AXIS BANK

Axis Bank Credit Card Insurance Benefit (FY26-27)

Axis Bank offers multiple insurance benefits on their Credit Cards - Baggage loss/delay, Credit Shield, Purchase protection, and Price protection.

Insurance Benefits details on Axis Bank Credit Cards are mentioned below:

Credit Card Name	First 8 digits of Card	Loss/Delay in baggage Cover (USD)	Credit Shield Cover (Rs.)	Purchase Protection Cover (Rs.)	Price Protection Cover (Rs.)
Axis Bank Atlas Credit Card	41003800	500	100,000	100,000	NA
Axis Bank Burgundy Private Credit Card	42113700	500	500,000	200,000	NA
Axis Bank Burgundy Private NRI Credit Card	42113701	500	500,000	200,000	NA
Axis Bank Buzz Credit Card	53056204, 53056207	NA	NA	60,000	60,000
Axis Bank Infinite Credit Card	43656000	500	500,000	NA	NA
Axis Bank Magnus Credit Card	52962900, 45146000, 52962905, 65309718	500	500,000	200,000	NA
Axis Bank Privilege Credit Card	55934200, 41114607, 41114609, 370987	500	100,000	100,000	NA
Axis Bank Reserve Credit Card	43656001	500	500,000	200,000	NA
Axis Bank Rewards Credit Card	42322600, 43862800, 45503883, 45640700, 40743904, 53186100, 55213700, 52911707, 54149701, 53166203, 54070600	500	100,000	100,000	NA
Axis Bank Select Credit Card	41114606, 55934202	500	100,000	100,000	NA
Axis Bank Signature Credit Card	41114600, 41114601, 41114602, 41114603	300	100,000	100,000	NA
Miles and More Axis Bank Select Credit card	55934000, 55934001	500	500,000	NA	NA
Miles and More Axis Bank World Credit card	55934100, 55934101	500	100,000	NA	NA
Vistara Axis Bank Infinite Credit Card	43083400	300	100,000	100,000	NA
Vistara Axis Bank Platinum Credit Card	43083200	300	100,000	100,000	NA
Vistara Axis Bank Signature Credit Card	43083300	300	100,000	100,000	NA
Axis Bank Primus Credit Card	40749900, 46179607	500	500,000	200,000	NA
Axis Bank Horizon Credit Card	43046363, 41868800, 54985205	500	100,000	100,000	NA
Axis Bank Olympus Credit Card	40336200, 46179701, 52949501	500	500,000	200,000	NA

NA – Not Applicable

Additional Information:

Insurance Provider: The New India Assurance Co. Ltd
Insurance Provider Address: 87, Mahatma Gandhi Road (MG Road), Kala Ghoda, Fort, Mumbai – 400 001, Maharashtra, India
Insurance Provider Phone: 1800 209 1415
Email id: nia.990000@newindia.co.in
Axis Bank Website: Compare & Apply for Credit Card Online in India - Axis Bank
Axis Bank Phone Banking Channel: 1860-419-5555 / 1800-103-5577
Claim Process: Visit your nearest Axis Bank Branch to initiate a claim on your credit card.

Availing Insurance Claim on Complimentary Insurance Offering on Credit Card

With the aim of delivering better value to our customers, we provide various complimentary insurance offerings as product features to our Debit and Credit card customers, depending on the card variant. Nature and sum insured of the complimentary insurance cover, if applicable on the specific card type, will differ as per the card variant and available on our website under the Debit and Credit card section.

List of various complimentary insurance cover extended to Credit cards are as mentioned below-

1. Personal Accident Insurance Coverage for RuPay Variant Credit Cards by NPCI

Axis Bank does not provide Personal Accident insurance on any of its Credit Cards.

However, as per NPCI guidelines for FY 2026–27, complimentary Personal Accident Insurance is provided for eligible RuPay Platinum and Select Credit Cards through The New India Assurance Company Limited (NIA).

Coverage Details:

In the unfortunate event of an accident resulting in death or permanent total disability, insurance benefits will be payable to the cardholder/nominee as per policy terms.

a) Coverage Type: Personal Accident Cover
b) Validity Period: 1 April 2026 to 31 March 2027
c) Sum Insured:
   - RuPay Platinum Credit Cards: Up to ₹2 lakh
   - RuPay Select Credit Cards: Up to ₹10 lakh

This policy covers: Accidental Death and Permanent Total Disability due to accident

Eligibility Criteria:

To be eligible for insurance benefits, the following conditions must be met:

a) The RuPay Credit Card must be active, AND
b) The cardholder must have performed at least one successful financial transaction within 30 days prior to the date of accident
c) Eligible transactions include:
   - Point-of-Sale (POS) transactions (contact/contactless)
   - E-commerce transactions
   - RuPay Credit Card linked UPI transactions
d) It is important to note that ATM transactions are not considered for eligibility

Eligible Cards:

The insurance cover is applicable on the following Axis Bank RuPay Credit Cards (Platinum/Select variants):

Credit Card	Rupay Variant
IndianOil Axis Bank Rupay Credit Card	Platinum
Axis Bank Kwik Rupay Credit Card	Platinum
Fibe Axis Bank Rupay Credit Card	Platinum

Axis Bank My Zone Rupay Credit Card	Platinum
Axis Bank Neo Rupay Credit Card	Platinum
Axis Bank Supermoney RuPay Credit Card	Platinum
Google Pay Flex Axis Bank Rupay Credit Card	Platinum
IndiGo Axis Bank Rupay Credit Card	Platinum
Airtel Axis Bank Rupay Credit Card	Select
Axis Bank Magnus Rupay Credit Card	Select
Axis Bank Select Rupay Credit Card	Select

Any newly launched RuPay Platinum or Select Axis Bank Credit Card variants will also be covered under this program.

Claim Process:

In case of an unfortunate event:

a) The nominee / legal heir should inform Axis Bank by visiting nearest Axis Bank Branch
b) Bank will guide on claim documentation and submission
c) Claim will be processed by the insurer (NIA) based on policy terms
d) *Important Timelines:*
    - Claim intimation should be done within 90 days of the accident
    - Required documents must be submitted within 60 days of intimation

Documents required for settlement of the claim:

For claim processing, the following documents will typically be required:

a) Claim form
b) Death certificate / Disability certificate
c) FIR / Police report
d) Medical records (if applicable)
e) Nominee details and bank account details
f) Proof of qualifying transaction within last 30 days

Customers can download the required claim forms and supporting documents by visiting the Credit Card Protection page. Under the **"How to Claim Insurance for Your Credit Card"** section, all necessary forms and documents are available for download.

Important Terms & Disclaimers for Rupay Insurance:
The insurance is provided by NPCI (Policyholder) and The New India Assurance Company Limited (Insurer). Axis Bank acts only as a facilitator in the claim process. Coverage is subject to policy terms and conditions. Only one eligible RuPay card per customer will be considered for claim settlement. Insurance is applicable only for accidental cases (not for illness or natural death)

2. Delay of Checked-In Baggage or Baggage Delay:

This insurance will compensate the customer for necessary emergency purchase of replacement items if the cardholder suffers a delay of more than 6 hours from the scheduled arrival time at the destination for delivery of baggage that has been checked in by an International Airline for an International outbound flight from the Republic of India. The bank must be initiated immediately in the event of delay in baggage. The coverage is only for purchase of necessary essential emergency items that would be required in the event of delays with checked-in baggage like clothing and toiletries.

Coverage Conditions:

a) This insurance will pay up to the limit of cover shown above in the event of the insured person suffering total loss of Checked in Baggage, as defined. The insurers reserve the right to replace or pay the intrinsic value of any lost article. The coverage is only applicable if the cardholder is travelling abroad. (Domestic travels are not covered including travel from a foreign destination to any Indian airport)
b) Card holder must contact the Bank about the incident within 07 days of any such incident and submit the required documents within 30 days of the incident.
c) Proof of purchase must be provided for all items reimbursed under this section.
d) Any payment under this coverage shall be offset against any claim ultimately payable under loss of baggage cover.
e) The coverage exists only if the airline ticket is purchased using the Axis Bank Debit/Credit Card and the coverage is only for Axis Bank card holder travelling as a passenger.
f) The claim will be settled on indemnity basis.
g) The coverage is only if the cardholder is travelling abroad. (Domestic travels are not covered including travel from a foreign destination to any Indian airport)
h) The Debit/Credit Card through which the ticket is purchased should be the same card on which the claim is reported.

General Exclusions:

a) If Airline has already provided compensation for the loss or delay, customer will not be eligible for the insurance claim.
b) Jewelry, Gemstones, valuables and cash and cash equivalents will be excluded from the cover.
c) Any delicate items which were damaged during the transit will not be covered.

Documents required for settlement of the claim:

a) Customer letter
b) Boarding pass
c) Original purchase bill of essential items being claimed under coverage.
d) Declaration from Airlines for delay of baggage and duration of delay
e) No compensation certificate from Airlines

Definitions:

a) **Checked in Baggage** means the baggage handed over by the Insured Person and accepted by an International Airlines / carrier outside India for transportation in the same mode of conveyance as the Insured Person travels and for which the carrier has issued a baggage receipt.
b) **Valuables** means photographic, audio, computer, telecommunication and electrical/electronic equipment, telescopes, binoculars, spectacles, sunglasses antiques, watches, jewelry, furs and articles made of precious stones and metals.

3. Baggage Loss of Checked-In Baggage

This insurance will compensate the customer for necessary emergency purchase of replacement items if the cardholder suffers loss of Baggage that has been checked in by an International Airline for an international outbound flight from the Republic of India. The bank must be initiated immediately in the event of delay in baggage. The coverage is only for purchase of necessary essential emergency items that would be required in the event of delay/loss of checked-in baggage like clothing and toiletries.

Coverage conditions:

a) This insurance will pay up to the limit of cover shown above in the event of the insured person suffering total loss of Checked in Baggage, as defined. The insurers reserve the right to replace or pay the intrinsic value of any lost article. The coverage is only applicable if the cardholder is travelling abroad. (Domestic travels are not covered including travel from a foreign destination to any Indian airport)
b) Proof of purchase must be provided for all items reimbursed under this section.
c) Travel ticket must be booked through Axis Bank Debit/Credit card.
d) Card holders must intimate the Bank about the incident within 07 days of any such incident and submit the required documents within 30 days of incident.
e) No partial loss or damage shall become payable. However, total loss or damage of an individual unit (s) of baggage shall not be construed as falling within this exclusion.
f) The Debit/Credit Card through which the ticket is purchased should be the same card on which the claim is reported.

General Exclusions:

a) If Airline has already provided compensation for the loss or delay, customer will be ineligible for the in surance claim.
b) Jewelry, Gemstones and cash and cash equivalents will be excluded from the cover.
c) Any delicate items which were damaged during the transit will not be covered.
d) Cover is extended only for loss of checked baggage. No loss before check-in is not covered

Documents required for settlement of the claim:

a) Customer letter
b) Boarding pass
c) Original purchase bill of essential items being claimed under coverage.
d) Declaration from Airlines for loss of Baggage
e) No compensation certificate from Airlines

Definitions:

a) **Checked in Baggage** means the baggage handed over by the Insured Person and accepted by an International Airlines / carrier outside India for transportation in the same mode of conveyance as the Insured Person travels and for which the carrier has issued a baggage receipt.
b) **Valuables** means photographic, audio, computer, telecommunication and electrical/electronic equipment, telescopes, binoculars, spectacles, sunglasses antiques, watches, jewelry, furs and articles made of precious stones and metals.

4. Purchase Protection

All purchases of tangible goods in the Debit/Credit Card will be indemnified by the Insurer against damage caused by fire, burglary and/or theft. These covers are only available up to 90 days from the date of purchase of the tangible goods provided and are kept inside the residential premises of cardholders which is a concrete (pucca) building only. The liability of the Insurer would be subject to any one accident.

Coverage conditions:

a) Item must be purchased using Axis Bank Credit card.
b) Card holders must intimate the Bank about the incident within 07 days of any such incident and submit the required documents within 30 days of incident.
c) Damage caused by fire, burglary and/or theft in accordance with the sum(s) Insured.
d) Damage directly or indirectly occasioned by or happening through or in consequence of war, invasion, act of foreign enemy, act of God, hostilities (whether war be declared or not), civil war, Rebellion, revolution, insurrection, military or usurped power, confiscation, nationalization, civil commotion or loot or pillage in connection herewith.
e) Any damage arising from or in consequence of requisition by or under the order of any public authority.
f) Damage to any property whatsoever or any loss or expense whatsoever resulting or arising there from or any consequential loss.
g) Damage caused by wear and tears or depreciation.
h) Consequential loss of any kind or description.

General Exclusions:

a) Jewelry, Gemstones and cash and cash equivalents will be excluded from the cover.
b) If item is outside the residential premises, customer will not be eligible for the claim.

Documents required for settlement of the claim:

a) Customer Letter
b) Card statement (Card statement showing purchase details of lost item)
c) Proof of Purchase / Bill (Original)
d) FIR/Police Complaint Letter
e) Fire Brigade report on Fire Claims

5. Credit Shield

This cover provides waiver of outstanding dues on the customer's credit card up to a specific limit depending on the card type, in the event of accidental death of the card holder.

Coverage condition:

a) Cardholders must have performed at least one POS/Ecom transaction 90 days prior to the insured event.
b) Next of kin of the card holder must intimate the Bank about the incident within 20 days of any such incident and submit the required documents within 50 days of the incident.

General Exclusions:

a) If card holder is involved in any illegal activity which has resulted in the insured event, card holder/ nominee of the card holder will not be eligible for the claim.
b) If a card holder has not done any POS/Ecom transaction in last 90 days, he will not be eligible for the Insurance claim.
c) ATM withdrawals will not be considered for eligibility of the insurance claim.

Documents required for settlement of the claim:

a) Original Claim form duly filled and signed.
b) Attested FIR/Panchanama/Inquest Panchanama Copy (Notarized)
c) Translated copy of FIR and Postmortem Report in English/Hindi, if filed in Local Language (Notarized)
d) Destroyed Debit Card/Debit Card Copy
e) Attested Bank Statement of 180 days before accident (Attested by Axis Bank)
f) Attested Hot Listing certificate (Attested by Axis Bank)
g) Final Police Report (Notarized)
h) Assignee Verification form photo and signature attested (attested by Axis Bank)
i) Attested Postmortem Report and Viscera report if Viscera preserved/Chemical Analysis (Notarized)
j) Original Death Certificate
k) Attested copy of Driving License, in case of Road Accident (if he himself is driving) (Notarized)
l) Certificate of Railway authority, in case of Rail Accident (Notarized)
m) Attested Identity card, if deceased is Police/Defense personnel (Notarized)

NOTE: Documents required may vary from time to time, Axis Bank will reach out to the customer via Branch or other modes of communication in case of any additional documentation that may be required by the Insurance company for processing of claims of the above-mentioned coverages.

Customer needs to submit the required documents/revert of queries within 15 Working days to the same branch if a query is raised by the Insurance company.