

TERMS AND CONDITIONS GOVERNING THE INSURANCE CLAIM PROVIDED WITH DEBIT CARDS UNDER PREFERRED SALARY AND PREFERRED PLUS SALARY ACCOUNT.

For the insurance claim to be accepted & processed, the person mentioned as the first holder under the Preferred salary & Preferred Plus Salary account, as the case may be, should have fulfilled the following conditions.

- Should have done at least one purchase - point of sale (POS) transaction at a merchant establishment or Online using the Debit Card in the 3 months preceding the date of the incident.
- In case of death by Air Accident, ticket should have been purchased using Debit Card linked to the Salary Account.
- Death resulting from bodily injury due to accident only.

***This policy covers only Accidental Death/Permanent total disability and does not cover any medical treatment expenses.**

INSURANCE BENEFITS:

Coverage 1: Personal Accident

• Accidental Dveath (AD)

If such injury shall within twelve calendar months of its occurrence be the sole and direct cause of the death of the Insured Person.

• Permanent Total Disability (PTD)

Sight of both eyes/ Physical separation of Two entire hands/ Physical Separation of Two entire Feet / Physical separation of one entire hand and one entire foot/ or of such loss of sight of one eye and such loss of one entire hand or one entire foot

Use of two hands or two feet/ One hand and one foot/ loss of sight of one eye and such loss of use of one hand or one foot,

If such injury shall, as a direct consequence thereof, immediately, permanently, total, and absolutely, disable the insured person from engaging in being occupied with or giving attention to any employment or occupation of any description.

Coverage 2: Accidental Death - Air Accident

Air accident is covered provided the insured is a fare paying passenger on a recognized airline operating on regular scheduled air routes or air travel by any charter aircraft duly licensed as a recognized air carrier and flown by professional crews between properly established and maintained airports/routes.

We will pay Insured Person's nominee/ legal heir (as the case may be), the Sum Insured, if an Insured Person sustains accidental bodily injury due to Air Accident, which within 12 months solely and independently of any other cause results in accidental death subject to the defined condition mentioned above.

S.I.: SUM INSURED

Insurance cover	Preferred salary account	Preferred Plus salary account
Personal Accident (Accidental Death and Permanent Total Disability)	INR 2.5 Lacs	INR 7.5 Lacs
Accidental Death - Air Accident	Not Applicable	INR 10 Lacs

Death due to air accident whilst embarking into or disembarking from or travelling in aircraft as a passenger as fare paying or otherwise in any licensed aircraft anywhere in the world.

- The account holder specifically acknowledges that the Bank shall not be liable in any manner whatsoever by virtue of any insurance cover provided, and that the insurance company shall be solely liable to deal with the insurance claim, in case of a death of a Preferred and Preferred plus Salary Debit Cardholder and shall not hold the Bank responsible or liable in any manner arising out of or in connection with such insurance cover or claim, whether for or in respect of any deficiency or defect in such insurance cover, repudiation of insurance claim, quantum of insurance claim settled, recovery or payment of compensation, processing or settlement of claims or otherwise howsoever, and all such matters shall be addressed to and sorted out directly with the Insurance company.
- The account holder further acknowledges that the insurance cover so provided shall be available only to the Preferred and Preferred Plus salary account holders and as per the terms governing the relevant insurance policy, with his/her account maintained in good standing (No deficiency of KYC, Balance is maintained, AML violation, Instances of cheque dishonours etc.)
- On the account being closed or converted to normal savings (other than Preferred and Preferred Plus Salary) account temporarily or permanently for whatever reason, the benefit of such insurance cover shall automatically and ipso facto cease to be available from such date of closure or conversion of the account. Further the account holder is aware and agrees that even during continuation of his/her account, the Bank may, at its sole discretion, without any reference to the account holder, at any time suspend, withdraw or cancel the benefit of such insurance cover, and there will no binding obligation on the Bank to continue this benefit nor recourse against the Bank.

- Insurance company and insurance policy conditions are subject to change and insurance cover is subject to the terms and conditions of the policy in force.
- In the event of death of the account holder, nominee/beneficiary shall approach the branch immediately, where the account is held and maintained and the branch would guide the customer on the documents required for claim settlement.
- On receipt of these documents by the branch, as a goodwill gesture for the holders of the above account, Equitas bank would liaise with the insurance company for processing the claim. However, receipt of the documents by the branch does not amount to acceptance of claim. As per the policy, the insurance company is required to be informed (through the bank) within 30 days of accident and all supporting documents relating to the claim is required to be submitted to the insurance company within sixty (60) days from the date of death.

CLAIMS DOCUMENTATION and PROCESS

PERSONAL ACCIDENT:

FATAL CLAIM:

- Death Certificate *Post mortem report / medical supporting documents with cause of death certificate
- FIR wherever applicable /Panchanama
- Legal heirship certificate or succession certificate if no nomination is available or nominee is also not alive.
- Duly completed claim form with required documents within the time stipulated.
- KYC documents (Insured / claimant)
- Original CTS cheque copy of claimant

PERMANENT DISABLEMENT

- Duly completed claim form
- Hospital records including investigation reports
- Police report wherever applicable
- Certificate from a Doctor authorised or nominated by the Government confirming the disablement and its extent.
- KYC documents (Insured / claimant)
- Original CTS cheque copy of claimant

AIR ACCIDENT:

- Confirmation from airlines
- Death certificate
- Post mortem certificate
- Legal heirship certificate or succession certificate, if no nomination is available or nominee is also not alive.
- KYC documents (Insured / claimant)
- Original CTS cheque copy of claimant

CLAIM PROCESS:

- In respect of all claims, immediate intimation has to be given to Equitas Bank. On receipt of intimation, Equitas Bank will submit the same to the Insurance Company as a good will gesture. A surveyor will be deputed wherever applicable, ordinarily, within 24 hours of receipt of notice of claim from Bank by the Insurance Company.
- All documents will be submitted to the concerned branch of Equitas bank and same will be forwarded to the Insurance Company in one lot through Central Ops of Equitas.
- On receipt of entire documents, claim will be processed and approved within 15 working days.
- The claim will be settled by the insurance company within 7 working days after receipt of discharge voucher from the claimant.



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