

## **General terms and Conditions.**

### **Debit Card Insurance – Terms and Conditions as per National Insurance Company Limited**

#### **General conditions**

- Only Primary card holders are covered. i.e. Add-on card are not covered. Joint account holder having different card will be considered.
- In the event the card holder having multiple cards for same account issued by the Bank, Policy shall be applicable only for the Card, which has the highest limit of Indemnity.
- Cover is applicable only to active cards. An Active Card is defined as the card with one transaction / activity on any ATM/POS/e-commerce terminal in last 90 days from date of loss.
- Claim documents are to be submitted within 90 days
- Geographical limit – Worldwide

#### **General Exclusions**

- Any claim due to deliberate breach of law.
- Any loss or damage, resulting from or arising out of or in connection with terrorism or terrorist activity except for PA and Air PA claims.

#### **Terms and conditions for Liability Cover (Lost Card, Counterfeiting/Skimming/Phishing and Online Fraud Protection)**

- The policy covers any Unauthorized / fraudulent transaction that are disputed by the Bank's customers that are executed through any plastic card including but not limited to Debit Cards, Virtual Cards etc.
- The policy covers all online fraudulent utilization of Debit/Credit/ATM Cards using the authorized CVV (Card Verification Value Code) issued to the Cardholder by the Bank.
- Pre Reporting timeline- 15 days from the Date of reporting (Loss date is included irrespective of the date of reporting)
- Post reporting timeline - 30 days from the date of reporting.
- Card holder should block/cancel the card as soon as practicable, but not more than 7 days from the date of notification of fraud transaction via SMS/Card statement/Email/Net Banking or by any other means.
- Claim Reporting Timelines for Card Holder - Intimation of claim to the Bank by card holder should be made within 7 days from the date of blocking or date of receiving the statement whichever is earlier.
- Claim Reporting Timelines for Banks-Intimation to Insurer should be made within 30 days from the date of intimation to the Bank by the card holder.

#### **Exclusions:**

- Pre-delivery fraud
- Fraudulent transactions done by person known to the cardholder.
- Any losses arising due to bank server hacking or data breaching at bank.
- Loss incurred by the cardholder because of misuse of debit card on any site not having authorized Verisign Security status or any other equivalent security status at any point in time for the entire period of insurance.

### **Terms and conditions related to Purchase Protection**

- Cover is applicable only to active cards. An Active Card is defined as the card with one transaction / activity on any POS/e-commerce/digital transaction/UPI/wallet transfer in last 90 days from date of loss.
- Cover against Standard Fire and Allied perils and Burglary in residential premises of the cardholder as per the records of the Bank only.
- Cover is valid for 90 days from the date of purchase of the tangible goods of the insured's property.
- The purchase protections cover shall be active throughout the purchase journey of any customer, for instance, any fraud while making the purchase as well needs to be covered under this section.
- Claim is to be intimated within 30 days of date of loss.
- Geographical Limits - Indian Territory.

#### **Exclusions:**

- Jewellery, perishable items are not covered.
- Earthquake, flood, storm, cyclone or other convulsions of nature or atmospheric disturbances, riot and strike, civil commotion, terrorist activities are not covered.
- Mysterious disappearance is not covered.
- Breakage of any articles of brittle and fragile in nature unless caused by fire or accident to the means of conveyance being used to carry such articles
- Theft of Baggage from any car in which the Insured is travelling whilst on a Journey.
- Loss of or damage to articles of consumable or edible or perishable nature.

### **Terms and Condition for Global Covers (Travel Insurance)**

#### **a) Loss of Checked in Baggage**

- Compensation up to Sum Insured will be paid in the event of the Insured suffering a total loss of Baggage while on a Journey that has been checked by an International Airline for an International flight.
- Claim to be intimated to Insurer within 30 days of incidence.
- No partial loss or damage shall be compensated.

#### **Exclusions:**

- Valuables.

#### **b) Delay of Checked in Baggage.**

- Insured will be reimbursed for the expenses incurred for emergency purchase of basic essential items in the event that he suffers a delay of Baggage of more than 12 hours from the scheduled arrival time at the destination for delivery of Baggage that has been checked by an International Airline for an International flight.
- Claim to be intimated to Insurer within 30 days of incidence.

### **Terms and condition for Personal Accident due to Air – Death Only**

- In the event of accidental death arising out of Aircraft, schedule Airlines etc. as defined under the policy the claim would be payable only if the ticket is purchased from the covered card.

- Claim under this cover is payable only once irrespective of the number of cards held by the cardholder.
- Claim to be intimated to Insurer within 30 days from the date of intimation to Bank.
- Terrorism is covered in the policy

**Exclusions:**

- On duty Pilots, armed forces, police, air crew are not covered, however, they all are covered when off-duty.

**Personal Accident (Accidental Death, PTD, PPD)**

- Claim under this cover is payable only once irrespective of the number of cards held by the cardholder.
- Customer should have done 1 POS / E-Commerce/Digital transaction/Wallet transfer transaction in the last 90 Days from the date of Loss Event happening. This condition will not be applicable to defense personnel.
- Personal Accident covers accidental death due sudden, unforeseen and involuntary event caused by external, visible and violent means
- Terrorism is covered in the policy.
- Cover to be applicable 24x7.
- Claim to be intimated to Insurer within 90 days of intimation to bank
- Claim under PPD will be settled as per the Insurer policy conditions

**Permanent Total Disablement (PTD)**

- Loss of use of both eyes, or physical separation/ loss of use of two hands or two feet, or one hand and one foot, or of such loss of use of one eye and such physical separation/ loss of use of one hand or one foot.
- Physical separation/ loss of use of two hands or two feet, or of one hand and one foot, or of loss of use of one eye and loss of use of one hand or one foot.
- If such Injury shall as a direct consequence thereof, permanently, and totally, disable the Insured from engaging in any employment or occupation of any description whatsoever.

**Exclusions:**

- On duty Pilot, armed forces, Military and police are not covered, however all these are covered when they are off-duty.
- Death due to participation in dangerous sports activities, attempted suicide, self-injury, or under influence of intoxicating liquor or drugs, or any kind of natural death will not get covered in the policy.

**How to file claim**

- Claim form – Digital claim form will be submitted. Physical form will only be provided in case customer requires the same.
- eFIR to be submitted in the states where the same is allowed by the state government. For rest of the states, FIR will be provided.
- The requirement of eFIR/FIR- to be waived off for the claims upto INR 50,000
- Customer bank statement or Email confirmation from the bank on the transaction
- Card hotlist certificate & Chargeback report (email declaration)

- Passport copy (for cases where the customer is outside India)
- Incident report/ customer complaint letter - Copy of letter from customer or from regulatory body or complaint taken by Call center executive or registered on email needs to be considered
- Please note that depending upon the claim incident, there might be additional documents required by the insurer on case to case basis.