

**TERMS AND CONDITIONS GOVERNING THE INSURANCE CLAIM PROVIDED WITH
ELITE INTERNATIONAL DEBIT CARD**

1. For the insurance claim to be accepted & processed, the cardholder under the ELITE Program should have fulfilled the following conditions:

- Maintain the eligibility criteria as mentioned the in Schedule of Charges under the ELITE programme.
- The ELITE International Debit Card entitles you to an Air Accident Insurance cover (Individual), Personal Accident Insurance cover (Individual) as well as Home Burglary and Fire content Insurance cover (Applicable only for the primary member in the group).
 - a. By default, the Insurance Cover is not enabled and customer will have to opt for the same for enabling the insurance through an automated SMS which will be triggered at the time of first swipe to all ELITE Debit Card holders with a link to opt for free Insurance. Alternatively, the Insurance can be availed by scanning the QR code behind the ELITE International Debit Card and providing the required details in the Insurance link.
 - b. Complementary Insurance is not provided, if no specific consent is received from the customer through electronic mode as per the process mentioned. Equitas Small Finance Bank will not be responsible for failure in delivery of the messages/Email or any other technological interruption leading to client not being able to give consent.
 - c. Customers on clicking the link can view the Insurance offer along with Terms and conditions.
 - d. Insurance will be considered to be in force the moment the customer clicks on “Submit” option after providing the basic details (Name, Registered Mobile number and Registered Email ID).
- Should have done at least 1 purchase - point of sale (POS) transaction at a merchant establishment or Online using the ELITE International Debit Card in the 3 months preceding the date of the incident.
- 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.
- In case of death by Air Accident, ticket should have been purchased using ELITE International Debit Card linked to the Savings Account.
- Death resulting from bodily injury due to accident only.
- The Personal Accident Insurance covers only Death/total loss or Partial disability and does not cover any medical treatment expenses.

2. INSURANCE BENEFITS

A. Personal Accident Benefits (Coverage – Worldwide):

DEATH:	100% of Sum Insured
LOSS OF TWO LIMBS OR TWO EYES, OR ONE EYE AND ONE LIMB:	100% of Sum Insured
LOSS OF ONE LIMB OR ONE EYE:	50% of Sum Insured
PERMANENT TOTAL DISABLEMENT:	100% of Sum Insured

B. Air Accident Benefits (Coverage – Worldwide):

DEATH ONLY	100% of Sum Insured
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C. Home Burglary and Fire Content Benefits (Coverage – Only in India): Applicable only for the Type 1 Customer (ELITE Primary)

- Covers the household articles and appliances contents in the residence of Type 1 cardholder against Fire & allied perils, Flood, Storm, Cyclone and Earthquake.
- Loss or damage to the articles/appliances contents due to burglary, housebreaking.
- Loss or damage of/to Jewellery/other valuables not covered
- Only one Residential location as per Bank’s record is covered. Fire and Burglary is Location Specific.
- Any change in Location should be intimated to the insurance company and get endorsed.

3. SUM INSURED

Insurance Cover	TYPE 1 Customer	TYPE 2 Customer
Personal Accident	INR 20 Lakhs	INR 20 Lakhs
Air Accident (Max Limit: Rs. 60 Lakhs Per Incident)	INR 60 Lakhs	INR 60 Lakhs
Fire Insurance	INR 10 Lakhs	NA
Burglary Insurance	INR 10 Lakhs	NA

4. The account holder/s 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, in case of a death of ELITE Cardholder/s and shall not hold the Bank responsible or liable in any manner arising out of or in connection with such insurance cover, whether for or in respect of any deficiency or defect in such insurance cover, 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.
5. The account holder/s further acknowledges that the insurance cover so provided shall be available only to the ELITE Savings accounts and as per the terms of the relevant insurance policy with his account maintained in good standing (No deficiency of KYC, Balance is maintained, AML violation, Instances of cheque dishonours etc.)
6. On the account being closed or converted to normal savings (other than ELITE savings) 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 of account. Further the account holder is aware and agrees that even during continuation of his account, the Bank may 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.
7. 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.
8. In the event of death of the account holder, the nominee (nominee refers to the nominee of account to which the ELITE International Debit Card is linked) to approach the branch where the account is held and maintained and the branch would guide the customer on the documents required for claim settlement.

9. On receipt of these documents by the branch, as a special gesture for holders of the above account, Equitas Small Finance 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. In the event of death, the nominee has to inform the branch where the account is held and maintained, immediately. 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.
10. **Home Burglary and Fire Content Insurance:** is the name of the Insurance Policy and does not assure any sorts of benefits by default.
11. **Home Burglary and Fire Content Insurance** will by default be applicable for the Communication Address as mentioned in the bank's core banking system.
12. On the communication address being changed temporarily or permanently for whatever reason by the customer, without informing the Bank or effecting the change in bank's records, benefit of such insurance cover shall not be available from such date of change of address. Further the account holder also agrees that even during continuation of his/their account, the bank may 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. The account holder admits and acknowledges that the Bank is only a facilitator and do not have any obligation under the insurance policy.
13. In case of family accounts/joint holders/grouping of accounts with separate Debit Cards, benefit of Home Burglary and Fire Content Insurance will cover only to the extent of one card subject to the fulfilment of conditions governing the scheme. The total insurance cover can be availed only by Type 1 cardholder (ELITE Primary) as available as per Bank's records and shall also be subject to terms and conditions of the policy and decision of the insurance company.

14. CLAIMS DOCUMENTATION AND PROCESS

A. PERSONAL ACCIDENT -FATAL CLAIM:

- Death Certificate
- Post mortem report
- FIR wherever applicable
- Nominee is compulsory as per IRDAI Regulations. 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.

B. AIR ACCIDENT:

- Confirmation from airlines – Air Ticket
- Death certificate
- Post mortem certificate

- Legal heirship certificate or succession certificate, if no nomination is available or nominee is also not alive.

C.HOME INSURANCE:

(i) Fire Insurance:

- Claim intimation
- Survey report
- Duly completed claim form along with claim bill
- Media report or Meteorological report in case flood or cyclone claim.
- Estimate/Bill
- Excess: As per Fire Tariff

(ii) Burglary Insurance:

- FIR
- Survey report/Investigation report
- Duly completed claim form
- Final investigation report and not traceable certificate from the Police.
- Excess: 5% of the claim amount subject to minimum of INR 5,000/-

For small losses up to INR 10,000/- FIR can be waived provided other relevant documents viz invoice, bill, etc. are submitted in support of claim.

15. CLAIM PROCESS:

- In respect of all claims, immediate intimation has to be given to Equitas Small Finance Bank. On receipt of intimation, Equitas Small Finance Bank will submit the same to the Insurance Company as a service gesture.
- Helpline number for Equitas Small Finance Bank is **1800 - 103 - 1222**
- A surveyor will be deputed wherever applicable within 24 hours of receipt of notice of claim from Bank by the Insurance Company.
- All documents will be submitted to the concerned branch/office of Equitas Small Finance Bank and same will be forwarded to the Insurance Company in one lot through Central Ops of Equitas Small Finance Bank.
- On receipt of entire documents, and the documents found proper and without defects, claim will be processed and approved within seven working days.
- The claim payment will be made within three working days after receipt of discharge voucher.
- The basis of settlement in respect of Contents will be the Market value of the item at the time of loss.
- Equitas Small Finance Bank is only a facilitator for the processing of the insurance claim. It is in no way responsible or liable for any delay or repudiation of the claim.
- It is made clear that processing of the insurance claim by the insurance company will be governed by the conditions under the Policy and the documents submitted by the insured as per the requirements of the insurance company.