



The Oriental Insurance Company Limited
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UAV UDAN (Drone Insurance) - Retail Policy

SALES LITERATURE

1. What is UAV UDAN (Drone Insurance) policy?

UAV UDAN (Drone Insurance) policy Provides comprehensive Drone/UAV insurance which includes third party liability insurance and protection against the cost of repairing/replacing if the “**Damage**” is caused by any of *the covered risk to Drone/UAV and Drone/UAV spares*. The cover is offered for both retail and commercial purposes.

2. What is covered under UAV UDAN Insurance Policy?

There are three main coverages under the policy:

- a. Drone/UAV hull cover
- b. Physical damage to UAV/Drone spares cover
- c. Legal Liabilities to Third Party cover

3. What are the Add-on covers available under the policy?

- a. Theft Cover
- b. Accidental Damage to Ground Equipment
- c. Alternate Hire Charges
- d. Night Flying endorsement
- e. BVLOS endorsement (Beyond Visual Range Operation)
- f. Drone/UAV in Transit Endorsement
- g. Liability for damage to Drone/UAV that you do not own.
- h. Personal Accident cover to operator
- i. Accidental Medical Expenses to operator
- j. Cyber Liability Cover
- k. Mysterious Disappearance endorsement

4. Period of Coverage:

Based on the period of coverage, three types of covers are available. They are as follows:

- a. One-year policy cover
- b. Short period policy cover - For any short period in steps of one month up to one year
- c. ‘Pay As You Fly’ cover - Even for the duration of a flight period with minimum 1 hour duration.
There are 5 options under Pay as you fly cover viz., 1 hour cover, 4 hours cover, 1 day cover, 1 week cover, and 15 days cover. No add-on covers are allowed under this cover option.

5. What is the Amount of Insurance?

Sum Insured for physical damage to UAV/Drone hull and Physical damage to UAV/Drone spares covers will be based on the agreed value of the drone/UAV and spares respectively. While the Sum Insured for third Party liability cover will be on the insured declared basis up to INR 10 crore.

6. How is Premium Calculated:

The base Premium calculation is based on the following factors:

- a. Agreed value of the Drone/UAV and spares.
- b. Sum Insured opted for third party liability.

- c. Type of Drone/UAV based on DGCA classification i.e., whether the drone is Nano, Micro, Small, Medium, or Large.
- d. Period of coverage.

The following factors can be used for loading/discount of base premium.

- Geographical Location
- Manufacturer of the UAV
- Industry of Usage
- Experience of the Drone/UAV operator
- Experience of Insured
- Safety tools or gadgets
- Type/number of Engine(s)
- Average duration of flight per day

7. What is not covered under the UAV UDAN Insurance policy:

As a cover rule, if the insured has failed to abide by any law or regulation, the coverage provider holds the right to deny the claim.

- a. Insured must not fly Drone/UAV before sun rise or after sunset unless opted for nighttime flying endorsement cover.
- b. Insured must not intentionally make false or fraudulent claims as regard to amount or provide incorrect information.
- c. The logbooks, electronic log data registered in ground equipment, and other required records must be maintained as per regulations and must be produced before the insurer on its request.
- d. The insured Drone/UAVs must be maintained as per the manufacturer's maintenance guidelines for the Drone/UAV and certificate of compliance for NPNT.
- e. The insured must ensure that all security measures as enumerated in the security program (approved by the Bureau of Civil aviation security) are in place before operation of each flight.

8. What does liability to third parties means in the coverage:

The insurer will indemnify the insured for all sums which he/she is legally liable to pay as compensatory damages in respect of accidental bodily injury (fatal or otherwise) and accidental property damage to a third party caused by the insured Drone/UAVs whilst such Drone/UAV is operated by the insured subject to maximum of limit of liability mentioned on the certificate of insurance.

9. What are the duties of the insured?

- a. Payment of the premium.
- b. Abiding to rules and regulations of DGCA
- c. Abide to policy conditions.

10. Are Natural perils covered under the UAV UDAN Insurance policy?

This policy is an All-Risk Policy. Natural perils, other than those excluded, if any, are covered by this policy.

11. Important Policy Conditions:

- a. Immediate Notice shall be given to the company in writing upon occurrence of accidental loss/Damage. The company at its discretion repair, reinstate or replace the Drone/UAV insured. Insured shall take all steps to safeguard the Drone/UAV and company has the right to inspect it at any time.
- b. OAN/DAN is a mandatory requirement for insurance purchases under the DGCA regulations. The insured must have a valid OAN/DAN before purchasing the insurance cover.
- c. All types of Drone/UAVs viz., Nano, Micro, Small, Medium, and large are covered under the policy.

12. What is the basis of settlement?

In case of Partial damage, the Repair/Replacement cost subject to deduction of depreciation and wreck value of parts. In case of theft or total loss the Agreed Value will be the basis for settlement. The applicable excess is deducted in all claims.

13. What is the rough range of deductibles for the policy?

Deductible of 5% of the sum insured of the respective cover subject to the minimum of INR 25,000 is applicable for cover sections 1 and 2.

14. At what stage premiums are collected. Would the same be in compliance with the Sec 64 VB of the Indian Insurance Act 1938?

The commercial terms will have to be negotiated; however, it will always be in the compliance of Sec 64 VB of the Indian Insurance Act. All premiums and fee are collected prior to the inception of the policy coverage.

15. What are the terms for policy cancellation?

1. Cancellation Clause:

- a) The insurer can cancel the policy only on the grounds of established fraud, by giving minimum notice of 7 days to the retail policyholder

Refund of premium shall be —

- i) On proportionate basis for unexpired policy period, if the term of the policy is upto one year and there is no claim(s) made during the policy period.
 - ii) Refund only to the Bank account through electronic transfer only.
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- b) This policy may be cancelled by the Insured at any time by giving at least 7 days written notice to the Insurer. In case the Policyholder cancels the policy, he/ she is not required to give reasons for cancellation.

The Insurer will refund premium according to the Short Period Rates set out as below:

Table of Short Period Rates	
Period of Risk	Amount of premium to be retained by the insurer
Up to 1 month	20% of the annual premium
1 month and above, up to 2 months	30% of the annual premium
2 months and above, up to 3	40% of the annual premium
3 months and above, up to 4	50% of the annual premium
4 months and above, up to 5	60% of the annual premium
5 months and above, up to 6	70% of the annual premium
6 months and above, up to 7	75% of the annual premium
7 months and above, up to 8	80% of the annual premium
8 months and above, up to 9	85% of the annual premium
9 months and above	Full Annual premium

The above is applicable provided the Insured has not made any Claim under the Policy during the Policy Period. No refund of premium shall be due if the Insured has made a Claim under this policy.

The cancellation clause is applicable for annual policies only.

16. Contribution

If, at the time of any claim, there is, or but for the existence of this Policy, would be any other policy of indemnity or insurance in favour of or effected by or on behalf of the Insured applicable to such claim, then the Company shall not be liable to pay or contribute more than its ratable proportion of any loss or damage. This condition is not applicable, if insured has more than one policy covering the same risk with an involvement of Bank/ Lender.

17. Subrogation

The Insured shall at the expense of the Company do or concur in doing or permit to be done all such acts and things that may be necessary or reasonably required by the Company for the purpose of enforcing any civil or criminal rights and remedies or obtaining relief or indemnity from other parties to which the Company shall be or would become entitled or subrogated upon the Company paying for or making good any loss or damage under the Policy whether such acts and things shall be or become necessary or required before or after the Insured (s) indemnification by the Company.

18. GRIEVANCE REDRESSAL: In the event of the policyholder having any grievance relating to the insurance, the insured may submit in writing to the Policy Issuing Office or Grievance cells at Regional Office / of the Company for redressal. If the grievance remains unaddressed, the insured person may contact the Officer, Customer Care Department.

1. Website: www.orientalinsurance.org.in ,

2. Toll free: 1800118485 Or 011- 33208485

3. E-mail: csd@orientalinsurance.co.in

4. Courier: Customer Service department, Block 4, Plate A, NBCC Tower, Kidwai Nagar, New Delhi-110023. For updated details of grievance officer, kindly refer the link: <https://orientalinsurance.org.in/grievance-redressal>.

For updated details of grievance officer, kindly refer the link <https://orientalinsurance.org.in/contact-us>

Grievance may also be lodged at IRDAI Integrated Grievance Management System - <https://igms.irda.gov.in/>.

19. OMBUDSMAN: The Insured person can also approach the office of Insurance Ombudsman of the respective area/region for redressal of grievance. The updated list of Office of Insurance Ombudsman is available on IRDA website www.irda.gov.in and on the website of General Insurance Council www.gicouncil.in.

The Company shall comply with the award of the Insurance Ombudsman within 30 days of receipt of award. In case the Company does not honour the ombudsman award, a penalty of Rs. 5000/- per day shall be payable to the complainant. However, if the Company has gone into appeal, such penalty shall not be payable. Such penalty is in addition to the penal interest liable to be paid by the Insurer under The Insurance Ombudsman Rules, 2017.