

## Availing Insurance Claim on Complimentary Insurance Offering on Debit & Credit Card

### **Summary-**

With the aim of delivering better value to our customer, we provide various complimentary insurance offerings as product features to our Debit and Credit card customers, depending on the card variant. Nature and sum insured of the complimentary insurance cover, if applicable on the specific card type, will differ as per the card variant and available on our website under the Debit and Credit card section.

List of various complimentary insurance cover extended to Debit & Credit cards are as mentioned below-

### **1- Personal Accident cover (Debit Cards Only) -**

This cover provides compensation up-to to the specified sum insured in the event of accidental death of the card holder.

As soon as the legal nominee/next of kin knows about the Death of the Card holder, he/she must intimate the Bank immediately. In any situation intimation should not take more than 20 calendar days, from the date of death. Intimation can be done through call center or nearest Axis Bank Branch. Please note, it's a death only cover.

#### *Coverage condition-*

- a) Cardholder must have performed at least one POS/Ecom transaction 90 days prior to the insured event.
- b) 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 50 days of incident.
- c) For air accident cover, travel ticket must be booked through Axis Bank Debit card.

#### *General Exclusions-*

- a) If card holder is involved in any illegal activity which has resulted in the insured event, card holder/nominee of the card holder will not be eligible for the claim.
- b) If a card holder has not done any POS/Ecom transaction in last 90 days, he will not be eligible for the Insurance claim.
- c) ATM withdrawals will not be considered for eligibility of the insurance claim.

#### *Documents required for settlement of the claim-*

- a) Original Claim form duly filled and signed.

- b) Attested FIR/Panchanama/Inquest Panchanama Copy (Notarized)
- c) Translated copy of FIR and Postmortem Report in English/Hindi, if filed in Local Language (Notarized)
- d) Destroyed Debit Card/Debit Card Copy
- e) Attested Bank Statement of 180 days before accident (Attested by Axis Bank)
- f) Attested Hot Listing certificate (Attested by Axis Bank)
- g) Final Police Report (Notarized)
- h) Assignee Verification form photo and signature attested (attested by Axis Bank)
- i) Attested Postmortem Report and Viscera report if Viscera preserved/Chemical Analysis (Notarized)
- j) Original Death Certificate
- k) Attested copy of Driving License, in case of Road Accident (if he himself is driving) (Notarized)
- l) Certificate of Railway authority, in case of Rail Accident (Notarized)
- m) Attested Identity card, if deceased is Police/Defense personnel (Notarized)
- n) Air Ticket & Account statement highlighting the transaction for Air ticket purchase. (Only for Air Accident)
- o) Certificate from Air Line authority, in case of Air accident (Notarized)

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. The nominee/next of kin needs to submit the required documents/revert of queries within 15 Working days to the same branch.

In case of multiple debit cards, PA/Air Accident Cover will be applicable only on one of the cards (the active debit card with the highest insurance cover will be considered)

## **2- Delay of Checked-In Baggage or Baggage Delay**

This insurance will compensate the customer for necessary emergency purchase of replacement items in the event that the cardholder suffers a delay of more than 6 hours from the scheduled arrival time at the destination for delivery of baggage that has been checked in by an International Airline for an International outbound flight from the Republic of India. The bank must be intimated immediately in the event of delay in baggage. The coverage is only for purchase of necessary essential emergency items that would be required in the event of delay of checked-in baggage like clothing and toiletries.

**Coverage Conditions:**

- a) This insurance will pay up to the limit of cover shown mentioned on the website in the event of the insured person suffering total loss of Checked in Baggage, as defined. The insurers reserve the right to replace or pay the intrinsic value of any lost article. The coverage is only applicable, if the cardholder is travelling abroad. (Domestic travels are not covered including travel from a foreign destination to any Indian airport)
- b) Card holder must intimate the Bank about the incident within 07 days of any such incident and submit the required documents within 30 days of the incident.
- c) Proof of purchase must be provided for all items reimbursed under this section.
- d) Any payment under this coverage shall be offset against any claim ultimately payable under loss of check in baggage cover.
- e) The coverage exists only if the airline ticket is purchased using the Axis Bank Debit/Credit Card and the coverage is only for Axis Bank card holder travelling as a passenger.
- f) The claim will be settled on indemnity basis.
- g) The coverage is only if the cardholder is travelling abroad. (Domestic travels are not covered including travel from a foreign destination to any Indian airport)
- h) The Debit/Credit Card through which the ticket is purchased should be the same card on which the claim is reported.

**General Exclusions-**

- a) If Airline has already provided compensation for the loss or delay, customer will not be eligible for the insurance claim.
- b) Jewelry, Gemstones, valuables 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.

**Documents required for settlement of the claim-**

- a) Customer letter
- b) Boarding pass
- c) Original purchase bill of essential items being claimed under coverage.
- d) Declaration from Airlines for delay of baggage and duration of delay
- e) No compensation certificate from Airlines

**Definitions:**

**Checked in Baggage** means the baggage handed over by the Insured Person and accepted by an International Airlines / carrier outside India for transportation in the same mode of conveyance as the Insured Person travels and for which the carrier has issued a baggage receipt.

**Valuables** means photographic, audio, computer, telecommunication and electrical/electronic equipment, telescopes, binoculars, spectacles, sunglasses antiques, watches, jewelry, furs and articles made of precious stones and metals.

### **3- Baggage Loss of Checked-In Baggage**

This insurance will compensate the customer for necessary emergency purchase of replacement items in the event that the cardholder suffers loss of Baggage that has been checked in by an International Airline for an international outbound flight from the Republic of India. The bank must be intimated immediately in the event of delay in baggage. The coverage is only for purchase of necessary essential emergency items that would be required in the event of delay/loss of checked-in baggage like clothing and toiletries.

#### *Coverage conditions-*

- a) This insurance will pay up to the limit of cover shown mentioned on the website in the event of the insured person suffering total loss of Checked in Baggage, as defined. The insurers reserve the right to replace or pay the intrinsic value of any lost article. The coverage is only applicable if the cardholder is travelling abroad. (Domestic travels are not covered including travel from a foreign destination to any Indian airport)
- b) Proof of purchase must be provided for all items reimbursed under this section.
- c) Travel ticket must be booked through Axis Bank Debit/Credit card.
- d) Card holder must intimate the Bank about the incident within 07 days of any such incident and submit the required documents within 30 days of incident.
- e) No partial loss or damage shall become payable. However, total loss or damage of an individual unit (s) of baggage shall not be construed as falling within this exclusion.
- f) The Debit/Credit Card through which the ticket is purchased should be the same card on which the claim is reported.

#### *General Exclusions-*

- a) If Airline has already provided compensation for the loss or delay, customer will be ineligible for the insurance claim.
- b) Jewelry, 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

#### *Documents required for settlement of the claim-*

- a) Customer letter
- b) Boarding pass
- c) Original purchase bill of essential items being claimed under coverage

- d) Declaration from Airlines for loss of Baggage
- e) No compensation certificate from Airlines

**Definitions:**

**Checked in Baggage** means the baggage handed over by the Insured Person and accepted by an International Airlines / carrier outside India for transportation in the same mode of conveyance as the Insured Person travels and for which the carrier has issued a baggage receipt.

**Valuables** means photographic, audio, computer, telecommunication and electrical/electronic equipment, telescopes, binoculars, spectacles, sunglasses antiques, watches, jewelry, furs and articles made of precious stones and metals.

**4- Purchase Protection**

All purchases of tangible goods in the Debit/Credit Card will be indemnified by the Insurer against damage caused by fire, burglary and/or theft. These covers are only available up-to 90 days from the date of purchase of the tangible goods provided it is kept inside the residential premises of cardholder which is a concrete (pucca) building only. The liability of the Insurer would be subject to any one accident.

*Coverage conditions*

- a) Item must be purchased using Axis Bank Debit/Credit card.
- b) Card holder must intimate the Bank about the incident within 07 days of any such incident and submit the required documents within 30 days of incident.
- c) Damage caused by fire, burglary and/or theft in accordance with the sum(s) Insured.
- d) Damage directly or indirectly occasioned by or happening through or in consequence of war, invasion, act of foreign enemy, act of god, hostilities (whether war be declared or not), civil war, Rebellion, revolution, insurrection, military or usurped power, confiscation, nationalization, civil commotion or loot or pillage in connection herewith.
- e) Any damage arising from or in consequence of requisition by or under the order of any public authority.
- f) Damage to any property whatsoever or any loss or expense whatsoever resulting or arising there from or any consequential loss.
- g) Damage caused by wear and tear or depreciation.
- h) Consequential loss of any kind or description.

*General Exclusions-*

- a) Jewelry, 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.

*Documents required for settlement of the claim-*

- a) Customer Letter

- b) Card statement (Card statement showing purchase details of item lost)
- c) Proof of Purchase / Bill (Original)
- d) FIR/Police Complaint Letter
- e) Fire Brigade report in case of Fire Claims

## 5- Credit Shield

This cover provides waiver of outstanding dues on the customer's credit card up to a specific limit depending on the card type, in the event of accidental death of the card holder.

### *Coverage condition-*

- a) Cardholder must have performed at least one POS/Ecom transaction 90 days prior to the insured event.
- b) Next of kin of the card holder must intimate the Bank about the incident within 20 days of any such incident and submit the required documents within 50 days of the incident.

### *General Exclusions-*

- a) If card holder is involved in any illegal activity which has resulted in the insured event, card holder/nominee of the card holder will not be eligible for the claim.
- b) If a card holder has not done any POS/Ecom transaction in last 90 days, he will not be eligible for the Insurance claim.
- c) ATM withdrawals will not be considered for eligibility of the insurance claim.

### *Documents required for settlement of the claim-*

- a) Original Claim form duly filled and signed.
- b) Attested FIR/Panchanama/Inquest Panchanama Copy (Notarized)
- c) Translated copy of FIR and Post Mortem Report in English/Hindi, if filed in Local Language (Notarized)
- d) Destroyed Debit Card/Debit Card Copy
- e) Attested Bank Statement of 180 days before accident (Attested by Axis Bank)
- f) Attested Hot Listing certificate (Attested by Axis Bank)
- g) Final Police Report (Notarized)
- h) Assignee Verification form photo and signature attested (attested by Axis Bank)
- i) Attested Postmortem Report and Viscera report if Viscera preserved/Chemical Analysis (Notarized)
- j) Original Death Certificate
- k) Attested copy of Driving License, in case of Road Accident (if he himself is driving) (Notarized)
- l) Certificate of Railway authority, in case of Rail Accident (Notarized)
- m) Attested Identity card, if deceased is Police/Defense personnel (Notarized)

**NOTE: Documents required may vary from time to time, Axis Bank will reach out to the customer via Branch or other modes of communication in case of any additional documentation that may be required by the Insurance company for processing of claims of the above-mentioned coverages. Customer needs to submit the required documents/revert of queries within 15 Working days to the same branch if a query is raised by the Insurance company.**