

LOST CARD LIABILITY (FRAUDULENT TRANSACTION COVER)

Procedure for preferring Insurance Claim as a Risk Mitigation measure for unauthorized Card related transactions for Loss on Card: -

This policy covers Canara Bank Debit/ Credit/ Domestic Prepaid/International Travel Prepaid cards issued in association with Card networks viz Visa /MasterCard/ RuPay. The cards are either Domestic/ Global usage covering variants such as Classic/ Standard/ Platinum/ Select/ World/ Gold/ Corporate etc.

This policy indemnify the financial loss sustained by the Cardholder arising out of Fraudulent utilization of a Lost/Stolen/skimmed/counterfeit of Canara - Visa/MasterCard/RuPay Debit/Credit/Prepaid card (Domestic/Global) and International Travel prepaid card within the Geographical limits specified and subject to the limit of liability as mentioned in the below table.

- The maximum amount of loss covered per card is as below:

Sl. No.	Card Variant	Sum Insured (INR) - Individual (each in excess of Rs. 1,000)
1)	Canara VISA / MASTERCARD / RUPAY Credit cards (Classic / Standard / Visa Corporate Cards)	2,00,000
2)	Canara VISA/ MASTERCARD /RUPAY Credit Cards (Gold/ World/ Platinum/ Select)	5,00,000
3)	Canara Domestic/ Global Debit Cards	2,00,000
4)	Canara Platinum/ Business/ Select/ Signature Debit Card	5,00,000
5)	Prepaid Card - International Travel	3,00,000
6)	Prepaid Cards (Domestic)	50,000

Salient features of Policy:

- This policy covers frauds committed by fraudsters causing loss to Debit/ Credit/ Prepaid Card Holders/ ITPC. Risk on account of lost /stolen/skimmed/counterfeit cards, misused at ATM/Cash Recyclers/ PoS etc are covered as.
 - Internet based transaction Frauds are defined as fraudulent transactions being made on the internet by use of lost/stolen/counterfeit/skimmed cards.
 - 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 without consent of the Bank.
 - Frauds occurring in transactions where in second level authorization is compromised shall be covered.

Time norms:

The time norms prescribed are as follows:

- i. The Cardholder should report the incident to Bank within 60 days from the knowledge of first incident.
- ii. Branch should ensure that the Card is hot listed immediately, positively within a maximum period of 2 working days from the date of reporting by the customer i.e., within 62 days from the knowledge of first incident.
- iii. In case if the customer is abroad, he may intimate the loss within 7 working days post reaching the country. In respect of NRI customers, the Police Complaint/ Intimation/ FIR lodge by any branch/ office of Canara Bank to be treated as valid.

Police Acknowledgement Letter / FIR is not mandatory for claim where the loss amount is less than 50,000.

Frauds committed due to negligence of customer and Card lost in transit (delivery from issuer to end user) are not covered.

Claim Documents to be submitted:

Cardholders are required to submit the documents within the time norms to the branch.

Kindly find the claim form in Annexure.

Annexure



युनाइटेड इंडिया इंश्यूरन्स कंपनी लिमिटेड
UNITED INDIA INSURANCE COMPANY LTD.
(A Government of India Undertaking)
At United India, it's always U before I



Large Corporate and Brokers Cell
3rd Floor, IML Building, N R Square, Bangalore – 560 002

Tel: 080-22210885 / 22210316

Claim intimation & submission form
Canara Bank Lost Card Liability Policy
Claim Form

Mode of Transaction (tick applicable one)

Debit Card Credit Card Prepaid Card ITPC

This is to certify that Shri/ Smt/ Ms _____ who has suffered a loss of Rs. _____, due to unauthorized transactions done through (Type of Card) is a Canara Bank Customer.

The details of the customer and disputed transactions are given below:

1	Policy No & Policy period	5004002623P105264646 08.08.2023(00:00) to 07.08.2024 (Midnight)
2	Name	
3	Account Number	
4	Mobile Number	
5	e-mail ID	
6	Address	
7	Branch Name & Address	
8	In case of Card related Fraud	
8 a	Card Variant	
8 b	Card Number	
8 c	Date of Issuance	
8 d	Date of Expiry	
8 e	Date & Time of disputed transactions (In case of multiple transactions, provide details of the first transactions)	

12. Confirmation of reimbursement of defrauded amount to the Customer: This is to certify that Bank has credited Rs. _____ into the account number _____ of Shri/Smt/Ms _____ as a reimbursement of the loss suffered by him/her on account of unauthorized transactions done from his/ her account through (Type of Card). We have enclosed the statement of account of the customer showing the date and amount of the credit as a proof of reimbursement.

Signature

(Nodal Officer)

(Name)

(Designation with Seal)

Canara Bank

(Branch Details)

Documents to be Submitted (tick applicable one)

- Duly filled Claim Form
- Customer Complaint Letter
- Card Copy / Declaration from the Bank
- Account Statement (3 months or 6 months)
- Police Acknowledgement Letter / FIR
- Hot-listing Proof
- Proof of reimbursement to account holder by Canara Bank
- Passport Copy (In case of international disputed transactions)