

Circular: RuPay/20/2014-15

March 31, 2015

**Circular: RuPay Insurance Program 2015-16**

**A) Background:**

1. RuPay Card Scheme is a domestic network set-up to provide secured, robust, scalable, simple, transparent, inclusive, user friendly and affordable solutions to entities eligible to issue cards in India. As a value added service, we had introduced insurance cover of Rs. 1 Lac for Non-Premium cards and Rs. 2 Lac for RuPay Premium cards (accidental death or Permanent Total Disablement only) to eligible RuPay Cardholders. NPCI is pleased to inform you the details of the insurance program for the year 2015-16.
2. NPCI has entered into an arrangement with The New India Assurance Co. Ltd. to provide this facility for the coming financial year 2015-16. The Insurance Program will come into effect from 1<sup>st</sup> April, 2015 and shall remain effective for a period of one year i.e. up to 31<sup>st</sup> March, 2016.
3. Extension of Insurance Program beyond aforesaid period will be reviewed internally and in consultation with participating banks and suitably communicated before the expiry of the financial year 2015-16.
4. We give below details of the RuPay Insurance Program 2015-16.

**Please Note:**

- a. **Accident occurring on or after 00:00:00 hrs 1<sup>st</sup> April 2014 and on or before 23:59:59 31<sup>st</sup> March, 2015:** All accidental claims where incident has occurred on or before 31<sup>st</sup> March, 2015, falls under the ambit of RuPay Insurance Program 2014-15. Hence, banks need to report all such claims to HDFC Ergo for intimation and subsequent assessment. Claims reported to banks by customers beyond the stipulated time period from date of incident can also be intimated to HDFC Ergo provided that the incident has happened in the policy period.
- b. **Accident occurring on or after 00:00:00 1<sup>st</sup> April, 2015 and upto 23:59:59 31<sup>st</sup> March, 2016:** All accidental claims where incident has occurred on or after 1<sup>st</sup> April, 2015 and upto 31<sup>st</sup> March, 2016, will come under the purview of the RuPay Insurance Program 2015-16. Hence, banks need to report all such claims to The New India Assurance Co. Ltd. for intimation and subsequent assessment.

**B) Terms and Conditions:**

1. All RuPay Card holders i.e. Cards issued on an IIN assigned by RuPay will be eligible for the benefit under the RuPay Insurance Program 2015-16. Benefits of Insurance will be available to the Cardholders who have performed minimum one successful

financial or non-financial transaction\* at any Channel both Intra and Inter-bank (ATM/MicroATM/POS/e-com/Business Correspondent of the bank at locations) within 45 days prior to date of accident including accident date.

\* Transaction types means all transaction types listed above whether on-us (Bank Customer/RuPay card holder transacting at same bank channels) and / or off-us (Bank Customer/ RuPay card holder transacting at other bank channels)

2. RuPay cardholders will be eligible for the compensation on only 1 eligible RuPay card per cardholder or per customer, even if multiple cards held by cardholder of same / different bank are meeting the eligibility criteria. The choice of the card for the claim would rest with the customer.
3. 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.
4. In the event that the date of accident is within 45 days from the date of issuance of the RuPay card, the policy would respond in favour of the cardholder even if no transaction has been carried out using the card.
5. 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.
6. Compensation of insurance benefit will be made to the eligible beneficiary on submission of complete documentation set prescribed under "Procedure for claim".
7. While filing insurance claim at the request of beneficiary, member bank should ensure that applicant is a bonafide beneficiary as per the law of the land.
8. Member banks are responsible to communicate the Insurance Scheme, important Terms and Conditions and process of claim intimation to their customer facing channels and cardholders.
9. The member banks should proactively communicate the benefit through websites, call centres, branches etc. and should include the information on insurance scheme and important terms and conditions in welcome kits in the form of leaflets and usage guide as per RBI approved font specifications.

### **C) Procedure for Claim**

1. Claim for insurance benefit against policy will need to be submitted by the member bank. NPCI has made this arrangement as a value added offering on RuPay Card,



however process provisions have been made whereby member banks are required to register the claims directly with **The New India Assurance Co. Ltd** as per claim process enclosed with this document.

2. The enclosed documents i.e. Claim Process, FAQs and Claim Forms may be referred by member banks in order to communicate the features to channels and RuPay cardholders.
3. Claim intimation should be made within **ninety (90) days from the date of accident**. In case where a person is hospitalized (and under a critical condition) and is unable to file claim within 90 days of loss/incident such claim cases will be accepted by The New India Assurance Co. Ltd. for investigation and honoured, if all terms under the policy are met as on date of accident.
4. All supporting documents relating to the claim must be submitted **within sixty (60) days from the date of claim intimation**.
5. The claims will be settled in ten (10) working days from the date of receiving the complete document set and assessment of entitlement by The New India Assurance Co. Ltd.
6. For any assistance required from NPCI , Member Banks can communicate at the email id [rupayinsurance@npci.org.in](mailto:rupayinsurance@npci.org.in)

You may contact your NPCI relationship manager should you require further clarification in this regard.

Yours truly,



Dilip Asbe  
Chief Operating Officer

**Enclosures:**

Sr.no	Annexure	Document Name	Remarks
i.	Annex A	Claim Process	For use of banks for internal and customer education
ii.	Annex B	Frequently Asked Questions (FAQs)	For use of banks for internal and customer education
iii.	Annex C	Claim Form – Accidental Death/ Permanent Total Disablement	Forms
iv.	Annex D	Declaration from member banks	For reference of member banks

## **Claims Process - RuPay Card for Personal Accident Benefit**

### **A) Claim intimation**

1. All the claims where incident has happened on or after 00:00:00 hrs 1<sup>st</sup> April, 2015 and upto 23:59:59 31<sup>st</sup> March, 2016 will be intimated to the dedicated claims id **rupay@newindia.co.in**
2. The New India Assurance Co. Ltd. will register the claim and provide the claim number to the Member Bank within 2 working days with policy number in subject line.
3. Claim intimation should be within Ninety (90) days from the date of accident. In case where a person is hospitalized (and under a critical condition) and is unable to file claim within 90 days of loss/incident such claim cases will be accepted by The New India Assurance Co. Ltd. for investigation and honoured, if all terms under the policy are met as on date of accident.

### **B) Documents Receipt / Follow-up**

All documents are to be received at The New India Assurance Co. Ltd. office at the below mentioned address:

Divisional Manager  
Department - RuPay Insurance Program 2015-16  
The New India Assurance Co. Ltd.  
DO 142300  
1<sup>st</sup> Floor, NCL Premises  
Plot No. C-6, Bandra Kurla Complex  
Bandra East, Mumbai- 400051

1. Claim intimation should be within Ninety (90) days from the date of accident. In case where a person is hospitalized (and under a critical condition) and is unable to file claim within 90 days of loss/incident such claim cases will be accepted by The New India Assurance Co. Ltd. for investigation and honoured, if all terms under the policy are met as on date of accident.

2. All supporting documents relating to the claim must be submitted within sixty (60) days from the date of accident.
3. The eligible claims will be settled in ten (10) working days from the date of receiving the complete documents set.
4. In case documents are not received within sixty (60) days of claim intimation, 1<sup>st</sup> reminder, hard copy letter will be issued to Member Bank, followed by an email communication.
5. 2<sup>nd</sup> reminder hard copy letter will be sent after eighty one (81) days from claim intimation followed by an email.
6. Closure letter, hard copy letter will be sent to Member Bank on 90<sup>th</sup> day from claim intimation in case of no communication received from Member Bank.

**C) Investigator appointment (specific cases that need detailed investigation)**

Based on the merit of the claim, The New India Assurance Co. Ltd investigation team shall be appointed. TAT: T +3 (T is the day on which the claim documents received from the Member Bank).

In 30 days, Investigation report will be finalized. If there is a delay because of the some more facts, an interim report will be requested.

**D) Claims Follow up / Processing**

The reminders shall be sent by New India Assurance Co. Ltd. to Member Bank at regular intervals for pending claim documents, a communication via letter in hard copy / email will be sent to client with defined timeline. All emails sent for the purpose of follow up should be marked to NPCI Insurance mail id [rupayinsurance@npci.org.in](mailto:rupayinsurance@npci.org.in).

Reminder process would be same for the documents deficiency also.

1<sup>st</sup> reminder T+61

2<sup>nd</sup> reminder T+81

Closure Letter T+90

**T is Date of Intimation**

**E) Escalation Matrix****For Claims & Policy Administration**

Sr. No	Escalation Level	Name	Designation	Email ID	Contact Number
1	First	Mrs. Anu Raut	Divisional Manager	<a href="mailto:anu.raut@newindia.co.in">anu.raut@newindia.co.in</a>	9167395050
2	Second	Mr. Milind Harsulkar	Regional Manager	<a href="mailto:Milind.harsulkar@newindia.co.in">Milind.harsulkar@newindia.co.in</a>	9769755574
3	Third	Mr. Rajesh	Chief Manager	<a href="mailto:rajesh@newindia.co.in">rajesh@newindia.co.in</a>	9819123334
4	Final	Mr. Rakesh Kumar	General Manager	<a href="mailto:rakesh.kumar@newindia.co.in">rakesh.kumar@newindia.co.in</a>	9930488130

**F) Claim Payment**

Once the claim is approved the payment in the form of **NEFT** shall be done to the card holder beneficiary (in case of Disablement) / to Nominee or legal heir (in case of Death) along with a covering letter.

**G) Dispute Management**

Committee of 3 people as mentioned below to resolve the dispute.

1. Representative from The New India Assurance Co. Ltd.
2. Representative from NPCI.
3. Representative/s of the disputing Bank/s.

**H) Document check list –****H1) Accidental Death Claim\*:-**

1. Claim Form duly completed and signed.
2. Original or Certified copy of Death Certificate.

3. Original or Certified copy of FIR, Panchnama / Inquest Panchnama.

\*Additional documents may be requested by The New India Assurance Co. Ltd. based on the case requirement such as Medical Reports, post mortem report etc.

**Declaration from Card Issuing Bank duly signed by authorized signatory and bank stamp:**

1. Declaration from Bank specifying that
  - a. Cardholder is holding a RuPay card on RuPay issued IIN and mention the 16 digit card number.
  - b. Meeting 45 days usage criteria (include the transaction log from the system).
  - c. Nominee details (including NEFT details)

**H2) Permanent Total Disability:-**

1. Claim Form duly completed and signed.
2. Discharge card along with case history confirmation therein duration & percentage of disability duly certified by the concerned/treating Physician/Surgeon.
3. All investigation report in original copies\* thereof in respect of tests had undergone pertaining to accident.
4. Additional documents, if any, based on merit of the loss.

**Declaration from Card Issuing Bank duly signed by authorized signatory and bank stamp:**

1. Declaration from Bank specifying that
  - a. Cardholder is holding a RuPay card on RuPay issued IIN and mention the 16 digit card number.
  - b. Meeting 45 days usage criteria (include the transaction log from the system).
  - c. Beneficiary details (including NEFT details).

## **RuPay Insurance Program 2015-16**

### **Frequently Asked Questions**

#### **Personal Accident**

**Q1. What is an accident?**

Ans. Accident or Accidental means a sudden, unforeseen and involuntary event caused by external, visible and violent means.

**Q2. What are the benefits payable under this policy?**

Ans. Now you can protect yourself with Personal Accident Insurance against accidental injuries caused by all kind of accidents. The policy provides the benefits to you, for Accidental Death and Permanent Total Disability.

**Q3. Does the Personal Accident policy cover natural death, suicide or death due to some illness/disease/pregnancy?**

Ans. No, Personal Accident policy covers death occurring only due to accidents or accidental injuries which are non- intentional or not self-inflicted.

**Q4. What is the available sum insured under the plan?**

Ans. Sum insured of Rs 1 lakh for RuPay Non-Premium cardholders and of Rs 2 lakh for RuPay Premium cardholders.

**Q5. What is the eligibility criterion to avail Personal Accident Insurance cover on my RuPay Card?**

Ans. The claim under Personal Accident Insurance (Death and Permanent Total Disability) shall be payable only if the card holder has carried out at least one transaction<sup>1</sup> i.e. at a Merchant Establishment/ATM /ecommerce /Micro ATM/Business Correspondent of the bank at locations, within 45 days prior to the date of accident including accident date. The Personal Accident Insurance (Death and Permanent Total Disability) would be an Open policy for any kind of accident leading to death or disability.

**Q6. Is there any age limit for availing Personal Accident Policy?**

Ans. Personal Accident Insurance is open to all RuPay cardholders above 5 years subject to fulfilment of the terms and conditions of the policy.

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<sup>1</sup> All Transaction types means all transaction types listed above whether on-us (Bank Customer/RuPay card holder transacting at same bank channels) and / or off-us (Bank Customer/ RuPay card holder transacting at other bank channels)



**Q7. Does the policy have a worldwide coverage?**

Ans. Yes, the Personal Accident policy will cover you even if the incident has happened when out of the country. Claim will be paid in Indian rupees as per the sum insured on submission of required documentation. There is no negative list of countries.

**Q8. Who can be the beneficiary?**

Ans. The beneficiary could be nominee on the account of the cardholder or legal heir as per competent court order.

**Q9. Who is the beneficiary in case there are multiple heirs / beneficiaries?**

Ans. In case of multiple beneficiaries the claim is settled in the name of heir as per legal heir certificate submitted.

In case the legal heir absolute his right of claim (i.e. legal heir doesn't want to claim) we will need the NOC from him/her and the claim can be settled in the name of other beneficiary so nominated.

**Q10. How do I make a claim?**

Ans. Please fill the entire documents as per the checklist and submit the same to the Bank / Bank branch where you have an account.

**Q11. Whom should I contact in case of a claim?**

Ans. Please contact your Bank / Bank branch of which you have a card for intimating claim.

**Q12. What are the claim documents to be submitted in case of a claim, whether incident has happened in India or overseas?**

Ans. **Accidental Death Claim Forms\*:-**

- 1) Claim Form duly completed and signed.
- 2) Original or Certified copy of Death Certificate.
- 3) Original or Certified copy of FIR, Panchnama / Inquest Panchnama.

\*Additional documents may be requested based on merit of case such as Medical Reports, Post Mortem Report etc.

**Declaration from Card Issuing Banks duly signed by authorized signatory and bank stamp:**

1. Declaration from Bank specifying that
  - a. Cardholder is holding a RuPay card on RuPay issued IIN and mention the 16 digit card number
  - b. Meeting 45 days usage criteria ( include the transaction log from the system)
  - c. Nominee details (including NEFT details)

**Q13. In how many days the claims will be settled?**

Ans. The claims will be settled in ten (10) working days from the date of receiving the complete document set by New India Assurance Co. Ltd.

**Q14. In how many days should I intimate about claim?**

Ans. The intimation should be immediate to The New India Assurance Co. Ltd. or Bank but not later than ninety (90) days of the date of accident. In case where the person is hospitalized (and under critical condition) and is unable to file claim within ninety (90) days of loss/incident such claim cases will be accepted by The New India Assurance Co. Ltd for investigation and honoured, if all terms under the policy are met as on date of accident.

**Q15. In how many days should I submit the claim documents?**

Ans. The claim documents must be submitted within sixty (60) days from the date of claim intimation.

**Q16. In case RuPay Cardholder having a Personal Accident policy with another insurance Company, will this Insurance Policy will be an additional cover?**

Ans. Yes, the policy is a benefit policy and hence it will be an additional cover over the other Personal Accident insurance policies being held by the cardholder.

**Q17. What do you mean by exclusions?**

Ans. Exclusions are situations or conditions wherein The New India Assurance Co. Ltd is not liable to pay the benefits to insured person in the event of accident.

**Q18. What are the exclusions applicable?**

Ans. The New India Assurance Co. Ltd. (Company) shall not be liable under this policy for the following exclusions:

1. Compensation under more than one of the foregoing Sub-clauses in respect of the same period of the same period of disablement of the Insured person.
2. Any other payment to the same person after a claim under one of the Sub-Clauses (a), (b), or (d) has been admitted and become payable. However, amounts relating to medical expenses, carriage of dead body would be payable in addition if applicable.  
*Sub-clause (a):* If such injury shall within Twelve calendar months of its occurrence be the sole and direct cause of the death of the Insured person, the Capital Sum Insured stated in the Policy Schedule hereto, applicable to such insured person.  
*Sub-Clause (b):* If such injury shall within Twelve calendar months of its occurrence be the sole and direct cause of the total and irrecoverable loss of
  - I. Sight of both eyes, or of the actual loss by “physical separation” of two entire hands or two entire feet, or of one entire hand and one entire foot, or of such loss of sight of one eye and such loss of sight of one eye and such loss of one

entire hand or one entire foot, the Capital Sum Insured stated in the Policy Schedule herein applicable to such Insured person.

- II. Use of two hands or two feet, or of one hand and one foot, or of such loss of sight of one eye and such loss of use of one hand or one foot, the Capital Sum Insured stated in the Policy Schedule hereto, applicable to such Insured person.

*Sub-Clause (c):* If such injury shall within twelve calendar months of its occurrence be the sole and direct cause of the total and irrecoverable loss of

- I. the sight of one eye, or of the actual loss by physical separation of one entire hand or of one entire foot, fifty percent (50%) of the Capital Sum Insured stated in the Policy Schedule hereto, applicable to such Insured person.
- II. total and irrecoverable loss of use of a hand or a foot without physical separation, fifty percent (50%) of the Capital Sum Insured stated in the Policy Schedule hereto, applicable to such Insured person.

Note: For the purpose of Clauses (b) and (c) above, physical separation of a hand means separation at or above the wrist and of the foot means at or above the ankle.

*Sub-Clause (d):* If such injury shall, as a direct consequence thereof, immediately, permanently, totally and absolutely, disable the Insured person from engaging in being occupied with or giving attention to any employment or occupation of any description whatsoever, then a lump sum equal to hundred percent (100%) of the Capital Sum Insured, stated in the Policy Schedule hereto applicable to such insured person.

3. Any payment in case of more than one claim in respect of such insured person under the Policy during any one period of insurance by which the maximum liability of the Company specified in the Policy schedule applicable to such Insured person would exceed the sum payable under sub-clause (a) of this Policy to such insured person. However, amount relating to medical expenses and carriage of dead body would be payable in addition if applicable.

*Sub-clause (a):* If such injury shall within Twelve calendar months of its occurrence be the sole and direct cause of the death of the Insured person, the Capital Sum Insured stated in the Policy Schedule hereto, applicable to such insured person.

4. Payment of weekly compensation until the total amount shall have been ascertained and agreed.
5. Payment of compensation in respect of Death, injury of Disablement of the Insured person (a) from intentional self-injury, suicide or attempted suicide, (b) whilst under the influence of intoxicating liquor or drugs (c) whilst engaging in Aviation or Ballooning whilst mounting into, dismounting from or traveling in any balloon or aircraft other than as a passenger (fare paying or otherwise) in any duly licensed standard type of aircraft anywhere in the world, (d) directly or indirectly caused by venereal diseases, aids or insanity, (e) arising or resulting from the insured person committing any breach of law with criminal intent, (Standard type of Aircraft means any aircraft duly licensed to carry passengers ( for hire or otherwise) by appropriate authority irrespective of whether such an aircraft is privately owned OR chartered OR operated by a regular airline OR whether such an aircraft has a single engine or multi engine.

6. Payment of compensation in respect of Death, Injury or Disablement of the Insured person due to or arising out of or directly or indirectly connected with or traceable to : War, Invasion, Act or foreign enemy, Hostilities (whether war be declared or not), Civil War, Rebellion, Revolution, Insurrection, Mutiny, Military or Usurped Power Seizure, Capture, Arrests, Restraints and Detainments of all kings, princes and people of whatsoever nation condition or quality.
7. Payment of Compensation in respect of death of, or bodily injury or any disease or illness to the Insured person -
  - a. directly or indirectly caused by or contributed to by or arising from ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel. For the purpose of this exception, combustion shall include any self-sustaining process of nuclear fission.
  - b. directly or indirectly caused by or contributed to by or arising from nuclear weapons material.

Provided also that the due observance and fulfillment of the terms and conditions of this Policy (which conditions and all endorsements hereon are to be read as part of this Policy) shall so far as they relate to anything to be done or not to be done by the Insured and/or Insured person be a condition precedent to any liability of the Company under this Policy.

8. Pregnancy Exclusion Clause : The Insurance under this Policy shall not extend to cover death or disablement resulting directly or indirectly caused by contributed to or aggravated or prolonged by child birth or from pregnancy or in consequence thereof.

**Q19.If the incident occurs in a timeline of 0-45 days of issuance of the RuPay card, thereby not giving a window of 45 days qualifying criteria for doing a transaction in order to be eligible for the insurance benefit, is the Cover still valid?**

Ans. Yes, as an exception in such cases the cover is still valid and claim can be intimated.

**Q20.Since the cover is effective 1<sup>st</sup> April, 2015 and upto 31<sup>st</sup> March, 2016, if incident happens on 15<sup>th</sup> April, 2015 and the transaction has happened prior to the policy period is the cover valid?**

Ans. Yes, as long as the incident has happened in the policy period the cover is valid.

**Q21.For how many cards will I be eligible for the compensation of Insurance cover?**

Ans. The Insurance policy is applicable for the compensation of only one eligible RuPay card per cardholder or per customer, even if multiple cards held by cardholder of same / different banks meet the eligibility criteria. The choice of the card for the claim would rest with the customer.

Note: For additional information, please refer policy wordings document available at <Link of Bank website>.

## Permanent Total Disability

### Q1. What is Permanent Total Disability?

Ans. Permanent Total Disability is defined as permanent loss of ability to use a body part due to accidental injuries. The cover is restricted as mentioned in table in answer to Question No 3 below.

### Q2. What is the benefits payable under this policy?

Ans. This policy pays for any Permanent Total Disability due to an accident.

### Q3. What is covered under Permanent Total Disability whether incident has happened in India or overseas?

Ans. Permanent Total Disability due to an accident will cover the following:

The Disablement	<i>Compensation Expressed as a Percentage of Total Sum Insured</i>
1) <b>Permanent Total Disablement</b>	100%
2) Permanent and incurable insanity	100%
3) Permanent Total Loss of two <b>Limbs</b>	100%
4) Permanent Total <b>Loss of Sight</b> in both eyes	100%
5) Permanent Total <b>Loss of Sight</b> of one eye and one <b>Limb</b>	100%
6) Permanent Total <b>Loss of Speech</b>	100%
7) Complete removal of the lower jaw	100%
8) Permanent Total <b>Loss of Mastication</b>	100%
9) Permanent Total Loss of the central nervous system or the thorax and all abdominal organs resulting in the complete inability to engage in any job and the inability to carry out <b>Daily Activities</b> essential to life without full time assistance	100%
10) Permanent Total <b>Loss of Hearing</b> in both ears	75%
11) Permanent Total Loss of one <b>Limb</b>	50%
12) Permanent Total <b>Loss of Sight</b> of one eye	50%
13) Permanent Total <b>Loss of Hearing</b> in one ear	15%
14) Permanent Total Loss of the lens in one eye	25%
15) Permanent Total Loss of use of four fingers and thumb of either hand	40%
16) Permanent Total Loss of use of four fingers of either hand	20%
17) Permanent Total Loss of use of one thumb of either hand:	
a) Both Joints	20%



b) One joint	10%
18) Permanent Total Loss of one finger of either hand:	
a) Three joints	5%
b) Two joints	3.5%
c) One joint	2%
19) Permanent Total Loss of use of toes:	
a) All-one foot	15%
b) Big-both Joints	5%
c) Big-one joint	2%
d) Other than Big- each toe	2%
20) Established non-union of fractured leg or kneecap	10%
21) Shortening of leg by at least 5cms	7.50%
22) Ankylosis of the elbow, hip or knee	20%

**Q4. What is the available sum insured under this insurance cover?**

Ans. Sum Insured of Rs 1 lakh for RuPay Non-Premium cardholders and of Rs 2 lakh for RuPay Premium cardholders.

**Q5. What is the eligibility criterion to avail Permanent Total Disability Insurance cover on my RuPay Debit Card?**

Ans. The claim under Personal Accident Insurance (Death and Permanent Total Disability) shall be payable only if the card holder has carried out at least one transaction<sup>2</sup> i.e. at a Merchant Establishment/ATM /ecommerce /Micro ATM/Business Correspondent of the bank at locations, within 45 days prior to the date of accident including accident date. The Personal Accident Insurance (Death and Permanent Total Disability) would be an Open policy for any kind of accident leading to death or disability.

**Q6. Is there any age limit for opting Permanent Total Disability Policy?**

Ans. Permanent Total disability Insurance policy is open to all RuPay cardholders above 5 years subject to fulfilment of the terms and conditions of the policy.

**Q7. Does the policy have a worldwide coverage?**

Ans. Yes, the Permanent Total Disability policy will cover you even if the incident has happened when out of the country. Claim will be paid in Indian rupees as per the sum insured on submission of required documentation. There is no negative list of countries.

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<sup>2</sup> All Transaction types means all transaction types listed above whether on-us (Bank Customer/RuPay card holder transacting at same bank channels) and / or off-us (Bank Customer/RuPay card holder transacting at other bank channels)

**Q8. Who can be the beneficiary?**

Ans. Beneficiary will be the insured under this policy.

**Q9. What are the claim documents to be submitted in case of claim?**

Ans. **Permanent Total Disability Claim Forms:-**

- 1) Claim Form duly completed and signed.
- 2) Discharge card along with case history confirmation therein duration & percentage of disability duly signed by the concerned/treating Physician/Surgeon.
- 3) All investigation report in original copies\*\* thereof in respect of tests had undergone pertaining to accident.
- 4) Additional documents, if any, based on merit of the loss.

\*\*If the original claim documents are submitted to any particular General Insurance co., copies of the same duly certified by Branch Incharge of RuPay card issuing bank can be submitted.

**Declaration from Card Issuing Bank duly signed by authorized signatory and bank stamp:**

1. Declaration from Bank specifying that
  - a. Cardholder is holding a RuPay card on RuPay issued IIN and mention the 16 digit card number
  - b. Meeting 45 days usage criteria ( include the transaction log from the system)
  - c. Beneficiary details (including NEFT details)

**Q10. In how many days the claim will be settled?**

Ans. The claims will be settled in ten (10) working days from the date of receiving the complete document set by The New India Assurance Co. Ltd.

**Q11. Whom should I contact in case of a claim?**

Ans. Please contact your Bank/Bank branch of which you have a card for intimating claim.

**Q12. How do I make a claim?**

Ans. Please fill the entire documents as per the checklist and submit the same to the Bank/Bank branch where you have an account.

**Q13. In how many days should I intimate about claim?**

Ans. Please intimate about the claim within 90 days of the date of accident. In case where the person is hospitalized (and under critical condition) and is unable to file claim within 90 days of loss/incident such claim cases will be accepted by The New India Assurance Co. Ltd. for investigation and honoured, if all terms under the policy are met as on date of accident.

**Q14. In how many days should I submit the claim documents?**

Ans. The claim documents needs to be submitted within 60 days from the date of claim intimation.

**Q15. Can I claim additional cover on my existing Permanent Total Disability cover from other Insurer (s) company?**

Ans. Yes, it will be an additional cover over any other existing insurance cover being held by the cardholder.

**Q16. Accidental Injury can I avail the cashless facility?**

Ans. This is not a mediclaim policy hence, cashless facility is not available for Personal accident policy.

**Q17. What do you mean by exclusions?**

Ans. Exclusions are situations or conditions wherein New India Assurance Co. Ltd is not liable to pay the benefits to insured person in the event of accident.

**Q18. What are the exclusions applicable?**

Ans. The New India Assurance Co. Ltd. (Company) shall not be liable under this Policy for the following exclusions:

1. Compensation under more than one of the foregoing Sub-clauses in respect of the same period of the same period of disablement of the Insured person.
2. Any other payment to the same person after a claim under one of the Sub-Clauses (a), (b), or (d) has been admitted and become payable. However, amounts relating to medical expenses, carriage of dead body would be payable in addition if applicable.

*Sub-clause (a):* If such injury shall within Twelve calendar months of its occurrence be the sole and direct cause of the death of the Insured person, the Capital Sum Insured stated in the Policy Schedule hereto, applicable to such insured person.

*Sub-clause (b):* If such injury shall within Twelve calendar months of its occurrence be the sole and direct cause of the total and irrecoverable loss of

- I. Sight of both eyes, or of the actual loss by "physical separation" of two entire hands or two entire feet, or of one entire hand and one entire foot, or of such loss of sight of one eye and such loss of sight of one eye and such loss of one entire hand or one entire foot, the Capital Sum Insured stated in the Policy Schedule herein applicable to such Insured person.
- II. Use of two hands or two feet, or of one hand and one foot, or of such loss of sight of one eye and such loss of use of one hand or one foot, the Capital Sum Insured stated in the Policy Schedule hereto, applicable to such Insured person.

*Sub-Clause (c):* If such injury shall within twelve calendar months of its occurrence be the sole and direct cause of the total and irrecoverable loss of

- I. the sight of one eye, or of the actual loss by physical separation of one entire hand or of one entire foot, fifty percent (50%) of the Capital Sum Insured stated in the Policy Schedule hereto, applicable to such Insured person.

- II. total and irrecoverable loss of use of a hand or a foot without physical separation, fifty percent (50%) of the Capital Sum Insured stated in the Policy Schedule hereto, applicable to such Insured person.

Note: For the purpose of Clauses (b) and (c) above, physical separation of a hand means separation at or above the wrist and of the foot means at or above the ankle.

*Sub-clause (d):* If such injury shall, as a direct consequence thereof, immediately, permanently, totally and absolutely, disable the Insured person from engaging in being occupied with or giving attention to any employment or occupation of any description whatsoever, then a lump sum equal to hundred percent (100%) of the Capital Sum Insured, stated in the Policy Schedule hereto applicable to such insured person.

3. Any payment in case of more than one claim in respect of such insured person under the Policy during any one period of insurance by which the maximum liability of the Company specified in the Policy schedule applicable to such Insured person would exceed the sum payable under sub-clause (a) of this Policy to such insured person. However, amount relating to medical expenses and carriage of dead body would be payable in addition if applicable.

*Sub-clause (a):* If such injury shall within Twelve calendar months of its occurrence be the sole and direct cause of the death of the Insured person, the Capital Sum Insured stated in the Policy Schedule hereto, applicable to such insured person.

4. Payment of weekly compensation until the total amount shall have been ascertained and agreed.
5. Payment of compensation in respect of Death, injury or Disablement of the Insured person (a) from intentional self-injury, suicide or attempted suicide, (b) whilst under the influence of intoxicating liquor or drugs (c) whilst engaging in Aviation or Ballooning whilst mounting into, dismounting from or traveling in any balloon or aircraft other than as a passenger (fare paying or otherwise) in any duly licensed standard type of aircraft anywhere in the world, (d) directly or indirectly caused by venereal diseases, aids or insanity, (e) arising or resulting from the insured person committing any breach of law with criminal intent, (Standard type of Aircraft means any aircraft duly licensed to carry passengers ( for hire or otherwise) by appropriate authority irrespective of whether such an aircraft is privately owned OR chartered OR operated by a regular airline OR whether such an aircraft has a single engine or multi engine.
6. Payment of compensation in respect of Death, Injury or Disablement of the Insured person due to or arising out of or directly or indirectly connected with or traceable to: War, Invasion, Act or foreign enemy, Hostilities (whether war be declared or not), Civil War, Rebellion, Revolution, Insurrection, Mutiny, Military or Usurped Power Seizure, Capture, Arrests, Restraints and Detainments of all kings, princes and people of whatsoever nation condition or quality.
7. Payment of Compensation in respect of death of, or bodily injury or any disease or illness to the Insured person -

- a. directly or indirectly caused by or contributed to by or arising from ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel. For the purpose of this exception, combustion shall include any self-sustaining process of nuclear fission.
- b. directly or indirectly caused by or contributed to by or arising from nuclear weapons material.

Provided also that the due observance and fulfillment of the terms and conditions of this Policy (which conditions and all endorsements hereon are to be read as part of this Policy) shall so far as they relate to anything to be done or not to be done by the Insured and/or Insured person be a condition precedent to any liability of the Company under this Policy.

8. Pregnancy Exclusion Clause : The Insurance under this Policy shall not extend to cover death or disablement resulting directly or indirectly caused by contributed to or aggravated or prolonged by child birth or from pregnancy or in consequence thereof.

**Q19. Is there is provision for interim relief on Insurance?**

Ans. There is no provision for interim relief until establishment of entitlement upon which the claim is payable as qualified.

**Q20. If the incident occurs in a timeline of 0-45 days of issuance of the RuPay card, thereby not giving a window of 45 days qualifying criteria for doing a transaction in order to be eligible for the insurance benefit, is the Cover still valid?**

Ans. Yes, as an exception in such cases the cover is still valid.

**Q21. Since the cover is effective 1<sup>st</sup> April, 2015 and upto 31<sup>st</sup> March, 2016, if incident happens on 15<sup>th</sup> April, 2015 and the transaction has happened prior to the policy period is the cover valid?**

Ans. Yes, as long as the incident has happened in the policy period the cover is valid.

**Q22. For how many cards will I be eligible for the compensation of Insurance cover?**

Ans. The Insurance policy is applicable for the compensation of only one eligible RuPay card per cardholder or per customer, even if multiple cards held by cardholder of same / different banks meet the eligibility criteria. The choice of the card for the claim would rest with the customer.

Note: For additional Information please refer policy wordings document available at <Link of Bank website>.





## The New India Assurance Company Limited

Regd & Head Office: New India Assurance Building, 87, M.G. Road, Fort, Mumbai - 400 001.

Policy Issuing Office : Bandra Divisional Office 142300  
C-6,NCL Business Premises, 1<sup>st</sup> Floor, Bandra-Kurla Complex, Mumbai 400051.  
Contact no.(022) 26591702(Direct) / 26590156

### RuPay CARDHOLDER'S PERSONAL ACCIDENT INSURANCE CLAIM FORM

THE ISSUE OF THIS FORM IS NOT TO BE TAKEN AS ADMISSION OF LIABILITY

POLICY NUMBER	
RuPay CARD TYPE	PREMIUM/NON-PREMIUM
RuPay CARD NUMBER	
D/o issue & last D/o swapping	
CLAIM NO.	

#### TO BE COMPLETED BY THE INSURED / CLAIMANT

- 1) a. NAME,ADD & CONTACT NO.OF MEMBER BANK :
- b. NAME OF INSURED PERSON :
- c. ADDRESS IN FULL :
- d. PROFESSION OR OCCUPATION :
- e. AGE AT LAST BIRTHDAY :

- 2) BRIEF DISCRIPTION OF ACCIDENT :

- 4) PARTICULARS OF ACCIDENT
  - a.i)DATE OF ACCIDENT :
  - a.ii) TIME OF ACCIDENT :
  - a.iii) PLACE OF ACCIDENT :
  - a.iv) NAME & ADDRESS OF WITNESS :

- 5) NATURE OF CLAIM : [ **DEATH / PERMANENT DISABLEMENT** ]

- 6) NATURE OF DISABLEMENT :  
[ SPECIFY DISABILITY AS PER COVERAGE]

PRESENT STATE OF INCAPACITY :

- 7) NAME AND ADDRESS OF SURGEON IN ATTENDANCE :

8	a.	WHERE AND WHEN CAN A MEDICAL OFFICER OF THE COMPANY VISIT YOU, IF NECESSARY ?	
	b.	NAME OF NEAREST RAILWAY STATION AND DISTANCE THEREFROM	
9	a.	ARE YOU HOLDER OF ANY OTHER RuPay CARD, IF YES THEN NO. OF RuPay CARD/S HELD	
	b.	IF SO, STATE NAME/S OF MEMBER BANK	

I hereby declare that the foregoing statements are made by myself and are true in all respect and that I have not attempted to conceal from the Company anything which it ought to be made acquainted and also that I have not abstained from any usual occupation longer than absolutely necessary and I agree that if I have made, or in any further declaration the Company may require, shall make any false or fraudulent statement or any suppression, concealment or untrue averment whatever, the Policy shall be void and my right to compensation forfeited and I am willing, if required to make a Statutory Declaration before a Justice of the Peace of the truth of the whole of the foregoing statement or any other statement I may make in connection with this claim.

WITNESS		SIGNATURE OF INSURED	
SIGNATURE		DATE	
NAME			
ADDRESS			

**CERTIFICATE TO BE FILLED UP AND SIGNED BY AN EYE WITNESS TO THE ACCIDENT**

I hereby certify that I was present when the Accident occurred to Mr./ Ms. \_\_\_\_\_ on the \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_ in the manner stated by him/her over leaf, that it was caused by \_\_\_\_\_ which \* was / was not his/her willful act and that he /she \* was / was not under the influence of intoxicating liquor at the time.

**\*Strike out which is not applicable**

SIGNATURE & DATE	
NAME	
ADDRESS	
OCCUPATION	

**MEDICAL CERTIFICATE**

Claims must be supported by medical evidence furnished by the Insured and at his expense.

1.	(a)	Name of Claimant	(b) Sex	(c) Age
2.	(a)	Nature and cause of accident	:	
	(b)	If injury to eye or limb, whether one(state left or right) or both	:	
	(c)	Whether the appearance of the injuries are Consistent with the description the accident	:	
3.		Date on which you first attended Claimant for this injury	:	
4.		Has the Claimant been disabled totally or partially ? :		
5.		If partial disability, please specify %age :		
6.		Is the Claimant suffering from any disease or illness apart from the Injury? Is the claimant suffering from any illness/symptoms which may tend to Retard Recovery ? If so, give particulars :		

Having personally examined the above named Insured, I certify that the above statements are correct and that the insured person is necessarily disabled by the accident referred to

Signature : \_\_\_\_\_  
 Name & Qualification : \_\_\_\_\_  
 Address : \_\_\_\_\_  
 Date : \_\_\_\_\_



