

## Claim Form

Claim Number:

<b>1) Card Details</b>	
Bank Name:	
BIN Number	
Card Number	
Validity Period	
Date of Card Issuance	
Card Limit	
Card Daily Transaction Limit	
<b>2) Card Holder Details</b>	
Card Holder Name:	
Registered Mobile Number	
Card Holder's Address at the time of Loss	
Card Holder's permanent address	
Whether Joint Card Owner (Yes/ No)	
If Yes, Name and Address of the Joint Card Holder	
<b>3) Claim Details</b>	
Date and time of Loss	
Date and time of reporting/ intimation to Bank	
Date and time of blocking the Card	
Loss location (City and Country)	
Type of Loss (with brief details)	
Dispute letter from Card holder with incident details to bank	

<u>Copy of FIR (in case of international transaction copy of police complaint )</u>	
Type of Transaction a) ATM Transaction b) Point of sale (merchant establishment) c) Internet Transaction	
<b>a) For ATM Transactions</b>	
i) Bank Name and Address of ATM	
ii) Screenshot of SMS/ email for deduction	
iii) CCTV footage of ATM	
iv) Passport for international transactions & Boarding pass in case of travel	
v) Maximum Times card swipe/withdrawal allowed at ATM in 1 day - Details	
vi) Maximum Withdrawal amount in 1 day - Product allowance Details	
vii) Office Attendance Details (If applicable)	
viii) Net Banking Logs for 3 months including disputed transaction dates	
ix) Additional documents be asked on case to case basis the nature of loss	
<b>b) For Point of Sale transactions:</b>	
i) Merchant establishment details : (where disputed transaction took place)	
a) Name b) Address c) Contact Number	
ii) Copy of charge slip/vendor copy from POS	
iii) CCTV footage from merchant/ATM (if available)	
iv) Card statement for 3 preceding months (including disputed transactions dates)	

v) Passport for international transactions & Boarding pass in case of travel	
vi) Office Attendance Details (If applicable)	
vii) Net Banking Logs for 3 months including disputed transaction dates	
viii) Additional documents be asked on case to case basis the nature of loss	
<b>c) For Internet Transaction</b>	
i) Website where transaction took place including transaction timing & details	
ii) Type of transaction (Purchase / subscription / Funds Transfer)	
iii) Screenshot of SMS/ email for deduction	
iv) Registered mobile no for card details	
v) Online shopping delivery details	
vi) Copy of card statement for 3 preceding months ( including disputed transactions)	
Vii) Card blocking details from Bank	
viii) Passport for international transactions & Boarding pass in case of travel	
ix) Office Attendance Details (If applicable)	
x) Net Banking Logs for 3 months including disputed transaction dates	
xi) Additional documents be asked on case to case basis the nature of loss	
Have you ever before sustained loss of the same nature? If so, give particulars	
Is there any other insurance on the same card? If so, give full particulars	
Any additional information relevant to the claim	
<b>4) Bank Details &amp; KYC documents for Claim Payment:</b>	

<p>In the event payment made to the cardholder:</p> <ul style="list-style-type: none"> <li>i) Pan Card Copy</li> <li>ii) Copy of cancelled cheque</li> <li>iii) Aadhar card copy/Electricity / Telephone bill</li> </ul> <p>In the event payment made to the bank:</p> <ul style="list-style-type: none"> <li>i) Bank Pan Card Copy</li> <li>ii) Copy of MOM/AOA</li> <li>iii) Bank NEFT Details</li> </ul>	
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I/we hereby agree, affirm and declare that:

a) The statement/information given/stated by me/us in this claim form is true and complete.

b) No claim made hereunder (or the same/similar claim) has been made or lodged with any other insurance company.

c) No material information which is relevant to the processing of the claim or which in any manner has a bearing on the claim has been withheld or not disclosed.

d) If I/we have given/made any false or fraudulent statement/information. or suppressed or concealed or in any manner failed to disclose material information, the policy shall be void and that I/We shall not be entitled to all/any rights to recover there under in respect of any or all claims, past, present or future.

e)The receipt of this claim form/other supporting/related documents does not constitute or be deemed to constitute an agreement by the Company of the claim and the Company reserve the right to process or reject or require further/additional information in respect of the claim.

Date:

Place:

Signature of Card Holder