

Disclosure and Important Information

We are Sponsoring Entity as an Intermediary or Corporate Agent (H-D Motor Company India Private Limited, Corporate Agent License No-CA0483) under MISP Program. As an authorized Motor Insurance Service Provider (MISP) for insurance, you are requested to consider and implement following points as given under the guidelines.

1. MISP should have a separate dedicated Bank Account linked to the MISP PAN number in which insurance distribution fees are received from HDMC.
2. Undertake reconciliation on a weekly basis on the motor insurance policies distribution & premium collected between the MISP, the sponsoring entity & the insurer.
3. Prominently display copy of the Code of Conduct on its premises.
4. Claim document need to be sent by the selling dealer in 3 days of receiving date for processing
5. The MISP shall maintain records for a period of at least 7 years from the date of issuance of insurance policy or from date of termination of appointment of MISP whichever is later.
6. MISP can work for only one insurance intermediary, in this case H-D Motor Company.
7. Authority may cancel the appointment at any time, if it is of the view that the activities carried out by the MISP is: i) not in the interest of the policyholders ii) not conducive for the orderly growth of the industry iii) violating the code of conduct given in Chapter III iv) not meeting the requirements as specified in these guidelines in violation of the provisions of the Insurance Act, 1938, IRDA Act, 1999, Insurance Rules, Regulations Guidelines, circulars, orders, notices etc issued by the Authority.
8. A periodic review of the controls, systems, procedures, and safeguards put in place by the MISP, shall be carried out, at least once a year, by the sponsoring entity (HDMC). For this we would be carrying out Audits at least one a year to ensure compliance.
9. MISP shall not receive any payment directly or indirectly for outsourcing activity from either the insurer or HDMC.
10. MISP shall not indulge in manipulating the insurance business.
11. MISP shall not indulge in unfair trade practices.
12. Only adequately trained DP and/or SP should Solicit Insurance.
13. In offering cashless service, the MISP shall not discriminate between the policyholders who have bought motor insurance policies through it or otherwise, so long as the insurer is having such an arrangement with it.

This list is only indicative and is intended to provide a brief summary, please refer to IRDA/INT/GDL/MISP/202/08/2017 to refer to the complete MISP guidelines.

Motor Insurance Products and Extended Warranty Product are Insurance Products. Warranty on Pre-Loved Motorcycle and Planned Maintenance Package (PMP) are non-Insurance Products.