

## RuPay Card and its Benefits

### What is RuPay Card? What type of insurance coverage is available in RuPay Card?

RuPay Card is indigenous debit card issued by NPCI. India is the 4<sup>th</sup> only country after US, JAPAN and China to have its own debit card.

RuPay Card comes with in-built insurance coverage of Rs. 1 lakh accidental death and permanent disability. HDFC Ergo is the insurance company for this purpose.

### What is the eligibility criterion to avail Personal Accident Insurance cover on my RuPay Debit Card?

The claim under Accidental Death and / or Permanent Disablement shall be payable only if the RuPay Card holder has carried out at least one successful financial or non-financial purchase (Point of Sale) at a merchant establishment or at ATM or Micro ATM or ecommerce transaction, up to 45 days prior to the date of incident resulting into Accidental death / Permanent Disability. Eligible transaction conducted in both On-us & Off-us environment will be eligible for the benefit of the Insurance Program.

### Is there any age limit for availing Personal Accident Policy?

Personal Accident Insurance is open to everyone from the age of 18 years to 70 years. Age near birth shall be considered. It may be noted that age below 18 and beyond 70 year will not be eligible.

### Is the insurance facility available on RuPay cards issued before 16.08.2014.

Accidental Insurance coverage of Rs 1 lakh is available on each RuPay Card issued before or after 16.08.2014

### Who will bear premium of the insurance on RuPay Card?

NPCI (National Payment Corporation of India) will bear the premium of insurance. Neither Bank nor customer needs to pay the premium.

### If the incident occurs in a timeline of 0-45 days of issuance of the RuPay card, thereby not giving a window of the 45 days qualifying criteria for doing a transaction in order to be eligible for the insurance benefit, is the Cover still valid?

Yes as an exception in such cases the cover is still valid. However, it is strongly advisable to educate the customer for doing at least one transaction in each month to keep the policy active.

### Is it mandatory to issue RuPay Card in accounts opened under PMJD Yojna? How to personalize the RuPay Card?

RuPay Card is to be issued to each account opened under PM Jan Dhan Yojna.

To personalize the RuPay Card, name of the Account holder is to be written on the card with Permanent Marker, before handing over to customer.

Card is to be invariably activated in the CBS on same day after delivery.

### What is the claim period within which claim is to be lodged by the customer/ relatives. What are the required documents?

Claim is to be lodged within 60 days of the accident.

- 1) Duly filled and signed claim form, 2) FIR copy, 3) Post mortem report, 4) Cause of Death - certificate
- 5) Death Certificate 6) Viscera report (If done) 7) Passport, Pan card, Aadhaar card, address proof (KYC documents)