

31<sup>st</sup> March 2021

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| <b>Insured</b>                   | : | <b>IDFC First Bank Limited</b>   |
| <b>Address</b>                   | : | Naman Chambers, C-32, G Block, BKC, Bandra (East), Mumbai-400051   |
| <b>Policy Type</b>               | : | <b><u>Cards Package Policy</u></b><br>Section 1 – Personal Accident & Air Accident<br>Section 2 – Lost Card Liability<br>Section 3 – Purchase Protection   |
| <b>Original Insured</b>          | : | Defence Personnel - Defence Personnel would include All Armed forces including Central Armed Forces, CRPF, Paramilitary, CISF etc.   |
| <b>Policy Period</b>             | : | 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022  |
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|                                  |   | <b>PERSONAL ACCIDENT &amp; AIR ACCIDENT</b>  |
| <b>Territorial Limits</b>        | : | Worldwide including USA/Canada   |
| <b>Sum Insured</b>               | : | INR 4,000,000 per Insured Person<br>Additional Sum Insured for Air Accidents: INR 10,000,000 per Insured Person<br><br>(subject to consecutive salary / pension credits – once within last 90 days).   |
| <b>Coverages &amp; Extension</b> | : | <ol style="list-style-type: none"> <li>1. Accidental Death -100% of SI</li> <li>2. Permanent Total Disability (PTD): 100% of SI <ol style="list-style-type: none"> <li>i. Loss of Two Limb, Two eyes or one limb or one eye - 100% of SI</li> <li>ii. Loss of one limb or one eye - 50% of SI</li> <li>iii. Permanent Total Disability than the above injuries - 100% of SI</li> </ol> </li> <li>3. Partial Permanent Disability -As per % of disablement</li> <li>4. Child education grant - Total INR 4 Lac- Age upto 23 years</li> <li>5. Girl Child Marriage Cover :- Death of the Defense Personnel - Girl Child Marriage Cover (18-25 years) – Max’ 2 lakhs.</li> <li>6. Additional Air Accident Insurance - INR 10,000,000 Sum Insured per person in the event of Accidental Death or PTD</li> <li>7. Cover for on-duty and off-duty – 24x7 cover</li> <li>8. Terrorism is covered (however Nuclear/Chemical/Biological Terrorism is excluded)</li> <li>9. Counter Insurgency, Counter Terrorist, Counter Infiltration covered</li> <li>10. Disability to be adjudged by Army Doctors and certification under their process.</li> </ol> |

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|   |   | <ol style="list-style-type: none"> <li>11. In case of missing body, the claim to be processed under certificate from the respective HQ</li> <li>12. Accidental Hospitalization Benefit:<br/>Hospitalization Cash coverage of INR.1000 per day for up to 20 days in a calendar year, maximum of INR 20000 in a Financial year subject to consecutive salary credits. The Claim under this category is payable only if the claim is admissible under PTD, PPD</li> <li>13. Air-time and Sea time to be covered</li> <li>14. During Training period</li> <li>15. Mishap during Testing of Flights/ Equipment's etc.</li> <li>16. Cover accidents at High Altitude and difficult terrains</li> <li>17. The above cover will also be available to the account holder once he quits the forces, subject to pension being credited into the account.</li> <li>18. Active War excluded</li> <li>19. Age Limit – 18 to 70 (Retired personnel &amp; Pensioners covered)</li> <li>20. Covid 19 and other pandemic announced by WHO is exclusion under the policy.</li> </ol> |
| <b>Expected number of Insured during the year</b> | : | 10,000  |
| <b>Geographical Coverage</b>                      | : | Worldwide including USA/Canada  |
| <b>Eligibility criteria</b>                       | : | Consecutive salary / pension credits – once within last 90 days   |
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|   |   | <b>LOST CARD LIABILITY</b>  |
| <b>Terms &amp; Conditions</b>                     | : | <ol style="list-style-type: none"> <li>1. The insurance cover is valid only up to the mentioned number of cards. Any increase in no. of cards, additional premium to be paid via endorsement.</li> <li>2. Cover will be applicable to the primary card and add-on card holders</li> <li>3. Gross Negligence is not covered</li> <li>4. Warranted that cards are chip and pin based</li> <li>5. Any claim due to deliberate breach of law would not be payable</li> <li>6. Declaration of no. of cards issued is to be made on a quarterly basis</li> <li>7. Refund to be made to the insurer wherever recovery is made from vendors</li> </ol>  |

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|                        | <ol style="list-style-type: none"> <li>8. 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</li> <li>9. 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</li> <li>10. Claim documents to be sent within 90 days to the insurance company from the date of intimation to the Bank by the cardholder</li> <li>11. All types of virtual Cards to be covered in the policy</li> </ol>  |
| <p><b>Coverage</b></p> | <ol style="list-style-type: none"> <li><b>a. Lost Card Liability:</b> <ol style="list-style-type: none"> <li>1. The cover is valid for 7 days prior to reporting and 7 days post reporting</li> <li>2. Fraudulent utilization of lost or stolen covered Debit Cards including at point of sale and merchant establishments transactions are covered</li> <li>3. Any PIN based transactions (like ATM, Internet and telephone etc) are covered provided the Pin is acquired under duress by unauthorized person</li> <li>4. All losses from breach of 2<sup>nd</sup> level authorisations are not covered except for UPI transactions</li> <li>5. Pre delivery fraud is not covered</li> <li>6. FIR is to be mandatorily submitted in case of Lost card wherein the claim amount is above 50,000. In cases where claim amount is less than 50,000/- Police intimation duly acknowledged by police may be provided.</li> <li>7. Coverage of cards forgotten by the customer in the ATM will be covered provided the card is used by unauthorized person using card no. &amp; CVV. Claim will be paid only if video-recording is received from bank</li> <li>8. Coverage – Worldwide</li> </ol> </li> <li><b>b. Skimming/Counterfeit:</b> <ol style="list-style-type: none"> <li>1. 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</li> </ol> </li> </ol> |

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|  | <ol style="list-style-type: none"><li>2. 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</li><li>3. Losses arising out of duplicate or counterfeit cards as issued by the Bank created without the Cardholder's Knowledge</li><li>4. The cover is valid for 7 days prior to reporting and 7 days post reporting</li><li>5. Any loss arising due to bank server hacking or data breaching at bank will not be covered under the policy</li><li>6. Losses occurring due to 2nd level authorisation not covered under the policy except for UPI transactions</li></ol> <p><b>c. Online Fraud Protection:</b></p> <ol style="list-style-type: none"><li>1. 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.</li><li>2. 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 unauthorised person using card number and CVV.</li><li>3. 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</li><li>4. Covers Liability arising out of any loss or damage of Card transactions using the authorized PIN issued to the Cardholder by the Bank</li><li>5. The cover is valid for 7 days prior to reporting and 7 days post reporting</li><li>6. The Company will not make any payment for any claim directly or indirectly arising from, or occasioned by, or due to:<ol style="list-style-type: none"><li>i. Loss incurred by the cardholder because of misuse of credit card at any site not having authorised Verisign Security status or any other equivalent Security status at any point in time for the entire period of the insurance.</li></ol></li></ol> |
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|                |   | <ul style="list-style-type: none"> <li>ii. Any failed/ duplicate/ declined transactions by host website/ authorized bank</li> <li>iii. Any errors made by the host Website/ authorized bank.</li> </ul> <ul style="list-style-type: none"> <li>7. Password and/or OTP based transactions are not covered</li> <li>8. Losses occurring due to 2<sup>nd</sup> level authorisation not covered under the policy except for UPI transactions</li> <li>9. Any loss arising due to bank server hacking or data breaching at bank will not be covered under the policy</li> </ul> <p><b>d. UPI Transactions fraud</b></p> <p>UPI Transaction Frauds are covered including vishing, 2nd level authorization compromised due to unlawful means and SIM cloning.</p>   |
| <b>Limit</b>   | : | Upper Variant Card – INR 6,00,000<br>Lower Variant Card – INR 4,00,000   |
| <b>Premium</b> | : | Upper Variant Card (Limit of INR 6,00,000) – INR 12 per card + GST<br>Lower Variant Card (Limit of INR 4,00,000) – INR 10 per card + GST   |
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|                |   | <b>PURCHASE PROTECTION</b>   |
| <b>Limit</b>   | : | <b>INR 1,00,000 per card</b>   |
|                |   | <ul style="list-style-type: none"> <li>1. Cover against Standard Fire and Allied perils and Burglary in residential premises of the cardholder as per the records of the Bank only;</li> <li>2. Cover valid for purchases on Bank Debit Cards only;</li> <li>3. Cover is valid for 90 days from the date of purchase</li> <li>4. Jewellery, perishable items are not covered</li> <li>5. Earthquake, Terrorism is not covered</li> <li>6. Mysterious disappearance is not covered</li> <li>7. Cover for residential address of the card holder as per the records of the policyholder only.</li> <li>8. Available for the period of 90 days on purchase of tangible goods on card against damage or loss.</li> <li>9. Theft will be covered under the policy</li> <li>10. Geographical Limit: India</li> </ul> |

