

Bajaj Allianz local office to get this form duly signed by YES Bank Branch Manager

Date:

BAJAJ ALLIANZ GENERAL INSURANCE COMPANY LTD

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Dear Sir,

**Subject: INSURANCE CLAIM - YES BANK DEBIT CARD**

This is with reference to the insurance claim of Mr. / Ms. \_\_\_\_\_. We hereby confirm that the customer held an account holder with Yes Bank and held a valid Yes Bank Debit Card at the time of the occurrence of the event for which the claim is being made. We certify that the details of the customer as per the records maintained by Yes Bank are as follows:

Claim filed for	I Lost Card Liability II Purchase Protection III Personal Accident
Name of the Customer	
Date of Occurrence	
Account Type and Number	
Debit Card Number	
Debit Card Valid From – Valid To	
Policy No (to be filled as per advise from Central Office)	
Last POS transaction Date of the Debit Card	
Residential Address	
Date of Birth	

Thanking you,

Yours Sincerely,

YES Bank Branch Head

Branch Name

**Procedure and time limits for settling the claim**

Steps	Procedure	Time limit
1 Notification or registration of claim by customer to Bajaj Allianz - YES Bank branch to facilitate.	2 options 1: Call Toll free no 1800225858 or 18001025858 2: Send mail on id <a href="mailto:yesbank@bajajallianz.co.in">yesbank@bajajallianz.co.in</a>	Day Zero
2 The Bajaj Allianz Claim Dept receives intimation of the claim and intimates customer regarding documents required		2 working days
3 Submission of required documents	Submitted to nearest Bajaj Allianz office - YES Bank Branch to facilitate	
4a Claim procedure commences	If investigation not required	Claim settled in 7 working days
4b	If investigation required	Claim settled in 7 working days after receiving all documents required by the investigator.
5 Claim voucher and cheque dispatched	Receives No Objection Certificate from YES Bank and then dispatch the claim cheque to the customer	

**DOCUMENTS REQUIRED IN A CLAIM**

(BM to intimate to customer, if requested by the customer))

*(Please tick the documents enclosed)***I Zero Lost Card Liability**

- Completed Claim Form (English / Hindi)
- Attested copy of FIR / General Complaint to Police (If in regional language then submit English / Hindi translation)
- Bank Statement (indicating forged transaction)
- Attested Copy of Final Report from Police (If in regional language then submit English / Hindi translation)
- Certification from Yes Bank certifying the blocking of usage of the Debit Card after intimation from Card Holder regarding the loss of the same.

**II Purchase Protection**

- Completed Burglary/ Fire Claim Form (English / Hindi)
- Attested copy of FIR / General Complaint / CR to Police (If in regional language then submit English translation)
- Photocopy of Debit Card
- Proof of purchase (bill, charge slip, bank statement)
- Bank Statement (indicating transaction)
- Attested Copy of Final Report from Police (If in regional language then submit English / Hindi translation)
- Attested copy of fire brigade report incase of fire
- Advance letter of subrogation on a Rs. 20/- stamp paper in case of burglary / theft

**III Personal Accident**

- Duly Completed Claim Form
- Attested copy of FIR to Police (If in regional language then submit English) **TRANSLATION MAY BE WAIVED. BUT SHALL BE REQUIRED IF INSISTED FOR IN CASE WHERE THE LANGUAGE USED IS NOT FAMILIAR TO SETTLING AUTHORITY.**
- Attested copy of Panchnama / Inquest Panchnama (If in regional language then submit English / Hindi translation)
- Photocopy of Debit Card
- Attested copy of Post Mortem Report (If in regional language then submit English / Hindi translation)

- Attested copy of Statement of Witness, if any lodged with police authorities (If available. If in regional language then submit English / Hindi translation)
- Original Death Certificate
- Burial Certificate (wherever applicable)
- Attested copy of Drivers License (In case of a motor / vehicular accident where the deceased was driving)