

**Claims Process – RuPay Insurance Program FY 2023-24 for RuPay PMJDY  
Cards**

**A) Claim intimation**

1. All the claims where incident has happened in the financial year 2023-24, should be intimated to the dedicated claims id **rupay@newindia.co.in**
2. A printed copy of the captioned intimation email should be sent to The New India Assurance Co. Ltd. along with all other documents.
3. Claim intimation should be within Ninety (90) days from the date of accident. In case where a person is hospitalized (and under a critical condition) and is unable to file claim within 90 days of loss/incident such claim cases will be accepted by The New India Assurance Co. Ltd. for investigation and honoured, if all terms under the policy are met as on date of accident.

**B) Documents Receipt / Follow-up**

All documents are to be received at The New India Assurance Co. Ltd. office at the below mentioned address:

Mr. Satish Palav  
The New India Assurance Co.Ltd.,  
A-102, Bhattad Towers,  
Opp.Kora Kendra ground,  
Off S.V.Road,  
Borivali (W), Mumbai-400 092

1. Claim intimation should be within Ninety (90) days from the date of accident. In case where a person is hospitalized (and under a critical condition) and is unable

to file claim within 90 days of loss/incident such claim cases will be accepted by The New India Assurance Co. Ltd. for investigation and honored, if all terms under the policy are met as on date of accident.

2. All supporting documents relating to the claim must be submitted within sixty (60) days from the date of intimation.
3. The eligible claims will be settled in ten (10) working days from the date of receiving the complete documents set.
4. In case the settlement is not confirmed, the Bank should follow up with The New India Assurance Co. Ltd. &/OR NPCI for status update of the claim and comply for the pending requirements in hard copy by post/courier. (Scanned images of required documents shall not be sent to the Insurance Company).
5. In case documents are not received within sixty (60) days of claim intimation, 1<sup>st</sup> reminder, hard copy letter will be issued to Member Bank by The New India Assurance Co. Ltd. followed by an email communication.
6. 2<sup>nd</sup> reminder hard copy letter will be sent by The New India Assurance Co. Ltd. after eighty one (81) days from claim intimation followed by an email.
7. Closure letter, hard copy letter will be sent to Member Bank on 90<sup>th</sup> day from claim intimation in case of no communication received from Member Bank.

**C) Investigator Appointment (Specific cases that need detailed investigation)**

Based on the merit of the claim, The New India Assurance Co. Ltd investigation team shall be appointed. TAT: T +3 (T is the day on which the claim documents received from the Member Bank).

In 30 days, Investigation report will be finalized. If there is a delay because of some more facts, an interim report will be requested.

#### **D) Claims Follow up / Processing**

The reminders shall be sent by New India Assurance Co. Ltd. to Member Bank at regular intervals for pending claim documents, a communication via letter in hard copy / email will be sent to client with defined timeline. All emails sent for the purpose of follow up should be marked to NPCI Insurance mail id [rupayinsurance@npci.org.in](mailto:rupayinsurance@npci.org.in).

Reminder process would be same for the documents deficiency also.

1<sup>st</sup> reminder T+61

2<sup>nd</sup> reminder T+81

Closure Letter T+90

T is Date of Intimation

#### **E) Escalation Matrix**

##### **For Claims & Policy Administration**

<b>Sr. No.</b>	<b>Escalation Level</b>	<b>Name</b>	<b>Designation</b>	<b>E-Mail Id</b>	<b>Contact No.</b>
	First	Mr.Satish Palav	Asst. Manager	satish.palav@newindia.co.in	022-26590156
		Mrs. Sangeeta Kamble	Admin. Officer	Sangita.kamble@newindia.co.in	022-26590156
		Ms Deepa Bavdankar	Sr.Divisional Manager	Deepa.b@newind.co.in	022-26591702
	Second	Mr Sanjay Paigankar	Regional Manager	sanjay.paigankar@newindia.co.in	022-26633237
	Final	Ms. Uma Iyer	Chief Regional Manager	Uma.iyer@newindia.co.in	022-26633231

**F) Claim Payment**

Once the claim is approved, the payment in the form of **NEFT** shall be done to the cardholder (in case of Disablement) / to nominee or legal heir (in case of Death) along with a covering letter.

**G) Dispute Management**

Committee of 3 people as mentioned below to resolve the dispute.

1. Representative from The New India Assurance Co. Ltd.
2. Representative from NPCI.
3. Representative/s of the disputing Bank/s.

**H) Document check list –****For Accidental Death Claims:**

- a) Claim Form duly completed and signed.
- b) Original or Certified copy of Death Certificate.
- c) Original or Certified copy of FIR/ Police report giving description of the accident.
- d) Original or certified copy of Post Mortem Report along with Chemical Analysis/ FSL reports (wherever applicable).
- e) Aadhar copies of Cardholder and Nominee.
- f) Declaration from Card Issuing Banks duly signed by authorized signatory and bank stamp: specifying that:
  1. Cardholder is holding a RuPay card on RuPay issued IIN and mention the 16 digit card number
  2. Compliance of 90 days transaction criteria (to be supported with transaction log / account statement from the bank's system)
  3. Nominee Name and its banking details (including Passbook copy)
  4. Brief description of Accident as per FIR translated in English or Hindi.

5. Bank official's Name and contact details with email ID.

**Permanent Total Disability Claim: –**

- a) Claim Form duly completed and signed.
- b) Discharge card along with case history confirmation therein duration & percentage of disability duly certified by the concerned/treating Physician/Surgeon.
- c) Original or Certified copy of FIR/ Police report giving description of the accident.
- d) All investigation report in original copies\* thereof in respect of tests had undergone pertaining to accident.
- e) Additional documents, if any, based on merit of the loss.
- f) Aadhar copies of Cardholder and Nominee
- g) Declaration from Card Issuing Banks duly signed by authorized signatory and bank stamp specifying that:
  - 1. Cardholder is holding a RuPay card on RuPay issued IIN and mention the 16 digit card number
  - 2. Meeting 90 days transaction criteria (include the transaction log / account statement from the system)
  - 3. Nominee Name and his banking details (including Passbook copy)
  - 4. Brief description of Accident as per FIR translated in English or Hindi.
  - 5. Bank official's Name and contact details with email ID.

\*\* If the original claim documents are submitted to any particular General Insurance co., copies of the same duly certified by Branch in-charge of RuPay card issuing bank can be submitted.