

## *How to raise 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 50 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-

- a. Flight Details
- b. Proof of ticket booking through Axis Bank Debit/ Credit card
- c. 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-

- a. Customer Letter
- b. Card statement(Card statement showing purchase details of item lost)
- c. 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-

- 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.

*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.