

## **Availing the insurance claim on complimentary insurance offering on Debit & Credit card**

### **Summary-**

With aim of delivering better value to our customer, we provide various complimentary insurance offering to our Debit and credit card holders, depending on the card variant. Nature and sum insured of the complimentary insurance cover will defer as per the card variant and available on our website under Debit and Credit card section.

List of various complimentary insurance cover extended to Debit & Credit cardholders are as mentioned below-

#### **1- Personal Accident cover-**

This cover provides compensation up-to to the specified sum insured in the event of accidental death of the card holder.

#### *Coverage condition-*

- a) Cardholder must have performed at least one POS transaction 180 days prior to the insured event.
- b) Card holders/Nominee of the card holder must intimate the Bank about the incident within 30 days of any such incident and submit the required documents within 90 days of incident.
- c) For air accident cover, travel ticket must be booked through Axis Bank Debit/Credit card.

#### *General Exclusions-*

- a) If card holders is involved in any illegal activity which has resulted in to the insured event, card holder/nominee of the card holder will not be eligible for the claim.
- b) If a card holder has not done any POS transaction in last 180 days, he will not be eligible for the Insurance claim.
- c) ATM withdrawals will not be considered for eligibility of the insurance claim.

#### *Documents required for settlement of the claim-*

- d) Original Claim form duly filled and signed.
- e) Attested FIR/Panchanama/Inquest Panchanama Copy (Notarized)
- f) Translated copy of FIR and Post Mortem Report in English/Hindi, if filed in Local Language. (Notarized)
- g) Destroyed Debit Card/Debit Card Copy
- h) Attested Bank Statement of 180 days before accident.(Attested by Axis Bank)
- i) Attested Hot Listing certificate (Attested by Axis Bank)

- j) Final Police Report (Notarized)
- k) Assignee Verification form photo and signature attested (attested by Axis Bank)
- l) Attested Post Mortem Report and Viscera report if Viscera preserved/Chemical Analysis (Notarized)
- m) Original Death Certificate
- n) Attested copy of Driving License, in case of Road Accident (if he himself is driving) (Notarized)
- o) Certificate of Railway authority, in case of Rail Accident. (Notarized)
- p) Attested Identity card, if deceased is Police/Defense personnel (Notarized)
- q) Air Ticket & Account statement highlighting the transaction for Air ticket purchase. (Only for Air Accident)
- r) Certificate from Air Line authority, in case of Air accident (Notarized)

## **2-Baggage Loss/ Checked in baggage**

This cover provides compensation against any check-in baggage lost during any international flight, up to the sum insured specified as per the product variant.

### *Coverage conditions-*

- a) Cardholder must have performed at least one POS transaction 180 days prior to the insured event.
- b) Travel ticket must be booked through Axis Bank Debit/Credit card.
- c) Card holders/Nominee of the card holder must intimate the Bank about the incident within 30 days of any such incident and submit the required documents within 30 days of incident.

### *General Exclusions-*

- a) If Airline has already provided compensation for the loss, customer will not be eligible for the insurance claim.
- b) Jewelry, Gemstones and cash and cash equivalents will be excluded from the cover.
- c) Any delicate items which got damaged during the transit will not be covered.
- d) Cover is extended only for loss of checked in baggage. Any loss before check in is not covered.

### *Documents required for settlement of the claim-*

- a) Customer letter
- b) Boarding pass
- c) Original purchase bill

- d) Declaration from Airlines for loss of Baggage
- e) No compensation certificate from Airlines

### **3-Purchase Protection**

This cover provides indemnification against any item purchased using Axis bank Debit/Credit card, up-to 90 days against specified sum insured on losses occurred due to fire, burglary, theft within the residential premises of the card holder.

#### *Coverage conditions*

- a) Item must be purchased using Axis Bank Debit/Credit card.
- b) Jewelry, Gemstones and cash and cash equivalents will be excluded from the cover.
- c) Card holders/Nominee of the card holder must intimate the Bank about the incident within 30 days of any such incident and submit the required documents within 30 days of incident.

#### *General Exclusions-*

- a) Jewelry, Gemstones and cash and cash equivalents will be excluded from the cover.
- b) If item is outside the residential premises, customer will not be eligible for the claim.

#### *Documents required for settlement of the claim-*

- a) Customer Letter
- b) Card statement(Card statement showing purchase details of item lost)
- c) Proof of Purchase / Bill.(Original)

### **4-Price Protection**

This cover provide protection against any sudden price drop post purchase of any item on specific online merchant, within 7 days of date of transaction.

#### *Coverage conditions*

- a) Item must be purchased using Axis bank Debit/Credit card.
- b) Price drop due to specific sales campaign will be excluded from the cover.
- c) Any Price drop applicable on limited quantity will be excluded under the cover.

#### *General Exclusion*

- a) Jewelry, Gemstones and cash and cash equivalents will be excluded from the cover.
- b) Cover is restricted on specific merchant website mentioned for the card variant.

*Documents required for settlement of the claim-*

- a) Customer Letter
- b) Card statement.
- c) Original Copy of Invoice of first order
- d) Screenshot/ Evidence proof of Lower price along with the date available in the website.