

MOTOR CLAIMS PROCEDURE

If any person is injured in the accident, attend to the person first. Give him the necessary first aid. Arrange to shift the injured to hospital. Inform police about the accident.

Contact us to inform of the accident. You can reach us conveniently by using any of the following modes:

Help Lines: 1800-220-233, 1860-500-3333, 022-67837800

Email Id : fgcare@futuregenerali.in

Website : www.futuregenerali.in

SMS : SMS "MOTORCLAIM" to 9222211100

KINDLY KEEP FOLLOWING INFORMATION READY BEFORE INTIMATING THE LOSS.

- Complete policy number
- Insured Name and contact number
- Name of the driver driving the vehicle at the time of accident
- Place of accident
- Vehicle registration number
- Vehicle type & model
- Brief description of accident
- Date and time of accident
- Current location of the vehicle

Call our call centre immediately before moving the vehicle to garage. On receipt of claim intimation we will depute the surveyor to assess the loss. Surveyor will get in touch with you.

HAND OVER DOCUMENTS TO SURVEYOR / GARAGE

OWN DAMAGE CLAIMS – PRIVATE VEHICLE & TWO WHEELER

- Claim Intimation
- Policy Copy
- Claim form
- Copy of RC book
- Copy of Driving License
- Estimate
- Photos
- Survey Report
- Survey Fees Bills
- Supplementary Report / Re-inspection report
- Final repair invoice and receipt / Satisfaction voucher for cashless payment

OWN DAMAGE CLAIMS – COMMERCIAL VEHICLE

In addition to the document listed in section "Own Damage – Private Vehicle & Two Wheeler" following documents need to be collected.

- Fitness Certificate
- Permit
- Claim form
- Copy of FIR
- Load Challan

THEFT CLAIMS

- Claim Intimation
- Original Policy
- Claim form
- Original Registration certificate
- FIR
- Original set of keys
- Original Sales invoice & Tax receipt
- Intimation to RTO (to inform RTO that the vehicle is stolen and not to transfer)
- Final Report
- Transfer papers
- Indemnity Bond
- Subrogation letter

Please note foregoing list is indicative in nature. Further additional documents may be called depending on the nature of the claim.

KINDLY NOTE:

- Shift the vehicle safely to the side of the road to avoid further damage or and intimate Future Generali Contact Centre for further advice.
- Surveyor will inspect the vehicle at workshop. It is advisable to be present in workshop during surveyor's visit.
- Provide requisite document to surveyor as mentioned above. Please furnish original documents for verification wherever required.
- In case where vehicle is being repaired at Future Generali Convenient Workshops the payment will be made directly to the workshop and insured has to bear the difference amount as per policy conditions.
- Information about the approved claim amount and deductions on account of depreciation/excess if any will be made available to the garage before delivery of the vehicle. Insured may ask for the same from repairer.
- For all workshops except Future Generali Convenient Workshops, you are required to settle the bill with workshop and submit bills along with receipt to the Future Generali for claim settlement as per surveyor report.
- Submit bill to the surveyor or Future Generali office for claim settlement as per surveyor report.

- Claim settlement will take approximately 7 days from the date of submission of final document(s), provided all document(s) are in order.

Do Not

- Make any compromise with any third party in case of an accident involving third party.
- Leave the vehicle unattended at the spot.
- Proceed with accident repairs before the vehicle has been inspected by the surveyor.