

Terms and conditions of complimentary insurance cover offered to Axis Bank Privilege credit card members

1. Baggage Loss/ Checked in baggage

Step 1- Intimation of the Loss to the Bank

As soon as the customer knows about the loss he should, immediately intimate the Bank. In any situation intimation should not take more than 7 days. Intimation can be done through call center or nearest Axis Bank Branch

While intimating about the claim, please keep below mentioned information available with you-

- a) Flight Details
- b) Proof of ticket booking through Axis Bank Debit/ Credit card
- c) Details of lost baggage

*When claim is intimated through phone banking or email channel, you will receive service request number through SMS/Email. This will be used as complain number for all future communication.

*If intimation is done to the nearest Axis bank branch, please request for the SR number from the branch employee taking the intimation. Also ask for a copy of the complaint letter with Axis bank stamp and date of intimation.

Step 2-Document Submission-

Once claim is intimated, customer will receive an E mail, requesting for the required document for claim settlement. Please submit all the required documents to your nearest branch, specifying the intimation Service Request number. Please ensure to collect copy of all the submitted documents along with Axis Bank stamp and date of document submission.

Please note all the documents to be submitted within 20 days from the date of loss. Some of the documents will be required in original and attested copies will not be accepted for claim settlement. Submitting copies of such documents will lead to rejection of the insurance claim.

Insurance company may ask for additional information for settlement of claim, if required. You need to submit the required documents/revert of queries within 15 Working days to the same branch.

List of documents required for settlement of claim are as mentioned below-

- a. Customer letter
- b. Boarding pass
- c. Original purchase bill
- d. Declaration from Airlines for loss of Baggage
- e. No compensation certificate from Airlines

Please Note

General Exclusions-

- a. If Airline has already provided compensation for the loss, customer will not be eligible for the insurance claim.
- b. Jewellery, Gemstones and cash and cash equivalents will be excluded from the cover.
- c. Any delicate items which got damaged during the transit will not be covered.
- d. Cover is extended only for loss of checked in baggage. Any loss before check in is not covered

Coverage conditions-

- a. Cardholder must have performed at least one POS transaction 90 days prior to the insured event.
- b. Travel ticket must be booked through Axis Bank Debit/Credit card.
- c. Card holders/Nominee of the card holder must intimate the Bank about the incident within 20 days of any such incident and submit the required documents within 20 days of incident.

2. Purchase protection

Step 1- Intimation of the Loss to the Bank-

As soon as the customer knows about the loss he should, immediately intimate the Bank. In any situation intimation should not take more than 7 days. Please note that Insurance cover will be applicable only if customer has done POS/E-commerce transaction on his Debit card in last 90 days and booked his flight tickets using Axis Bank Debit/Credit card. Intimation can be done through call center or nearest Axis Bank Branch.

While intimating about the claim, please keep below mentioned information available with you-

- a. Details of the item damaged/ stolen
- b. Date of purchase of the item
- c. Proof of payment through Axis Bank Debit/credit Card

When claim is intimated through phone banking or email channel, you will receive service request number through SMS/Email. This will be used as complain number for all future communication. If intimation is done, to the nearest Axis bank branch, please request for the SR number from the branch employee taking the intimation and ask for a copy of the complaint letter with Axis bank stamp and Date.

Step 2-Document Submission

Once claim is intimated, customer will receive an E mail, requesting for the required document for claim settlement. Please submit all the required documents to your nearest branch, specifying the intimation Service request number. Please ensure to collect copy of all the submitted documents along with Axis Bank stamp and date of document submission.

Please note all the documents to be submitted within 20 days from the date of loss. Some of the documents will be required in original and attested copies will not be accepted for claim settlement. Submitting copies of such documents will lead to rejection of the insurance claim.

Insurance company may ask for additional information for settlement of claim, if required. You need to submit the required documents/revert of queries within 15 Working days to the same branch.

List of documents for settlement claim are mentioned below:

- a. Customer Letter
- b. Card statement (Card statement showing purchase details of item lost)
- c. Proof of Purchase / Bill. (Original)

Please Note

Coverage conditions

- a. Item must be purchased using Axis Bank Debit/Credit card.
- b. Jewellery, Gemstones and cash and cash equivalents will be excluded from the cover.
- c. Card holders/Nominee of the card holder must intimate the Bank about the incident within 20 days of any such incident and submit the required documents within 20 days of incident.

General Exclusions-

- a. Jewellery, Gemstones and cash and cash equivalents will be excluded from the cover.
- b. If item is outside the residential premises, customer will not be eligible for the claim.