

Availing of Insurance Claim on Complimentary Insurance Offering on RuPay Debit Card

Summary-

With aim of delivering better value to our customers, we provide various complimentary insurance offerings as product features to our Debit 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 Debit card section.

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

1- Personal Accident cover-

1.A. Personal Accident cover for RuPay Select and Platinum debit cards

This cover provides compensation up-to to the specified sum insured in the event of accidental death of the cardholder (1st April 2026 – 31st March 2027).

As soon as the legal nominee/next of kin knows about the Death of the Cardholder, he/she must intimate the Bank immediately. In any situation, intimation should not take more than 90 calendar days, from the date of accident. Intimation can be done through nearest Axis Bank Branch. This insurance covers accidental injuries caused by all kind of Personal Accidents, Accidental Death and Permanent Total Disability. To know more please [click here](#). Please click on the below links for claiming Accident cover Insurance on your RuPay Card:

1. [Claim Process](#)
2. [FAQs on Insurance](#)
3. [Claim Form](#)
4. [Declaration Form](#)

1.B. Personal Accident cover for RuPay PMJDY debit cards

This cover provides compensation up-to to the specified sum insured in the event of accidental death and permanent total disability of the cardholder (1st April 2026 – 31st March 2027).

As soon as the legal nominee/next of kin knows about the Death of the Cardholder, he/she must intimate the Bank immediately. In any situation, intimation should not take more than 90 calendar days, from the date of accident. Intimation can be done through call center or nearest Axis Bank Branch. This insurance covers accidental injuries caused by all kind of Personal Accidents, Accidental Death and Permanent Total Disability. To know more please [click here](#). Please click on the below links for claiming Accident cover Insurance on your RuPay Card:

1. [Claim Process](#)
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3. [Claim Form](#)
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2. Air Accident Cover

This cover provides compensation up-to to the specified sum insured in the event of accidental death of the cardholder in Air.

As soon as the legal nominee/next of kin knows about the Death of the Cardholder, he/she must intimate the Bank immediately. In any situation, intimation should not take more than 20 calendar days, from the date of death. Intimation can be done through call center or nearest Axis Bank Branch. Please note it is a death only cover

Coverage condition-

- a. Cardholders must have performed at least one POS/Ecom transaction 90 days prior to the insured event.
- b. Card holders/Nominee 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 incident.
- c. Travel ticket must be booked through Axis Bank Debit card.

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-

- d. Original Claim form duly filled and signed.
- e. Attested FIR/Panchanama/Inquest Panchanama Copy (Notarized)
- f. Translated copy of FIR and Postmortem Report in English/Hindi, if filed in Local Language (Notarized)
- g. Destroyed Debit Card/Debit Card Copy
- h. Attested Bank Statement of 180 days before accident (Attested by Axis Bank)
- i. Attested Hot Listing certificate (Attested by Axis Bank)

- j. Final Police Report (Notarized)
- k. Assignee Verification form photo and signature attested (attested by Axis Bank)
- l. Attested Postmortem Report and Viscera report if Viscera preserved/Chemical Analysis (Notarized)
- m. Original Death Certificate
- n. Attested copy of Driving License, in case of Road Accident (if he himself is driving) (Notarized)
- o. Certificate of Railway authority, in case of Rail Accident (Notarized)
- p. Attested Identity card, if deceased is Police/Defense personnel (Notarized)
- q. Air Ticket & Account statement highlighting the transaction for Air ticket purchase. (Only for Air Accident)
- r. Certificate from Air Line authority, in case of Air accident (Notarized)

Some of the documents will be required in original and attested copies will not be accepted for claim settlement, submitting copies of such documents will lead to rejection of the insurance claim. Insurance company may ask for additional information for settlement of claim, if required. The nominee/next of kin needs to submit the required documents/revert of queries within 15 Working days to the same branch.

In case of multiple debit cards, PA/Air Accident Cover will be applicable only on one of the cards (the active debit card with the highest insurance cover will be considered)

3- Baggage Loss/ Checked in baggage

- a. This insurance will pay up to the limit of cover shown in the Schedule 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)

Coverage conditions-

- a) Cardholder must have performed at least one POS/Ecom transaction 90 days prior to the insured event.
- b) Travel ticket must be booked through Axis Bank Debit/Credit card.

- c) Card holders/Nominee of the card holder must intimate the Bank about the incident within 07 days of any such incident and submit the required documents within 30 days of incident.
- d) 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.

General Exclusions-

- a) If Airline has already provided compensation for the loss, customer will not be eligible for the insurance 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 in baggage. Any loss before check-in is not covered

Documents required for settlement of the claim-

- a) Customer letter
- b) Boarding pass
- c) Original purchase bill
- d) Declaration from Airlines for loss of Baggage
- e) No compensation certificate from Airlines

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 it is kept inside the residential premises of cardholder which is a concrete (pucca) building only.

The liability of the Insurer would be subject to any one accident.

Coverage conditions

- a) Items must be purchased using Axis Bank Debit/Credit card.
- b) Jewelry, Gemstones and cash and cash equivalents will be excluded from the cover.
- c) Card holders/Nominee of the card holder must intimate the Bank about the incident within 07 days of any such incident and submit the required documents within 30 days of incident.
- d) Damage caused by fire, burglary and/or theft in accordance with the sum(s) Insured.
- e) 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.
- f) Any damage arising from or in consequence of requisition by or under the order of any public authority.
- g) Damage to any property whatsoever or any loss or expense whatsoever resulting or arising there from or any consequential loss.
- h) Damage caused by wear and tear or depreciation.
- i) 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)

5- Price Protection

This cover provides protection against any sudden price drop post purchase of any item on specific reputed online merchant, within 7 days of date of transaction.

Coverage conditions

- a) Item must be purchased using Axis bank Debit/Credit card.
- b) Price drops due to specific sales campaign will be excluded from cover.
- c) Any Price drop applicable on limited quantity will be excluded under the cover.

General Exclusion

- a) Cash and cash equivalents will be excluded from the cover.
- b) Cover is restricted on specific merchant website mentioned for the card variant.
- c) Any item with an original purchase price less than INR 2500.
- d) Cash, travelers, cheque(s), transportation tickets, show tickets, securities and other negotiable instruments, bullion, stamps, lottery tickets or tickets to events, admission or entertainment.
- e) Arts, antiques, firearms, and collectible items.
- f) Furs, jewelry, gems, precious stones, and articles made of or containing gold (or other precious metals and/or precious stones).
- g) Any perishable item including food, beverages, tobacco and fuel.
- h) Pharmaceutical and other medical products, other products and medical equipment's.
- i) Customized, personalized, unique and of-a-kind-items.
- j) Any items acquired illegally.

- k) Living animals and plants.

Documents required for settlement of the claim-

- a) Customer Letter
- b) Card statement.
- c) Original Copy of Invoice of first order
- d) Screenshot/ Evidence proof of Lower price along with the date available in the website.

6 - Delay of Checked In Baggage Or Baggage Delay

This insurance will compensate the customer for necessary emergency purchase of replacement items in the event that 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 has to be intimated immediately in the event of delay in baggage.

Coverage Conditions:

- b) A non-delivery certificate must be obtained immediately from the airline
- 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 check in 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 on which ticket is purchased should be the same card on which the claim is reported.

General Exclusions-

If Airline has already provided compensation for the loss, customer will not be eligible for the insurance claim.

Jewelry, Gemstones and cash and cash equivalents will be excluded from the cover.

Definitions:

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.

Valuables means photographic, audio, computer, telecommunication and electrical equipment, telescopes, binoculars, spectacles, sunglasses antiques, watches, jewelry, furs and articles made of precious stones and metals.

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 Insurance company

Details of the Insurer:

1. For PMJDY cardholders, insurance coverage is provided by The Oriental Insurance Company Ltd. Any claim-related queries or follow-ups should be routed through the designated channel for further processing rupay@orientalinsurance.co.in
2. For RuPay Select and Platinum cardholders, insurance coverage is provided by The New India Assurance Company Ltd. Any claim-related queries or follow-ups should be routed through the designated channel for further processing.