

What is Insurance ?

- Insurance can be defined as 'Transfer of Risk'. Whereby the Customer transfers his risk to Insurance Company by paying a small amount – "Premium".
Broadly Insurance can be divided into 2 categories :
- Life Insurance - Covering Life of a Human Being.
- Non-Life / General Insurance - Covering everything except Human Life. Includes Personal Insurances like Motor, Personal Accident, Home, Travel, Health & Commercial Insurances covering Office, Factory, Dealership Assets, Machinery & Equipment etc.

The Major benefits of Maruti Insurance

- Near Cashless post accident repairs*
- Quality repairs with genuine spare parts within "State of the art" repair network of Maruti
- Services available across the country in a seamless manner
- Hassle free settlement of claims with virtually no follow-up – complete peace of mind
- Fair & transparent deals – No compromise on quality & safety aspects of repairs
- Easy & instant transfer of no-claim bonus
- Dealer assisted FREE Towing facility up-to an amount of Rs.1500/-

How to Increase Renewals?

- Data Generation thru activities.
- Year wise / model wise Monitoring
- MI benefits
- Customer complaints
- Knowledge level of Insurance team
 - Tele caller
 - Field Executive
- Visibility of MI brand.
- Proper follow-up.
- Sales/Workshop/body shop/ TV data management
- Lost MI customers – 20-20-20 check

MI Process

- 75 days in advance : **Data generation** from system and collation with Non-MI data (Non-MI data = workshop data + true value data + lost cases in last year New MI sales + Gap renewal report) and 1st **contact sms** to the customer list.
- 75 days in advance : Dispatch of MI **Renewal notices**.
- 60 days in advance : **Renewal reminder sms** to the customer.
- 60 days in advance : **Renewal call** to the customer to confirm appointment for Home visit with the name of the executive confirmed to the customer.
- 45 days in advance : **First visit** to the customer to explain all the benefits of MI and the calculation of premium. (If convinced, collect the cheque).
- 30 days in advance : **Escalation** of all the cases which are not closed to the Team Leader. Courier all the issued policies to the customer.
- 25 days in advance : **Team Leader visit** to all the cases escalated.

Monitoring of MI Business

- Regional Penetration is 83%
- Educate the customer about UNIQ MI benefits at the time of delivery
- Educate the new car sale DSE for MI.

- Welcome letter after 3 days
- Including the MI benefit script in PSF calls
 - Correct customer Name and Address - specially in upcountry areas

NCB %

- 20% - No claim in last year policy.
- 25% - No Claim in last 2 consecutive yrs.
- 35% - No Claim in last 3 consecutive yrs.
- 45% - No Claim in last 4 consecutive yrs.
- 50% - No claim in last 5 consecutive yrs.
- 65% - only those customers, who are availing the benefit before 2004

Claims Process

- Estimate through system
- Survey to be conducted and the supporting documents should be handed over to the surveyor
- Assessment as per agreed standards
- Assessment summary to be signed by the surveyor. Copy of the same must be retained by the dealer.
- Repair as per agreed MSIL standards
- Customer to be charged depreciation, compulsory excess, other things not covered under insurance.
- Receipt to be issued to the customer for the charges taken from the customer – To be sent along with the claim file.
- Final inspection to be done by the surveyor
- Vehicle to be delivered on cashless basis if all qualifying criteria is met
- The Dealer to submit the original bills to surveyor
- Surveyor to submit final report to dealer within 48 hours.
- Dealer to submit complete file to the INSURANCE CO. for final payment.
- Insurance company to make the payment within 7 working days

Electrical / Electronic Considered as metal

- All sensors (oxygen, Air intake temperature, Manifold Pressure, Crank Position. Vehicle speed, Coolant Temperature, Throttle Position etc.)
- ECM
- All Fuel injectors
- All Actuators
- Electronic Speedometer
- Alternator
- AC Compressor
- Wiring Harness
- *Headlight/ taillight/ Side view mirror/ Air bags considered as Plastic
- *Radiator to be considered as Metallic Part

Faster claim settlement Checklist

- Claim intimation letter
- Claim form duly filled and signed by the customer
- 64Vb verification
- NCB verification (if applicable)
- Repair estimate (including supplementary estimate if any)
- Copies of DL, RC & Policy
- Survey assessment / settlement sheet
- Final repair bills
- Satisfaction voucher

- Survey report/ Assessment sheet

Documents / Formalities – Theft loss (For filing the claim)

- Intimation Letter
- Claim Form
- Copy of Policy
- Verification of RC Book
- Verification of Section 64VB
- Copy of FIR.
- Copy of Final Investigation / Untraceable Report.
- Investigator's report
- Valuation Report
- Consent letter from the insured

Conditions for cash-less

- 64 vb should be verified
- NCB should be verified
- No third party loss (property/Injury) should be involved
- Policy should be valid
- To be limited to the extent approved by surveyor