

# Motor On-The-Spot Making your Motor Claims Convenient



# Table of Contents

S.No.	Торіс	Page No.
1.	<u>About us</u>	1
2.	Background of M-OTS	2
3.	M-OTS Features	4
4.	Why M-OTS	5
5.	Process of M-OTS	6
6.	Quick Links	8

# ABOUT US

Bajaj Allianz General Insurance Company Limited is a joint venture between Allianz SE, the world's leading insurer, and Bajaj Finserv Limited. The Company received the certificate of registration from IRDA on 2nd May 2001 to conduct general insurance business in India. Bajaj Allianz General Insurance, today, is one of the largest private insurers in the industry with offices in over 1100 towns and cities. The Company has continuously been expanding its operations to reach out to its customers.



### Background of M-OTS

You accidentally ruined your vehicle and are furious about the situation. Consider the back-and-forth you're experiencing with your ongoing claim, giving your car to the workshop and waiting for the traditional settlement, your vehicle will be ready to drive again in 7-10 days.

Worst case scenario: in such a stressful circumstance, going back and forth to submit paperwork and wait for approval, worse your already irritated mood.

You want to drive your vehicle again as quickly as possible. However the settlement process, on the other hand, is driving you insane.

How are you going to get out of this mess? Don't worry, you care for your vehicle, we will care about your claims with Motor On-The-Spot.





### **Overview of Motor On-The-Spot**

It is an express-based motor insurance claim settlement service, which allows you to settle your vehicle insurance claims up to INR 30,000 for Pvt car and INR 10,000 for two-wheeler in 20 minutes\*. All you need to do is use our app to file claims, click and upload pictures of the damage done to your vehicle and receive the claim amount in your bank account instantly.





### **M-OTS Features**

	Settlement of claim up to INR 30,000 for Private Cars and INR 10,000 for Two Wheelers within 20
	minutes*
9	Paperless Motor insurance claim process without submission of repair bills

Receive the claim amount directly in your bank account



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Customer empowerment through digitization

Access this feature from anywhere in the country



# Why M-OTS

	Particular	M-OTS Claim Settlement	Regular Insurance Claim Settlement
r&ı ■←©	Express Claim Settlement post completion of process		×
	Receive the claim amount (up to 10K for two-wheelers and 30K for Private Cars)* without submitting repair bills and before getting your vehicle repaired		×
<u>د</u> هک ک	Self-inspect your vehicle by clicking pictures of your vehicle and the damaged parts by using the Caringly Yours application.		×
•- □C □+ -	Instant claim documents submission process is digital, time-saving, and paperless		×
	Easy and quick claim registration process using your mobile phone any time anywhere in country		×
	Get prompt assistance from our claims team		

### **Process of M-OTS**

#### Register on Caringly Yours App

- Install our Caringly Yours App on your android and IOS device.
- Register or log in to access the Motor M-OTS feature of the App to experience a smooth car insurance claim process. Enter your registered mobile number for the OTP Verification process and log in.

#### Adding Policy in the Caringly Yours app (In case Mobile Number is not registered)

- Manage Policy: Add policy by submitting policy no, final premium amount, mobile number, and E-mail ID and click on submit tab.
- OTP will be generated for verification and OTP will be received via SMS. After the OTP Verification policy will be added to the insurance wallet.
- Claims: After adding the policy click on My Claim to register the motor OD claim.

#### File car insurance claim

Customers can select the policy and register their claims by clicking on Claims - My Claims. After verification of policy, the claim registration process starts once the customer clicks on 'Register a claim'.

#### A. Accident, Date, Time & Location:

- Once the claim registration process starts, the system automatically captures the accident date, time, and location.
- If customers are reporting an old accident, they can change the accident date, time and location manually.
- Once all the details are filled in, press 'Save' to store the details.

#### B. Vehicle Loss Information:

- In the Vehicle Loss Information tab the insured needs to enter all the mandatory details such as Vehicle Registration Number, Registered Mobile No, etc.
- Once all the details are filled in, press 'Save' to store the details.

#### C. Driver Details

- In this tab insured needs to enter driver details such as Driver name, Relation, Driver's license number, License expiry date, Issuing RTO, and Driver's mobile number
- Once all the details are filled in, click on the 'Register' tab to complete the claim registration process
- Install our Caringly Yours App on your android and IOS device.
- Register or log in to access the Motor M-OTS feature of the App to experience a smooth car insurance claim process. Enter Mobile no for the OTP Verification process and log in.

#### Self-inspect and upload pictures

- Proceed to fill in the digital claim form and submit your NEFT details.
- Upload the photographs of the damaged parts by clicking pictures from your mobile, clicked from different angles, as per the instructions given in the app.
- In the next step, upload your RC (Registration Certificate) and driving license.
- After scrutinizing the details and documents submitted by you, as a part of the car insurance claim process, you will receive an SMS on your mobile, intimating you about the claim amount proposed by the insurance company.

#### Receive the claim amount instantly

- Use the link provided in the SMS to agree/disagree with the claim amount proposed by the insurance company.
- If you are satisfied with the claim amount, click on agree button to receive the claim amount in your bank account within minutes
- If you are not satisfied with the claim amount proposed by the insurance company, click on the disagree button to receive a call back from our claim settlement team.
- You can also track the status of your car insurance claim procedure using the unique features of the Caringly Yours App.

# Quick Links



Scan to Download Caringly Yours App for Android



Scan to Download Caringly Yours App for IOS



Scan to view M-OTS Introduction Video

## Bajaj Allianz General Insurance



1800-209-5858



bagichelp@bajajallianz.co.in For senior citizens: seniorcitizen@bajajallianz.co.in

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Fax no: 020-30512246



Policy holders can download Caringly Yours app for instant solutions.



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For more details on risk factors and Terms and Conditions please read the sales brochure before concluding a sale.

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