
Motor Claim Procedure

In case of motor insurance claim, you can avail cashless facility for the repair of your car in any of our All India Cashless Garage List. However, If the car is serviced in a garage outside the purview of our network, then you can claim reimbursement for the same.

In Case of an Accident

- Note the number of the other vehicle involved in the accident, if any.
- Jot down the names and contact details of witnesses, if any.
- Contact our 24X7 insurance helpline number 1800 209 8888. Get your claim number / reference number. Call centre representative will provide you the details of documents required for claim processing and also details of our preferred garage, where cashless repair facility can be availed.
- File an FIR at the nearest police station in case of property damage, bodily injury, theft and major damages.

After Registering the Claim

- Our customer service manager will contact you within 24 hours of registering the claim.
- Submit the copy of documents to the dealer / CSM and get verified with the originals.
- Our CSM will get the estimate for the repairs of your vehicle and give spot approval after assessment.
- After completion of repair at our preferred garage we will make payment of our share of the loss directly to the garage.
- The insured to pay the excess mentioned in the policy and depreciation, salvage etc informed by the CSM.