



## CUSTOMER'S GUIDELINES

| DO'S  | DON'TS  |
|---|---|
| * ALWAYS KEEP YOUR POLICY & RC CARD HANDY   | * NEVER BELIEVE IN PROMISE OF CLAIMS TO EXISTING DAMAGES ON NEW POLICY WITHOUT WRITTEN APPROVAL FROM CONCERN SERVICE PROVIDER |
| * ALWAYS DISCLOSE YOUR CURRENT CLAIM STATUS TO THE PROVIDER   | * NEVER BELIEVE IN COMMUNICATION FROM UNTRUSTED SOURCES   |
| * ALWAYS CHECK THE COVERAGES WHILE SELECTING & BUYING A POLICY  | * NEVER BELIEVE IN CASHBACK OFFERS & FREE VALUE ADDED SERVICES UNTILL COMMUNICATED FROM VERIFIED COMMUNICATION ADDRESS        |
| * KEEP NOTE OF ADD ON COVERAGES, SEPARATELY MENTIONED IN THE QUOTATION SUCH AS OWNER/PA COVER, IDV-INSURED DECLARED VALUE, NCB-NO CLAIM BONUS, NIL DEPRECIATION/ ZERO DEPRECIATION (BUMPER TO BUMPER), CONSUMABLES, ENGINE PROTECTION, RETURN TO INVOICE ETC AS PER YOUR REQUIREMENT                  | * NEVER DISCONTINUE YOUR POLICY   |
| * PAY/ DRAW A/C PAYEE CHEQUES ONLY TO THE INSURANCE COMPANY YOU ARE OPTING FOR SUCH AS ICICI LOMBARD IN CASE OF ICICI LOMBARD, TATA AIG IN CASE OF TATA AIG ONLY, MAKE SURE TO MAKE PAYMENT LINKS ONLY SENT OR FORWARDED FROM MOTHER INSURANCE COMPANY SUCH AS BAJAJ ALLIANZ IN CASE OF BAJAJ ALLIANZ | * NEVER DISCLOSE SPECIAL DISCOUNT GIVEN IN YOUR CASE TO ANY OTHER THIRD PARTY   |
| * KINDLY NOTE : DO NOT PAY ANY CHARGES FOR INSPECTIONS NEITHER PAY ANY CASH TO ANY EXECUTIVE ASKED IN FAVOUR OF NEVER GIVE UP INSURANCE SERVICES  | * NEVER TRUST ON GIVING PAYMENT INSTRUMENT WITHOUT PROPER RECEIPT/COMMUNICATION/CONSENT                                       |