



## Debit Card Insurance Policy 2023 - 24

Debit Card Insurance Policy : Key Terms & Conditions: 2023 -24 Types of Cards (Sum Assured – in INR)						
Coverages	Visa Classic	Visa Platinum	Visa Signature	VISA Select	Visa Wealth	Visa Private
Personal Accident Insurance (Death or Permanent Disability)	5,00,000	35,00,000	35,00,000	50,00,000	1,00,00,000	1,50,00,000
Eligibility Criteria for Personal Accident (Death or Permanent Disability)	Minimum 1 POS or eCom transaction of INR 500 & above in each month, for previous 3 calendar months, immediately preceding the month of incident.					
Claim Notification	All claims should be notifiedsss within 60 days of the incident and entire set of claim documents should be submitted within 90 days of claim intimation. Bank will not entertain any claim which does not meet this intimation/claim form submission criterion.					

### **TERMS & CONDITIONS**

#### **General Conditions:**

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.
2. Cover will be applicable to the primary card and add-on card holders
3. Gross Negligence is not covered
4. Warranted that card are chip and pin based
5. Any claim due to deliberate breach of law would not be payable
6. Declaration of no. of cards issued is to be made on monthly basis
7. Refund to be made to the insurer wherever recovery is made from vendors
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

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
10. Claim documents to be sent within 90 days to the insurance company from the date of intimation to the Bank by the cardholder

## **CLAIM DOCUMENTATION**

### **Personal Accident:**

- ✓ Claim form duly filled (with description of the event).
- ✓ Latest Account statement (for last 3 months from date of Incident/ loss).
- ✓ Policy Condition applicable:
- ✓ Copy of Death certificate.
- ✓ Copy of FIR/ MLC (Medico legal Case report).
- ✓ Copy of Postmortem Report.
- ✓ Panchanama (Spot and/ or Inquest) as applicable
- ✓ The Forensic Science Laboratory (FSL)/ Histopathology/ Chemical analysis Report (If recommended in PM Report) in cases where case of death is not clear
- ✓ Cancelled Cheque of the claimant (with account holder's name printed) OR NEFT Mandate form duly filled and verified by any scheduled bank.
- ✓ 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).
- ✓ Policy Condition applicable:
- ✓ Minimum 1 POS\*/ecom/ or online transaction ePOS 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 (ePOS) done is also considered. However, If the card has been issued 1 month/2 month prior to the incident/accident then Minimum 1/2 POS/eCom/Online transaction respectively will be considered from the month of actual issuance of the card.

## **Please Note:**

- a) IDFC FIRST Bank has no role in deciding the claim to be processed or not. IDFC FIRST Bank services and handholds the customer through the claim process and submit the required documents to the Insurer.
- b) IDFC FIRST Bank reserves the right, at any time, without prior notice and without assigning any reason whatsoever, to add/alter/modify/change or vary all of these terms and conditions or to replace, wholly or in part, this Offer by another offer, whether similar to this Offer or not, or to extend or withdraw it altogether.
- c) Disputes if any, arising out of or in connection with or as a result of above Offer or otherwise relating hereto shall be subject to the exclusive jurisdiction of the competent courts / tribunals in

Mumbai only, irrespective of whether courts / tribunals in other areas have concurrent or similar jurisdiction.

- d) This offer is by way of a special offer for select Customers to whom the communication is sent & by participation in this offer, you hereby agree that IDFC FIRST Bank or its affiliates will not be held liable or responsible for any loss or damage whatsoever incurred by you in connection with the Offer.