

AU Bank – Forex Prepaid Cards

Benefits under the policy:

Covers Forex Card –

Covers	Sum Insured
Lost Card Liability	5,00,000
Loss of checked in baggage	25,000
Delay of checked in baggage	25,000
Loss of Passport and Travel documents	25,000
Delay in flight	25,000
Missing connecting International flight	25,000
Plane Hijacking	200,000
PA - Death	500,000
Air Accident (Death)	10,00,000
Cash in Transit	50,000
Purchase protection	50,000

TERMS AND CONDITIONS FOR FOREX PREPAID CARDS

Definitions

“Accident” is a sudden, unforeseen and involuntary event caused by external, visible and violent means.

“ATM” shall mean Automated Teller Machines of Banks, which have been approved by Reserve Bank of India.

“Bank” shall mean an entity licensed as a Bank under Banking Regulation Act, 1949 and permitted by the Reserve Bank of India to carry on banking business in India.

“Bodily Injury” means any accidental physical bodily harm solely and directly caused by external, violent and visible and evident causes but does not include any sickness or disease.

“Burglary” means any the² following upon actual forcible and violent entry of and/or exit from the Insured Property with an intent to commit a felony therein and includes housebreaking.

“Card” shall mean any Credit Card/ Debit Card /ATM Card issued by the Bank mentioned in Part I of the Schedule.

“Cardholders” shall mean such persons to whom a Card has been issued by the Insured.

“Disease” means an alteration in the state of the body or of some of its organs, interrupting or disturbing the performance of the vital functions, and causing or threatening pain and weakness, malady, illness, sickness or disorder.

“Deductible” or “Excess” means the amount of expenses or loss to be borne by the Insured before the compensation under the Policy shall become payable and such expenses or loss shall not be reimbursed by the Company.

“EDC” means Electronic Data Capturing Machine used for Card Transactions.

“Employee” means any person employed under a contract of service or apprenticeship during or prior to commencement of the Period of Insurance and for the avoidance of doubt shall include agents or consultants or sub-contractors or independent professional advisers of the Insured.

"PIN" shall mean specific personal identification number assigned to the Cardholder by the Bank

“Policy” means insured’s proposal, the schedule, Company’s covering letter to the insured, insuring clauses, definitions, exclusions, conditions and other terms contained herein and any endorsement attaching to or forming part hereof, either at inception or during the period of insurance.

“Professional Sport” means a sport that would remunerate the sportsman in excess of 50% of his or her total annual income.

“Public Authority” means any governmental, quasi-governmental organisation or any statutory body or duly authorised organisation with the power to enforce laws, exact obedience, command, determine or judge.

“Residential Premises” means insured’s private residence, which is used or occupied mainly for domestic purposes by insured and/or insured’s family and/or insured’s domestic staff whether owned by insured or insured’s family or otherwise.

“Riot” refers to the violent disturbance of the public peace by three or more persons assembled for a common purpose.

“Strike” refers to cessation of work or a temporary stoppage of normal and regular activity or work undertaken by some persons in support of the demands made on their employer, as for higher pay or improved conditions.

“Sum Insured” means and denotes the amount of cover available as stated in Part I of the Schedule or any revisions thereof based on claim settled, as stated in the scope of cover of the policy and, where appropriate, as more particularly described and limited per item insured in any annexure to the Schedule. This is the maximum compensation that the Company will pay for each and every claim with respect to individual cover under the Policy.

“Surgeon” means an individual whose profession or occupation is to cure diseases or injuries of the body by manual operation.

“Terrorism/Terrorist activity” means any actual or threatened use of force or violence directed at or causing damage, Injury, harm or disruption, or commission of an act dangerous to human life or property, against any individual, property or government, with the stated or unstated objective of pursuing economic, ethnic, nationalistic, political, racial or religious interests, whether such interests are declared or not. Robberies or other criminal acts, primarily committed for personal gain and acts arising primarily from prior personal relationships between perpetrator(s) and victim(s) shall not be considered Terrorist activity. Terrorism shall also include any act, which is verified or recognized by the relevant Government as an act of terrorism.

“Valuables” means photographic, audio, video, computer and any other electronic equipment, telecommunications and electrical equipment, telescopes, binoculars, antiques, watches, jewellery, furs and articles made of precious stones and metals.

“Works of Art” means and includes all those items, which are listed under Part I of the Schedule and excludes easily breakable items like porcelain, pottery and the like.

“War” means war, whether declared or not, or any warlike activities, including use of military force by any sovereign nation to achieve economic, geographic, nationalistic, political, racial, religious or other ends.

In this Policy, all references made to the Insured in masculine gender will also include the feminine gender.

Insurance Coverages

General Conditions for coverages:

1. The insurance cover is valid only up to the mentioned number of cards. Only Primary card holders are covered.
2. 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.
3. Claim is to be intimated within 7 days from the date of loss.
4. Claim documents are to be submitted by Bank/Card holder within 60 days from the date of intimation to the Bank.
5. Foreign exchange rate as on date of incident/loss will be taken into consideration for

the purpose of claim payment.

6. Gross Negligence is not covered including sharing of sensitive information like OTP, PIN and other card details.

7. The insurance cover is valid only up to the mentioned number of cards. Any increase in no of cards, additional premium to be paid via endorsement.

8. The cover is applicable only to active cards.

Card Liability Cover

Card liability covers all the unauthorised transactions due to Lost card liability, Counterfeit cards, Online fraud protection.

1. **Loss Card Liability**: it covers the Insured a sum not exceeding the Sum Insured, in respect of the debits or transactions established against the Insured resulting only from the unauthorized use of any lost or stolen Card issued by the Bank.

Conditions:

- Extent of Coverage would be loss/damage up to a maximum of 7 days from the first date of loss/theft of card
- FIR to be mandatorily submitted in case of lost card. For counterfeit cases happened in foreign location, instead of FIR, bank's investigation report of bank can be accepted.
- Claim Reporting timeline – 30 days
- PIN based transaction (ATM, Telephone) are not covered
- Pre-Delivery Fraud and loss of card in transit is not covered

Claim Documents:

Loss Card Liability	Claim form duly filled in and signed by the claimant
	latest Account statement (for the month of loss)
	Incident report by Bank
	FIR Copy

	Copy of Dispute letter given by Customer to Bank
	Cancelled Cheque of the claimant (with account holder's name printed) OR NEFT Mandate form duly filled and verified by bank

• Please note that the above list is not exhaustive. Depending upon the nature of claim, additional documents may be called for.

2. **Counterfeit Cards:** it covers the Insured a sum not exceeding the Sum Insured, in respect of the debits or transactions established against the Insured resulting only from the losses arising out of duplicate or counterfeit cards as issued by the Bank created without the Card holder's Knowledge.

Counterfeit Card shall mean a Card which has been embossed or printed so as to pass off as a Card issued by the Bank which is subsequently altered or modified or tampered with without consent of the Bank

Conditions:

- Extent of Coverage would be loss/damage up to a maximum of 7 days from the first date of loss/theft of card
- Claim Reporting timeline – 30 days

Claim Documents:

Counterfeit	Claim form duly filled in and signed by the claimant.
	Latest Account statement (for the month of loss)
	Complete Passport copy
	Incident report by Bank
	Copy of Dispute letter given by Customer to Bank

• Please note that the above list is not exhaustive. Depending upon the nature of claim, additional documents may be called for.

3. **Online Fraud Protection:** it covers the Insured a sum not exceeding the Sum Insured, in respect of the internet based transactions fraud.

Conditions:

- Internet Banking Frauds is defined as fraudulent transactions being made on the internet by use of lost/stolen/clone cards
- Phishing/ account takeover - Any fraudulent loss or damage arising due to Information obtained by Unauthorized Access to sensitive information such as usernames, passwords and any card details by masquerading as a trustworthy entity in an electronic communication which is not owned, operated or contracted by the Insured or the Insured's Bank Card processor
- The policy covers all online fraudulent utilization of Travel Cards using the authorized CVV (Card Verification Value Code) issued to the Cardholder by the Bank
- Covers Liability arising out of any loss or damage of Card transactions using the authorized PIN issued to the Cardholder by the Bank
- Password based transactions are not covered.

What are not covered under Online fraud protection?

The Company will not make any payment for any claim directly or indirectly arising from, or occasioned by, or due to:

- Loss incurred by the cardholder because of misuse of travel 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
- Any errors made by the host website/ authorized bank. (for sites not having authorized VeriSign security status)
- Claim has to be reported by bank to ICICI Lombard up to 10th of every month for all the claim reported to ICICI Lombard in previous month
- Extent of Coverage would be loss/damage up to a maximum of 7 days from the first date of loss/the2 of card

- Claim Reporting timeline – 30 days

Claim Documents:

Online Fraud Protection	Claim form duly filled in and signed by the claimant.
	latest Account statement (for the month of loss)
	Incident report by Bank
	FIR Copy
	Copy of Dispute letter given by Customer to Bank

- Please note that the above list is not exhaustive. Depending upon the nature of claim, additional documents may be called for.

International Travel Covers

1. Loss of checked baggage

- For International Travel only
- Available on baggage checked by international airline for an international flight.
- Claim to be intimated to ICICI Lombard within 30 days of intimation to bank by the customer.
- Customer should have done 1 POS / E-Commerce / ATM transactions transaction in the last 90 Days from the date of Loss Event happening.

2. Delay of checked baggage

- For International Travel only
- Available on delay of more than 12 hours from scheduled arrival time when baggage checked by international airline
- Claim to be intimated to ICICI Lombard within 30 days of intimation to bank by the customer
- Deductible – 12 Hours.
- Customer should have done 1 POS / E-Commerce / ATM transactions transaction in

the last 90 Days from the date of Loss Event happening.

3. Loss of passport

- For International Travel only
- In case of the2, it should be reported to appropriate police authority within 24 hrs of discovery.
- Claim to be intimated to ICICI Lombard within 30 days of intimation to bank by the customer.
- Customer should have done 1 POS / E-Commerce / ATM transactions transaction in the last 90 Days from the date of Loss Event happening.

4. Plane Hijacking

- Cover is provided when flight is hijacked and Insured has not been released before 12 hours by the hijackers.
- Per hour limit of liability will be USD 250 (equivalent Indian currency will be paid as reimbursement). Maximum reimbursement will be up to the sum insured.
- Claim to be intimated to ICICI Lombard within 30 days of incidence.

5. Delay in Flight

- This cover is applicable in event an international flight of an international Airline in which the Insured is travelling arrives at the destination after 12 hours from the scheduled arrival time.
- Proof of missing of connecting international flight during transit, delay if flight and plane hijacking must be provided by obtaining the Certificate(s) from the concerned authorities.

Claim Documents for Travel Covers:

Loss of Checked-in Baggage	Claim form duly filled in and signed by the claimant.
	Complete Passport copy
	Cancelled Cheque of the claimant (with account holder's name printed) OR NEFT Mandate form duly filled and verified by bank
	Boarding pass and Journey tickets
	Property irregularity report (PIR)
	No compensation certificate from Airlines
	Invoices for the expenses incurred for the purchase of basic essential items in view of the loss (If applicable as per policy T & C)
Delay in Checked Baggage	Claim form duly filled in and signed by the claimant.
	Complete Passport copy
	Cancelled Cheque of the claimant (with account holder's name printed) OR NEFT Mandate form duly filled and verified by bank
	Boarding pass and Journey tickets
	No compensation certificate from Airlines
Plane Hijacking	Claim form duly filled in and signed by the claimant.
	Latest Account statement (for the month of loss)
	Complete Passport copy
	Cancelled Cheque of the claimant (with account holder's name printed) OR NEFT Mandate form duly filled and verified by bank

	Boarding pass and Journey tickets
	Property irregularity report (PIR)
	No compensation certificate from Airlines

Delay in Flight	Claim form duly filled in and signed by the claimant.
	Complete Passport copy
	Cancelled Cheque of the claimant (with account holder's name printed) OR NEFT Mandate form duly filled and verified by bank
	Boarding pass and Journey tickets
	No compensation certificate from Airlines
	Declaration from Airline for the duration of delay or missed flight/baggage

Please note that the above list is not exhaustive. Depending upon the nature of claim, additional documents may be called for.

Purchase Protection

It covers the Insured a sum not exceeding the Sum Insured, in respect of loss or damage caused by specified perils (fire & special peril) & burglary to the tangible goods purchased by the Insured through the use of the Card in accordance with the Sum(s) Insured up to 90 days from date of purchase.

a. Cover against Standard Fire and Allied perils and Burglary in the residential address of the cardholder as per the records of the Policyholder.

b. Geographical Limit – India

c. Claim to be intimated to ICICI Lombard within 30 days of intimation to bank

What are not covered?

- Jewellery, perishable items are not covered
- Earthquake, Terrorism are covered
- Mysterious disappearance is not covered.

Conditions:

i. Customer should have done 1 POS / E-Commerce / ATM transactions transaction in the last 90 Days from the date of Loss Event happening

ii. The Goods should be purchased from the insured card

Claim Documents:

Purchase Protection	Claim form duly filled in and signed by the claimant.
	Complete Passport copy
	Cancelled Cheque of the claimant (with account holder's name printed) OR NEFT Mandate form duly filled and verified by bank
	Invoices for the expenses incurred for the purchase of basic essential items in view of the loss: Original (If applicable as per policy T & C)
	Card Statement showing Purchase details of the item lost.
	Proof of purchase bill: Original Original Invoice of Expenses incurred with details of items purchased and card statement reflecting the purchase

Please note that the above list is not exhaustive. Depending upon the nature of claim, additional documents may be called for.

Personal Accident – Death

Covers the Insured a sum not exceeding the Sum Insured, unless if the Insured suffers death, resulting solely and directly from accident, caused by external, violent and visible means, on the basis of assessment of claims and compliance with the claim procedure.

Conditions:

- a. Claim under this cover is payable only once irrespective of the number of cards held by the cardholder.
- b. Customer should have done 1 POS / E-Commerce / ATM transactions transaction in the last 90 Days from the date of Loss Event happening.
- c. Claim to be intimated to ICICI Lombard within 90 days of intimation to bank

What are not covered?

- On duty defence personnel, Police personnel and para military forces.
- Any act of Terrorism is not covered
- Suicide and Natural death are not covered.

Personal Accident - Death	Duly filled in claim form (with description of the event)
	Death Certificate
	FIR/Panchanama (Spot and/or Inquest); / MLC (Medico legal Case report) copy (with Police final chargesheet or Court final order - if case closed)
	Post Mortem Copy
	The Forensic Science Laboratory (FSL)/ Histopathology/ Chemical analysis Report (If recommended in PM Report)
	Cancelled Cheque of the claimant (with account holder's name printed) OR NEFT Mandate form duly filled and verified by bank
	Original 'Consent letter or No objection letter from other legal heirs on Rs 50/- stamp paper' - If amount needs to be paid to nominee (when nominee name not mentioned in policy copy)

- Please note that the above list is not exhaustive. Depending upon the nature of claim, additional documents may be called for.

Air Accident – Death

Covers the Insured a sum not exceeding the Sum Insured, unless if the Insured suffers death, resulting solely and directly from Air accident

Conditions:

- a. Cover is applicable only if the ticket is purchased through the covered card
- b. Claim under this cover is payable only once irrespective of the number of cards held by the cardholder.
- c. Customer should have done 1 POS / E-Commerce / ATM transactions transaction in the last 90 Days from the date of Loss Event happening.
- d. Claim to be intimated to ICICI Lombard within 90 days of intimation to bank.

What are not covered?

- On duty pilot and on duty air crew members are not covered.
- On duty defence personnel, Police personnel and para military forces.
- Any act of Terrorism is not covered
- Suicide and Natural death are not covered.

Personal Accident - Death	Duly filled in claim form (with description of the event)
	Death Certificate
	FIR/Panchanama (Spot and/or Inquest); / MLC (Medico legal Case report) copy (with Police final chargesheet or Court final order - if case closed)
	Post Mortem Copy
	The Forensic Science Laboratory (FSL)/ Histopathology/ Chemical analysis Report (If recommended in PM Report)
	Cancelled Cheque of the claimant (with account holder’s name printed) OR NEFT Mandate form duly filled and verified by bank

	Original 'Consent letter or No objection letter from other legal heirs on Rs 50/- stamp paper' - If amount needs to be paid to nominee (when nominee name not mentioned in policy copy)

- Please note that the above list is not exhaustive. Depending upon the nature of claim, additional documents may be called for.

Cash in Transit

To compensate the Insured a sum not exceeding the Sum Insured in event of loss of money by way of hold-up, robbery, theft, burglary or any other fortuitous cause while money is in transit from any ATM/Bank to the destination, provided the destination is within the city limits and the transit is completed within a period of specified 6 hours from the time of cash withdrawal from the ATM/Bank. This cover shall apply only to the loss, whilst in transit, of money belonging to the Insured and in possession of the Insured.

Conditions:

- Claim to be intimated to ICICI Lombard within 30 days of incidence.
- Theft of money from unattended vehicle is not covered.
- Shortage of any money due to any error or omission of the Insured or any other person is not covered.

Claim Documents:

Cash in Transit	Claim form duly filled in and signed by the claimant.
	latest Account statement (for the month of loss)
	Incident report by Bank
	FIR Copy: In case of ATM Robbery, FIR must indicate the exact name of ATM Robbery and distance from the ATM from which the money was withdrawn.
	Copy of Dispute letter given by Customer to Bank

	Cancelled Cheque of the claimant (with account holder's name printed) OR NEFT Mandate form duly filled and verified by bank
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- Please note that the above list is not exhaustive. Depending upon the nature of claim, additional documents may be called for.