

CPP Group India



Out Of Warranty- EW

Manufacturing Warranty plan on your appliance has **expired???**



How would you like if you get a product where....



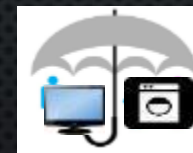
Support

There is a one-stop solution for support/technical assistance for the appliance purchased?



Secure

Customers get features that not only secure devices; in addition, provide security features!



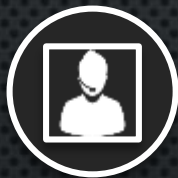
Extended
Warranty

Customers get extended warranty on appliances for which manufacturing warranty has expired

Out Of Warranty- EW



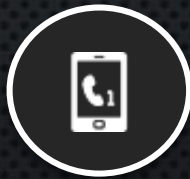
- Extends Manufacturers Warranty of the Asset by 1 year
- For Assets less than 4 years old from Invoice Date
- Assets covered are LED, Washing Machine, Refrigerator and AC
- Single Call Card blocking
- Multilingual 24*7 helpline - 1860-258-3030 (Mon-Sun, 11AM – 9PM)



Access to dedicated
helpline 7 days a week



Available in multiple
languages



Helps block credit,
debit, ATM cards of all
banks in a single call

Out Of Warranty- EW



Eligibility

- Appliance is not older than **4 years from invoice date**
- Appliance is **out of Manufacturer's Warranty (Not in Force)**
- The Appliance must have after sale service network and spare parts supply in India. (For more details refer to the T&C's)

Covered Value

Covered Value in respect of each Insured Asset is equal the **invoice value**

Cancellation

Within 15 days: INR200 will be deducted and balance Membership Fee will be refunded.

After 15 days: No refund of Membership Fee.

Cover period

Valid for a term of 1 year.

Out Of Warranty- EW



Depreciation

No depreciation will be deducted

When an Appliance can reasonably be repaired or reinstated at a cost less than the replacement cost.

Depreciation of **15% per annum** will be deducted
In the case of a total loss/Constructive Total Loss.

Claims

In the case of a **total loss/Constructive Total Loss*** CPP will action the same through the Insurer:-

Replace the Appliance with a new equivalent model with similar specification not exceeding the Covered Amount

OR

Settle the claim in any other manner for the value not exceeding the Covered Amount.

**Claims subsequent to the payment of partial loss claim(s) shall be considered as a Constructive Total Loss (if the cost of repairs exceeds the remaining Covered Amount after payment of the partial loss claim).*

No claim shall be admissible within 30 days of the inception of the Cover Period.

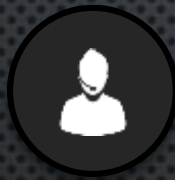
Out Of Warranty- EW



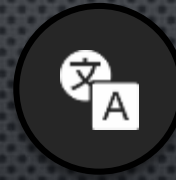
Features

Multi-lingual Feature-Related Assistance helpline

(Perceived value: INR 400)



Access to dedicated helpline 7 days a week



Available in multiple languages



Helps understand features of appliances at customer's home



Out calling facility – If customer query is not resolved on live call, customer will be called back within specified time for resolution

Helpline number : 1860-258-3030
(Mon-Sun 11AM – 9PM)

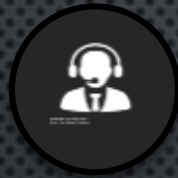
Out Of Warranty- EW



Features

Single call Credit, Debit, ATM Card blocking

(Perceived value: INR 500)



**Access to dedicated
24 X 7 toll-free helpline
1800-419-4000**



**Helps block credit,
debit, ATM cards of all
banks in a single call**

Brief process

- Customer finds that he has lost/ misplaced any of this card (Card needs to be on customer's name only)
- Customer calls up CPP helpline for blocking the card – Quotes his Asset Secure membership number and verifies
- CPP takes important details from customer to get his card blocked
- CPP team calls each of the bank simultaneously; Furnishes information on customer's behalf to get all customer's cards blocked
- If required, CPP takes customer on a 3 partite call to facilitate card blocking

Out Of Warranty- EW



Feature List

			Feature List		
Product Price Range	Product Term	Product	CPP ASSET ASSURE FEATURES LIST		
			Multi-Lingual Assistance Helpline	Single Call Card Blocking	Extended Warranty
Approx percieved value (Rs.)			400	500	As Applicable
Rs 0 to 1.5L	1 Year	AIR CONDITIONER	✓	✓	✓
Rs 0 to 2L	1 Year	LED	✓	✓	✓
Rs 0 to 1.5L	1 Year	REFRIGERATOR	✓	✓	✓
Rs 0 to 1.5L	1 Year	WASHING MACHINE	✓	✓	✓

MRP

Category	Asset Assure - MRP								
AIR CONDITIONER	0 to 10K	10.01 to 15K	15.01 to 20K	20.01 to 30K	30.01 to 40K	40.01 to 70K	70.01 to 1 L	1L+ to 1.5L	
MRP (INR)	1099	1599	2049	2899	3699	4699	7599	10999	
LED	0 to 10K	10.01 to 15K	15.01 to 20K	20.01 to 30K	30.01 to 40K	40.01 to 70K	70.01 to 1 L	1L+ to 1.5L	1.5L to 2L
MRP (INR)	1099	1599	2049	2799	3699	4849	7699	11499	16999
REFRIGERATOR	0 to 10K	10.01 to 15K	15.01 to 20K	20.01 to 30K	30.01 to 40K	40.01 to 70K	70.01 to 1 L	1L+ to 1.5L	
MRP (INR)	1049	1599	1849	2399	3299	4699	7599	10999	
WASHING MACHINE	0 to 10K	10.01 to 15K	15.01 to 20K	20.01 to 30K	30.01 to 40K	40.01 to 70K	70.01 to 1 L	1L+ to 1.5L	
MRP (INR)	1049	1599	1799	2499	3299	4849	7699	11499	

Out Of Warranty- EW



Claims Process



Procedure for Repair Claims

Cashless facility will be arranged for customers by Insurer as per process

Procedure for Total Loss

CPP will get intimation on T+1 Day by Insurer

CPP will give proof of customer settlement to Insurer along with Invoice

Insurer team will do validation and process for settlement to CPP

CPP Group India



Asset Secure (Panel Only)

**Bought an Extended
Warranty plan on your
LED Panel???**

How would you like if you get a product where....



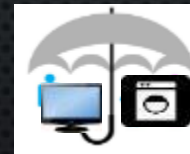
Support

There is a one-stop solution for support/technical assistance for the appliance purchased?



Secure

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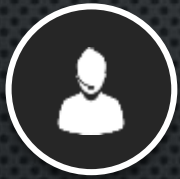
**Extended
Warranty**

Customers get extended warranty on appliances for which manufacturing warranty has expired

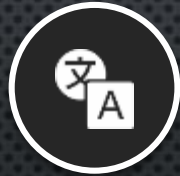
Asset Secure (Panel Only)



- Extends Manufacturers Warranty for the Panel of the Newly purchased LED by 1 year
- Single Call Card blocking
- Multilingual 24*7 helpline - 1860-258-3030 (Mon-Sun, 11AM – 9PM)



Access to dedicated
helpline 7 days a week



Available in multiple
languages



Helps block credit,
debit, ATM cards of all
banks in a single call

Asset Secure (Panel Only)



Eligibility

New LED purchased

Covered Value

Covered value in respect of each Insured Asset is equal the **invoice value**

Cancellation

Within 15 days: INR200 will be deducted and balance Membership Fee will be refunded.

After 15 days: No refund of Membership Fee.

Validity

Valid only if it is purchased **within 365 days of purchase** of new LED.

Covered Period

Valid for a term of 1 year.

Asset Secure (Panel Only)



Depreciation

No depreciation will be deducted

Claims

In the case of a **total loss/Constructive Total Loss*** CPP will action the same through the Insurer:-

Replace the Appliance with a new equivalent model with similar specification not exceeding the Covered Amount

OR

Settle the claim in any other manner for the value not exceeding the Covered Amount.

**Claims subsequent to the payment of partial loss claim(s) shall be considered as a Constructive Total Loss (if the cost of repairs exceeds the remaining Covered Amount after payment of the partial loss claim).*

Asset Secure (Panel Only)



Exclusions

- ✓ Loss or damage arising out of the appliance not being used in accordance with manufacturer's instructions.
- ✓ Replacement of any consumable item of the appliance, including but not limited to batteries, bulbs, plugs, cables, ribbons, belts, tapes, fuses, software etc.
- ✓ Failure of parts which are subject to recall by manufacturer of the appliance.
- ✓ Loss or damage arising out of any external cause, including but not limited to fire, theft, explosion, water damage, acts of God etc.
- ✓ Where the appliance is subject to commercial, rental or profit generation purposes
- ✓ Loss or damage arising out of overloading, strain, over-running, short circuiting etc.
- ✓ Loss or damage arising out of normal wear and tear
- ✓ Where there is a change of ownership of the appliance
- ✓ Other exclusions as per Terms and Conditions

Asset Secure (Panel Only)



Feature List & MRP

LED Price Range (INR)	Product Term	CPP ASSET SECURE FEATURES LIST			MRP
		Multi-Lingual Assistance Helpline	Single Call Card Blocking	Extended Warranty (Panel Only)	
Approx percieved value (Rs.)		400	500	As Applicable	
0 to 10K	1 Year	✓	✓	✓	699
10.01 to 15K		✓	✓	✓	849
15.01 to 20K		✓	✓	✓	1,049
20.01 to 30K		✓	✓	✓	1,349
30.01 to 40K		✓	✓	✓	1,699
40.01 to 70K		✓	✓	✓	2,449
70.01 to 1 L		✓	✓	✓	3,699
1L+ to 1.5L		✓	✓	✓	5,199
1.5L to 2L		✓	✓	✓	7,299
2L to 2.5L		✓	✓	✓	9,499
2.5L to 3L		✓	✓	✓	11,499
3L to 3.5L		✓	✓	✓	13,499
3.5L to 4L		✓	✓	✓	15,499
4L to 4.5L		✓	✓	✓	17,499
4.5L to 5L		✓	✓	✓	19,999

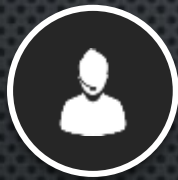
Asset Secure (Panel Only)



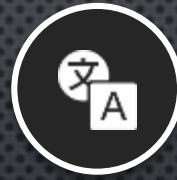
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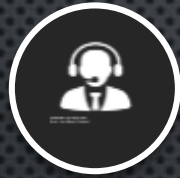
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Asset Secure (Panel Only)



Claims Process



Procedure for Repair Claims

Cashless facility will be arranged for customers by Insurer as per process

Procedure for Total Loss

CPP will get intimation on T+1 Day by Insurer

CPP will give proof of customer settlement to Insurer along with Invoice

Insurer team will do validation and process for settlement to CPP



ASSET SECURE – Washing Machine Parts coverage

Sensor Switch Malfunction
Rs 800/-

Control Panel Malfunction
Rs 4,664/-

Motor/Drum Malfunction
Rs 6386/-

**PROTECT
YOUR NEW
WASHING MACHINE
WORTH 15k-20k
AGAINST ALL THESE
MALFUNCTIONS
FOR JUST
Rs. 1254/-**



Display Panel Malfunction
Rs 2,854/-

Gear Box Malfunction
Rs 4,071/-

Valve Malfunction
Rs 1,110/-

Drain Pump Malfunction
Rs 1,812/-

YOU PAY



Just
Rs. 1254/-
(taxes included)

YOU GET



Features worth
Rs. 1,570/-

YOU PROTECT



Against malfunction
/repair costs up to the
invoice value *
*With extended warranty features

ASSET SECURE – Air Conditioner Parts coverage



YOU PAY



Just
Rs. 2848/-
(taxes included)

YOU GET



Features worth
Rs. 2,950/-

YOU PROTECT



Against malfunction
/repair costs up to the
invoice value *
*With extended warranty features

ASSET SECURE – Television Parts coverage



YOU PAY



Just
Rs. 2289/-
(taxes included)

YOU GET



Features worth
Rs. 2,000/-

YOU PROTECT



Against malfunction
/repair costs up to the
invoice value *

**With extended warranty features*

ASSET SECURE – Refrigerator Parts coverage



Cooling Malfunction
or Auto Defrost
Rs 3,162/-

Door Not Closing
Rs 3,408/-

Water Leakage
Rs 2,827/-

Excess Ice Foaming or Valve Malfunction
or No Ice Foaming
Rs 4,924/-

Temperature Adjustment Issue
Rs 5,014/-

PROTECT YOUR
NEW
REFRIGERATOR
WORTH 15k-20k
AGAINST ALL THESE
MALFUNCTIONS
FOR JUST
Rs. 1507/-

YOU PAY



Just
Rs. 1507/-
(taxes included)

YOU GET



Features worth
Rs. 1,570/-

YOU PROTECT



Against malfunction
/repair costs up to the
invoice value *

*With extended warranty features