

## IDFC FIRST BANK RUPAY PLATINUM CARD INSURANCE SCHME

IDFC FIRST Bank RuPay Platinum card holders are eligible for Accidental Death/Permanent Disability Insurance under NPCI RuPay Insurance Program

Card Type	Sum Insured	Eligible customers
IDFC FIRST Bank RuPay Platinum Debit Card	INR 2,00,000	<ul style="list-style-type: none"><li>• If card holder has performed one successful transaction in 45 days prior to date of accident</li><li>• transactions includes Financial transaction carried at any POS/e-Com of same bank or other Banks (on-us/off-us) are eligible</li></ul>

\*Transaction types means all card holder induced transaction done at BANK BRANCH or by any payment instrument whether on-us (Bank Customer / RuPay card holder transacting at same bank channels) and / off-us (Bank Customer / RuPay card holder transacting at other bank channels i.e. POS/ e-Commerce).

### Important details:

- ❖ The insurance partner for this program is **“TATA AIG General Insurance Company limited”**.
- ❖ All claims where incident has occurred on or after 1st April 2021 and up to 31st March 2022 will come under the purview of the RuPay Insurance Scheme 2021-22- RuPay Premium Cards.
- ❖ Under the Insurance program, IDFC FIRST Bank RuPay Card holders will be eligible for the compensation on only ONE eligible RuPay card per card holder or per customer, even if multiple cards held by cardholder of some/ different bank are meeting the eligibility criteria. The choice of the debit card for the claim would rest with the customer.
- ❖ The personal Accident Insurance Death and Permanent Total Disability, would be an open policy for any kind of accident related to death or permanent total disability. (Accident or Accidental means a sudden, unforeseen and involuntary event caused by external, visible and violent means).
- ❖ In that event, the date of accident is **within 45 days** prior to date of accident including accident date for **Premium Cardholders**, from the **date of issuance** of the RuPay card, the policy would respond in favor of the card holder **even if no transaction has been carried out using the card**.
- ❖ Personal Accident Insurance is open to all RuPay cardholders above 5 years of age subject to fulfilment of the terms and conditions of the policy.
- ❖ Compensation of insurance benefit will be made to the eligible beneficiary on submission of complete documentation prescribed under **“Procedure for Claim”**.

### Procedure for Claim

1. The cardholder/ eligible beneficiary should download the claim intimation form from bank website form center or should visit branch. Claim intimation should be done within 90 days from the day of accident.
2. Documents to be submitted by eligible beneficiary to IDFC FIRST bank are:  
**Accidental Death Claim:**

- a) Claim form duly completed and signed.
- b) Original or Certified copy of Death Certificate.
- c) Original or Certified copy of FIR, Panchnama / Inquest Panchnama.
- d) Original or certified copy of Post Mortem Report along with Chemical Analysis/FSL reports (if applicable)
- e) Copy of all medical records, if hospitalized
- f) Copy of News Paper cutting, if any
- g) Original CKYC form with KYC, NEFT documents of Nominee
- h) Aadhaar Copy of Cardholder and Nominee
- i) Bank declaration form duly signed by authorized signatory and Bank stamp  
Specifying –
  - Cardholder is holding a RuPay Card on RuPay issued IIN and mention the 16-digit Card Number
  - Compliance of 45 days' transaction criteria (account statement)
  - Nominee details (with NEFT details) as per Bank (Nominee form submitted at the time of account opening)
  - Brief about accident as per FIR
  - Bank official's name and contact details with Email ID

**Permanent Total Disability:**

- a) Claim Form duly completed and signed.
  - b) Discharge card along with case history confirmation therein duration & percentage of disability duly certified by the concerned/ treating Physician / Surgeon.
  - c) Original or certified copy of FIR
  - d) All investigation report in original copies thereof in respect of tests had undergone pertaining to accident.
  - e) Additional documents, if any, based on merit of the loss.
  - j) Aadhaar Copy of Cardholder and Nominee
  - k) Bank declaration form duly signed by authorized signatory and Bank stamp  
Specifying –
    - Cardholder is holding a RuPay Card on RuPay issued IIN and mention the 16-digit Card Number
    - Compliance of 45 days' transaction criteria (account statement)
    - Nominee details (with NEFT details) as per Bank (Nominee form submitted at the time of account opening)
    - Brief about accident as per FIR
    - Bank official's name and contact details with Email ID
3. Original Physical copy (no scanned image or copy) of documents to be sent on below address of TATA AIG General Insurance Company Limited office

**Claims Department**

**TATA-AIG General Insurance Co. Ltd.**  
**A-501, 5<sup>th</sup> Floor, Bldg No.-4,**  
**Infinity Park,**  
**Dindoshi, Malad (East)**  
**Mumbai-400097**

4. All supporting documents relating to the claim must be submitted within sixty (60) days from the date of intimation duly attested by the beneficiary/ cardholder.
5. The claim will be settled within 10 working days.

For more information, request to call BOC (Bankers on call) 1800 419 8332 or nearest IDFC FIRST Branch.