



## *How to raise fraud claim/insurance claim on Complimentary Insurance Benefits provided by Axis bank?*

### **1. Personal Accident Insurance**

#### Step 1- Intimation of the Loss to the Bank

As soon as, legal nominee knows about the Death of the Card holder, he/she must intimate the Bank immediately. In any situation intimation should not take more than 20 calendar days, from the date of death. Intimation can be done through call center or nearest Axis Bank Branch. Please note it's a death only cover.

While intimating about the claim, please keep below mentioned information available with you-

- a. Name of the deceased
- b. Account number of the deceased
- c. Card number of the deceased.
- d. Date of death
- e. Cause of death.

\*When claim is intimated through phone banking or email channel, you will receive service request number through SMS/Email. This will be used as complain number for all future communication.

\*If intimation is done to the nearest Axis bank branch, please request for the SR number from the branch employee taking the intimation. Also ask for a copy of the complaint letter with Axis bank stamp and date of intimation.

#### Step 2-Document Submission-

Once claim is intimated, customer will receive an E mail, requesting for the required document for claim settlement. Please submit all the required documents to your nearest branch, specifying the Service request number. Please ensure to collect copies of all the submitted documents along with Axis Bank stamp and date of document submission.

Please note all the documents to be submitted within 50 days from the date of death. Some of the documents will be required in original and attested copies will not be accepted for claim settlement, Submitting copies of such documents will lead to rejection of the insurance claim.

Insurance company may ask for additional information for settlement of claim, if required. You need to submit the required documents/revert of queries within 15 Working days to the same branch.

List of documents required for settlement of claim are as mentioned below-

- a. Original Claim form duly filled and signed.
- b. Attested FIR/Panchanama/Inquest Panchanama Copy (Notarized)

- c. Translated copy of FIR and Post Mortem Report in English/Hindi, if filed in Local Language.(Notarized)
- d. Destroyed Debit Card/Debit Card Copy
- e. Attested Bank Statement of 180 days before accident.(Attested by Axis Bank)
- f. Attested Hot Listing certificate (Attested by Axis Bank)
- g. Final Police Report (Notarized)
- h. Assignee Verification form photo and signature attested(attested by Axis Bank)
- i. Attested Post Mortem Report and Viscera report if Viscera preserved/Chemical Analysis (Notarized)
- j. Original Death Certificate
- k. Attested copy of Driving License, in case of Road Accident(if he himself is driving) (Notarized)
- l. Certificate of Railway authority, in case of Rail Accident.(Notarized)
- m. Attested Identity card, if deceased is Police/Defense personnel (Notarized)
- n. Air Ticket & Account statement highlighting the transaction for Air ticket purchase. (Only for Air Accident)
- o. Certificate from Air Line authority, in case of Air accident (Notarized)

Please note-

*Coverage conditions-*

- a. Cardholder must have performed at least one POS transaction 90 days prior to the insured event.
- b. Card holders/Nominee of the card holder must intimate the Bank about the incident within 20 days of any such incident and submit the required documents within 60 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 90 days, he will not be eligible for the Insurance claim. ATM withdrawals will not be considered for eligibility of the insurance claim.

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

### **Step 1- Intimation of the Loss to the Bank-**

As soon as the customer knows about the loss he should, immediately intimate the Bank. In any situation intimation should not take more than 7 days. Intimation can be done through call center or nearest Axis Bank Branch.

While intimating about the claim, please keep below mentioned information available with you-

- f. Flight Details
- g. Proof of ticket booking through Axis Bank Debit/ Credit card
- h. Details of lost baggage

\*When claim is intimated through phone banking or email channel, you will receive service request number through SMS/Email. This will be used as complain number for all future communication.

\*If intimation is done to the nearest Axis bank branch, please request for the SR number from the branch employee taking the intimation. Also ask for a copy of the complaint letter with Axis bank stamp and date of intimation.

### **Step 2-Document Submission-**

Once claim is intimated, customer will receive an E mail, requesting for the required document for claim settlement. Please submit all the required documents to your nearest branch, specifying the intimation Service Request number. Please ensure to collect copy of all the submitted documents along with Axis Bank stamp and date of document submission.

Please note all the documents to be submitted within 20 days from the date of loss. Some of the documents will be required in original and attested copies will not be accepted for claim settlement. Submitting copies of such documents will lead to rejection of the insurance claim.

Insurance company may ask for additional information for settlement of claim, if required. You need to submit the required documents/revert of queries within 15 Working days to the same branch.

List of documents required for settlement of claim are as mentioned below-

- a. Customer letter
- b. Boarding pass
- c. Original purchase bill
- d. Declaration from Airlines for loss of Baggage
- e. No compensation certificate from Airlines

### **Please Note**

#### **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

*Coverage conditions-*

- a. Cardholder must have performed at least one POS transaction 90 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 20 days of any such incident and submit the required documents within 20 days of incident.

**3. Purchase protection**

Step 1- Intimation of the Loss to the Bank-

As soon as the customer knows about the loss he should, immediately intimate the Bank. In any situation intimation should not take more than 7 days. Please note that Insurance cover will be applicable only if customer has done POS/Ecom transaction on his Debit card in last 90 days and booked his flight tickets using Axis Bank Debit/Credit card. Intimation can be done through call center or nearest Axis Bank Branch

While intimating about the claim, please keep below mentioned information available with you-

- a. Details of the item damaged/ Stolen
- b. Date of purchase of the item.
- c. Proof of payment through Axis Bank Debit/credit Card.

When claim is intimated through phone banking or email channel, you will receive service request number through SMS/Email. This will be used as complain number for all future communication. If intimation is done, to the nearest Axis bank branch, please request for the SR number from the branch employee taking the intimation and ask for a copy of the complaint letter with Axis bank stamp and Date.

Step 2-Document Submission

Once claim is intimated, customer will receive an E mail, requesting for the required document for claim settlement. Please submit all the required documents to your nearest branch, specifying the intimation Service request number. Please ensure to collect copy of all the submitted documents along with Axis Bank stamp and date of document submission.

Please note all the documents to be submitted within 20 days from the date of loss. Some of the documents will be required in original and attested copies will not be accepted for claim settlement. Submitting copies of such documents will lead to rejection of the insurance claim.

Insurance company may ask for additional information for settlement of claim, if required. You need to submit the required documents/revert of queries within 15 Working days to the same branch.

List of documents required for settlement of claim are as mentioned below-

- i. Customer Letter
- ii. Card statement(Card statement showing purchase details of item lost)
- iii. Proof of Purchase / Bill.(Original)

Please Note

*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 20 days of any such incident and submit the required documents within 20 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.

**4. Price Protection**

Step 1- Intimation of the Loss to the Bank

As soon as the customer knows about the loss, he should immediately intimate the Bank. In any situation intimation should not take more than 7 days. Intimation can be done through call center or nearest Axis Bank Branch

While intimating about the claim, please keep below mentioned information available with you-

- a. Date of item purchase
- b. Name of the E-com website from where the item is purchased.
- c. Original Price of the item purchased.

When claim is intimated through phone banking or email channel, you will receive service request number through SMS/Email. This will be used as complain number for all future communication. If intimation is done, to the nearest Axis bank branch, please request for the SR number from the branch employee taking the intimation and ask for a copy of the complaint letter with Axis bank stamp and Date.

Step 2-Document Submission

Once claim is intimated, customer will receive an E mail, requesting for the required document for claim settlement. Please submit all the required documents to your nearest branch, specifying the intimation Service request number. Please ensure to collect copy of all the submitted documents along with Axis Bank stamp and date of document submission.

Please note all the documents to be submitted within 20 days from the date of loss. Some of the documents will be required in original and attested copies will not be accepted for claim settlement. Submitting copies of such documents will lead to rejection of the insurance claim.

Insurance company may ask for additional information for settlement of claim, if required. You need to submit the required documents/revert of queries within 15 Working days to the same branch.

List of documents required for settlement of claim are as mentioned below-

- i. Customer Letter
- ii. Card statement.
- iii. Original Copy of Invoice of first order
- iv. Screenshot/ Evidence proof of Lower price along with the date available in the website.

#### Please Note

##### *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.

### **5. Fraud handling process**

Rule 1: Permanently block the card immediately

Note: TAT to block the card

- Blocking done within 0 to 3 days from the 1st date of fraud - No customer liability.
- Blocking done from 4 to 7 days - Customer liability up to INR 25,000.00
- Blocking done beyond 7 days - Full customer Liability.

Please note that if the card is not blocked as per above time lines, the case shall not be considered for further processing.

## Rule 2: Documents Submission

### 1. Documents required:

- Customer Dispute Form (CDF) duly signed by the customer with transaction details.
- Incident Letter addressed to Axis Bank Ltd with date & signature of customer. Incident letter must contain below information -
  - (a) Account number, Card number, Date of loss
  - (b) Details about Possession of card at the time of fraud transaction (Whether it was in possession of customer or not) & information about how did customer come to know about the fraud transactions in his/her account.
  - (c) Any other additional information about the fraud incident.
- Original FIR / Online FIR / Incident Letter addressed to Police authorities with police acceptance stamp (Stamp must be clear & visible) mandatory for total transaction amount equal to or more than INR 20,000.00. The letter must mention the card details & transaction details. Please note below points -
  - (a) When fraud location is outside India (International transactions), & customer is present in India at the time of fraud then FIR is not required.
  - (b) If customer is in same country (outside India) as the location of fraud, then FIR from local authority of that country will be required. In such cases Police intimation to local police of that country through email will be acceptable.
- Complete visible Passport copy (all pages including blank pages) for International transactions, is mandatory. In case the passport is not available, a signed declaration by customer confirming that he/she does not hold passport & he/she was not in the city of fraud needs to be obtained. If the branch is not able to identify whether the transaction is international or domestic, please obtain the complete visible passport copy including blank pages.

## Rule3: Important TATs to be noted.

### 1. TAT to block the card - The customer must block the card permanently.

- Blocking done within 0 to 3 days from the 1st fraud transaction - No customer liability.
- Blocking done from 4 to 7 days - Customer liability up to INR 25,000.00
- Blocking done beyond 7 days - Full customer Liability.

### 2. TAT to lodge fraud dispute by customer

- The customer must register a complaint with the bank & submit all the documents strictly within 20 days from the date of 1st fraud transaction.
- Any documents submitted after the above mentioned TAT, the claim shall not be approved by the Insurance Company.