

# Name Transfer Endorsement (Motor)

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Insurance can be transferred to the buyer of the used vehicle. Name transfer endorsement process to be followed for request or query received during transfer of ownership

**Business Rule:** *Inspection is mandatory in case of transfer of the policy*

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## 1. Transfer Of Ownership (Normal Case)

The process to be followed if the caller wants to transfer the policy from the previous owner of the vehicle to his name

**Script:**

*"I shall surely assist you with the same. Insurance can be transferred to the buyer of the vehicle."*

**Script:**

*"May I have your policy number/Cover note number/vehicle registration number" ( If Available )*

*“May I know your name, please? Hope, I am speaking with the insured/how are you related to the insured?”*

*“Let me quickly confirm a few details before I can share with you the policy details”*

*Thank you so much for confirming the details.*

**Script:**

*“I shall surely assist you with the same. Insurance can be transferred to the buyer of the vehicle. For which we would need the below-mentioned documents and your visit to the nearest Future Generali's Branch.”*

Pre Requisites (Mandatory to be informed to the customer)

- Fresh proposal form to be filled
- Consent letter to transfer the policy from the existing insured (with the signature of owner and buyer)
- Existing policy document
- Transferred RC Book Copy (If available)
- Form 29, Form 30, NOC and Transfer Fee Receipt which is paid to RTO (in case RC book is available/not yet updated via R.T.O)
- Rs 50/- towards the transfer fee plus GST ( Goods & Service Tax ) @ 18% + Re-inspection charges
- NCB difference amount payable to Future Generali on a pro-rated basis. The amount shall be communicated by the branch upon his visit

*“I shall surely assist you with the same. Insurance can be transferred to the buyer of the vehicle. For which we would need the below-mentioned documents and your visit to the nearest Future Generali's Branch.”*

**Only in case, the customer asks about the inspection charge we shall inform that inspection charges to be paid by the company (FGI) in case of Pvt & Commercial three-wheeler vehicle. (Tempo).**

Call Tagging: **Policy Servicing Related** → **Endorsement Process Query** → **Transfer of Policy**

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