

SBI Credit Card Protection

Your SBI **Corporate Platinum** Card is protected against unauthorised charges, in case it is **lost or stolen** or even if your credit card is in your **possession and unauthorized charges are being made** using your Credit Card information. Additionally, the card is also covered for **Air Accidental Death** and **Travel Insurance**.

Please find below the detailed coverage of the SBI Credit Card Protection Plan:

Cover	Details	Coverage	Sum Insured (INR)
Lost Card Liability	48 hours prior notification and 7 days post notification	Worldwide	300,000
(a) Counterfeit cards			200,000
(b) Online Fraud Protection			200,000
(c) Skimming			200,000
Air Accidental Death	If ticket is purchased using SBI Corporate Card	Worldwide	5,000,000
Travel Insurance	Baggage Loss	Deductible - Rs.2,500	75,000
	Baggage Delay	Time Deductible Domestic 6 Hrs International – 12 Hrs	7,500
	Loss of Passport (Only International)	Nil	12,500
	Flight Delay	Time Deductible Domestic- 6 Hrs, International – 12 Hrs	15,000

General Conditions:

- Gross negligence is not covered.
- Any claim due to deliberate breach of law is not be payable.
- Any claim where card holder has disclosed his card details / OTP / CVV / PIN / passwords to third party is not payable.
- Loss arising from breach of 2nd level authorization is not covered. Pre-delivery frauds are not covered.
- Loss incurred because of misuse of credit card at any site not having authorized VeriSign security status or equivalent security status is not covered. Errors made by the host website / authorized bank are not covered.
- Phishing (mail fraud) and vishing are not covered.

- Cardholder in every case to hotlist / block the card as soon as practicable but not more than 24 hours from date of notification of fraud via sms / email.
- All add on benefits of Air accident and Travel insurance are covered if airline ticket has been purchased using SBI cards
- Travel Insurance covers will be in excess any other insurance purchased by cardholder
- Reporting Period: 2 days pre-reporting and 7 days post-reporting cover
- Where sms/emails have been received, card holder should report within 24 hours. However, the following cases are exceptions where pre-reporting period of 2 days will apply :
 - Cases where sms/email alert has not been delivered to card holder
 - Card holder is travelling abroad / domestically and is unable to report despite receiving alerts
 - Sim cloning cases
 - Any other case where there is proper justification to show no negligence on card holder

Personal Accident-Air:

- ✓ In the event of Air Accidental death (Accidental death while travelling in the aircraft), as defined under the policy, the claim would be payable only if the ticket is purchased from the covered card
- ✓ Pilot, armed forces, police, air crew are not covered under this plan
- ✓ Claim will be payable under one card only, irrespective of the number of cards held by the customer

Delay of Checked in baggage:

- ✓ Insured would be reimbursed for the expenses incurred for emergency purchase of basic essential (Clothes, toothpaste, toothbrush etc.), in the event he suffers a delay of delivery of baggage that has been checked by an international airline for an international flight.
- ✓ Geographical Limit - Worldwide
- ✓ A non-delivery certificate or PIR must be obtained immediately from the international airline which must be submitted to the company in the event of a claim hereunder.
- ✓ No Compensation Certificate from international airlines would be required to be submitted at the time of claim. Claimant should provide the invoices of basic essential items purchased during the event.
- ✓ Policy will be in excess any other insurance purchased by cardholder

Flight Delay: Time Deductible – Domestic – 6 Hours, International – 12 Hours. Policy will be in excess any other insurance purchased by cardholder.

Loss of Passport: In case of loss of passport, actual expenses incurred by the card holder would be covered for obtaining duplicate passport/personal documents in the course of his/her air travel. Policy will be in excess any other insurance purchased by cardholder.

Lost card Liability:.

- ✓ 2 days pre-reporting and 7 days post-reporting, including the date of reporting.
- ✓ PIN based transaction (ATM, Telephone) are not covered
- ✓ Fraudulent counterfeit and internet transactions are covered
- ✓ Pre-delivery fraud and loss in transit are not covered

- ✓ Terrorism is not covered
- ✓ Any claim due to violation of law is not payable

The sum insured would be restricted to the credit limit of each card OR maximum upto 3 lacs (whichever is lower)

Counterfeit Cards:

- ✓ Skimming – Any fraudulent use of bank card(s) where property, labour, and services are sold and delivered by a merchant to an individual purporting to be the cardholder using telephone, fax machines, postal services or a computer based system or network would be covered under this plan.
- ✓ Losses arising due to duplicate or counterfeit card(s) are also covered under this plan.
- ✓ Counterfeit card would mean a card that has been embossed or printed so as to pass off as a card which has been issued by the bank, subsequently which has been altered / modified / tampered with or without the consent of the bank and without the cardholder's knowledge.
- ✓ Reporting Period: 2 days pre-reporting and 7 days post-reporting cover

Online Fraud Protection:

- ✓ Any fraudulent loss or damage arising due to information obtained by an unauthorized access to sensitive information such as username(s), password(s) or any card details, by masquerading as a trustworthy entity in an electronic communication which is not owned/operated/contracted by the insured or the insured's bankcard processor.
- ✓ The policy covers all online fraudulent utilization of Credit Card(s) using the authorized CVV which has been issued to the cardholder by the bank.
- ✓ The plan covers liability which might arise out of any loss or damage occurring due to card transactions carried out using the authorized PIN, which has been issued to the cardholder by the bank.
- ✓ Password based transactions are not covered
- ✓ Reporting period: 2 days pre-reporting and 7 days post-reporting
- ✓ Losses arising from breach of 2nd level authorization / OTP frauds are not covered.
- ✓ Pre-delivery frauds are not covered.
- ✓ 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 credit 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 transactions not confirmed by host website.
 - Any errors made by the host Website

Claim Process

1. In case of Lost / stolen / skimming / cloning of Card, file a Police intimation / FIR within 24 hours of discovering unauthorized charges or ATM withdrawals.
2. Block / Hotlist the card by calling SBI Cards on helpline no. at (prefix STD code) 39020202 within 24 hours of discovering unauthorized charges or ATM withdrawals
3. In case the Credit Card is in your possession, report unauthorized charges that have been made to SBI Card within 24 hours of discovering theft or loss or fraud. Call Marsh India at +91 7506298248 and register the claim as per the below claim intimation window:

Claim Type	Card Cancellation Window (to be cancelled by calling SBI Card)	Claim Intimation Window (to be intimated to Marsh India)
Lost Card	24 hours of discovering unauthorized charges or ATM withdrawals	10 days
Air Accidental Death	NA	60 days
Baggage/Flight Delay, Loss of Passport	NA	30 days
Counterfeit Card/ Online Fraud Protection	24 hours of discovering unauthorized charges or ATM withdrawals	10 days

3. Complete the claim form and submit the signed copy along with the list of documents mentioned below:

[Click here](#) for Claim Form

[Click here](#) for Claim documents checklist

Lost / stolen / skimming / counterfeiting:

- Duly filled claim form
- Copy of Police Acknowledgement of any kind/First Information Report
- Copy of Customer Letter to SBI Cards giving details of the issue
- Hot-listing details
- Chargeback failure report
- Statement showing unauthorised transactions and shadow credit / reimbursement / reversal by bank
- Card copy (not applicable for lost / stolen cases)
- Letter of indemnity & subrogation
- Claim voucher
- Any other document as required by insurer as per facts of the case

FIR / Police intimation requirements for policy

- Loss Upto Rs.50,000 – Police Intimation required
- Loss above Rs.50,000 – Police FIR mandatory

Claims to be processed as per Policy and T&C

Address:

Mr. Tapan Koner

Marsh India Insurance Brokers Pvt Ltd

1201-02, Tower 2, One Indiabulls Centre,
Senapati Bapat Marg, Elphinstone Road (W),
Mumbai- 400013

Contact No: 022 67499576