

The New India Assurance Co Ltd

Claim Form for Fraudulent/Lost Card Liability	
<u>Basic Details</u>	
1.Claim No	
2.Customer Name	
3.Account no	
4.Card no	
5.Customer's relation with the Bank in terms of Years	
6.Card Type	
7.Date and Time of Accident	
8.Place of Accident	
9.Brief details of incident of Fraud	
10.Claim Amount	
11.Date and Time of Request for Hot Listing	
12.Date and Time of Card blocking	
13.No of card issued in account	
14.Misuse card issue date	
15.Maximum Limit of Insurance Provided	
16.Daily Withdrawal Limit	
17. Who blocked the card?	
18.Did Customer received any SMS alert for the disputed txn ?	
19. At the time of disputed txn took place, whether card was with Customer?	
20.How did the Customer realized about them issue of card And on which date?	
21. Is there any delay in blocking the card ? If Yes, Specify Reason	
22.Is the card in possession with Customer?	
23. Where Customer used his card last time?	
24. Did Customer used his card abroad?	

25. Confirm with Customer where he was at the time of Disputed txn?	
26. Is there any ATM transaction in dispute?	
27. Is Police complaint lodged? If Yes, Date of police complaint	
28. Date of Filing for Chargeback	
29. Date of Rejection of Chargeback	
30. Bank Details (For Claim Settlement)	Name: Bank Name: A/c No: IFSC Code: Branch Name:
<u>Customer Profile</u>	
Occupation (if salaried or self-employed please mention the name of the organization)	
Designation	
Is there any difference in addresses mentioned in system and actual address (for future communication)	
<u>Additional comments, if any</u>	
Investigation Analytics Team Recommendation	
Confirm Fraud?	

Any other information helpful in processing the claim

Signature of the Customer

All details are verified from us. Here we confirm that there is no involvement of any bank official/staff in this fraudulent act and this is done fully by cloned card and original card is destroyed in front of me.

Signature with seal of Bank official
(To be provided on all pages)