



## Business Insurance with AU Bank Current Account & UPI QR -Terms and Conditions

AU Small Finance Bank (“AU Bank or Bank”) has partnered with United India General Insurance Company Limited to offer complimentary General Insurance and Cyber Insurance cover current account customers availing AU UPI QR facility.

Particulars	Proposed Insurance
Type of Business Insurance Coverage	Fire and Allied Perils
	Burglary
	Cash in Transit / Money Insurance
	Cyber Insurance (Payment Protection)
Benefit	Free Business Insurance for eligible customers with AU UPI QR linked to Maximum Current Account and above category accounts.
Policy Period	Your free insurance will start within 7 days post acceptance of Terms & Conditions with consent and continues with yearly renewals for eligible accounts.
Consent	Consent is mandatory to avail complimentary business insurance.
Eligible Customer Type	All customer types in below mentioned current account variants
Covered Location	Only business addresses within India, as per bank records, are covered. Co-working spaces are excluded.
Insurer Name	United India Insurance Company Limited

### Eligible Current Account Product Categories

Maximum Category	
Product_Code	Product_Description
20215	AU Current Account-Maximum
20241	AU Vishesh Current Account

Platinum Category	
Product_Code	Product_Description
20216	AU Current Account-Premium
20255	AU Platinum Business Current Account
20262	AU Platinum Trade

Royale Category	
Product_Code	Product_Description
20249	AU Royale Business Account
20268	AU Royale Business Doctor
20271	AU Royale Business AGRI
20270	AU Royale Business Contractor
20273	AU Royale Business Pharma
20269	AU Royale Business- Chartered Accountants
20217	AU Current Account-Exclusive
20259	AU Zero2One Account
20261	AU Royale Trade

Eternity Category	
Product_Code	Product_Description
20283	AU Eternity Business

### Product Category wise Sum Insured

Type of Insurance	Sum Insured (INR)			
	Maximum	Platinum	Royale	Eternity
Fire & Allied Perils	50,000	1,00,000	5,00,000	10,00,000
Burglary Insurance	50,000	1,00,000	2,00,000	3,00,000
Cyber Insurance (payment protection)	50,000	1,00,000	2,00,000	3,00,000
Cash In Transit/Money Insurance	25,000	50,000	1,00,000	2,00,000

**General Conditions:**

- **Eligibility**
  - **Account Opening:** Current Account must be opened under eligible product categories on or after 15th November 2025
  - **QR Issuance:** AU UPI QR must be issued on or after 15th November 2025
  - **Active Customers:** Must complete transactions totalling at least ₹1,000 on AU Bank UPI QR within 60 days of account opening along with acceptance of terms & conditions and consent for Insurance coverage
  - **Renewals:** Current Account holders with 1st year Business insurance coverage, account must be opened on or after 15th November 2025
  - **Renewal Criteria:** Minimum transactions totalling at least ₹1,000 on AU Bank QR in the month prior to policy renewal
  - **Eligibility for a claim** - Transaction active with minimum value, totalling INR1000 on AU Bank QR in previous month of Incidence date.
- The Policy covers only active current accounts in defined product variants
- The Insurance coverage will start within 7 days of acceptance of Terms & conditions and consent by the customer. This consent may be sent on Email/WhatsApp/SMS to the customers, and the customer may accept the Terms and conditions on the same channel.
- Consent must be provided from Mobile/email ID, registered in AU bank records only.
- If a customer holds multiple current accounts, only one claim can be reported for the business location/address
- Special purpose accounts like Share Capital / Dividend / IPO / EEFC / Escrow / FCY / DDA / SNRR / USCNBA / DSCNBA / Business Correspondent/RERA etc. and any other special purpose accounts of similar nature are not part of the Policy, irrespective of account variants
- Bank reserves the right to modify the eligible account variants in different categories time to time, as per business requirement.
- Closed QRs will not be eligible for insurance claims
- Dormant/Inactive/Freeze accounts will not be part of the policy
- Accounts under regulatory or legal scrutiny/action will not be part of the policy
- Top-up facility is not allowed on this policy
- Multiple insurance on the same address will not be provided
- Only single business location address as per Bank's Customer ID will be covered in the Policy
- Claim to be intimated to the Insurer **within 48 hours of the date of incident**
- **For Claim, pls send email to [claims@aubank.in](mailto:claims@aubank.in) or contact nearest AU bank branch or call us at 1800 1200 1200.**
  - **Email Subject line should be:** Claim for “**Special Contingency Policy**” for Current Account Holders

**Please Note:**

- a) AU Bank has no role in deciding the claim to be processed or not.
- b) AU Bank will handholds the customer through the claim process and submit the required documents to the Insurer.
- c) AU Bank reserves the right, at any time, without prior notice and without assigning any reason whatsoever, to add/alter/modify/change or vary all these terms and conditions or to replace, wholly or in part, this Offer by another offer, whether like this Offer or not, or to extend or withdraw it altogether.
- d) Disputes if any, arising out of or in connection with or because of above Offer or otherwise relating hereto shall be subject to the exclusive jurisdiction of the competent courts / tribunals in Jaipur only, irrespective of whether courts / tribunals in other areas have concurrent or similar jurisdiction.
- e) This offer is by way of a special offer for select customers at sole discretion of the bank & by participation only.
- f) Terms and Conditions applicable as per Insurance Policy



## UNITED INDIA INSURANCE COMPANY LIMITED

### Policy Terms and conditions-

**A- For Fire risk for commercial entity** - Terms and conditions are as per Standard Policy Wordings of United Bharat Sookshma Udyam Suraksha (BSUS). Standard Policy Wordings of United Bharat Sookshma Udyam Suraksha (BSUS) uploaded on <https://www.au.bank.in/business-banking/insurance-with-current-account>

We give insurance cover for physical loss or damage, or destruction caused to Insured Property by the following unforeseen events occurring during the Policy Period. The events covered are given in Column A and those not covered in respect of these events are given in Column B.

Column A	Column B
<b>We cover</b> physical loss or damage, or destruction caused to the Insured Property by	<b>We do not cover</b> loss or damage, or destruction caused to the Insured Property by
Fire, including due to its own fermentation, or natural heating or spontaneous combustion.	caused by a. its undergoing any heating or drying process, or b. burning of Insured Property by order of any Public Authority.
Explosion or Implosion	a. caused to boilers, economizers or other vessels, machinery or apparatus in which steam is generated, or their contents, resulting from their own explosion or implosion, or b. caused by centrifugal forces.
Lightning	
Earthquake, volcanic eruption, or other convulsions of nature	
Storm, Cyclone, Typhoon, Tempest, Hurricane, Tornado, Tsunami, Flood and Inundation,	
Subsidence of the land on which Your Premises stand, Landslide, Rockslide	caused by a. normal cracking, settlement or bedding down of new structures, b. the settlement or movement of made-up ground, c. coastal or river erosion, d. d. defective design or workmanship or use of defective materials, or e. demolition, construction, structural alterations or repair of any property, or groundworks or excavations.
Bush fire, Forest fire, Jungle fire,	
Impact damage of any kind, i.e., damage caused by impact of, or collision caused by any external physical object (e.g. vehicle, animal, falling trees, aircraft, wall etc .)	a. caused by pressure waves caused by aircraft or other aerial or space devices travelling at sonic or supersonic speeds. b. caused by vehicle, animal or aircraft belonging to or owned by Insured or their employee while acting in the course of employment.
Missile testing operations	

Riot, Strikes, Malicious Damages	caused by a. total or partial cessation of work or the retardation or interruption or cessation of any process or operations or omissions of any kind, b. temporary or permanent dispossession, confiscation, commandeering, requisition or destruction by order of the government or any lawful authority, or c. temporary or permanent dispossession of any Building by unlawful occupation by any person.
Acts of terrorism (Coverage as per Terrorism Clause attached.)	Exclusions as per Terrorism Clause attached.
Leakage from automatic sprinkler installations.	a. repairs or alterations in the Building in which Your Business is located, b. repairs, removal or extension of any sprinkler installation, or c. defects in the construction known to You.
Theft within 7 (seven) days from the occurrence of and proximately caused by any of the above Insured Events	if it is a. of any article or thing outside Your Premises, or b. of any article or thing attached from the outside of the outer walls or the roof of Your Premises, unless securely mounted.

#### **Exclusions, that is, what We do not cover**

We do not cover losses or expenses, or any loss, damage to, or destruction of the Insured Property, directly or indirectly as a result of or if caused by or arising from events, stated below:

1. i. Excess of Rs. 5,000 (Rupees Five Thousand) for each claim. This means that We will deduct Rs. 5000 (Rupees Five Thousand) for each and every loss suffered by you under the terms of this policy.  
ii. For terrorism risk the Excess shall be as per the clause attached to this policy.
2. Your deliberate, wilful or intentional act or omission, or of anyone on Your behalf, or with Your connivance.
3. Loss, damage or destruction to any electrical/electronic machine, apparatus, fixture, or fitting by over-running, excessive pressure, short circuiting, arcing, selfheating or leakage of electricity from whatever cause (lightning included). This exclusion applies only to the particular machine so lost, damaged or destroyed. However, any ensuing loss or damage to other insured property due to operation of an insured peril is covered.
4. Loss, destruction or damage to the stocks in cold storage premises caused by change of temperature.
5. Loss, or damage by spoilage resulting from the retardation or interruption or cessation of any process or operation caused by operation of any of the Insured Events.
6. Your Premises or any Insured Building remaining continuously unoccupied for a period of more than 30 days, unless You have obtained prior written approval from Us and such approval is recorded as an endorsement on the Policy.
7. War, invasion, act of foreign enemy hostilities or war-like operations (whether war is declared or not), civil war, mutiny, civil commotion amounting to a popular rising, military rising, rebellion, revolution, insurrection or military or usurped power.
8. Ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from combustion of nuclear fuel, or the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component that is part of it.
9. Pollution or contamination, unless
  - i. the pollution or contamination itself has resulted from an Insured Event, in which case only physical damage to the Insured Property is covered, or
  - ii. an Insured Event itself results from pollution or contamination.

10. Loss, destruction or damage to bullion or unset precious stones, any curios or works of art unless such amount is declared separately and recorded in the Policy Schedule.
11. Loss of any Insured Property which is missing or has been mislaid, or its disappearance cannot be linked to any single identifiable Insured Event.
12. Loss or damage to any Insured Property removed from Your Premises to any other place, except
  - i. machinery and equipment temporarily removed for repairs, cleaning, renovation or other similar purposes for a period not exceeding 60 days,
  - ii. Stock covered under Clause (C) (4.3) of this Policy -.
13. Any reduction in market value of any Insured Property after its repair or reinstatement.
14. Loss or damage to any Insured Property or any claim which is covered by a marine policy in force at the time of loss or damage, except in excess of the limits of that policy.
15. Any consequential or indirect loss or damage of any description, i.e. losses or extra costs (financial or non-financial) that follow or are a consequence of an Insured Event, like, loss by delay, loss of income or wages or earnings, or of market, or of time, medical expenses, or any costs not covered by this Policy.
16. Costs, fees or expenses for preparing any claim.

- **Policy Excess:** ₹5,000 per claim.
- **Average Clause:** Waived off.
- **Geographical Coverage:** Limited to the territory of India.
- **Insured Address:** Commercial entity of the A/C holder as per bank record / certified by bank.

#### **D- For Cash Transit risk/Money Insurance-**

##### **Scope of Coverage (Section II – Money Insurance)**

The policy indemnifies the insured for:

- **Loss of money in transit:** Covers loss due to accident or misfortune while the insured's money is in transit within a 15-mile radius from the insured's premises, either in the hands of the insured or their employee.
- **Loss of money on premises:** Covers loss of money kept in the cashier's till, cash box, or counter during business hours, arising from assault, violence, or threats thereof due to burglary or housebreaking. The money must be in the custody of a responsible employee entrusted with handling cash.

##### **Conditions Applicable**

- **Notification Period:** Loss under Section II (a) must be discovered and immediately reported to the insurer in writing within **2 days** of occurrence.
- **Record Maintenance:** A complete and secure account of the cashier's till, cash box, and/or counter must be maintained. Liability is limited to the amount recorded and shall not exceed the sum insured under this section.

##### **Exclusions**

The policy does **not** cover:

- Jewellery, perishable items, or hazardous goods.
- Losses due to natural calamities such as earthquakes, floods, storms, cyclones, or other atmospheric disturbances.
- Losses arising from riots, strikes, civil commotion, or terrorist activities.
- Mysterious disappearance of money.

- Gross negligence or deliberate breach of law.
- Any loss or damage resulting from or connected to terrorism or terrorist activity.

### **Policy Terms**

Coverage is subject to the **standard Money in Transit policy terms and conditions of United India Insurance Company (UIIC).**

#### **GENERAL EXCLUSIONS:**

- Gross negligence.
- Any claim due to deliberate breach of law.
- Any loss or damage, resulting from or arising out of or in connection with terrorism or terrorist activity.
- As per standard money in transit policy terms and conditions of UIIC

### **D- For Cyber Insurance (payment protection) –**

Please note that the scope of cover comes under Unauthorized Transaction/ Loss on cards and not cyber coverage.

Terms and conditions are as given below:

- Un authorized / fraudulent transaction on your current account credit/debit card
- Financial loss due to skimming, counterfeiting, cloning, phishing, and other similar kind of fraud on your card
- ATM robbery and ATM related frauds like manipulated ATM Machine, Card Cloning at the ATM etc
- Financial loss due to fraudulent transaction in internet banking account / mobile banking account/ UPI Account or any other legitimate electronic modes
- Loss of Digital wallet balance due Un authorised / fraudulent transactions

### **General Conditions:**

The insurance cover is valid only up to the mentioned number of cards. Only Primary card holders are covered.

- In the event the Insured having multiple Cards issued by the Bank, Policy shall be applicable only for the Card, which has the highest limit of Indemnity.
- Active Card Clause – Cover is applicable only to active cards. An Active Card is defined as the card with one transaction / activity on any ATM/POS/e-commerce terminal in last 180 days from date of loss.
- Warranted that all cards are having Chip and PIN technology built in.
- Claim documents are to be submitted by Bank/Card holder within 60 days from the date of intimation to the UIIC.

### **General Exclusions:**

Gross negligence.  
Any claim due to deliberate breach of law.



Any loss or damage, resulting from or arising out of or in connection with terrorism or terrorist activity.

**Card Liability Cover (Lost Card, Counterfeiting/Skimming/Phishing and Online Fraud Protection)**

Any loss arising out of unauthorized / fraudulent usage of lost / stolen cards on ATM/POS/EDC terminal/E-commerce anywhere in the world.

- Any PIN based transactions from lost/stolen cards are not covered unless PIN is acquired under duress by unauthorized person.
- The policy would also indemnify AU Bank's customers for any loss happening due to assault inside or outside the AU Bank ATM.
- Losses arising out of duplicate or counterfeit cards as issued by the Bank created without the Card holder's knowledge.

The policy covers all online fraudulent utilization of Debit/Credit/ATM Cards using the authorized CVV (Card Verification Value Code) issued to the Cardholder by the Bank.

Exclusions:

- Pre-delivery fraud
- Fraudulent transactions done by person known to the cardholder.
- All losses arising from breach of 2<sup>nd</sup> level authorizations.
- Any losses arising due to bank server hacking or data breaching at bank.
- Loss incurred by the cardholder because of misuse of debit card at any site not having authorized Verisign Security status or any other equivalent security status at any point in time for the entire period of the insurance.
- Any failed/ duplicate/ declined transactions by host website/ authorized bank
- Vishing- Any fraudulent loss or damage arising due to information obtained by unauthorized access to sensitive information by masquerading as a trustworthy entity in a voice communication.

**D- Burglary Insurance-**

Damage and loss to your shop/office content due to burglary within the insured premises. Coverages will be as per standard policy terms and conditions of UIIC.

**Note: Any other policy terms and conditions and Excess will be as per our standard policy except average clause.**

Policy Details

UNITED INDIA INSURANCE COMPANY LIMITED

SPECIAL CONTINGENCY POLICY

POLICY NO.:2903002625P113019962

UIN NO.IRDAN545RP0297V01200708