

## **Fraud Insurance**

- Paytm SBI Card and Paytm SBI Card SELECT Cardholders are covered up to Rs. 1,00,000 & Rs. 2,00,000 of financial loss incurred due to fraudulent usage of your Credit Card. This protects the cardholder against the misuse of his/her Credit Card
- In case of loss / damage of your Paytm SBI Card or Paytm SBI Card SELECT you will have to apply for a replacement card and pay the fee as applicable at that time. This protection is insured by ICICI Lombard General Insurance Company Ltd. SBI Card and Payment Services Private Limited (“SBI Card”) is only acting as a group policy administrator for this particular policy. SBI Card does not accept any responsibility for ICICI Lombard's actions or decisions. SBI Card holds no warranty & makes no representation about claims processing. ICICI Lombard is liable for claims processing as per the terms and conditions of this policy. Conditions apply
- **General Conditions**
  1. Gross Negligence is not covered
  2. Any claim due to deliberate breach of law would not be payable
  3. Only chip & pin based cards are covered under this policy
  4. Claims should be reported within 45 days from fraud transaction date. Additionally, cardholder needs to provide all relevant inputs for SBICPSL & ICICI Lombard’s investigation
- **Key Exclusions**
  - **Lost Card Liability:**
    1. Reporting Period: 3 days pre-reporting and 7 days post-reporting
    2. PIN based transaction (ATM, Telephone) are not covered
    3. Pre-Delivery Fraud and loss in transit is not covered
    4. Any claim due to violation of law is not payable
    5. The Insured must cancel his/her Card as soon as practicable, but in any event not more than 3 days, after receipt of notification of the unauthorized access or theft
    6. All losses arising from breach of 2nd level authorizations are not covered
    7. FIR has to be mandatorily submitted in case of lost card in India. For lost cases happened in foreign location, instead of FIR, cardholder needs to provide all relevant inputs for SBICPSL & ICICI Lombard’s investigation
    8. Claim should be intimated to ICICI Lombard within 45 days from date of fraudulent transaction. Additionally, cardholder needs to provide all relevant inputs for SBICPSL & ICICI Lombard’s investigation
    9. All supporting claim documents to be submitted within 60 days of claim intimation to ICICI Lombard subject to at least partial documents being received within 60 days from claim registration
    10. Claim documents to be submitted within 60 days of claim intimation to ICICI Lombard subject to partial document is received within 60 days from claim intimation date else claim will be rejected in view of claim documents not received

11. Internet Banking Frauds is defined as fraudulent transactions being made on the internet by use of lost/stolen cards.

**(a) Counterfeit Cards**

1. Skimming - Any Fraudulent Use of Paytm SBI Card or Paytm SBI Card SELECT where property, labor or 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
2. Counterfeit Card shall mean a Paytm SBI Card or Paytm SBI Card SELECT which has been embossed or printed so as to pass off as a Card issued by the SBICPSL which is subsequently altered or modified or tampered without consent of the SBICPSL
3. Any losses arising due to SBICPSL server hacking or data breaching at bank will not be covered under the policy
4. Losses arising out of duplicate or counterfeit cards as issued by the SBICPSL created without the Paytm SBI Card and Paytm SBI Card SELECT Cardholder's knowledge
5. The Insured must cancel his/her card as soon as practicable, but in any event not more than 3 days, after receipt of notification of the unauthorized access or theft
6. Reporting Period - 3 days pre-reporting and 7 days post-reporting
7. Claims should be reported within 45 days from fraud transaction date. Additionally, cardholder needs to provide all relevant inputs for SBICPSL & ICICI Lombard's investigation
8. Claim documents to be submitted within 60 days of claim intimation to ICICI Lombard subject to partial document is received within 60 days from claim intimation date else claim will be rejected in view of claim documents not received

**(b) Online Fraud Protection**

1. Phishing/ account takeover - Any fraudulent loss or damage arising due to Information obtained by Unauthorized Access to sensitive information such as usernames, passwords and any card details by masquerading as a trustworthy entity in an electronic communication which is not owned, operated or contracted by the Insured or SBICPSL
2. The policy covers all online fraudulent utilization of Credit Cards using the authorized CVV (Card Verification Value Code) issued to the Cardholder by the SBICPSL
3. Reporting Period - 3 days pre-reporting and 7 days post reporting
4. Password based transactions are not covered.
5. All losses arising from breach of 2nd level authorizations are not covered.

6. The Insured must cancel his/her Card as soon as practicable, but in any event not more than 3 days, after receipt of notification of the unauthorized access or theft.
7. Any losses arising due to SBICPSL server hacking or data breaching at bank will not be covered under the policy.
8. Losses arising out of duplicate or counterfeit cards as issued by SBICPSL created without the Cardholder's knowledge.
9. Insurer will not make any payment for any claim directly or indirectly arising from, or occasioned by, or due to:
10. Loss incurred by the cardholder because of misuse of debit card at any site not having
  1. authorized Verisign Security status or any other equivalent security status at any point in time for the entire period of the insurance.
11. Any failed/ duplicate/ declined transactions by host website/ authorized bank
12. Any errors made by the host Website/ authorized bank.
13. Internet Banking Frauds is defined as fraudulent transactions being made on the internet by use of lost/stolen cards
14. Claims should be reported within 45 days from fraud transaction date. Additionally, cardholder needs to provide all relevant inputs for SBICPSL & ICICI Lombard's investigation
15. Claim documents to be submitted within 60 days of claim intimation to ICICI Lombard subject to partial document is received within 60 days from claim intimation date else claim will be rejected in view of claim documents not received

- **Claims Procedure:** In the event of a loss.

1. File a police report "FIR" within 24 hours of discovering unauthorized charges or ATM withdrawals.
2. Report the theft or loss or fraud on your Credit Card, unauthorized charges made when Credit Card is in your possession to SBI Card within 24 hours of discovering such theft or loss.
3. Call ICICI Lombard at 1800 2666 to register a claim within 15 days of loss or counterfeit of card.
4. Fill up, sign and submit the signed claim form to ICICI Lombard along with list of documents, within 30 days of making the original claim on the below address:  
 ICICI Lombard General Insurance Co. Ltd  
 PA- Cards Claims  
 Plot No. 12, ICICI Bank Towers ,  
 Near Wipro Circle Nanakramguda,  
 Gachibowli, Hyderabad-500032
5. Claim can be intimated, documents can be uploaded and status tracking can be done on the below link - <https://www.icicilombard.com/IL-Health-Care/Customer/ClaimIntimationOnlineTracking>