

## INSURANCE DETAILS

**Summary of insurance cover along with premium charges wherever applicable:**

<b>Card Type</b>	<b>Cover for</b>	<b>Sum Insured*</b>	
<b>Corporate Card</b>	1. Cover for outstanding dues in case of death of credit card holder (Credit Shield)	Rs. 30,000/-	Free to cardholder
	2. Purchase Protection	Rs. 40,000/-	Free to cardholder
	3. Hospitalization Expenses due to accident	Rs. 50,000/-	Free to cardholder
	4. Baggage Insurance	Rs. 15,000/-	Free to cardholder
	5. Personal Accidental Insurance Cover on Road (optional & chargeable)	Rs. 5,00,000/-	Chargeable#
	6. Personal Accidental Insurance Cover on Air (optional & chargeable)	Rs. 20,00,000/-	Chargeable#
<b>Gold Card</b>	1. Cover for outstanding dues in case of death of credit card holder (Credit Shield)	Rs. 30,000/-	Free to cardholder
	2. Purchase Protection	Rs. 40,000/-	Free to cardholder
	3. Hospitalization Expenses due to accident	Rs. 50,000/-	Free to cardholder
	4. Baggage Insurance	Rs. 15,000/-	Free to cardholder
<b>Silver Card</b>	1. Cover for outstanding dues in case of death of credit card holder (Credit Shield)	Rs.20, 000/-	Free to cardholder
	2. Purchase Protection	Rs.20, 000/-	Free to cardholder

\*The above cover mentioned is on the maximum side for exact sum insured cover, please refer the below mentioned policy description.

#Rs.210/- yearly premium for the said cover, if opted. Same will be debited from the card account.

### **Credit Shield:**

Credit Shield is the cover for outstanding Credit Card Dues in case of an unfortunate event of the customer's death (due to accident) of the primary cardholder.

As a process, Bank sends the statement of all transactions to all the cardholders in respect of the amount due from them. Requests are made to the card members to pay the outstanding against their card accounts within 15 days from the statement date. Any non-payment ages the dues on this account typically, if the customer does not send payment by next statement date, he ages into "X"

days. If he does not pay till the next statement date, he ages into “30” days and so on... Wherever a card member misses a payment that is due against his card account, collection unit of the bank follows up for payment. Tools to effect payment are telecalling/visit to his workplace, residence etc.

In a scenario, where the card member (Primary & active) expires there is an outstanding on his/her account; the collection unit will follow up with the relatives of the primary card member for payment. However, since the credit facility is extended against a credit card account is an unsecured loan, the relatives are not under legal obligation to pay. As a result, a few cases, the death of the card member results in the Bank incurring a loss on account of the outstanding amount against the deceased primary card member’s account.

#### Coverage:

The company undertakes to indemnify, the Bank from any loss/es, which may arise in the event of the death (due to accident) of the primary card member, due to an unpaid outstanding on his/her card account.

Such “Per Card Account” will be limited to the total limited to the total amount outstanding (amount of all unpaid transactions on the card including any unpaid charges and fees) or up to sum of INR (sum insured for each type of card) whichever is lower. The credit limit of the card account will not be a limiting factor to assess the liability of company towards the indemnity.

Eligible cardholder must be aged between 25 to 69 at the entry and the cover ceases at the age of 70 years.

#### Conditions:

For making the cardholder eligible for this benefit/ insurance coverage, The Bank of Rajasthan Credit Card should be utilized atleast 3 times for the purpose of customer-initiated purchases and / or cash advance transactions. This process should be initiated within 89 days, prior to the date of accident of the credit card holder.

Kindly note that the below mentioned claims will not be liable for payment of claims arising out of:

1. Intentional self-injury, suicide or attempted suicide or whilst under the influence of intoxication such as liquor or drugs.
2. Death is caused due to venereal diseases or insanity.
3. Card member committing a breach of law thereof
4. Death caused due to war, invasion or in consequence thereof.
5. Death caused due to Radiation, radioactivity or other Nuclear accidents.

6. Death caused due to/during pregnancy or childbirth or in consequence thereof.

### **Claims Procedure:**

Even after the death of primary card member, BOR shall exercise due diligence in following all the collection procedures and put in all tools (mentioned above) to effect a payment on the account through the relatives of such a deceased card member, such efforts shall continue to be made by the Bank. BOR shall give a notice for exercising company under this indemnity and shall furnish to the insurance company, the following documents:

- A. Death Certificate of Primary card member.
- B. Case fact sheet giving accident details.
- C. A copy of the latest statement on the card account.

It is pertinent to note that in the event of the card account is already in a delinquency stage of greater than 30 days at the time of death of the (Primary) card holder, the Bank will have the option to exercise its claim to indemnity under this agreement immediately after receiving the intimation of the death of primary card member.

The company will settle the claim amount/s, post evaluation investigation within a period of 7 days of receiving complete documentation in respect of the claim.

### **Baggage Insurance:**

Definition: The company will indemnify the card member in respect of the personal accompanying him, whilst on tour or on holidays, lost, destroyed or damaged by accident or misfortune provided that the liability to its actual value or the sum insured whichever is less (at the time of happening of such loss but not exceeding in any one period of insurance in respect of several items)

Cover is available for international travels only and is meant to provide indemnity to BOR card members against loss of baggage or total loss of baggage at an International flight. (Outbound only)

It is available upto Rs. 15,000/- to Gold cardholders.

### **Exclusions:**

1. Unaccompanied baggage that is property carried under a consignment note or other contract of affrayment is not covered. Articles intended for Sale/distribution like deter stock or travelers samples.
2. Acquired articles that did not form part of any baggage when the journey commenced unless specifically declared and accepted by company.

3. Money, security, manuscripts, business books or documents,.
4. Articles of consumable nature.
5. Articles that are brittle or are of fragile nature, cracking scratching or breakage of glass china marble and other brittle or fragile articles is excluded.
6. Mechanical derangement or over winding of watches and clocks.
7. Mechanical detangement, over running, short circuit, arcing, self-heating leakage or electricity including lighting or any electrical machine apparatus, fixtures or fittings.
8. Depreciation, wear and tear.
9. Consequential loss
10. Loss due to war, invasion or in consequences thereof.
11. Loss due to Radiation Radioactivity or nuclear accidents.
12. Loss articles like sticks, straps, umbrellas, sunshades, fans, deckchairs, or property in use on voyage and/or journey or articles or clothes whilst being worn on the person or carried about,
13. Excess Rs. 2500 of each and every claim.

### **Claim Procedure:**

Immediate notice of the loss should be given along with the following documents:

1. PIR (Property Irregularity Report) from the concerned airlines.
2. Letter from the concerned airline confirming the number of bags checked in and number of bags lost, compensation paid with the details of the flight and relevant dates.
3. List of articles in the unit of baggage lost.
4. Proof of ownership in case of item valued in excess of US\$100(Rupees equivalent)
5. Baggage receipt
6. Ticket/boarding pass
7. Letter of subrogation (in enclosed Performa on Rs. 100 Non-judicial stamp paper duly notarized\_ United India Insurance will settle the claim, post evaluation within 7 days of receipt of the documents.

### **Purchase Protection:**

This insurance cover is meant to provide indemnity to the BOR card member on all the items purchased through BOR Credit Card.

This cover is available upto Rs. 40,000/- for Gold card and for Rs. 20,000/- for Silver card (primary cardholders only) against the loss or damage of goods purchased through credit card due to the Fire and Burglary and not against theft, for a period of 910 days from the purchase. It is available only if the articles are kept inside the premises.

Definitions:

**Fire:**

The company will indemnify the primary card members in respect of loss/damage to the goods purchased through credit card due to the below perils for a period of 90 days from the date of purchase:

1. Fire fighting, explosion in domestic appliances.
2. Bursting and overflowing o water tanks, apparatus and pipes.
3. Damage due to Aircraft and articles dropped there from
4. Riot, strike or malicious damage.
5. Flood, inundation, storm, typhoon, hurricane, tornado, or cyclone.
6. Subsistence and landslide including rockslide.
7. Impact by any rail/road vehicle or animals.

**Exclusions:**

1. Purchase of tickets, bonds, investments, cash advance, travelers cheques, money securities, stamp collection, motor vehicle, pedal cycle.
2. Cash & Jewellery
3. Loss / damage of purchased items due to mishandling, misuse missing or lost.
4. Loss, destruction or damage caused by war invasion, act of foreign enemy hostilities or war like operations (weather war be declared or not) civil war, mutiny, civil commotion assuming the proportions of or amounting to a popular rising, military rising, rebellion, revolution, insurrection or military or usurped power.
5. Loss, destruction or damage directly or indirectly caused to the property insured by.
  - a. Ionizing the radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel.
  - b. The radioactive toxic explosives or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.
6. Loss, destruction or damage to bullion or unset precious stones any curious or works of art for an amount exceeding Rs.10000/- goods held in trust or on commission, manuscripts, plans, drawings, securities obligations or documents of any kind, stamps, coins or paper money, cheques, books of accounts or other business books, computer systems records explosives unless otherwise expressly stated in the policy.
7. Loss destruction or damage to the stocks in the cold storage premises caused by change of temperature.

8. Loss, destruction or damage to any electrical machine, apparatus, fixtures or fittings arising from or occasioned by over running, excessive pressure, short circuiting, arcing self heating or leakage of electricity shall apply only to the particular electrical machine, apparatus, fixture so affected and not to other machines, apparatus which may be destroyed or damaged by fire so set up.

### **Burglary:**

The company hereby agrees subject to the terms, conditions and exclusions herein contained or endorsed or otherwise expressed hereon to indemnify the insured to the extent of intrinsic value of

a) Loss or damage where any inmate or member of the insured's household or his business staff or any other person concerned in the business whilst lawfully in the premises is involved in the actual theft or damage to any of the articles or premises or where such loss or damage has been expedited or any way assisted or brought about by any such person or persons.

b) Damage caused to the premises to be made good by the Insured resulting from burglary and /or housebreaking or any attempt threat any time during the period of insurance. Provided always that the liability of the company shall in no case exceed the sum insured stated against each item or Total sum Insured stated in the schedule.

### **Exclusions:**

The company shall not be liable in respect of:-

1. Gold or Silver articles, watches or jewellery or precious stones or models or coins, sculptures, manuscripts, rate books, plans, medals, moulds, designs, deeds, bonds, bills of exchange, bank, treasury or promissionary notes, cheques, money, securities, stamps collection of stamps, business books or papers, unless specifically insured.
2. Loss or damage where any inmate or member of the insured's household or his business staff or any other person lawfully in the premises in the business is concerned in the actual theft or damage to any of the articles or premises or where such loss or damage have been expedited or any way assisted or brought about by any such person or persons.
3. Loss or damage directly or indirectly, proximately or remotelt occasioned by, or which arises out of in connection with Riot and strike, civil commotion, terrorist activities, earthquake, flood, storm, volcanic eruption, typhoon, hurricane, tomado, cyclone or other convulsions of nature or atmospheric disturbances.
4. Loss or damage wheather direct or indirect arising out of war, warlike operations and or foreign enemy hostilities (wheather war be declared or not) civil war, revolution, insurrection, civil commotion, military or usurped

power, seizure, capture, confiscation, arrest, restraints, and detainment by order of any governments or any other authority.

In any action, suit or other proceedings where the company alleges that by reason of the above provisions any loss or damage is not covered by the Insurance, the burden of providing that such loss or damage is covered shall be upon the insured.

Any loss or damage to any property whatsoever or any loss or expense whatsoever resulting or arising there from or any consequential Loss and any legal liability of whatsoever nature directly or indirectly caused by or contributed to or arising from ionizing radiation or contamination by radioactivity from any source whatsoever.

Any accident, loss, destruction, damages or legal liability directly or indirectly caused by or contributed to by or arising from Nuclear weapons material.

Consequential loss or legal liability of any kind.

Loss of money and or other property abstracted from safe following the use of the key to the said safe or any duplicate key thereof belonging to the Insured, unless such key has been obtained by assault or violence or any threat.

This policy shall cease to attach that if the premises shall have been left uninhabited by day and night for seven or more consecutive days and nights.

If the insured shall cause or suffer any material alteration to be made in the premises or anything to be done whereby the risk is increased.

To any property the interest of the insured in which shall pass from the Insured otherwise than by will or operation of law.

### **Claim Procedure:**

On happening of such an event, the cardholder is obligated to inform UIIC Ltd. immediately and submit the following documents:

1. Copy of the chargeslip
2. Claim form
3. FIR/Police report/Fire Brigade report (in event of Fire)
4. Final report/untrace report from the police (duly accepted by Judicial Court) in case of Burglary.

All the documents to be submitted in original. If the documents are in vernacular language then the same should be submitted with their English translation, duly attested by a Gazetted officer.

United India Insurance Co. Ltd. will settle post evaluation within a period of 7 days of receipt of the documents.

**Hospitalization:**

Cover is being available for accidents arising out of/due to Rail/road accidents to Gold card members upto Rs.50, 000/-. The claim is payable only if there is an involvement of third party in the accident. Thus cases like skidding from the bike etc, where there is no involvement of the third party are not payable.

**Components of expenses:**

1. Room boarding expenses as provided by the Hospital/nursing home.
2. Nursing expenses.
3. Surgeon, anesthetist, medical practitioner, consultants, specialist's fees.
4. Anesthetist, Blood, Oxygen, Operation theatre charges, surgical appliances, medicines & Drugs, diagnostic materials and X-Ray, Dialysis, Chemotherapy, radiotherapy, cost of pacemaker, artificial limbs & cost of organs and similar expenses.

**Definitions:**

Hospital/nursing home means any institution in India established for indoor care and treatment of sickness and injuries and which, either

- a. Has been registered as a Hospital or nursing home with the local authorities and is under supervision of a registered and qualified Medical Practitioner. OR
- b. Should comply with minimum criteria as under:
  1. It should have atleast 15 inpatient beds.
  2. Fully equipped operation theatre of its own wherever surgical operations is carried out.
  3. Fully qualified Nursing staff under its employment round the clock.
  4. Fully qualified Doctor(s) should be in charge round the clock.

In class "C" town's condition of number of beds be reduced to.

The term Hospital/Nursing home shall not include an establishment which is a place of rest, or a place for the aged, a place for drug addicts or place of alcoholics a hotel or a similar place.

**Exclusions:**

1. Accident without involvement of third party.

2. Injury directly or indirectly caused by or arising from or attributable to Invasion, act of foreign enemy, war like operations (whether war is declared or not)
3. Charges incurred at Hospital or Nursing home primarily for diagnosis X-Ray or Laboratory examinations or other diagnostic studies not consistent with or incidental to the diagnosis and treatment of positive existence of presence of any ailment, sickness or injury for which confinement is required at a Hospital. Nursing home.
4. Expenses on vitamins and tonics unless forming a part of the treatment for injury or diseases as certified by the attending physician.
5. Injury directly or indirectly caused by or contributed to by nuclear weapon/materials.
6. Naturopathy treatment.

**Conditions/Claim procedures:**

- 1 Every notice communication to be given or made under this policy shall be delivered in writing at the address of office as shown in the schedule.
2. The supporting documents relating to the claim must be filled with the company within 7 days from the date of discharge from the hospital in case of post-hospitalization, treatment (limited to 60 days) all claim documents should be submitted within 7 days after completion of such treatment.
3. The insured person shall obtain and furnish the company with all the original bills, receipts and other documents upon which a claim is based and shall also give the company such additional information and assistance as the company may require in dealing with the claim.
5. Any medical practitioner authorized by the company shall be allowed to examine the insured person in case of any alleged injury requiring hospitalization when and so often as the same may reasonably be required on behalf of the company.
6. The company shall not be liable to make any payment under this policy in respect of any claim if such claim be in any manner fraudulent or supported by any fraudulent means or device whether by the insured person or by any other person acting on his behalf.
7. All medical surgical treatments under this policy shall have to be taken in India and admissible claims thereof shall be payable in Indian currency.

**Payment of claim:**

All claims under this policy shall be payable in Indian Currency. All medical treatments for the purpose of this insurance will have to be taken in India only. Payment of claim shall be made by the company to the Insured person.

**Important Note:**

Please note that all the Insurance Benefits listed above are provided directly to the Credit Card holders by The United India Insurance Company Ltd., whose terms, conditions and decisions, for which, "the bank" is not liable, will apply. Claims for settlement to be sent directly to The United India Insurance Company Ltd. The Bank does not hold any warranty and/or make representation about the quality, delivery of the cover, claims processing or settlement of the claim by the The United India Insurance Company Ltd in any manner whatsoever. The insurance benefits available to you are regardless of other existing insurance that you may avail of. You may be asked to submit additional documents, as per the requirements of the case. "The Bank" will not be liable for any delayed settlement of the claims. The settlement amount will be paid by an account payee Cheque in favour of the nominee after deduction of any amount outstanding that is due on the Credit Card account.