

Motor Claim Form

(Issuance of this form does not imply acceptance of the liability) All fields in the form are mandatory

Personal Details of Claimant (Owner) To be filled in BLOCK LETTERS

Policy No. _____ Cover Note No. _____
 Policy Period From [d | d | m | m | y | y | y | y] To [d | d | m | m | y | y | y | y]
 Full Name Mr./Mrs./Ms. _____
 Address for Communication _____
 Flat Building _____
 Road/Street/Sector _____
 Nearest Landmark _____ Area _____
 Taluka/Village/District/City _____ Pin Code _____
 State _____
 Change of the contact Details Yes, I wish to change my contact details There is no change in my contact details
 Please update mentioned mobile number as primary contact details against my policy. I also hereby confirm to be contacted on the number provided above for Claim Status /Policy Renewal.
 Phone No. _____ Mobile No. _____
 Alternate Phone No. _____ Alternate Mobile No. _____
 Email ID _____ D.O.B [d | d | m | m | y | y | y | y]
 Aadhaar (UIDAI) No.: _____ PAN No.: _____
 Insured Profession: Private Service Self Employed Politician Retired Student Government Service House Wife
 Monthly Income Upto ₹ 20,000 ₹ 20,001 to ₹ 50,000 ₹ 50,001 to ₹ 1,00,000 ₹ 1,00,001 and above
 Any claims made in last two insurance policies Yes No If yes, please specify _____

Vehicle Details

Registration No. _____ Date of Registration [d | d | m | m | y | y | y | y]
 Date of Purchase of Vehicle [d | d | m | m | y | y | y | y] Expiry of Temp. Reg (If applicable) [d | d | m | m | y | y | y | y]
 Chassis No. _____ Engine No. _____
 Make _____ Model _____
 Class of Vehicle Pvt Two Wheeler Commercial
 Financiers Yes No If yes, Name of Financier _____
 Vehicle fitted with LPG/ CNG Yes No Vehicle fitted with Anti theft device Yes No

Details of accident

Date [d | d | m | m | y | y | y | y] Time [h | h | m | m] am/pm Vehicle Speed: _____
 Place of accident _____ Odometer reading _____
 Police FIR No. / GD Entry (Lodged if any) _____ Name of Police Station _____
 Name of Garage _____
 Estimate of Loss _____ Garage Ph. No. _____
 No. of persons traveling at the time of accident excluding driver _____
 Description of the accident (Please attach a separate sheet if needed) _____

For what purpose was the vehicle being used at the time of accident? Personal For Hire of Passenger Carriage of Goods
 Vehicle was plying from _____ to _____
 Was any third party involve in the accident Yes No If Yes, Vehicle No. and details _____

Diagram of location of accident, position of your vehicle, direction in which you vehicle was moving, Street name, nearest landmark/shop/building



An ISO 9001:2008 Certified Company

Claim Procedure: Step-by-Step Guide for Claims

Registration of Claim

Claim has to be intimated with our Call Centre at 1800 3009 (toll free)
Intimate the claim to the insurance company immediately. Delay in intimation would tantamount to a violation of policy condition.

First Step

- ▶ Please provide your mobile no. for sending SMS about your claim status from time to time.
- ▶ If there has been any injury to any passengers or a head on collision resulting in major damages or vehicle not in a motorable condition due to accident please report the matter to Police and seek a spot survey immediately before shifting the vehicle from the accident spot.
- ▶ Please rush the injured to the hospital.
- ▶ You can seek the help of our Call Centre Executives in identifying a cashless network garage* close to the location of loss.
- ▶ Decide on the repairer and inform us immediately once the vehicle is left at the garage.
- ▶ Please try to produce the vehicle for inspection as early as possible as the policy does not pay for consequential/aggravated damages on account of delay.
- ▶ Submit all documents listed on time for a speedier claim settlement.**
- ▶ Keep original documents ready for verification by our loss assessor.
- ▶ Produce the vehicle for re-inspection after repairs if the loss is above Rs.20,000. Submit bills and cash receipt within 10 days from the date of repair.
- ▶ To pay the difference bill amount over and above the liability of the insurance company before taking delivery of the vehicle from our cashless network garage, which can be on account of depreciation, salvage, excess, consumables etc.
- ▶ We suggest you to opt for a NEFT (electronic fund transfer to your bank account directly) or Aadhaar based payment for a hassle free claim settlement, if you have not chosen to repair at our cashless network garage.
- ▶ In case of a loss due to riots inform police immediately.
- ▶ If loss is on account of fire, intimate fire brigade immediately and try to minimise loss.
- ▶ In case of a theft claim, report the loss immediately to the insurance company and also the police. Informing insurers immediately helps us co-ordinate with the police for tracing of the vehicle through the investigator.
- ▶ To co-operate with the investigator in a theft claim and provide necessary information sought by him.
- ▶ If you would like to lodge a claim under the personal accident cover of the policy for death or permanent total disablement or loss of limbs or eyes*** do intimate the call centre executive of the same.

*Conditions apply

**Claim amount shall be subject to the policy terms and conditions and there shall be deduction for depreciation, excess, salvage etc. as laid down in the policy terms. Please go through the policy document

***Please refer Section III of the policy document

Documents to be kept ready at the time of registration of a claim

- ▶ Policy Copy
- ▶ Registration Book
- ▶ Driving License

You may have to inform the insurer of the following at the time of intimation of a claim:

- ▶ How the accident took place
- ▶ The damages suffered by the vehicle
- ▶ Location of the accident
- ▶ Location, where the vehicle is available for inspection
- ▶ Injuries to passengers/driver/third parties if any
- ▶ Name and particulars of driver who was driving the vehicle at the time of accident

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Vehicle repair satisfaction voucher (For Cashless Settlement)

Claim No. _____

I/ We hereby acknowledge having received from _____ **Name of the garage** _____ garage my/our _____ **Make & Model** _____ vehicle bearing Registration Number _____ **Registration No.** _____ Which has been repaired to my/our satisfaction and I/we admit that the payment of ₹ _____ on account of such repair by Reliance General Insurance Company Limited to the above garage is in full discharge of my/our claim upon the said company under Policy No. _____ in respect of the damage caused to the above mentioned vehicle in an accident which occurred on _____

Place _____

Signature of the Insured: _____

Date | d | d | m | m | y | y | y | y |

Name of Insured: _____

An ISO 9001:2008 Certified Company

IRDAI Registration No. 103. Reliance General Insurance Company Limited. Registered Office: H Block, 1st Floor, Dhirubhai Ambani Knowledge City, Navi Mumbai - 400710.
Corporate Office: Reliance Centre, South Wing, 4th Floor, Off. Western Express Highway, Santacruz (East), Mumbai - 400 055. Corporate Identity Number U66603MH2000PLC128300. Trade Logo displayed above belongs to Anil Dhirubhai Ambani Ventures Private Limited and used by Reliance General Insurance Company Limited under License. RGI/MCOM/CO/MOT-02/CLM-FM/Ver.1.2/060617.

Documents required for processing of a claim

General Documents applicable for all type of losses		Own Damage	Theft of vehicle	Personal Accident Claim
OWN DAMAGE	Claim Form filled-up completely & duly signed*	✓	✓	✓
	Policy Copy	✓	✓	✓
	RC with RTO Tax Receipt**	✓	✓	✗
	Driving Licence Copy**	✓	✗	✗
	Original Estimate of Repair	✓	✗	✗
	Original Repair Invoice and payment receipt	✓	✗	✗
	FIR Copy (in case of major loss and theft)	✓	✓	✗
	Fire Brigade report for fire loss	✓	✗	✗
	Cancelled Cheque for fund transfer or Self attested Aadhaar Card Copy (if opted)	✓	✓	✓
	KYC document for high value claim	✓	✓	✓
	Bank details for the payment for EMI protector	✓	✗	✗
	Loan documents for EMI payment for EMI protector	✓	✗	✗
	Auto Loan Account No.	✓	✗	✗
	Purchase Invoice Copy	✓	✗	✗
	Vehicle Fitness Certificate Copy***	✓	✓	✗
Vehicle Permit and Authorisation Copy***	✓	✓	✗	
Load Challan for goods vehicle***	✓	✗	✗	
Passenger list for passenger carrying vehicle***	✓	✗	✗	
Additional documents for Theft of vehicle	Non Traceable report	✗	✓	✗
	All Original Keys	✗	✓	✗
	Letter of subrogation and indemnity	✗	✓	✗
	Loan account statement from the Financier	✗	✓	✗
	NOC from the Financier (if hypothecated)	✗	✓	✗
	Form 35 duly signed	✗	✓	✗
	Form 28, 29 and 30 duly signed	✗	✓	✗
	Letter to RTO intimating them of the theft	✗	✓	✗
Hospital Certificate/documents	✗	✗	✓	
Personal Accident Claim	Death Certificate	✗	✗	✓
	Post Mortem Certificate	✗	✗	✓
	Legal Heir Certificate/Will/Proof of nomination	✗	✗	✓
	Affidavit on non judicial stamp paper	✗	✗	✓
	Certificate of disablement in case of a permanent partial disability	✗	✗	✓

*Stamp required in case of company

**Original document to be produced for verification of the driver at the time of accident

***Applicable for commercial vehicles only

In case if necessary, additional documents may be require for processing of a claim

Track your claim status

You can always track your claim status -

- ▶ On our website - www.reliancegeneral.co.in, in the 'Claims' section
or
- ▶ Through the Automated Interactive Voice Recorder System at our Call Centre or speak to our Call Centre Executives at **1800 3009** (toll free)
or
- ▶ SMS claimstatus<space><claim number> at **9266334477** to get the claim status

Registered & Corporate Office Address

IRDAI Registration No. 103.

Reliance General Insurance Company Limited. Registered Office: H Block, 1st Floor, Dhirubhai Ambani Knowledge City, Navi Mumbai - 400710.

Corporate Office: Reliance Centre, South Wing, 4th Floor, Off. Western Express Highway, Santacruz (East), Mumbai - 400 055.

For any assistance call **1800 3009** (toll free)



Claim Discharge Voucher (For Reimbursement Claims)

In consideration of approval of my /our claim, I /we hereby accept from Reliance General Insurance Company Limited the sum of ₹ _____ Rupees (amount in words) _____ in full and final settlement of my/our claim.

I / we hereby voluntarily give discharge receipt to the company in full and final settlement of all my / our claims present or future arising directly indirectly in respect of the said loss/accident. I /we hereby also subrogate all my/our rights and remedies to the company in respect of the loss/damage.

Claim No : _____ Signature of Insured: _____
 Policy No : _____ Name of Insured: _____
 Date of loss : | d | d | m | m | y | y | y | y | Date: | d | d | m | m | y | y | y | y |

Note:

- ▶ In case of firm/company owned vehicles stamp & sign of authorized signatory is required.
- ▶ Issuance of this voucher is not to be taken as admission of liability.