



THE NEW INDIA ASSURANCE COMPANY LIMITED

Regd. Office: New India Building, 87, Mahatma Gandhi Road, Fort, Mumbai-400001

Mobile Handset Insurance Claim Form

*Please note: - The issue of this claim form is not to be taken as an admission of liability. All columns need to be filled up in detail in all respect.
Note: (*) and (#) mark field implies mandatory fields, need to be filled in detail compulsorily or else the document shall be treated as incomplete.
In case of incomplete document/details claim will be void.*

DETAILS OF THE INSURED/BENEFICIARY

*Store Name:			Store Location	
*Name of Customer/Purchaser: (please write complete name including father/ mother/ spouse name, etc as applicable)			Date of Birth:	
			DD/MM/YYYY	
*Address of Customer/Purchaser: (Note - Provide your reachable or present address on which any correspondence if required, can be sent)	*Address Line 1:			
	*Address Line 2:		*City Name:	
*Pin code:		*State:		

CONTACT DETAILS OF CLAIMANT/BENEFICIARY

Landline No:	STD code		Any other relevant information:
*#Currently in use reachable 10 digit Mobile Contact no:			
Alternative contact no:			
Email Id:			

**** - Provide your currently in use reachable 10 digit Mobile contact no. which will be used for all your claim & information related communication purpose.**

HANDSET DETAILS

*Make:		*Model:	
*Purchase Invoice No:		*Purchase Date:	DD/MM/YYYY
*IMEI no (as mentioned in your INVOICE/BOX):	1)	2)	

DETAILS OF LOSS : Please enter relevant information according to the nature of your claim i.e. (Theft/Burglary/ Damage)

*Date of Loss:	DD/MM/YYYY	Time of loss:	H	H	M	M	Is there any other insurance cover for this equipment, if yes then please provide entire detail:	
*Type of loss:	Theft/Damage (strike off whichever not applicable)							
*Brief description of incident of loss: (If the space is insufficient use a separate sheet & attach)								
*Estimate of loss:	INR:							

Provide Intimation number, if reported through web or call: _____

To be filled in case of Damage claims

*Type of Damage:	e.g. Physical/Fluid Damage	*Service Centre	
*Estimate Date:	DD/MM/YYYY	*Estimated	INR:

To be filled in case of Theft claims

*Reported Police Station address:	* Police Reference No / GD number:	Police station Landline number:
*10 digit Mobile number used at the time of loss:	Police Station Inspector Name and Designation:	
Type of SIM tariff (Prepaid/ Postpaid connection):	*SIM Network Service	
Letter for barring SIM services given to Network Provider (YES/NO):	if YES Please give date of submission:	DD/MM/YYYY

Declaration

I/We agree to provide additional information to the company, if required. I/We the above mentioned, do hereby, to the best of my/our knowledge and belief, warrant the truth of the foregoing statement in every respect & if I/We have made, or in any further declaration the company may require in respect of the said loss, shall make any false or fraudulent statement, or any suppression or concealment, the policy shall be void and all rights to recover there under in respect of reimbursement shall be forfeited.

Date:

Place:

Signature of Insured Person/Beneficiary

Please note: Attach a copy of Photo Id and Signature proof . Ashoka Emblem mandatory on FIR/Police report



Declaration Form – Theft Claim

Date: / / 20...

From,
Mr. / Ms. _____ (Claimant Name)

Address Line 1:

Address Line 2:

Street Name:

City/District:

Pin code:

State:

To,
The New India Assurance Co. Ltd
87, M. G. Road, Fort, Mumbai – 400001

I/We Mr./Ms. would hereby like to inform that I/We had purchased the insured equipment from **Microsoft certified Retailers & Online Partners** vide Invoice No..... Dated...../...../20.....

Type of Equipment: _____

*Bearing IMEI No / Serial no.1) _____

* Bearing IMEI No 2) _____

Make & Model No. as _____ and the said equipment has been stolen on date/...../20....., detailed description of loss is as mentioned below.

Detail Description of Incidence of loss/damage:

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I/We was using the SIM service of _____ (Service Provider Name) and my 10 digit mobile no. used at the time of loss is _____ I/We have already informed the service provider to bar the services to limit the risk of abuse and its acknowledgement along with reference number is _____ (SIM Barring reference number provided by Network Operator).

Further, I/We would like to inform that police complaint has been lodge for loss of the subject matter, letter along with Police acknowledgment is attached herewith.

In connection to the aforementioned loss, I would hereby like to assign, transfer my authority to The New India Assurance Co. Ltd, 87, M.G. Road, Fort, and Mumbai – 400001 for the said equipment. I/We agree to submit the salvage in case the claim is approved for total loss. I/We have read all the above mentioned information and I accept the same in totality and the same are true to the best of my/our knowledge. I/We hereby abide the terms and conditions of the policy.

Thanking you,

Name & Signature of the Claimant/Insured

Date:/...../20.....

To,
Customer Service Manager,
.....
.....
.....

Reg.: Barring SIM Services of Mobile No: (*Applicable only for Mobile handsets)

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Dear Sir/Madam,

This is to inform you that Mobile No: _____ is in the name of
_____ & address registered with you
is _____

& I/We was using the (prepaid/postpaid SIM connection) _____.

I/We would hereby like to inform you that my mobile along with the SIM for the no _____
have been lost / stolen on/...../201.....

Accordingly I / we would hereby request you to kindly bar the incoming and outgoing calls & all related
services for the said number.

Please do the needful and bar the calls on receipt of the said letter. I / we would further request you to
kindly let us know your reference no. for aforementioned request along with new SIM no.

Your Ref. No.: _____

New SIM no.: _____ (Mentioned on the backside
of the New SIM package issued)

Thanking you,

Signature & Address of Claimant/Sim Owner

Seal & Signature of Service Provider

Date:
Place:

Date:
Place:

Authorized Signatory Name of SIM Service Provider: _____

To,
Police Station In charge

Date:

Reg.: Lodging a complaint against equipment bearing IMEI/Serial No. _____

Dear Sir,

I/We Mr. / Ms. would hereby like to inform that I/We had purchased insured equipment from **Microsoft certified retailers, distributors, associates and partners** vide Invoice

No..... Dated...../...../20.....

*Bearing IMEI.No.1/Serial No.

Bearing IMEI No.....(Applicable only for mobile/Phablets/Tablets with dual SIM)

Make & Model No.

Type of Equipment: (Handset) _____.

The said equipment has been stolen/lost on date/...../20....., detailed description of loss is as mentioned below.

Detail Description of Incident:

I / we was/ were using the service of (Mobile Service Provider name) and my 10 digit mobile no. was _____ I/we have already informed the service provider to bar all the SIM services (including incoming & outgoing calls) against the aforementioned no. letter in effect of same is attached herewith for your ready reference. I / We would hereby like to lodge a complaint for the stolen mobile and request you to kindly assist us in finding the said mobile. As soon as the said mobile is recovered kindly inform to me/us.

I /We would further request you to kindly let me/us know the reference no. (General diary/Daily diary number)_____ For our complaint; so that same can be used in future correspondence.

Thanking you

Signature of the claimant/Insured

Seal (Ashoka Emblem)

Signature of Police Inspector

Place:

Place:

Claim Document Checklist – (For THEFT CLAIM)

Want to know about Claim Document Checklist –

It's pretty hard to remember what to do after the initial shock and surprise after losing your Equipment If you are involved in such an incident, a checklist is to help ease your mind if you are involved in a loss, follow these tips to make sure you are prepared. Please note all the following documents need to be submitted to initiate the claim procedure with insurance company & we “UIBSPL” service provider will assist you to put forward all your claim documents.

- 1) Claim Form.
- 2) Declaration Form for Theft.
- 3) An acknowledged complaint letter from the police authority.
- 4) A certificate from the network service provider confirming the “SIM number” used at the time of loss which has been barred and shall also give complete details of the owner of SIM card.
- 5) Original Purchase Invoice along with MPP receipt cum certificate & VAS receipt.
- 6) A copy of Claimant and SIM owner, photo cum Signature ID proof containing KYC detail or father’s name as provided at the time of Purchase.
- 7) If the equipment is purchased by Company, a letter on companies’ letter head confirming authorized person/user.
- 8) Bank Details – NEFT Form (To be provided once the claim is approved by Insurance Company).

These documents can also be downloaded from webpage <http://mpp.universalinsurance.co.in>

Kindly fill all the details in true & correct manner with regards to your claim for hassle free claim experience and process. Submit the required original documents **within 15 days** from the date of registration of your claim.

Please note that your claim documents will be forwarded by our team only when it is complete in all manners as required by Insurance Company.

All original claim documents will be retained by Insurance Company & hence it is advisable to maintain a copy for your record.

For any assistance do call us on 022 4910 7910 or send an SMS as UIBSUPPORT (space) MPP (space) <mobile number> (on which customer wish to get reply from UIB) on 56767 e.g. **UIBSUPPORT MPP 1234567890** or write us at mpp.support@universalinsurance.co.in and we shall be more than happy to assist you.



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Section 1 - Definitions

This document gives information about Insurer, Insured, Beneficiary/User and Insured Equipment etc & other terms & conditions

Proposer – Microsoft certified retailers or partners for the benefit of their end consumer, whereby customer purchase their app or product/services along with purchase of equipment, only through proposed stores.

Insurer: The New India Assurance Company Limited.

Issuing Office: DO no - 111700, 3rd Floor, Asian Building, R. Kamani Road, Ballard Estate, Mumbai – 400001

Insured - Purchaser of the insured equipment who have opted for MPP & its details as mentioned in the MPP certificate issued along with the sale.

Beneficiary/User: The purchaser, whose name is as shown on the Invoice and in MPP certificate. However his / her Spouse, Children & Parents can use the equipment. Where the purchaser is a company, beneficiary/user shall mean any representative / employee of the company authorized to use the Equipment.

Insured Equipment: Product as shown on purchase Invoice & on MPP certificate

Medium: Proposer certified stores/partners or associate or online and app channel with in India.

Administrator/Facilitator/Coordinator: Universal Insurance Brokers Services Private Limited (UIB) & its ancillary partner's if any

Cover Period: 12 month from the date of purchase of equipment.

Sum Insured: Equipment value as mentioned in the purchase invoice.

Section 2 – The scope of cover

Provided beneficiary have purchased equipment from proposer medium, whereby insured have advised to Insurer about the purchase & paid the appropriate premium and issued purchase invoice along with this handout to the purchaser, Insurer in the event of following occurrence to the Insured Equipment will approve for repair or replace equipment with same or similar equipment or at their option, will arrange for payment if the equipment,

- Suffers accidental physical damage to the Insured Equipment and/or such damage cause's equipment to stop working.
- Fails to work because accidentally fluid has entered its internal circuitry, resulting into stoppage of the insured equipment.
- Burglary including Theft and Housebreaking
- Stolen from a locked building/room/vehicle.
- Fire, lightening and explosion.

- Act of god perils
- Damage or theft during riot, strike & malicious damage.

Insured will not be eligible for any compensation under MPP for any loss or damage to accessories and panels even if forming a part of standard pack or to any complimentary or ancillary product/s, made available under any promotional scheme.

Section 3 – Exclusions

This Insurance policy does not cover:

1. Loss, such as lost, forgotten/misplaced/left unattended, missing, fallen and any loss under mysterious circumstances.
2. Loss resulting from or caused by theft, or attempted theft of insured equipment, left in unattended vehicle or room except car of fully enclosed saloon type or room, having at the time all the doors/windows and other opening securely locked and properly fastened.
3. Loss due to Intentional act or wilful neglect.
4. Loss arising after 12 month from date of purchase.
5. Any loss due to hire or loan of the insured equipment to a third party or if ownership is transferred.
6. Loss arising due to unlawful act including Terrorist activity, War, Nuclear Explosion, Radioactive Contamination, Chemical, Biochemical, Biological, Electromagnetic, Cyber Attack etc.
7. Any loss if the insured equipment is not connected to any cellular network of service provider (only for mobiles).
8. Consequential loss of any kind or description including normal wear & tear, manufacturing defects etc.
9. Loss caused by incorrect storage, poor care and maintenance, careless use, gross negligence, incorrect installation and incorrect set-up.
10. Loss covered by supplier, dealer or factory warranty.
11. Any loss of data or software installed in the equipment.
12. Any loss arising outside the territorial limits of India.
13. Any loss which is cosmetic in nature and does not result in to complete stoppage of/or functioning of equipment.
14. Any loss effecting to SIM card and any ancillary product etc even if the equipment result into complete stoppage of working.
15. Any loss or damage to accessories and panels even if forming a part of standard pack or to any complimentary or ancillary product/s made available under any promotional scheme.

Section 4 – Compensation

Total Loss: –

Compensation for any Total Loss claims will be by way of NEFT or payment to the insured account by suitable mode. Maximum liability shall be Sum Insured, subject to excess and depreciation depending on age of insured equipment from date of purchase at the date & time of loss.

Partial Loss: –

Compensation for any Partial Loss claims will be by cashless repair, to the insured equipment or NEFT/payment to the insured account by suitable mode. Maximum liability shall be cost of repair, subject to excess. If the repair cost or maximum liability at



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the time of loss exceeds the total loss settlement, insurer shall settle the claim on total loss under BER (Beyond Economic Repair).

If the repair value is more than the compensation payable, beneficiary has to bear the difference between repair value and approved amount.

Excess is minimum value which shall be deducted in each and every claim. Excess is **5%** of the claim value, or **300** rupees, whichever is higher.

The Sum Insured or maximum liability shall be calculated as follows by applying depreciation on the claim value only for total loss:

Age	Depreciation
Up to 90 days	10% of Sum Insured/ Invoice Value
91 to 180 days	25% of Sum Insured/ Invoice Value
more than 180 days	50% of Sum Insured/ Invoice Value

Maximum of 2 claims shall be addressed by the Insurer, during policy period; subject to maximum value of Sum Insured at the time of loss and prior claim is partial loss.

Section 5 – Policy Condition

Insured or beneficiary shall at all times agree & declare that:

- Take all reasonable steps to safeguard the insured equipment.
- Insured equipment is purchased and insured product/services & registered/activated within 15 days from the date of purchase
- In the event of loss, declare/disclose all the material fact about the incidence or event and submit salvage.
- In the event of a loss, all benefits shall be forfeited, where there are any misrepresentations, misdescription or non-disclosure of any material fact significant to admission of liability and assessment of loss.

Section 6 – Claim Procedure

In the event of loss insured or beneficiary is required to do following steps:-

- An immediate intimation (not later than 48 hours from the date and time of loss) about loss should be given to insurer or Universal Insurance Brokers (UIB) on **022 – 4910 7910**.
- All claim related documents or correspondence need to be submitted to UIB and all such documents or correspondence should reach UIB not later than 15 calendar days from the date and time of the event of loss.

Theft Category –

- The event should be immediately (not later than 48 hours from the date and time of loss) reported to the nearest police authorities and police acknowledgment/receipt to be furnished.
- The event will have to be simultaneously notified to the cellular network service provider not later than 48 hours from the date and time of loss and a written

Acknowledgment on confirmation of barring of SIM Services from network service provider to be furnished.

Damage Category –

- The event need to be notified to UIB with proximate cause or reason of loss, in turn UIB will guide to take the insured equipment, to nearest authorized service centre & obtain service estimate towards damage.
- Do not get the damaged insured equipment repaired unless intimated over helpline of UIB & further authorized by insurer.

Section 7 – Contact Points for Claims

All claim related queries and submission of claim document/s or correspondence should be directed to Universal Insurance Brokers Services Private Limited by calling on **022 – 4910 7910** or by sending an SMS as “UIBSUPPORT (space) MPP (space) <mobile number> (on which customer wish to get reply from UIB) on 56767 e.g. **UIBSUPPORT MPP 1234567890**.

On the basis of your call UIB will in turn arrange for a pick-up of claim documents & damage equipment in case of damage category claims in cities such as Mumbai, Delhi, Kolkata, Chennai, Bengaluru & Hyderabad.

In case pick up facility is not available UIB shall guide you further course to either obtain cashless or mail in benefit or such suitable mode of service.

All claim related documents or correspondence need to be submitted to Universal Insurance Brokers Services Pvt. Ltd (UIB) in Duplicate i.e. Original claim document/s with one additional photo copy of all original claim document/s.

Note: Original Documents shall be retained by insurer at the time of claim and shall not be returned to the insured/claimant.

For claim guidance or assistance and claim related issues, beneficiary can contact either Insurer or UIB.

Insured/Beneficiary can inform about the claim i.e. claim intimation, know their claim status and also get all other relevant information by calling on 022 – 4910 7910 or writing an email at mpp.support@universalinsurance.co.in or by sending an SMS as “UIBSUPPORT (space) MPP (space) <mobile number> (on which customer wish to get reply from UIB) on 56767 e.g. **UIBSUPPORT MPP 1234567890**.

Please refer <http://mpp.universalinsurance.co.in> to view or download for all insurance related documents, obtain information regards to policy terms & condition, claim process etc.

This scheme is available at select stores/outlets and applicable only if equipment & MPP obtained from same outlet. This insurance policy is valid only if make and model of the Insured equipment is Microsoft.

Insurance is subject matter of solicitation.