

Claim Process for Purchase Protection Insurance
SBI Gold/Pride/Platinum/Premium/Signature Debit Card (Visa/MasterCard)

1. Policy No: 3312-400401-23-1000046-00-000

(Please note: Policy number must be mentioned on every communication to the insurance company.)

- 2. The claimant (s) must submit *Purchase Protection Insurance Intimation Form Claim Form Card Products* through speed/registered post/courier/by email/ by hand /tele-call at below address:**

**LIBERTY GENERAL INSURANCE,
 4th Floor Liberty Health 360,
 The Capitol New DP Road,
 Vishal Nagar Pune,
 Maharashtra.
 PIN 411027**

Email: pa&benefitclaims@libertyinsurance.in

Cc: shanker.ingvale@libertyinsurance.in Mob: 08657365921
alka.chaudhary@libertyinsurance.in Mob: 08291823806
madhavi@allianceinsurance.in; Mob: 7208984685

Call centre No.: 1800 2666 5844

- 3. Fill the Card Claim Form attached.**
4. Fill the Details and share by email to above furnished email IDs.

S.No.	Details Required	
1	Product Type*	IPA
2	Policy Number	3312-400401-23-1000046-00-000
3	Family ID of Insured member	
4	Policy period	8 th Aug 2023 to 7 th Aug 2024
5	Insured/ Corporate Name*	SBI
6	Insured member/ Deceased Name*	
7	Date of Birth (dd-mmm-yy)	
8	City*	
9	Date of Loss* (dd-mmm-yy)	
10	Time of Loss	
11	Benefit type TTD/PPD/PTD/ Death	
12	Claimant Name*	
13	Estimated Loss	
14	Contact person*	
15	Place of Loss (City)*	
16	Address of Place of Loss*	
17	Contact Number*	
18	Email ID	
19	Type of Card * (please √)	Gold
20	MasterCard	Platinum
	Visa	Business Pride

		Business Premium
		Signature
21	Account Number*	
22	Type of Account	SB / CA
23	a) Account Maintained with Branch b) Branch Code Number*	a) b) Code No:
24	Date of Purchase using Debit Card*	
25	Item purchased*	
26	Nature of Loss *	
27	Loss Description / Remarks	

Other Terms & Conditions

- 1) Purchase Protection Insurance: This insurance covers the Debit Cardholder for items purchased (excluding perishables, jewellery, precious stones) by using eligible SBI Debit Card only at PoS/Online, to the extent as applicable on the type of Debit Card held. This policy protects the insured person/ Cardholder in the event of the loss of the insured property due to theft/burglary/house breaking including theft from vehicle and attempted theft etc. Cover is for 90 days from the date of purchase of the insured property.
- 2) Such claims will be settled on production of the bill of purchases made using Debit Card and the declaration by the Cardholder or any supporting evidence as per industry practice.
- 3) In case of any loss/claim, the Cardholder will give written loss intimation to the police authority. No FIR/Final Police Report will be insisted upon by the Insurance Company.
- 4) Claim shall be paid as per the amount appearing in the account statement related to the Debit Card without deducting any depreciation amount.
- 5) If the Debit Card holder is having more than one eligible Debit Cards issued to him under one or more accounts, only one Debit Card will be considered for the claim purpose.
- 6) Insurance Company after receipt of the application will initiate the process of claim settlement. The insurance company will acknowledge the claim. All the correspondence related to claim will be directly taken up with the claimant/nominee without involving Bank.
- 7) All the settlement/disputes will be between the claimant and the insurance company and the Bank will not be a party to such disputes.
- 8) The claim settlement will be entirely the responsibility of the Insurance Company and Bank will have no liability towards any claim/dispute.
- 9) The Insurance Company shall on receipt of complete set of documents, process the claim. Any requirement/ deficiencies in the documents submitted shall be sought within 10 working days of receipt of the claim. All the documents being in order, the Insurance Company will settle the claim within 30 working days from the date of receipt of last document. In case of delay beyond 30 days, the Insurance Company shall pay interest as per the IRDA regulations.
- 10) The claimant must submit Purchase Protection Insurance Intimation Form (intimation

letter) within 7 days of occurrence of loss. If the intimation is made after 7 days, the same will be rejected.

- 11) The Purchase Protection Claim Form duly filled in all respects should be submitted within 30 days thereafter (i.e., period for intimation + claim = 7 days + 23 days = 30 days maximum) failing which the claim will not be accepted.
- 12) Any other supporting document/information, if required to deal with the claim would be ask for.