the event of mechanical or electrical **breakdown** of **your insured** mobiles, tablets, E book Reader and laptops; **we** will provide **you** with doorstep pick-up and drop facility for these **products** subject to the availability of **our** network. This list of all such serviceable locations will be made available to **You** on **our** website. Once the device is picked up and delivered to service center, the repairer will diagnose the problem, give an estimate and on approval from the **Company**; repair the device. Once the device is ready it will be delivered back to **you**.

General Conditions:

- (i) Conditions precedent to the contract:
 1. **Due Observance:** The due observance of and compliance with the terms, provisions, warranties and conditions of this **Policy** in so far as they relate to anything to be done or complied with by the **Insured** shall be a condition precedent to any liability of the **Company** under this **Policy**.
 2. **Nature of Product:** The insured **Product** must be manufactured or legally imported in India

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(ii) Conditions applicable during the contract:

1. **Reasonable Care:** The Insured shall:

- Take all reasonable steps to safeguard the **Product** against any **insured** event.
- Take all reasonable steps to prevent a claim from arising under this **Policy**.

2. **Dispute Resolution:** Any and all disputes or differences under or in relation to this **policy** shall be determined by the Indian courts and subject to Indian laws.

3. **Notices:** All notices and other communications provided for in this **Policy** shall be in writing and shall be deemed to have been duly given if (i) delivered personally, (ii) sent by prepaid courier, with a record of receipt, or (iii) mailed by registered or certified mail, return receipt requested, at the respective address set forth above. Each notice or communication shall be deemed to be effective when given, unless otherwise specified herein.

4. **Governing Law:** This **Policy** shall be governed by, and construed in accordance with, the laws of India applicable to agreements made and to be performed entirely therein.

5. **Territorial Limits:** This **Policy** covers **insured** events arising during the **Policy Period** within India. The **Company's** liability to make any payment shall be to make payment within India and in Indian Rupees only.

6. **Arbitration:** If any dispute or difference shall arise as to the quantum of claim to be paid under this **Policy**, (liability being otherwise admitted) such difference shall independently of all other questions be referred to the decision of a sole Arbitrator, to be appointed in writing by the parties to or, if they cannot agree upon a single Arbitrator within 30 Days of any party invoking Arbitration, the same shall be referred to a panel of three Arbitrators, comprising two Arbitrators – one to be appointed by each of the parties to the dispute/ difference, and the third Arbitrator to be appointed by such two Arbitrators and arbitration shall be conducted under and in accordance with the provisions of the Indian Arbitration and Conciliation Act, 1996.

It is clearly agreed and understood that no difference or dispute shall be referable to arbitration as herein before provided, if the **Company** has denied, disputed or not accepted liability under or in respect of this **Policy**. It is hereby expressly stipulated and declared that it shall be a condition precedent to any right of action or suit upon this **Policy** that the award by such Arbitrator/Arbitrators of the amount of the loss or damage shall be first obtained.

7. **Limits Of Liability**

(a) Per Repair: - **Our** liability for any one repair shall in no event exceed the **sum insured** for the particular **Product** subject to **deductible** shown on the **Schedule** or the replacement price of the **Product** of a similar feature, specification and functionality, at the time of said repair whichever is lower, subject to the **depreciation** as stated in the schedule.

(b) Aggregate: - The total of all claims paid or payable during the **Policy Period** towards any particular **Product** shall not exceed the **sum insured** stated against the **Product** subject to **depreciation** shown on the **Schedule** or the replacement price of the **product** of a similar feature, specifications and functionality whichever is lower.

(c) Maximum Number of Repair: - Unlimited.

8. **Entire Contract:** This **Policy** constitutes the complete contract of insurance. No change or alteration in this **Policy** shall be valid or effective unless approved in writing by the **Company**, which approval shall be evidenced by an endorsement on the **Policy**.

9. **Right to Inspect:** If required by the **Company**, its representatives and appointees, including a loss assessor or a surveyor appointed in that behalf, shall in case of any loss or circumstances that have given rise to a claim under the **Policy** be permitted at all reasonable times to examine into the circumstances of such loss. The **Insured** shall, on being required to do so by the **Company**, produce all books of accounts, receipts, documents relating to or containing entries relating to the loss or such circumstances in his possession and furnish copies of or extract from them as may be required by the **Company** so far as they relate to such claims or will in any way assist the **Company** to ascertain in the correctness thereof or the liability of the **Company** under the **Policy**.

10. **Cancellation:**

- This **Policy** may be cancelled by or on behalf of the **Company** by giving the **Insured** at least 15 days written notice on the grounds of misrepresentation, fraud, nondisclosure of material facts or non-cooperation and in such event the **Company** shall refund to the **Insured** a pro-rata premium for the unexpired **Policy Period**. The **Company** shall remain liable for any claim that was made prior to the date upon which this insurance is cancelled.
- This **Policy** may be cancelled by the **Insured** at any time by giving at least 15 days written notice to the **Company**. If the **Policy** is cancelled prior to commencement of the **Policy Period**, the **Company** will retain 10% of the premium subject to minimum retention of Rs. 75 towards administrative costs. If, however, the **Policy** is cancelled after the commencement of the **Policy Period**, the **Company** will refund the premium after retaining premium on short period scale for the duration **the Policy** was valid. No refund of premium shall be due on cancellation if a claim has been made under this **Policy**. If no claim has been made under the **Policy**, then **we** will refund premium in accordance with the table below:

Short Period Retention Scale

Smart Care Extended Warranty Insurance Retention Grid	Rate of Premium Retained		
Within Manufacturer's Warranty	10% of Premium subject to Minimum of Rs.75		
After Manufacturer's Warranty			
	Period of Insurance		
	1 Year	2 Year	3 Year
Within 3 months	50%	30%	25%
Between 3 to 6 Months	7%	50%	40%
Between 6 to 12 Months	100%	70%	60%
Between 12 to 18 Months	-	90%	75%

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Between 18 to 24 Months	-	100%	85%
Between 24 to 36 Months	-	-	100%
Subject to a minimum retention of Rs.75	50%	30%	25%

(iii) Conditions applicable when a claim arises:

1. BASIS OF CLAIM SETTLEMENT

- This **Policy** covers the cost of Parts and Labour for **Insured Products** on a **Carry-in basis** or **Call out charges** for **in-home** service (where applicable) on certain non-portable **Products** subject to the **deductible** as stated on schedule.
 - In the event of partial loss, **Deductible** as opted and as stated in the schedule will be deducted before making any payment to **You**.
 - If the calculated repair cost, after applying the eligible **Deductible** is more than 75% of the purchase price of the **Product**, **We** reserve the right to replace the **Product** with a new **Product** of similar features, functionality and specifications. In such cases **We** will pay the replacement cost of the new **Product** subject to **Depreciation** shown on the **Schedule** but not exceeding the original purchase price **You** paid for the insured **Product**.
 - If the **insured** asset is not feasible to repair due to limited or non-availability of spare parts or due to any other reason whatsoever, **We** reserve the right to replace the product a new **Product** of similar features, functionality and specifications. In such cases **We** will pay the replacement cost of the new **Product** subject to **Depreciation** shown on the **Schedule** but not exceeding the original purchase price **You** paid for the insured **Product**.
 - In case replacement **Product** is not available, **Our** liability to pay under the **policy** will be limited to original purchase price of the **Product** subject to the **Depreciation** as opted and as stated in the **Schedule**. In such an event coverage will prematurely terminate with no refund of premium & the original **Insured Product** becomes **Our** property.
 - The **company** will make payments only after being satisfied with necessary bills and documents that the repairs have been carried out or replacements have taken place, as the case may be.
- Contribution:** If, at the time of occurrence of an event that gives rise to any claim under this **policy**, and if there is in existence of any other insurance covering the same liability, then the **Company** shall not be liable to pay or contribute more than its ratable proportion of any loss or damage.
 - Subrogation:** The **Insured** and any claimant under this **Policy** shall at the expense of the **Company** do or concur in doing or permit to be done all such acts and things that may be necessary or reasonably required by the **Company** for the purpose of enforcing any civil or criminal rights and remedies or obtaining relief or indemnity from other parties to which the **Company** shall be or would become entitled or subrogated upon the **Company** paying for or making good any loss or damage under this **Policy** whether such acts and things shall

be or become necessary or required before or after the **Insured's** indemnification by the **Company**.

- Fraud:** **We** will not be liable to pay under the **Policy** if any claim is in any manner dishonest or fraudulent, or is supported by any dishonest or fraudulent means or devices, whether by **You** or anyone acting on behalf of **You** and this **Policy** shall be void ab-initio without any premium refund.
- Mis-representation or non-disclosure of material facts:** **We** will not be liable to pay under the **Policy** if any Mis-representation or non-disclosure of material facts is noted at the time of claim or otherwise, whether by **You** or anyone acting on behalf of **You** & the **Policy** shall be void ab-initio without any premium refund.
- Salvage:** All salvage and recoveries resulting from claims on covered **Products** will be the property of **TATA AIG**.

(iv) Conditions for renewal of the Policy:

- Renewal Notice:** The **Company** shall not be bound to accept any renewal premium nor give notice that such is due. Every renewal premium which shall be paid and accepted in respect of this **Policy** shall be so paid and accepted upon the distinct understanding that no alteration has taken place in the facts contained in the proposal or declaration herein before mentioned and that nothing is known to the Insured that may result in enhancement of the risk of the **Company** under this **Policy**. No renewal receipt shall be valid unless it is on printed form of the **Company** and signed by an authorized official of the **Company**.
- The Policy may be renewed with our consent. The benefits under the policy or/and the terms and conditions of the policy, including premium rate may be subject to change. We, however, are not bound to give notice that it is due for renewal. Unless renewed as herein provided, this Policy shall terminate at the expiration of the period for which premium has been paid / received. No renewal receipt shall be valid unless it is on the printed form of the Company and signed by an authorized official of the Company.

Exclusions

(i) Standard exclusions applicable in all policies:

The **Company** is not liable for and no indemnity will be provided in respect of any loss arising out of, caused by, occasioned by, attributable to or howsoever connected to:

- Loss or damage for which the manufacturer of the **Product** is responsible under a guarantee and/or warranty.
- Non-operating and cosmetic damage to the **Product**, such as damage to paintwork, **Product** finish, dents or scratches.
- Loss or damage to accessories used in connection with the **Insured Product** that were not supplied at the time of purchase of the **Insured Product** by the **Insured**.
- Replacement of any consumable item. These include, but are not limited to plugs, fuses, batteries, light bulbs, light covers, cables, filters, attachments, belts, toner, ribbons, drums, tapes or software, incorporated in a **Product** for which the **Policy** was purchased.
- Normal wear and tear of items not integral to the functioning of the **Product**. Inconsequential aspects such as noises, vibrations, oil seepage and sensations that do not lead to dismal performance of the **Product**.

- (f) Routine maintenance, cleaning, lubrication, adjustments or alignments, overhaul, modification and de-scaling.
- (g) Where repair work is carried out by persons/agency that are not authorized by the **Company**.
- (h) Loss or damage arising out of any external cause, including but not limited to fire, earthquake, storm and or hurricane, abuse, misuse, sand, dust, water, negligence, flood, lightning, malicious damage, impact, corrosion, battery leakage, acts of god, act of terrorism, corrosion, denting, animal or insect infestation or intrusion, entry of foreign bodies, rust, blockage etc.
- (i) Loss or damage caused due to theft or burglary and robbery.
- (j) Loss or damage arising out of improper or abnormal electrical/gas/water supply or resulting from power outage, power surges or dips, fluctuating voltage, inadequate or improper voltage or current.
- (k) Loss or damage caused by or arising out of the willful acts or willful gross negligence of the **Insured** and/or **Insured's** family and/or **Insured's** employees.
- (l) Failure of parts which are subject to recall by manufacturer of the **Insured** product.
- (m) Cost of removal or re-installation of the **Product**.
- (n) Reception or transmission problems resulting from external causes.
- (o) Problems or defects not covered under the original **manufacturer's Warranty/ Guarantee**.
- (p) Batteries, internal or external to the **Product**.
- (q) **Breakdown** caused by computer virus or realignments to **Products**.
- (r) Inherent Vice, Batch Failures, Recalls or Modifications to the **Product**.
- (s) Any cause for which the supplier and/or manufacturer is directly responsible
- (t) Failure to follow the manufacturer's instructions.
- (u) Loss or damage arising from incorrect installation and modification or alteration of any nature made in the electrical circuitry and/or physical construction of the **Insured**Product.
- (v) Loss or damage due to use of non-genuine parts and/or non-genuine oils.
- (w) Costs if no fault is found with the **Product**.
- (x) Costs arising from being unable to use the **Product** or from damage which results from the **Breakdown** of the **Product**.
- (y) Damage/failure caused before or during **Product** delivery.
- (z) Use of batteries, charger and / or accessories not approved by the manufacturer, incorrect electrical leads or connection.
- (aa) Any cost incurred with maintenance of the **Product**, including parts replaced in course of such maintenance operations.
- (bb) The cost of repairing, restoring or reconfiguring computer software.
- (cc) **We** are not responsible for any consequential or incidental damages arising from the use or loss of use of the **Product**.
- (dd) Ionizing radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste or from the combustion of nuclear fuel.
- (ee) The radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.
- (ff) War, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power or confiscation or nationalization or requisition of or damage to property by or under the order of any government or public local authority.
- (gg) If the **Product** is moved out of the country of purchase, it will not be covered by this **Policy**.
- (hh) Where the original serial number is removed, obliterated or altered from **Product**.

Claim Procedure

- a) If **Your** covered **Product** does not work:
- Check the **Product** user manual / handbook to make sure the controls are properly set and check the fuse in the plug.
 - Check if **you** are covered under the terms and conditions of the **Policy**.
 - Please call our 24-hour Toll Free Call Centre on **1800 - 266 - 7780** or email us at customersupport@tataaig.com or Type '**WARRANTY**' and SMS to **5616181**.
 - **We** will make the appropriate arrangement's to resolve the problem. If the **Product** is portable **You** may be asked to take it to the nearest repair center.
- b) Notification Of Claim: - If an event occurs that may give rise to a claim under this **Policy**, or there are circumstances that are likely to give rise to a claim, **Insured** must Inform **Us** immediately, and, in any case by way of written intimation not later than 14 days from the occurrence of the loss or the event giving rise to the claim.

Insured must provide **Us** with all relevant information, documentation and also any other assistance that **We** may reasonably require to enable **Us** or **Our** representatives to investigate any claim and/or to establish to **Our** reasonable satisfaction that a loss of the amount stated has occurred under this **Policy**.

Grievance Lodgment Stage

The Company is committed to extend the best possible services to its customers. However, if you are not satisfied with our services and wish to lodge a complaint, please feel free to contact us through below channels:

Call us 24X7 toll free helpline 1800 266 7780

Email us at customersupport@tataaig.com

Write to us at : Customer Support, Tata AIG General Insurance Company Limited

A-501 Building No. 4 IT Infinity Park, Dindoshi, Malad (E), Mumbai - 400097

Visit the Servicing Branch mentioned in the policy document

Nodal Officer

Please visit our website at www.tataaig.com to know the contact details of the Nodal Officer for your servicing branch.

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After investigating the grievance internally and subsequent closure, we will send our response within a period of 10 days from the date of receipt of the complaint by the Company or its office in Mumbai. In case the resolution is likely to take longer time, we will inform you of the same through an interim reply.

Escalation Level 1

For lack of a response or if the resolution still does not meet your expectations, you can write to manager.customersupport@tataaig.com. After investigating the matter internally and subsequent closure, we will send our response within a period of 8 days from the date of receipt of your complaint.

Escalation Level 2

For lack of a response or if the resolution still does not meet your expectations, you can write to the Head-Customer Services at head.customerservices@tataaig.com. After examining the matter, we will send you our response within a period of 7 days from the date of receipt of your complaint. Within 30 days of lodging a complaint with us, if you do not get a satisfactory response from us and you wish to pursue other avenues for redressal of grievances, you may approach Insurance Ombudsman appointed by IRDA of India under the Insurance Ombudsman Scheme. Given below are details of the Insurance Ombudsman located at various centers.

INSURANCE OMBUDSMAN CENTRES

Office of the Ombudsman	Address and Contact Details	Jurisdiction of Office Union Territory, District
AHMEDABAD	Office of the Insurance Ombudsman, Jeevan Prakash Building, 6th Floor, Tilak Marg, Relief Road, Ahmedabad - 380 001. Tel.: 079 - 25501201/ 02/05/06 Email: bimalokpal.ahmedabad@ecoi.co.in	Gujarat, Dadra & Nagar Haveli, Daman and Diu.
BENGALURU	Office of the Insurance Ombudsman, Jeevan Soudha Building, PID No. 57-27-N-19, Ground Floor, 19/19, 24th Main Road, JP Nagar, 1st Phase, Bengaluru – 560 078. Tel.: 080-26652048/ 26652049 Email: bimalokpal.bengaluru@ecoi.co.in	Karnataka
BHOPAL	Office of the Insurance Ombudsman, Janak Vihar Complex, 2nd Floor, 6, Malviya Nagar, Opp. Airtel Office, Near New Market, Bhopal – 462 003. Tel.: 0755 - 2769201/ 2769202 Fax: 0755 - 2769203 Email: bimalokpal.bhopal@ecoi.co.in	Madhya Pradesh, Chattisgarh
BHUBANESHWAR	Office of the Insurance Ombudsman, 62, Forest Park,	Orissa

	Bhubneshwar - 751 009. Tel.: 0674 - 2596461/ 2596455 Fax: 0674 - 2596429 Email: bimalokpal.bhubaneswar@ecoi.co.in	
CHANDIGARH	Office of the Insurance Ombudsman, S.C.O. No. 101,102 & 103, 2nd Floor, Batra Building, Sector 17-D, Chandigarh - 160 017. Tel.: 0172 - 2706196/ 2706468 Fax: 0172 - 2708274 Email: bimalokpal.chandigarh@ecoi.co.in	Punjab, Haryana, Himachal Pradesh, Jammu & Kashmir, Chandigarh
CHENNAI	Office of the Insurance Ombudsman, Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet CHENNAI - 600 018. Tel.: 044-24333668/ 24335284 Fax: 044 - 24333664 Email: bimalokpal.chennai@ecoi.co.in	Tamil Nadu, Pondicherry Town and Karaikal (which, are part of Pondicherry).
DELHI	Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Building, Asaf Ali Road, New Delhi – 110 002. Tel.: 011-23239633/ 23237532 Fax: 011 - 23230858 Email: bimalokpal.delhi@ecoi.co.in	Delhi
GUWAHATI	Office of the Insurance Ombudsman, Jeevan Nivesh, 5th Floor, Nr. Panbazar Over Bridge, S.S. Road, Guwahati – 781001 (Assam). Tel.: 0361-2132204/ 2132205 Fax: 0361 - 2732937 Email: bimalokpal.guwahati@ecoi.co.in	Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura
HYDERABAD	Office of the Insurance Ombudsman, 6-2-46, 1st floor, "Moin Court" Lane, Opp. Saleem Function Palace, A. C. Guards, Lakdi-Ka-Pool, Hyderabad - 500 004. Tel.: 040-65504123/ 23312122 Fax: 040 - 23376599 Email: bimalokpal.hyderabad@ecoi.co.in	Andhra Pradesh, Telangana, Yanam and part of Territory of Pondicherry.
JAIPUR	Office of the Insurance Ombudsman, Jeevan Nidhi – II Bldg.,	Rajasthan

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WITH YOU ALWAYS

	Gr. Floor, Bhawani Singh Marg, Jaipur-302 005. Tel.: 0141 - 2740363 Email: Bimalokpal.jaipur@ecoi.co.in		Ombudsman, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: 022-26106552/ 26106960 Fax: 022 - 26106052 Email: bimalokpal.mumbai@ecoi.co.in	Metropolitan Region excluding Navi Mumbai & Thane
ERNAKULAM	Office of the Insurance Ombudsman, 2nd Floor, Pulinat Bldg., Opp. Cochin Shipyard, M. G. Road, Ernakulam - 682 015. Tel.: 0484-2358759/ 2359338 Fax: 0484 - 2359336 Email: bimalokpal.ernakulam@ecoi.co.in	Kerala, Lakshadweep, Mahe- a part of Pondicherry		
KOLKATA	Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 4th Floor, 4, C.R. Avenue, KOLKATA-700 072. Tel.: 033-22124339/ 22124340 Fax : 033 - 22124341 Email: bimalokpal.kolkata@ecoi.co.in	West Bengal, Sikkim, Andaman & Nicobar Islands		
LUCKNOW	Office of the Insurance Ombudsman, 6th Floor, Jeevan Bhawan, Phase-II, Nawal Kishore Road, Hazratganj, Lucknow - 226 001. Tel.: 0522-2231330/ 2231331 Fax: 0522 – 2231310 Email: bimalokpal.lucknow@ecoi.co.in	Districts of Uttar Pradesh : Laitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhadra, Fatehpur, Pratapgarh, Jaunpur, Varanasi, Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareli, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkarnagar, Sultanpur, Maharajgang, Santkabirnagar, Azamgarh, Kushinagar, Gorkhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharathnagar		State of Uttaranchal and the following Districts o Uttar Pradesh: Agra, Aligarh, Budaun, Bulandshehar, Etah, Kanooj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautambodhana gar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanschirarnagar, Saharanpur
			NOIDA	
			PATNA	
			PUNE	
MUMBAI	Office of the Insurance	Goa, Mumbai		

Grievance Redressal Procedure:

As per Regulation 17 of IRDA of India (Protection of Policy holders Interests) Regulation. 2017.