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## Insurance Queries

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**I bought a Tata sumo in December 2014 and registered it as a commercial vehicle but after a month it got stolen from the parking lot, according to the FIR. I have a private driving licence now but the insurance company is saying that they'll settle the claim after deducting more than 25% of IDV (Insured Declared Value). Is that fair?**

When an insurance company receives a theft claim, it has to investigate various aspects such as who had last driven

the car, who had locked it, who had travelled in it and parked it in the parking lot, etc. In such cases, the police and the insurance company generally ask for the driving licence of the driver who had last parked the car. However, the admissibility of the claim cannot be determined only on the basis of the driver's licence and hence, it will be difficult to comment on this without knowing the entire details of the case.

**I do not own a car since two years now. Before that, I had 50% No Claim Bonus (NCB) car insurance. Now, I am thinking of buying a new car. Will NCB continue, or do I need to pay full premium?**

If you have taken a NCB reten-

Every week, an expert selected by ET answers queries from our readers on various insurance products

tion certificate after selling your old car two years back from the insurer, and if you buy a new car within three years of the effective date of that certificate, then you are eligible for the same percentage of NCB for which the certificate had been taken. In that case, your NCB could continue and you may not have to pay the full premium.

**Last year, my car was hit during rains and the insurance company did not pay full amount. Now, I have changed my company. But what are the things that I should ensure to get my full claim?**

It is very important to note that under a standard motor insurance policy, the applicable depreciation amount for

the vehicle parts being replaced or repaired is deducted while determining the claim amount payable. Also, your standard motor insurance policy does not cover damages to the engine due to water seepage or damage to the gear box due to oil leakage, which is very common during the monsoons. Hence, to ensure the right claim settlement and minimal out-of-pocket ex-

penses in case of any damage to the vehicle, one must opt for add on covers such as Depreciation Shield, Engine Protector and 24X7 spot assistance along with the standard motor insurance policy. Without these add on covers in case of such damages, you may have to shell out a part of the repair cost. Every company offers these add on covers to cater to its customers' needs and help them reduce their out of pocket expenses during a claim.



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