

**Terms & Conditions:**

Coverages	First Select	First Wealth	First Private
Lost card liability (including counterfeit/skimming/online Fraud): Sum Assured (INR)	1,000,000	1,200,000	1,500,000
Purchase Protection: Sum Assured (INR)	100,000	100,000	200,000
Personal Accident Insurance (Death / Permanent Total Disability): Sum Assured (INR)	5,000,000	10,000,000	15,000,000
Air Accident: Sum Assured (INR)	15,000,000	25,000,000	50,000,000
All types of virtual Cards covered in existing policy:	Yes		
UPI Transactions frauds	Covered up to 2,00,000 (incl. vishing, 2nd level authorization compromised due to unlawful means and SIM cloning)		
Fraudulent Cover (i. Theft Of Funds (Unauthorized Digital Transactions), ii. Identity Theft)	500,000	500,000	500,000
Trip Cancellation Cover	100,000	100,000	100,000
Travel Insurance Cover	\$10,000	\$10,000	\$10,000

**General Conditions:**

1. Cover will be applicable to the primary card and add-on card holders
2. Gross Negligence is not covered
3. Warranted that card are chip and pin based
4. Any claim due to deliberate breach of law would not be payable
5. Cardholder in every case to cancel the card as soon as practicable, but not more than 7 number of days from the date of notification of fraud transaction via SMS, card statement, email, net banking or by any other means
6. Claim to be intimated to the Insurer within 60 days of the date of intimation about the fraudulent transaction to the Bank by the customer or the date of loss or date of incidence
7. Claim documents to be sent within 90 days to the insurance company from the date of intimation to the Bank by the cardholder
8. All types of virtual Cards covered
9. AOY Limit for Lost Card Liability will be INR 5 Crores.
10. Customers who are having Nation FIRST and Honour FIRST account with the bank are not entitled for the benefit under this insurance

## **Lost Card Liability (Including Skimming/Counterfeit, Online Fraud Protection, UPI Transactions)**

### **1. Lost Card Liability:**

- I. The cover is valid for 7 days prior to reporting and 7 days post reporting
- II. Fraudulent utilization of lost or stolen covered Debit Cards including at point of sale and merchant establishments transactions are covered
- III. Any PIN based transactions (like ATM, Internet and telephone etc) are covered provided the Pin is acquired under duress by unauthorized person
- IV. UPI Transactions fraud are covered
- V. All losses from breach of 2<sup>nd</sup> level authorizations are not covered except for UPI transactions
- VI. Pre delivery fraud is not covered
- VII. FIR (including online FIR) is to be mandatorily submitted in case of Lost card wherein the claim amount is above 1,00,000. In cases where claim amount is less than 1,00,000/- Police intimation may be provided.
- VIII. Coverage of cards forgotten by the customer in the ATM will be covered provided the card is used by unauthorized person using card no. & CVV. Claim will be paid only if video- recording is received from bank
- IX. Coverage – Worldwide

### **2. Skimming/ Counterfeit:**

- I. Counterfeit Card shall mean a Card which has been embossed or printed so as to pass off as a Card issued by the Bank which is subsequently altered or modified or tampered with without consent of the Bank
- II. Skimming - Any Fraudulent Use of a Bank Card(s) where property, labour or services are sold and delivered by a merchant to an individual purporting to be the cardholder using telephone, fax machines, postal services or a computer- based system or network
- III. Losses arising out of duplicate or counterfeit cards as issued by the Bank created without the Cardholder's Knowledge
- IV. The cover is valid for 7 days prior to reporting and 7 days post reporting
- V. Any loss arising due to bank server hacking or data breaching at bank will not be covered under the policy
- VI. Losses occurring due to 2nd level authorization not covered under the policy except for UPI transactions

### **3. Online Fraud Protection**

- I. Phishing/ account take - Any fraudulent loss or damage arising due to Information obtained by Unauthorized Access to sensitive information such as usernames, passwords and any card details by masquerading as a trustworthy entity in an electronic communication which is not owned, operated or contracted by the Insured or the Insured's Bank Card processor.
- II. Internet Banking Frauds is defined as fraudulent transactions being made on the internet by use of lost/stolen cards provided the card is used by unauthorized person using card number and CVV.

- III. The policy covers all online fraudulent utilization of Debit Cards using the authorized CVV (Card Verification Value Code/ PIN issued to the Cardholder by the Bank
- IV. Covers Liability arising out of any loss or damage of Card transactions using the authorized PIN issued to the Cardholder by the Bank
- V. The cover is valid for 7 days prior to reporting and 7 days post reporting
- VI. The Company will not make any payment for any claim directly or indirectly arising from, or occasioned by, or due to:
  - a. Loss incurred by the cardholder because of misuse of debit card at any site not having authorized Verisign Security status or any other equivalent Security status at any point in time for the entire period of the insurance.
  - b. Any failed/ duplicate/ declined transactions by host website/ authorized bank
  - c. Any errors made by the host Website/ authorized bank.
- VII. Password and/or OTP based transactions are not covered
- VIII. Losses occurring due to 2<sup>TM</sup> level authorization not covered under the policy except for UPI transactions
- IX. Any loss arising due to bank server hacking or data breaching at bank will not be covered under the policy

#### **UPI Transactions Fraud**

Covers fraudulent transactions debited to UPI linked Bank account through third party apps due to reasons including but not limited to: -

- 1. PIN/OTP/Password/2nd level authorization are compromised
- 2. SIM cloning leads to unauthorized / fraudulent transactions
- 3. Mobile device / any other electronic device of the customer being compromised
- 4. Vishing attacks - any fraudulent usage / unauthorized withdrawals arising due to information obtained by unauthorized access to sensitive information such as username, password by masquerading as a trustworthy entity in a voice communication. It will cover such cases which have been paid by the bank looking the past account history of the customer and/or due to orders received from Regulatory bodies/ Ombudsman on the disputes raised by the customer.

#### **Purchase Protection**

The company shall indemnify the valid cardholders for any item purchased using the Debit cards anywhere in the Geographical Area when such items is in transit from the place of purchase to the residence of the card holders and when the item is contained in the residence of the cardholder when such item is lost or destroyed due to fire, burglary, theft, riot and strike, malicious damage, and by accidental external means for a period of 60 days from the date of purchase of such item.

- 1. Cover is valid for 60 days from the date of purchase
- 2. Jewellery, perishable items are not covered
- 3. STFI, RSMD, SRCC are covered
- 4. Cover for residential address of the card holder as per the Bank records of the cardholder only.

#### **Personal Accident/Permanent Total Disability**

1. PA Death / Permanent Disability
2. Policy Condition applicable:  
Minimum 1 POS/E-Com/online transaction in each month, for previous 3 calendar months, immediately preceding the month of incident & value of each such transaction to be  $\geq$  Rs. 500 in each of the 3 months. If the card has been issued 1 month/2 month prior to the incident/accident then Minimum 1/2 POS/E-Com/Online transaction respectively will be considered from the month of actual issuance of card.
3. Claim under this cover is payable only once irrespective of the number of cards held by the card holder
4. In the event of Insured having multiple cards, the Personal Accident claim would be payable on one card only, with maximum benefit (highest sum insured)
5. Personal Accident covers accidental death/disability due to sudden, unforeseen, unexpected, unusual and involuntary event caused by external, visible and violent means, which occurs at an identifiable time and place during the period of insurance.
6. Terrorism is covered
7. 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 be covered

#### **Death due to Air Accident**

1. In the event of accidental death arising out of Aircraft, scheduled Airlines etc. the claim would be payable only if the below condition is met - Minimum 1 transaction in a month
2. Policy Condition applicable:  
Minimum 1 POS/E-Com/online transaction in each month, for previous 3 calendar months, immediately preceding the month of incident & value of each such transaction to be  $\geq$  Rs. 500 in each of the 3 months. If the card has been issued 1 month/2 month prior to the incident/accident then Minimum 1/2 POS/E-Com/Online transaction respectively will be considered from the month of actual issuance of card and  
The ticket cost should have been paid from IDFC Bank Account/ Debit Card (offline / online / to airline / aggregator / travel agent etc.)
3. Claim under this policy is payable only once irrespective of the number of cards held by the card holder
4. In the event of insured having multiple cards, the Personal Accident claim would be payable on one card only, with maximum benefit (highest sum insured)
5. Claim would be payable only if the same is intimated to the Insurance company within 60 days from the date of accidental death
6. Pilots, Armed Forces, Police, Air crew are not covered

#### **I. FRAUDULENT COVER**

##### **i. Theft Of Funds (Unauthorized Digital Transactions):**

We will cover financial losses incurred by the account holder/ debit/virtual cardholder/digital wallets arising from any online frauds/unauthorised transactions.

**ii. Identity Theft:**

We will cover financial losses, credit monitoring costs, defence costs for legal proceedings, card replacement cost arising from the misuse of your personal information on the internet by a third party along with psychological consultation costs for the affected victim.

**II. TRIP CANCELLATION COVER**

**i. FLIGHT CANCELLATION COVER**

The Insurer will indemnify the Insured Person for flight cancellation charges if the Insured Person cancels his trip before the onset of the trip due to Insured Person's hospitalization or his / her family member's hospitalization within 1 day prior to departure of the Insured Person, death of the Insured Person family member within 1 day prior to departure of the Insured Person, natural calamity, riot or strike at the travel origin city, Government advisory or due to legal matter wherein the Insured Person is directly involved. For this section, family member should mean spouse, children and parents/parent-in-laws of the Insured Person.

Cancellation can be due to any reason whatsoever, except for the exclusions mentioned below :

Exclusions:

1. Failure to start journey in case of rejection of VISA
2. Failure to start journey in case of any involvement in any sort of unlawful activities

**ii. HOTEL CANCELLATION COVER**

The Insurer will indemnify the customer for hotel cancellation charges, if the customer cancels his booking due to any reason. The reason can be anything.

**III. TRAVEL INSURANCE COVERAGES:**

**i. LOSS OF CHECKED IN BAGGAGE**

1. 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 Domestic and/or International Airline for an Domestic and/or International flight.
2. Insured will be reimbursed for the expense incurred for emergency purchase of basic essential items in the event his baggage is lost.
3. Valuables are not covered. Valuables shall mean photographic, audio, video, computer, telecommunication and electrical equipment, telescopes, binoculars, spectacles, sunglasses, antiques, watches, furs and articles made of precious stones and metals.
4. Claim to be intimated to Insurer within 30 days of incidence.
5. No partial loss or damage shall be compensated.

**ii. DELAY OF CHECKED IN BAGGAGE**

1. Insured will be reimbursed for the expenses incurred for emergency purchase of basic essential items in the event that he suffers a delay of delivery of Baggage of more than 12 hours from the scheduled arrival time at the destination for delivery of Baggage that has been checked by Domestic and/or International Airline for Domestic and/or International flight.
2. A non-delivery certificate or PIR must be obtained immediately from the airline which must be submitted to the company in the event of a claim hereunder.

3. No Compensation certificate from airlines would be required to be submitted at the time of claim. Claimant should provide the invoices of the basic essential items purchased during the event.
4. Claim to be intimated to Insurer within 30 days of incidence.

### **iii. DELAY IN FLIGHT**

1. Compensation up to Sum Insured will be paid in event a Domestic and/or International flight of Domestic and/or International Airline in which the Insured is travelling arrives at the destination after 2 hours from the scheduled arrival time.
2. Claim to be intimated to Insurer within 30 days of incidence.

### **iv. MISSED CONNECTING FLIGHT**

The Insurer will reimburse reasonable additional expenses due to Missed Connecting flight due to Increment Weather, equipment failure of common carrier or Strike or other job action by employees of a Common Carrier scheduled to be used by the Insured Person.

#### **Exclusion:**

1. Any missed connection where time gap between scheduled arrival of incoming common carrier and scheduled departure of connecting common carrier was less than 6 hours or time excess as mentioned in the Certificate of Insurance.
2. Any claim caused by a strike or industrial action or any other reason for which the dates had been publicly announced or reported by the media at the time you took out your policy or when you booked your trip (whichever is later).

### **v. LOSS OF PASSPORT & TRAVEL RELATED DOCUMENTS**

Cover for reimbursement of expenses incurred in procuring travel related documents namely PASSPORT/VISA. All costs incurred in procuring including the application fees for the lost passport including any travel documents such as VISA in the event of a loss.

1. Any loss or damage resulting from or arising out of or in connection with terrorism or terrorist activity is excluded.
2. Claim to be intimated to Insurer within 30 days of intimation to bank by the customer.

### **TERMS AND CONDITIONS APPLICABLE TO TRIP CANCELLATION & TRAVEL INSURANCE COVER:**

- The tickets should be purchased using the above mentioned IDFC FIRST debit card/account/virtual card Only.
- Coverage is for Non – refundable amount (deduction amount) of the booking, which are cancelled at least 1 day prior to travel/stay date.
- Cancellation is not restricted solely for card/account holders. This policy will extend to cover all cancellation from the card/account holders and their immediate family members subject to the bookings done using the IDFC FIRST Debit Card. The cover is restricted upto the limit mentioned for the said card.
- Single transaction will be considered as one cancellation (Single transactions means booking done for 2 people or 5 people or transaction done for round trip)
- Maximum 2 cancellation per card per year
- Policy extends to cover account holder/ IDFC FIRST debit card/account/virtual card Virtual and Add-on card holders

- The Flight/Hotel insurance coverages would be for both Domestic & International sector
- Claim settlement to be done within 15 days from the submission of all documents.
- Rates to be valid for 1 year
- Claim intimation should be within 60 days from the date of cancellation.

## **Claim Documentation**

### **Skimming /Counterfeit:**

1. Claim form duly filled in and signed by the claimant.
2. Latest Account statement (for the month of loss).
3. Passport copy, if loss at international location, i.e. all pages covering departure from India Immigration Stamp to return back in India Immigration along with first and last page of the Passport.
4. Incident report by Bank.
5. Police Intimation/FIR requirement
  - For cases upto INR 1,00,000 - Police complaint/intimation is mandatory
  - For cases above INR 1,00,000 - FIR is mandatory
  - In case the customer is unable to file FIR inspite of all efforts, online FIR may be accepted.
6. Copy of Dispute letter given by Customer to Bank.
7. Claims to be paid to the Bank.

### **Loss of Card:**

1. Claim form duly filled in and signed by the claimant.
2. Latest Account statement (for the month of loss)
3. Complete Passport copy, if loss at international location.
4. Incident report by Bank.
5. Police Intimation/FIR requirement
  - For cases up to INR 1,00,000 - Police complaint/intimation is mandatory
  - For cases above INR 1,00,000 - FIR is mandatory
  - In case the customer is unable to file FIR in spite of all efforts, online FIR may be accepted.
6. Copy of Dispute letter given by Customer to Bank.
7. Claims to be paid to the Bank

### **Online Fraud Protection:**

1. Claim form duly filled in and signed by the claimant.
2. Latest Account statement (for the month of loss)
3. Passport copy, if loss at international location, i.e. all pages covering departure from India Immigration Stamp to return back in India Immigration along with first and last page of the Passport.
4. Incident report by Bank.
5. Copy of Dispute letter given by Customer to Bank.
6. Police Intimation/FIR requirement

- For cases upto INR 1,00,000 - Police complaint/intimation is mandatory
  - For cases above INR 1,00,000 - FIR is mandatory
  - In case the customer is unable to file FIR in spite of all efforts, online FIR may be accepted.
7. Previous & present address details by Bank.
  8. Claims to be paid to the Bank.

#### **Purchase Protection:**

1. Claim form duly filled in and signed by the claimant.
2. Copy of FIR
3. Cancelled Cheque of the claimant (with account holder's name printed) OR NEFT Mandate form duly filled and verified by any schedule bank.
4. Original Invoice of Expenses incurred with details of items purchased
5. Card statement reflecting the purchase

#### **Personal Accident:**

1. Claim form duly filled (with description of the event).
2. Latest Account statement (for last 3 months from date of Incident/ loss).
3. Policy Condition applicable:
4. Copy of Death certificate.
5. Copy of FIR/ MLC (Medico legal Case report).
6. Copy of Postmortem Report.
7. Panchanama (Spot and/ or Inquest) as applicable
8. The Forensic Science Laboratory (FSL)/ Histopathology/ Chemical analysis Report (If recommended in PM Report) incases where case of death is not clear
9. Cancelled Cheque of the claimant (with account holder's name printed) OR NEFT
10. Mandate form duly filled and verified by any scheduled bank.
11. Copy of "Legal Heir certificate or Indemnity cum declaration bond on a 100 Rs. stamp paper" If amount needs to be paid to nominee (when nominee name not mentioned in policy copy).
12. Policy Condition applicable:  
Minimum 1 POS\*/E-com/ or online transaction E-POS transaction of INR 500 & above in each month, for previous 3 Calendar months, immediately preceding the month of accident.  
\*POS - Along with Physical POS transaction, online transaction (E-POS) done from 1st April '21 is also considered. However, if the card has been issued 1 month/2 month prior to the incident/accident then Minimum 1/2 POS/E-Com/Online transaction respectively will be considered from the month of actual issuance of the card.

#### **Death due to air accident:**

In addition to above additional documents which is required are as under:

1. Confirmation acknowledgement from respective Airlines
2. Copy of Air Ticket/confirmation from airline
3. Boarding Pass/confirmation from airline



4. Passport with immigration stamp incase of international travel
5. Policy Condition applicable:  
Minimum 1 POS/E-Com/online transaction in each month, for previous 3 calendar months, immediately preceding the month of incident & value of each such transaction to be  $\geq$  Rs. 500 in each of the 3 months. If the card has been issued 1 month/2 month prior to the incident/accident then Minimum 1/2 POS/E-Com/Online transaction respectively will be considered from the month of actual issuance of card.