

Most Important Terms & Conditions (MITC) for your CPP TravelSafe Membership (purchased and financed through Bajaj Finance Limited ('BFL'))

CPP TravelSafe Membership	Coverage	Membership Period	Fee (In INR)
Trek Cover - Variant 1	Single Member	1 year	699
Pilgrimage Cover - Variant 2	Single Member	1 year	599
Road Trip Cover - Variant 3	Single Member	1 year	599
Domestic Holiday Cover - Variant 4	Single Member	1 year	699

The Most Important Terms and Conditions (MITC) of your membership are listed below. Please refer to the Main Terms and Conditions which set out the terms of your Agreement with CPP

General

- The CPP TravelSafe Service is provided by CPP Assistance Services Private Limited, whose corporate office address is at Ground Floor, Wing - A, Golf View Corporate Tower - A, Golf Course Road, Sector - 42, Gurgaon - 122002, Haryana, India (CPP) in conjunction with its third party suppliers/service providers.
- You must provide us (and BFL) with full and accurate information in connection with your CPP TravelSafe Membership and Services. In case you provide false or materially incomplete information or commit a material breach of the main terms & conditions of the membership, we may cancel your membership
- Advance payment of the Fees is the essence of the commencement of the Membership and the Services to be provided to You under the Agreement. You must pay the Fee to Us in advance or repay BFL the full amount paid by BFL to CPP on your behalf for purchase of Your CPP TravelSafe Membership. CPP shall have the right to cancel Your membership without any notice to You if you fail to pay in advance or repay BFL any amount paid by BFL towards your CPP TravelSafe Membership.
- The Travel Insurance Cover is provided as an add-on complementary benefit under the Group Insurance Policy taken from an Indian insurance company (insurer). Please refer to the Group Insurance Policy Terms and Conditions for more details.
- Any change or new addition to your membership and services shall be intimated to you at least 45 days in advance and such changes shall become applicable from the date of intimation. However, it is clarified that the features of Roadside Assistance (available only with Variant 3 and 4) and EAI, where CPP is acting as facilitator, may be added, modified, replaced or removed during the Period of Agreement without this advance notice period of forty-five (45) days.
- CPP reserves the right to revise the Membership Fee at any point of time but it will not change for your membership until the Period of Agreement.
- You can cancel your membership anytime during the membership period. You (or BFL if BFL has made the payment of Membership Fees to CPP on Your behalf) will be refunded the membership fee as per the following refund grid
Within thirty (30) days of Your Start Date: 100% Refund
After thirty (30) days: Nil Refund
- The terms and conditions are governed by and must be interpreted in line with the laws of the Republic of India.
- You can contact us through the following media in case you have any queries about these

Agreement and Terms & Conditions for Your CPP TravelSafe Membership (Purchased and financed through BFL)

Please read this document carefully and keep it in a safe place

Table 1

CPP TravelSafe Membership	Coverage	Membership Period	Fee (In INR)
Trek Cover - Variant 1	Single Member	1 year	699
Pilgrimage Cover - Variant 2	Single Member	1 year	599
Road Trip Cover - Variant 3	Single Member	1 year	599
Domestic Holiday Cover - Variant 4	Single Member	1 year	699

Please read this document carefully. It sets out terms and conditions of Your Agreement with CPP Assistance Services Private Limited (CPP) for the TravelSafe Service.

Please refer to the Benefits Summary for the benefits as applicable to You for the CPP TravelSafe Membership Variant purchased by You.

Definitions

Where the following words are used in these terms and conditions, they will have the meanings shown below:

Abroad - In a country other than India.

Agreement - These terms and conditions of the CPP TravelSafe Service product and any changes thereto

BFL - Bajaj Finance Limited, whose corporate office is at 4th Floor, Bajaj Finserv Corporate Office, Off Pune Ahmednagar Road, Viman Nagar, Pune - 411014, Maharashtra (and from whom You have financed Your CPP TravelSafe Membership).

Card - Your credit, debit, prepaid, cash and other similar cards.

Card Loss - Loss by You or theft from You of a Card.

CPP - CPP Assistance Services Private Limited, whose corporate office address is at Ground Floor, Wing - A, Golf View Corporate Tower - A, Golf Course Road, Sector - 42, Gurgaon - 122002, Haryana India and registered office is at A-370, 2nd Floor, Kalkaji, New Delhi - 110019.

EAI - Europ Assistance India Private Limited

Fee - Means the total amount as mentioned in the table above, inclusive of all applicable taxes, that You pay towards Your Membership which is shown in Your Welcome Pack or as agreed with You from time to time. CPP reserves the right to revise its Fee at any point of time.

Home - The place where You permanently reside; which You have given us as Your address while registering for the Membership.

Issuer - The issuers of the Cards.

Member/Customer - The person who has purchased and is entitled to use the Service whose name appears in the Welcome Pack.

Membership - Your right to use the Service for each year for which You pay the Fee as per the Agreement

Mobile Phone - Your mobile or cellular phone

Period of Agreement - Period as mentioned in Table 1 above from the Start Date.

Registered Vehicle - The vehicle You have registered with Us for Roadside Assistance.

Roadside Assistance - Means the services which will be provided to You by TVS Auto Assist in relation to the breakdown of Your Registered Vehicle.

Service - Shall have the meaning given to it in paragraph A below.

Start Date - The date on which the Membership commences as set out in Your Welcome Pack which We send to You.

terms and conditions of your membership, E-mail: feedback@cppindia.com, Telephone: 1800-419-4000 (Toll-free) +91 921244 4000 | 6000 4000 (please prefix city STD code)

Service Related

- You must report lost or stolen cards to us by telephone within twenty-four (24) hours of discovering loss of cards
- Any advance made to you under the Section A of the Main Terms & Conditions, shall be interest free and repayable by you to EAI within twenty-eight (28) days of the advance being made. In the event of the advance not being repaid then reasonable steps which may include legal steps, will be taken to recover the advance.
- If you request for the assistance services set out at A1, A2 and A3 of the Main Terms & Conditions, then you consent to us making such enquiries from such persons and/ or organizations as are necessary to assess the claim that you are making.
- In case you have not shared the details of a particular card with us and request the same to be blocked, CPP will attempt to block that card with the help of other details provided by you on a best effort basis.
- Services set out in sections A1, A2 and A3 of the Main Terms & Conditions shall be provided only at the sole discretion of CPP, however, every effort will be made to provide you with emergency assistance in line with the terms and conditions set out in these sections. At the time of Your request for Service, We may ask You to provide evidences for Your need of emergency assistance and in the absence of which Your request for Emergency Assistance may be rejected by Us. There may also be times when it will not be possible to arrange for the transfer of funds to some countries or remote geographical locations or due to events or conditions that are out of our control (i.e. political instability, regulatory restrictions, war, natural disaster, etc.) and for which CPP cannot be held liable.
- Services set out in Section A2, A4 and A5 of the Main Terms & Conditions will not be available Abroad and within India, this service will be available only in the cities under our coverage network. A current list of cities under our coverage network is available on our website <https://in.cppgroup.com/>
- As part of the handset replacement benefit (applicable to Variant 1 only), You will be given a smartphone handset that is fully functional. The replacement handset may or may not be equivalent to the handset you have lost/had been stolen. Every effort will be made to provide You with a replacement handset within 72 hours of your making the request. This service is available only in the cities under our coverage network, the list of which are provided on our website in.cppgroup.com. You must return the handset within a maximum of seven days of delivery. In the event of damage to the replacement handset or failure to return the handset in the stipulated time, We shall take appropriate legal steps to recover the same.
- You must delete all your personal data and contacts from the handset before returning it back to Us. In case any of your data or personal information is left on the handset, We will not be responsible or held liable in any manner, in case of any misuse.
- You will be offered a Roadside Assistance (applicable to Variant 3 and 4 only) for any one of Your vehicles (Car or Bike) for which we will liaison with TVS Auto Assist who is our third party supplier/service provider and will facilitate the services specified in Section A4 of the Main Terms & Conditions. However if the registered car is over the age of 8 years or registered two-wheeler is over the age of 5 years, the assistance stipulated in A4.1 - A4.4 (inclusive) will not be provided. For other conditions and limitations relating to this Service, please refer to Section A4 of the Main Terms & Conditions.
- You hereby expressly accord your consent allowing CPP to collect all the required data/information including any sensitive personal data or information from you to service you and to transfer/utilize your personal information with our approved suppliers/service providers including our group companies for the purpose of sending correspondence to you and providing some of the features of the membership to you. Please refer to detailed Data Protection Notice in the Main Terms & Conditions.

TVS Auto Assist - A division of Ki Mobility Solutions Pvt. Ltd

We, us, our - CPP.

Welcome Pack - means the pack We send to You when You have purchased the Membership for the Services containing these terms and conditions and other information relevant to the Service.

Year - A period of twelve (12) consecutive months.

You, Your - The Member.

The CPP TravelSafe Membership Service is provided by CPP Assistance Services Private Limited, whose corporate office address is at Ground Floor, Wing - A, Golf View Corporate Tower - A, Golf Course Road, Sector - 42, Gurgaon - 122002, Haryana, India in conjunction with its third party suppliers/service providers.

Should You have any queries about these terms and conditions or Your Membership, You can contact us by email at feedback@cppindia.com or by telephoning us on 1800-419-4000 (Toll-free) or +91 921244 4000 or 6000 4000 (please prefix Your city STD code) (lines open twenty-four (24) hours a day, seven (7) days a week). You can also write to us at the following address:

CPP Assistance Services (Pvt) Ltd
P O Box No 826, Kalkaji Post Office,
New Delhi - 110019

CPP TravelSafe

A: Assistance Services - What is provided?

When You report a Card Loss to us, We will contact the Issuers and ask them to cancel the Card.

If You request at the time of reporting Your Card Loss, the assistance services set out at A1, A2 and A3 may be available to You through EAI, who has contracted with us, to provide You the assistance services set out at A1, A2 and A3 below. You consent to us making such enquiries from such persons and/ or organizations as are necessary to assess the claim that You are making. At the time of Your request for Service, We may ask You to provide evidences for Your need of emergency assistance and in the absence of which Your request for Emergency Assistance may be rejected by Us.

Any advance made to You under this Section A shall be interest free and repayable by You to EAI within twenty-eight (28) days of the advance being made. In the event of the advance not being repaid then steps will be taken to recover the advance, which may include legal steps, the costs of which recovery may be added to the outstanding balance of the advance made.

A1: Advance of Emergency Hotel Bills

- If You are Abroad at the time of the Card Loss, We will facilitate through EAI an advance direct to Your hotel to cover Your hotel bill upto Rs 180,000 (applicable to Variant 1) and upto Rs. 100,000 (applicable to Variant 2,3 and 4)
- If You are in India at the time of the Card Loss, We will facilitate through EAI an advance direct to Your hotel to cover Your hotel bill upto Rs 100,000 (applicable to Variant 1) and upto Rs. 50,000 (applicable to Variant 2,3 and 4).

A2: Emergency Cash Advance

- If You are in India at the time of the Card Loss, We will facilitate through EAI an emergency cash advance for You of up to the total amount of Rs 5,000 (applicable to Variant 1 only) for basic living expenses and to help You reach Your Home if some or part of Your cash is lost or stolen at the same time as the Card Loss.

A3: Advance of Replacement Travel Tickets

- We will facilitate through EAI replacement travel tickets against an advance for You of up to Rs. 180,000 (applicable to Variant 1) and upto Rs. 100,000 (applicable to Variant 2,3 and 4), so that You can return to the travel destination nearest to Your Home. We will do this if Your travel tickets have been lost or stolen at the same time as the Card Loss when You are Abroad.
- We will facilitate through EAI replacement travel tickets against an advance for You of upto Rs. 100,000 (applicable to Variant 1) and upto Rs. 50,000 (applicable to Variant 2,3 and 4), so that You can return to the travel destination nearest to Your Home. We will do this if Your travel tickets have been lost or stolen at the same time as the Card Loss when You are in India.

A4: Roadside Assistance (for one Car or Bike) - Applicable to Variant 3 and Variant 4 Only
If there is a breakdown of Your Registered Vehicle and You require our assistance Service in relation to Your Registered Vehicle, We will liaise with TVS AUTO ASSIST who is our third party supplier/service provider and facilitate the specified services mentioned below. For deriving this benefit, You may call our call center 1800-419-4000 and Our customer service agent will assist You with the same.

Territorial Scope: Roadside Assistance Services will be provided within 75kms radius from city centre in the cities under coverage network of TVS Auto Assist, in the Republic of India. A current list of cities where the below mentioned services are provided is available on our website <https://in.cppgroup.com/>

What is provided?

A4.1 Assistance over phone

In the event of Breakdown, wherein the Customer is calling for support, TVS AUTO ASSIST shall understand the basic problem prior to offering solutions. Some minor issues can be supported over the phone. For e.g. Issues such as, helping Customer on the basic checks & Information. - Locating the nearest dealer, locating nearest medical assistance (based on availability) etc.

A4.2 Onsite support for Minor repairs

In the event the Vehicle covered under this Agreement having a breakdown due to minor mechanical/ electrical fault, TVS AUTO ASSIST shall support by arranging vehicle technician to the breakdown location within a maximum time period of sixty minutes. TVS AUTO ASSIST will bear the labor cost and conveyance charges. Cost of spare parts if required to repair the vehicle on the spot (Outside coverage area) to obtain such material & spare parts will be borne by the Customer.

A4.3 Rundown of Battery

In the event the Vehicle having a breakdown due to rundown of battery, TVS AUTO ASSIST by arranging vehicle technician to jump start the vehicle with appropriate means. TVS AUTO ASSIST will bear the labor cost and conveyance charges.

A4.4 Towing of the Registered Vehicle

In the event that a Vehicle is immobilized due to the breakdown or accident and "On-site" preliminary support to make the vehicle roadworthy is not possible, TVS AUTO ASSIST shall arrange and bear the expense for transferring the Vehicle to the Customer Preferred Workshop or Nearest Authorized outlet of the OEM. These services shall be provided using equipment/s deemed most suitable by TVS AUTO ASSIST. Limit for such transfer distance shall be 75kms from the breakdown location. In case transfer distance is greater than 75kms, the costs in excess of 75kms shall be borne by the Customer.

Towing will be available for mechanical breakdown, accidents, and also key lost cases where repair cannot be done on the spot

For accident cases towing will be activated on the completion of police formalities if any.

A4.5 Key Services

In case vehicle becomes immobilized because key on locked inside the vehicle or key is lost, TVS AUTO ASSIST will provide assistance to customer by towing the vehicle to the nearest authorized workshop within 75 kms. Also Delivery of Spare Key is available.

A4.6 Fuel Delivery

If the vehicle becomes immobile due to empty fuel tank TVS AUTO ASSIST will support the customer by arranging (5 Lit.) Petrol & Diesel for 4w & (2 Lit) Petrol for 2w to customer. TVS AUTO ASSIST will bear the labor cost and conveyance charges. Fuel charges shall be borne by end customer/ user. This service is based on availability of fuel.

A4.7 Incorrect Fueling

During incorrect fueling, TVS AUTO ASSIST will tow the vehicle to the nearest Authorized Workshop or Customer preferred Workshop upto 75 kms and towing cost will not be borne by the customer.

A4.8 Flat Tyre Support

In the event that the Vehicle has a puncture or tyre burst, TVS AUTO ASSIST shall support the Customer in replacing the flat tyre with spare tyre.

In case of non-availability of spare tyre, TVS AUTO ASSIST will try to repair the faulty tyre. This service is based on the availability of tyre repair shop near the breakdown location. All the cost related to rendering such service will be charged to customers.

A4.9 Coordination In Extraction or Removal of Vehicle

In the event of vehicle being stuck in ditch, pit or valley, coordination will be done with external agencies where ever possible. Cost to be borne by Customer. Any consequential damage during the process will be borne by the Customer. SLA not applicable in such cases.

A4.10 Taxi Assistance

In the event that a Covered Vehicle is immobilized due to the breakdown or accident and "On-site" preliminary support to make the vehicle roadworthy, is not possible, TVS AUTO ASSIST shall arrange and bear the expense for transferring the Covered Vehicle to the nearest Authorized Workshop & Customer Preferred Workshop upto 75 kms. To help the Customer continue with his journey, TVS AUTO ASSIST will provide taxi assistance for first 50 Kilometers from breakdown spot and excess Kms will be borne by the Customer.

A4.11 Medical/Legal Accommodation

In case of any medical or legal problem arising due to breakdown or accident, TVS AUTO ASSIST shall provide contact details of the nearby professionals in related field and intensely try to ensure their first contact, in order to provide convenience to such customers. In this area TVS AUTO ASSIST shall merely be a facilitator and shall not be held responsible for quality of services, actual charges will be borne by the customer. TVS AUTO ASSIST role shall end as soon as we provide contact details to the customer. In case such services are not available in that area TVS AUTO ASSIST shall not be held responsible in any manner, whatsoever.

OUTSTATION BENEFITS:

A4.12. Hotel Accommodation

In case of outstation breakdown, TVS AUTO ASSIST will provide coordination for Hotel Accommodation. All related hotel charges will be payable by the customer.

A4.13. Inward & Forward Journey

In case of outstation benefits, TVS AUTO ASSIST will provide coordination for Inward or Forward Journey. All related charges will be payable by the customer.

A4.14 General Conditions and Exclusions

The roadside assistance services facilitated by Us for You will be limited as follows:

General conditions

You may register one vehicle against this membership. The assistance services provided will also cover Your passenger car if another authorized driver is driving. If You register a two-wheeler then only You may use the assistance services provided in this Membership. If You change Your vehicle, You must send Your RC copy for approval by CPP before the Registered Vehicle is changed.

Restricted exclusions:

If the Registered passenger car is over the age of 8 years or Registered two-wheeler is over the age of 5 years, the assistance stipulated in A4.1 - A4.4 (inclusive) will not be provided.

Events not covered under RoadSide Assistance:

1. Faulty fuel gauge
2. Speedometer not working
3. Air-conditioning is not working
4. When the passenger door(s) cannot be opened and there are no passengers in the vehicle
5. Boot cannot be opened
6. The front and/or rear demisters are not functioning
7. Horn is not functioning. If the horn is sounding continuously, the Assistance Services will be provided
8. Damaged door mirrors
9. When the rear view mirror is damaged but it does not obstruct the driver's vision
10. Damaged or faulty fuel cap but vehicle has not run out of petrol and there is enough fuel in the tank to enable the vehicle to reach the nearest authorized dealer
11. When the sun roof cannot be opened

12. When the sunroof cannot be closed but weather conditions are fair and the vehicle is not exposed to any security risk

13. When windows cannot be opened

14. When windows cannot be closed but weather conditions are fair and the vehicle is not exposed to any security risk

15. Seat adjuster is faulty but the vehicle can be safely driven

16. When passenger seat belts are faulty but there are no passengers in the vehicle

17. Faulty security system unless the vehicle is immobilized or unless the alarm is sounding continuously

18. Transmission stuck in sports/winter mode

19. When the ABS lights are illuminated

20. Air bag warning lights are illuminated

21. Traction control lights are illuminated

22. Other non-safety related lights/service warnings are illuminated

23. When your Vehicle runs out of windscreen wiper fluid

24. Front windscreen wipers faulty but weather conditions are fair

25. Rear windscreen wiper faulty

26. Vehicle pick-up and drop for routine maintenance is not included.

Special Exclusions

The following scenarios are special exclusions under Roadside Assistance, and therefore TVS AUTO ASSIST will not be responsible for any assistance costs as a result of any of the following:

1. Vehicle is involved in motor racing, rallies, speed or duration tests, practice runs or operated outside official roads
2. Assistance is required as a result of wars, riots, uprising, mass political demonstrations, pillage, strike, use for military purposes or acts of terrorism, earthquake damage, freak weather conditions, atmospheric phenomena, nuclear transformation phenomena or radiation caused by artificial acceleration of atomic particles
3. Breakdown is caused by deliberate damage, vandalism or participation in a criminal act or offence
4. The immobilization is resulting from damage caused by intervention of the police or other authorities
5. Any damage resulting from the use of the vehicle against the recommendations of the owner manual
6. Any consequential costs and/or damage to property as a result of a breakdown
7. Vehicles kept in a non-roadworthy condition or not serviced in accordance with the manufacturer's recommendations
8. Vehicles used in non-motoring roads
9. Abusive behavior of the Customer, any fraudulent representation, malicious intent or suppression of facts vital to the rendering of Services.
10. When the driver of the vehicle is found to be in any of the situations that are indicated below:
 11. in state of intoxication or under the influence of alcohol, drugs, toxins or narcotics.
 12. driving without permission to drive or not having corresponding license for the category of the Vehicle or documents not in proper or valid state.
 13. Any event where breakdown is caused by deliberately inflicted damage, vandalism or participation in a criminal act or offence
 14. Any history where the Customer has on prior occasions misused or abused the services.
 15. Accidents resulting from the illegitimate removal of the Vehicle.
 16. Accidents or breakdowns that occur when the Customer or the authorized driver have infringed upon the regulatory ordinances as far as the requisites and number of persons transported, weight and means of things and animals that can be transported or the form of handling them etc.
 17. Any vehicle involved in or liable to be involved in legal case prior to or post immobilization or which is to be kept in an as-is state as evidence or for any legal requirements.
 18. Vehicle lacking documentation or requirements such as technical inspection of the Vehicles, obligatory insurance etc. legally necessary to ply on public roads.
 19. Breakdowns or accidents caused by fuels, mineral essences, and other inflammable, explosive or toxic materials being transported in the Vehicle.
 20. Any large or wild animals being transported in the Vehicle.
 21. Those vehicles not powered exclusively by an internal combustion engine or running on LPG fuel.
 22. Vehicle unlock service will be provided only upon checking and confirmation with the legal owner of the Vehicle.

A5: Replacement Mobile Phone Service (Applicable to Variant 1 Only)

If Your Mobile Phone is lost or stolen, and You report this loss to Us and if You request Us to provide You with an alternate replacement mobile phone, We will provide You a replacement mobile phone for Your interim use, at no extra charge, for a maximum period of seven (7) days after which it will have to be returned to Us. We reserve the right to issue the replacement mobile phone to You after checking the authenticity of Your request and based on availability of mobile phones. The replacement mobile phone will be delivered to Your address within twenty-four (24) hours of Your reporting the loss of Your Equipment to Us. The replacement mobile phone will be a smartphone in good working condition and You will be allowed to save and download Your contacts, data and content on the replacement mobile phone. The replacement mobile phone can be used for period up to seven (7) days. Once You have finished using the replacement mobile phone or after a period of seven (7) days from the date of providing the replacement mobile phone, whichever is earlier, We will get the replacement mobile phone collected from You. For providing this service feature, We will tie-up with a courier/fulfilment agency that will deliver to and collect the replacement mobile phone from You.

Currently, the replacement mobile phone service is provided in Ahmedabad, Bangalore, Baroda, Bhopal, Calicut, Chandigarh, Chennai, Cochin, Coimbatore, Delhi, Faridabad, Ghaziabad, Gurgaon, Hyderabad, Indore, Jaipur, Jalandhar, Kolkata, Lucknow, Ludhiana, Madurai, Mangalore, Mumbai, Mysore, Nagpur, Nasik, Pondicherry, Pune, Ranchi, Salem, Surat, Trichy, Vishakhapatnam, Vijayawada

You agree to maintain the replacement mobile phone provided to You in good working condition at all times. In the event You damage or do not return the replacement mobile phone within the stipulated period as mentioned above, notwithstanding any other action that We are entitled to take, steps will be taken to recover the replacement mobile phone or damages equivalent to the replacement cost of a new similar phone from You, the costs of which recovery may be added to the phone or recoverable cost from You.

The replacement mobile phone will, at all times, be Our sole property, and We shall retain ownership of the replacement mobile phone at all times. The provision of the replacement mobile phone to You by Us is in the nature of bailment for all purposes under law.

You shall be responsible to ensure that Your personal contacts, data and content on the replacement mobile phone are deleted before the phone is collected from You. You cannot hold Us liable in any manner if there is any misuse of Your personal data left by You on the replacement mobile phone.

A6: Lost PAN card replacement service (Applicable to Variant 1, Variant 2, and Variant 4 only)

Should You lose Your PAN card We will help You to obtain a replacement PAN card free of cost. We will liaise with You to send us the necessary documents required for this to facilitate in replacement of Your PAN card.

B: General conditions

Please read this section carefully as it contains important information.

Eligibility

The Service is only available to residents of India who are over the age of eighteen (18).

Term of Membership

1. Your Membership is available to the person whose name appears in the Welcome Pack

- only and is non-transferable.
- You must provide us with full and accurate information in connection with Your request for the CPP TravelSafe services.
 - Advance payment of the Fees is the essence of the commencement of the Membership and the Services under the Agreement with You.
 - Your Membership begins on the Start Date and continues for the Period of Agreement in return for advance payment of the Fee.
 - You must report lost or stolen Cards to us by telephone within twenty-four (24) hours of discovering the Card Loss.
 - Any change or new addition to Your Service shall be intimated to You at least forty-five (45) days in advance and such change shall become applicable to You from the date of such intimation. However, it is clarified that the features of EAI, Roadside Assistance (applicable to Variant 3 and 4 only), where We are acting as facilitator, may be added, modified, replaced or removed during the Period of Agreement without this advance notice period of forty-five (45) days.
 - The replacement mobile phone service as specified in section A5 above (applicable to variant 1 only) will be provided only in select cities in India where this service is available.
 - You will return the replacement mobile phone to Us as specified in Section A5 above.

Limitations

- In the event of theft or loss of Cards, You have to immediately call us to report the loss of the Cards. In case You have not shared the details of a particular Card with us and request the same to be blocked, We shall attempt to block that Card with the help of other details provided by You on a best effort basis. In the event that Your input is required in the form of confidential personal information number (PIN) or a telephone identification number (TIN) (which cannot be disclosed to a third party), We will assist You by conferring with You on the telephone call with the Issuer in order for You to provide such PIN/TIN for authentication purposes.
- The services set out in Sections A1, A2 and A3 shall be provided only at the sole discretion of CPP, however, every effort will be made to provide You with emergency funds in line with the terms and conditions set out in these sections of this Agreement. At the time of Your request for Service, We may ask You to provide evidences for Your need of emergency assistance and in the absence of which Your request for Emergency Assistance may be rejected by Us. There may also be times when it will not be possible to arrange for the transfer of funds to some countries or remote geographical locations or due to events or conditions that are out of our control (i.e. political instability, regulatory restrictions, war, natural disaster, etc.) and for which We cannot be held liable.
- Note that services set out in Section A2, A4 and A5 of this Agreement will not be available Abroad and within India, this service will be available in the cities under our coverage network. A current list of cities under our coverage network is available on our website <https://in.cppgroup.com/>
- We cannot be held responsible for any loss, damage or fraud (direct or indirect) which might occur to You due to wrong submission of any information to Us by You or if are unable to provide the Services to You for reasons beyond Our control or even after reasonable efforts made by Us.
- It is hereby clarified that TVS Auto Assist will always remain responsible and liable for RoadSide Assistance service (Section A4, applicable only to Variant 3 and 4). You will be governed by the specific Terms and Conditions of TVS Auto Assist as applicable to You. Our role in relation to this service provided to You shall be limited to that of a mere facilitator, and We shall not in any manner be liable to You for any loss, damage or compensation in relation to or arising from the use of this service.
- Every effort will be made to provide You with the Replacement Mobile Phone Services (applicable only to Variant 1) in line with the terms and conditions set out in sections A5 of this Agreement. However, there may be times when it will not be possible to arrange for this services due to events or conditions that are out of our control (i.e. political instability, regularity restrictions, war or natural disaster) or due to other reasons specified in Section A5 (for replacement mobile phone service), and for which We cannot be held liable. Note that services under section A5 of this Agreement will not be available Abroad.

Payment

- You (or BFL if You have got Your CPP Membership financed through BFL) must pay the Fee in advance on or before the due dates set out in Your Welcome Pack or which We agree with You from time to time and You must repay BFL the full amount paid by BFL to Us on Your behalf for Your CPP Membership.
- CPP reserves the right to revise its Fee at any point of time but it will not change for Your Membership until the Period of Agreement

Cancelling Your Membership

- You have a right to cancel Your Membership within thirty (30) days of Your Start Date. If You exercise this right to cancel then Your Membership will be cancelled immediately and any payment of Membership Fees made by You (or BFL on Your behalf) will be refunded to You (or BFL) as the case may be, as per the terms agreed with BFL.
The refund of Membership Fee will be as per the following refund grid:
Within 30 days : 100% Refund
After 30 days : No Refund of membership fees
No refund of Fee shall be due on cancellation under any circumstances if You have used any of the features of the Service or if the cancellation notice is provided after thirty (30) days from the Start Date.
- We will cancel Your Membership on written notice to You if:
 - We do not receive advance payment of the Fee from You (or BFL) on the date it is due; and/or
 - You have failed to re-pay BFL the full amount paid by BFL to Us on your behalf for Your Membership and We are informed by BFL to cancel your Membership
 - You have at any time:
 - given us false or materially incomplete information in relation to Your Membership; or
 - committed a material breach of the terms and conditions of Your Membership.

Governing law and Jurisdiction

These terms and conditions are governed by and must be interpreted in line with the laws of the Republic of India.

We and You agree that all the disputes/differences arising out of or in relation to this Agreement shall be referred to the exclusive jurisdiction of and settled only by the courts in Delhi. You and We agree that terms and all other communications will be issued in English.

Complaints

If at any time You want to tell us about a problem with Your Membership please call us on 1800-419-4000 (Toll-free) or +91- 921244-4000 or 6000-4000 (please prefix Your city STD code) or You can write to the Complaints Manager at:

CPP Assistance Services (Pvt) Ltd
P O Box No 826, Kalkaji Post Office,
New Delhi - 110019

We will do our best to revert to Your query within 48 working hours. We will also do our best to send you communications as relevant from time to time to keep You informed on the progress.

If you think you are not getting a satisfactory response, You may escalate the matter to escalations@cppindia.com

Recording calls

We record all telephone calls made to us. We do this to:

- provide a record of the instructions We have received from You;
- allow us to monitor quality standards;
- help us with staff training; and
- meet legal requirements.

All communications and Membership documents will be in English unless otherwise agreed.

Your consent

By entering into this Agreement You hereby expressly accord Your consent and authorize

us to collect all the required data/ information including any sensitive personal data or information from You to service You under this Agreement. Prior to providing any information, You have an option not to provide the data or information sought under this Agreement by sending to us a written notice to that effect.

By entering into this Agreement, You hereby expressly accord Your consent that for the better performance of this Agreement We may transfer Your data/information to any city within India or to a country outside India as mentioned herein. If We do transfer Your data within or outside India, We will make the appropriate checks to ensure that Your data is adequately protected.

Remember that upon request, You have a right to see and review all the personal information We hold about You and if found to be inaccurate or deficient, shall be corrected or amended as feasible. If You would like to request this, please contact our Customer Services Team on 6000 4000. Please note that there will be a separate administration charge for the provision of this information. Please also note that We will not be responsible for the authenticity of the information provided by You to us as required under this Agreement.

You have the right to withdraw the consent earlier provided by You with respect to providing Your data/information sought by us anytime while availing the Services. Such withdrawal of the consent shall be intimated in writing to us. However, in the event that You decide not to provide the data/Information sought by us or withdraw the consent earlier given by You, then We retain the right to not provide the services for which such data/information was sought.

Data Protection Notice

We will use the information You provide to:

- manage Your Membership;
- collect Fees when due; and
- provide the Service to You.

We may ask BFL to tell us about changes in Your address and other personal and financial details so that We can update Your records. This may include, but is not limited to, asking for new card or account numbers and for information about changes to any of Your personal information (e.g. phone or fax numbers, or e-mail addresses).

We may pass Your personal information to our approved suppliers/service providers including our group companies for the purpose of sending correspondence to You and providing some of the features of the Service to You. They may contact You by post, headline telephone or, if You have previously agreed, by email or mobile phone. By taking out Your Membership and by giving us Your address, phone number and email address, You agree that We and our approved suppliers/service providers may contact You using these methods, unless You have told us not to. If You do not want Your details to be used for these purposes, please let Us know in writing at any time.

How We protect Your data

We take data security very seriously and go to great lengths to ensure Your information is protected against unauthorised use of any kind. We have appropriate measures in place to safeguard the data We hold. Our Information and Data Security Systems at CPP Group Plc have been verified by accreditation in the form of ISO 27001 and PCI-DSS certificate for Information Security Management.

Our suppliers/service providers are vetted to ensure they comply with the necessary data protection protocol before they are approved.

We are continually reviewing and updating our security procedures as new technologies become available. All areas of our website where personal information is collected are secure and will display the 'padlock' symbol for reassurance. Where information is transferred it shall be encrypted using the latest encryption technology commercially available.

Please refer to our data privacy policy at our website <https://in.cppgroup.com/> for more details.

Who We may pass Your details to and how they would be used

Updating Your records

We may ask BFL to tell us about changes in Your contact details / details specifically related to the Services (subject to any disclosure contract in this regard that You may have with BFL) so We can update Your Membership records. This may include asking for updated or new Card numbers or bank account details and for information about changes to any personal information (e.g. telephone, mobile phone or fax numbers or email addresses).

Providing the Service

If You ask us to report a lost Card, We will pass Your name and address and the details of the Card to the Issuer so that they can cancel it and provide a replacement, if requested by You.

When You take the Membership, We pass Your personal details to our approved suppliers to provide some of the services described in Section A. We will only pass to them the minimum amount of information required for them to be able to identify You, should You need these services. Our suppliers will pass Your information (such as Your name, contact details, etc.) to third parties to enable them to assist You only in instances when You require help from them.

We may pass Your personal information to our approved fulfilment and courier vendors so that We can send correspondence to You and provide some of the features of the Service to You.

Marketing and Market Research

To avoid contacting You unnecessarily about products or services You may already have, We will compare Your details with information on prospect files prepared by our business partners. When We do this We may need to tell our business partners/ third party suppliers/ service providers that You have subscribed for the Service or hold a product with us and disclose enough personal data to allow our business partners/third party suppliers/service providers to identify You on these files.

We and our approved suppliers/service providers may also use Your personal information to contact You about goods and services that might interest You or invite You to take part in market research surveys. You may be contacted either by post, phone or e-mail for these purposes. If You would prefer this not to happen, please let us know when You register, or call us at any time if You change Your mind.

Europ Assistance India Private Limited (EAI)

When You take out a subscription, We pass Your personal details to EAI to provide the services described in Sections A1, A2 and A3. We will only pass to them the minimum amount of information required for them to be able to identify You, should You need these services. EAI may pass Your information (such as Your name, contact details, etc.) to third parties to enable them to assist You only in instances when You require help from them.

Grievance regarding Data Protection issues

If at any time You want to tell us about a problem, discrepancy or grievance regarding Your personal data/information/details or the processing thereof, please call our designated grievance officer Prachala Singh on 1800-419-4000 (Toll-free) or +91- 921244-4000 or 6000-4000 (if calling from a mobile phone, please prefix Your city STD code) or You can also write to our grievance officer at:

CPP Assistance Services (Pvt) Ltd
P O Box No 826, Kalkaji Post Office,
New Delhi - 110019

Our grievance officer will do his best to expeditiously redress any issues/grievance that You may have within a period of thirty (30) days from the date of receiving Your grievance.