

GUIDELINES FOR INSURANCE CLAIMS

General Information

1. CSD obtains a comprehensive insurance from a third Party at start of every Financial Year for all its vehicles issued under its Hire Purchase Scheme.
2. The insurance Policy is an Accidental insurance that covers risks attached to Accidents including Total Loss & Theft. It is to note that the technical issues arising out of normal wear and tear and any problem that is covered under Coy Warranty are not covered under this insurance policy.
3. The policy also doesn't cover any vehicle which is either un-registered or a privately registered vehicle which is used for commercial purposes for example rent a car, Pick and Drop services etc
4. A vehicle is depreciated @ 5% per annum considering model of vehicle as its first year.
5. If a vehicle's repair cost exceeds 40% of its sum insured in respective Financial Year then the vehicle shall be declared as Total Loss, which means the vehicle is surrendered to the Insurance Coy against receipt of amount equivalent to its sum insured or is dealt as per Insurance Company Policy.
6. In case of Lump Sum Payment, the insurance charged is upto earlier of the last day of HP term or succeeding 30 June of respective Financial Year.
7. Customer will be required to obtain an Insurance Claim Form signed from CSD Head Office or any nearest CSD E&A shop.

Procedure to Launch Insurance Claim

1. In case any issue (accidental) customer is required to launch a complaint at UAN 051 111-444-687 of Askari General Insurance Company (AGICo).
2. Customer will be required to get its survey done from Surveyor and need to follow the instruction being given.
3. It will be at customer's discretion to get the work done from Panel Workshop of AGICo or from private Workshop after approval of Surveyor. In case work is done from Private Workshop (after approval of Surveyor), the customer is required to pay the workshop at his own and forward the relevant bill/ receipts for re-imbusement.
4. Customer will be required to pay depreciation on new parts installed/ replaced (if any) @ 5%.
5. Provision of complete documents to Insurance Company/ representative is the responsibility of customer. Insurance Company will not be responsible for any delay in payment arising out of delayed provision of documents.