

Claims Process - RuPay Card for Personal Accident Benefit

A) Claim intimation

1. All the claims where incident has happened in the financial year 2017-18, will be intimated to the dedicated claims id **rupay@newindia.co.in**
2. The New India Assurance Co. Ltd. will register the claim and provide the claim number to the Member Bank within 2 working days with policy number in subject line.
3. Claim intimation should be within Ninety (90) days from the date of accident. In case where a person is hospitalized (and under a critical condition) and is unable to file claim within 90 days of loss/incident such claim cases will be accepted by The New India Assurance Co. Ltd. for investigation and honoured, if all terms under the policy are met as on date of accident.

B) Documents Receipt / Follow-up

All documents are to be received at The New India Assurance Co. Ltd. office at the below mentioned address:

Senior Divisional Manager
Department - RuPay Insurance Program 2016-17
The New India Assurance Co. Ltd.
DO 142300
1st Floor, NCL Premises
Plot No. C-6, Bandra Kurla Complex
Bandra East, Mumbai- 400051

1. Claim intimation should be within Ninety (90) days from the date of accident. In case where a person is hospitalized (and under a critical condition) and is unable to file claim within 90 days of loss/incident such claim cases will be accepted by The New India Assurance Co. Ltd. for investigation and honoured, if all terms under the policy are met as on date of accident.
2. All supporting documents relating to the claim must be submitted within sixty (60) days from the date of intimation.
3. The eligible claims will be settled in ten (10) working days from the date of receiving the complete documents set.
4. Any claim that is intimated after 120 days from the date of the policy period shall not be eligible for compensation under the RuPay Insurance Program 2017-18.

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5. In case documents are not received within sixty (60) days of claim intimation, 1st reminder by email will be issued to Member Bank with copy to NPCI.
6. 2nd reminder by email will be issued to Member Bank with copy to NPCI.
7. Closure letter by email will be sent to Member Bank on 90th day from claim intimation in case of no communication received from Member Bank.

C) Investigator Appointment (Specific cases that need detailed investigation)

Based on the merit of the claim, The New India Assurance Co. Ltd investigation team shall be appointed. TAT: T +3 (T is the day on which the claim documents received from the Member Bank).

In 30 days, Investigation report will be finalized. If there is a delay because of some more facts, an interim report will be requested.

D) Claims Follow up / Processing

The reminders shall be sent by New India Assurance Co. Ltd. to Member Bank at regular intervals for pending claim documents, a communication via email will be sent to NPCI with defined timeline. All emails sent for the purpose of follow up should be marked to NPCI Insurance mail id rupayinsurance@npci.org.in.

Reminder process would be same for the documents deficiency also.

1st reminder T+61

2nd reminder T+81

Closure Letter T+90

T is Date of Intimation

E) Escalation Matrix:

Escalation Matrix Only for the exclusive use of the NPCI officials and the nodal officers of the member banks. Not to be shared with the Cardholders by Banks.

For Claims & Policy Administration

Sr. No	Escalation Level	Name	Designation	Email ID	Contact Number
1	First	Ms. Anjali Mirchandani	Sr. Divisional Manager	anjali.mirchandani@newindia.co.in	022-26590092
		Mr. Anand Amritkar	Asst. Manager	anand.amritkar@newindia.co.in	022-26590070
		Mr. V. Subramaniam	Admin. Officer	vaidyanathan.subramanian@newindia.co.in	022-26590156
2	Second	Mr. Loknath Sethi	Regional Manager	loknath.sethi@newindia.co.in	022-26633235

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3	Final	Mr.ramesh.nag	Chief Manager	Ramesh.nag@newindia.co.in	022- 22708400/ 22708100
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F) Claim Payment

Once the claim is approved the payment in the form of **NEFT** shall be done to the card holder (in case of Disablement) / to nominee or legal heir (in case of Death) along with a covering letter.

G) Dispute Management

Committee of 3 people as mentioned below to resolve the dispute.

1. Representative from The New India Assurance Co. Ltd.
2. Representative from NPCI.
3. Representative/s of the disputing Bank/s.

H) Document check list –

H1) Accidental Death Claim*:-

1. Claim Form duly completed and signed.
2. Original or Certified copy of Death Certificate.
3. Original or Certified copy of FIR, Panchnama / Inquest Panchnama.
4. Declaration from Card Issuing Bank duly signed by authorized signatory and bank stamp:
 - a Cardholder is holding a RuPay card on RuPay issued IIN and mention the 16 digit card number.
 - b Meeting 90/45 days usage criteria (include the transaction log from the system).
 - c Nominee details (including NEFT details along with a copy of Cancelled Cheque)

*Additional documents may be requested by The New India Assurance Co. Ltd. based on the case requirement such as Medical Reports, post mortem report etc.

H2) Permanent Total Disability:-

1. Claim Form duly completed and signed.
2. Discharge card along with case history confirmation therein duration & percentage of disability duly certified by the concerned/treating Physician/Surgeon.
3. All investigation report in original copies* thereof in respect of tests had undergone pertaining to accident.
4. Additional documents, if any, based on merit of the loss.

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5. **Declaration from Card Issuing Bank duly signed by authorized signatory and bank stamp:**

- a. Cardholder is holding a RuPay card on RuPay issued IIN and mention the 16 digit card number.
- b. Meeting 90/45 days usage criteria (include the transaction log from the system).
- c. Beneficiary details (including NEFT details).

** If the original claim documents are submitted to any particular General Insurance co., copies of the same duly certified by Branch in-charge of RuPay card issuing bank can be submitted.

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