



THE NEW INDIA ASSURANCE COMPANY LIMITED

Regd & Head Office: New India Assurance Building,
87, Mahatma Gandhi Road, Bombay – 400 001

(For NIA Office Use)

Policy No. _____

Claim No. _____

CLAIM FORM (Annexure “A”)

(The Issue of this form is not to be taken as an admission of Liability)

BO: _____ SOL ID: _____ Circle: _____ DATE: ____ / ____ / ____

Claim form for Compensation on account of Accidental Death of PNB ATM / Debit Card Holder (To be submitted at the Base Branch)

Details of the deceased customer:

Name:

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Account No.:

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ATM / Debit Card No. :

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Type of ATM / Debit Card held (please tick):

Rakshak Platinum Debit Card

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Classic/Maestro/Kissan Debit Card:

☐

Platinum/Gold/Rakshak
International Debit Card:

Classic/

☐ EMV

Mitra ATM Card:

☐

Any other (please specify):

☐

Date of Accident: (DD/MM/YYYY)

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Date of Death: (DD/MM/YYYY)

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***Check list of Documents to be attached (all documents to be duly signed and stamped by Branch Incumbent):**

- Original Claim Form.
- Copy of FIR / Police Report with details of the accident stating the location, date and cause.
- Post Mortem Report.
- Original death certificate issued by concerned hospital / medical attendant / municipal authority.
- Switch log / Core Banking System screenshot / Account statement for transaction verification.

**Note - Insurers may request for additional documents depending upon the case*

Please pay compensation under the scheme on account of Accidental Death of PNB ATM / Debit Card Holder.

Signature of Applicant: _____

Date: ____ / ____ / ____

Name: _____

Relationship with deceased customer: _____

Mobile No: _____

Address: _____

For PNB Office Use Only:

It is confirmed that Mr/Ms _____ has been a customer of our branch. He/she had been issued a _____ (mention type of card) ATM/Debit Card. He/she was an 'Active User' of the card under this scheme and is eligible for compensation under the scheme. We recommend that the customer may be awarded compensation of Rs _____ under the scheme. We confirm that all cards attached to the account are HOTLISTED.

Signature of Incumbent with Branch Seal

Date:

Claims Process (Annexure “B”)

Personal Accidental Death Cover for Master Debit Card holder

Claim intimation

1. All the claims where incident has happened on or after 27th May, 2017 and up to 26th May, 2018 will be intimated to The New India Assurance Co. Ltd (NIAC Ltd) keeping Marsh India representatives in the loop. The respective email id's are as below:

For NIAC Ltd:

- Divya Arora – divya.arora@newindia.co.in
- Het Ram – het.ram@newindia.co.in

For Marsh India:

- Vinod Mudaliyar - vinodkumar.mudaliyar@marsh.com
- Attique Siddique – attique.siddique@marsh.com
- Jay Shah – jay.shah@marsh.com
- Sharmila Yadav – sharmila.yadav@marsh.com

The claim intimation mail will capture the below mentioned details:

S.N.	Details of information for Intimation to NIAC	
1	Name of Bank	Punjab National Bank
2	Branch location	
3	Branch / SOL ID	
4	Branch email id	
5	Name of Deceased	
6	Date of Death	
7	Card Number	
8	A/C number	
9	Card Type	
10	Claimed amount	

2. Claim intimation should be within Ninety (90) days from the date of death.
3. All supporting documents relating to the claim must be submitted within one hundred and fifty (150) days from the date of death.
4. The eligible claims will be settled in thirty (30) working days from the date of receiving the complete set of required documents.
5. In case documents are not received within one hundred and fifty (150) days from the date of death, 1st reminder will be issued to PNB Bank by an email communication.
6. 2nd reminder will be sent after one hundred and seventy (170) days from the date of death by an email.

7. Closure letter, hard copy letter will be sent to PNB Bank on 180th day from the date of death in case of no communication received from PNB Bank.

***Document Check List (all documents to be duly signed and stamped by Branch Incumbent):**

1. Original Claim Form (Annexure "A").
2. Copy of FIR / Police Report with details of the accident stating the location, date and cause.
3. Post Mortem Repor.
4. Original death certificate issued by concerned hospital / medical attendant / municipal authority.
5. Switch log / Core Banking System screenshot / Account statement for transaction verification.

**Note - Insurers may request for additional documents depending upon the case*

Documents Receipt

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

Divya Arora / Het Ram
The New India Assurance Co. Ltd
Delhi Large Corporate Office
301, RG City Centre,
LSC, Block B, Lawrence Road,
New Delhi – 110035

Claim Payment

Once the claim is approved the payment in the form of NEFT shall be done to PNB at the below mentioned bank details:

(Bank details: to be shared by PNB)