

## Terms and Conditions for Insurance Claims on YES BANK Multi Currency Travel Cards

### **A- Loss/Theft/Misuse of Card**

1. The Card Holder ("Customer") must notify YES BANK on YES TOUCH Contact Centre number mentioned below
  - a. 1800 1200 (toll free within India)
  - b. +91 22 3099 3600 (From Outside India)
  - c. 1877 659 8044 (USA/CANADA)
  - d. 808 178 5133 (UK)
  - e. 8000 3570 3089 (UAE)
2. immediately if the Travel Card is misplaced, lost, Stolen, mutilated, or if he/she suspects that the Card is being used without Card Holder's permission.
3. The Customer may also hotlist the Card by calling on YES TOUCH Contact Centre number as mentioned above or by using other Channels like Travel Card Customer Portal etc. immediately for any unauthorised electronic Banking transactions (except General Exclusion) occurring to avoid further misuse.
4. The cover is valid only if there is a financial POS/ATM transaction done at least 180 days prior to the day of Fraudulent Transaction ("Active Card")
5. Customer shall register/ report the Claims with the Bank immediately. The claim settlement will be in line with RBI guidelines on Limited Liability Circular subject to registration/reporting of the Claim by the Customer as per the timelines mentioned in Table - 2
6. The Claim will be processed basis submission of all the required Documents/ information## at your end and subject to the RBI guidelines on Limited Liability Circular.

### **B- General Exclusion**

1. Vishing not covered
2. Loss or damage arising prior to the delivery of the card to the Insured Person
3. Gross Negligence by the Customer
4. Loss or damage arising due to sharing of PIN and card /and or card details to family members and or any other personnel directly or via any other mode of communication.
5. Any enhanced withdrawal or spending limits will not be covered (the differential values)
6. Customer has failed to provide the Bank the correct and updated credentials such as Email ID, phone no, address of the Customer.
7. In case Customer has increased his/her card withdrawal/spending limits by requesting Bank, the additional limit will not be covered under Insurance.

### **C- Limited Liability of a Customer**

A Customer shall be liable for the loss occurring due to unauthorized transactions in the following cases:

- a) Where the loss is due to negligence by a Customer, such as where he has shared the payment credentials, the Customer will bear the entire loss until he reports the unauthorized transaction to the Bank. (maximum 3 days from the date of unauthorized transaction)
- b) The entire liability of the unauthorized transaction on Electronic Banking Channels where the Customer has delayed reporting beyond Seven (7) working days shall be solely on the Customer. Overall liability of the Customer in third party breaches where the deficiency lies neither with the Bank nor with the Customer but lies elsewhere in the system, is summarized in the Table 2:

**Table 2**

Sr. No.	Time taken to report the fraudulent transaction from the date of receiving the communication from the Bank	Customer's liability (₹)
1	Within 3 working days**	Zero liability

\*\*The number of working days mentioned in Table 2 shall be counted as per the working schedule of the Bank of the Customer excluding the date of receiving the communication.

- c) ##The Customer shall provide including but not limited to below mentioned list of documents and all the relevant and required documents for processing the claim should be submitted within 30 days from the date of blocking of the card/ Registration/ Reporting of the Claim. Delay in submission of documents/ information may result in closure of claim.
  - i. Duly filled Claim Form
  - ii. Customer Dispute Form
  - iii. Duly filled Claim Voucher
  - iv. Original FIR (If in regional language then submit English / Hindi translation & In case of photocopy it has to be gazette attested)
  - v. All 36 pages of Passport copy (in case of international fraud)
  - vi. Card front side copy (required for all claims other than lost/stolen case)
  - vii. Copy of destroyed card (after card hotlisting done by Customer or Bank, customer to cut the card in to 4 pieces across Chip & Magnetic Stripe)
  - viii. Any other prescribed document by Bank or Insurance Company
- d) The eligibility is as per the card owned by the Customer; the coverage eligibility is as present in the welcome kit of the card owner or the same can be checked in the website. Any increase in the limit on personal request of the Customer would not be covered i.e. the differential value would not be covered (example - spending limit is USD 7500, Customer has requested for an increase by USD 2500, revised limit is now USD 10,000 - coverage or claim payable

will be only to the extent of actual disputed transactions amount within the range of maximum coverage of INR 700,000 Lakh). Beyond this maximum coverage, Bank or Insurance Company is not liable to pay any amount to the Customer in any scenario.

- e) The bank has a right to reject cases where the fraudulent transaction has occurred 7 days prior to reporting the fraud to the contact center and has a right to retain the approved amount as per RBI guidelines for cases where the fraudulent transactions have occurred between 3-7 days prior to reporting the fraud to the Contact Center.
- f) The Customer has to provide the necessary documents which is required for investigation within 30 days.

Card Type	Lost / Stolen Card Liability	Skimming
Multi Currency Travel Card (MCTC)	INR 700,000	