

FAQ's on Mahila Account Insurance Policy & Claim Procedure

1. To whom the insurance cover is available?

The first named woman applicant of Mahila SB Account alone is eligible for the insurance cover.

2. What are the types of insurance cover offered?

- Free worldwide Accident death insurance cover for Rs. 1,00,000/=
- Free House to House travel insurance cover for Rs.50,000/= covering loss due to snatching while traveling, burglary while in hotel stay, misfortune of jewellery and valuables like watches, camera, cash and loss of baggage alone up to Rs.2000/-, provided the incident occurred within India.

3. Is this a lifelong coverage?

No. The present free coverage will be only for the first one year from the date of opening the account.

4. Is the coverage applicable only in India?

The Accident death insurance cover is offered worldwide, while the House-to-House travel insurance will be available for incidents occurred in India.

5. Will House to House Travel insurance is applicable to the theft / burglary in house?

No. Theft in house will not be covered under this policy. Only 'in person' valuables are covered now. With a small additional premium, bank will help the customer to insure such risks under house holder's policy.

6. Whether individual policies will be sent to the customers?

No. This is a group insurance policy, where the Bank pays the premium.

7. If an account holder has multiple accounts, as first applicant, (at the same branch or in other branches), under this scheme, can the insurance cover be compounded?

No. Maximum eligible cover is Rs.1,00,000/= for Accident Death insurance and Rs.50,000/= for House to house travel insurance per individual.

8. On death of the insured, who will be eligible for the claim?

Nominee of the Mahila Plus SB Account (legal heirs, if nomination is not registered) will be eligible for the claim.

9. What is the procedure to claim under the accident death insurance?

In the event of an unfortunate death claim, immediate intimation has to be given to the Insurance Company, indicating the Name of account holder, account number, date of opening the account, date and place of death etc. as stipulated. Within 30 days after the death the other documents prescribed by the Insurance Co. will have to be submitted. The Insurance Company will process the claim and has assured the bank to settle the claim within 7 days of receipt of all the required documents at their office. The claim cheque drawn in the name of the nominee will be directly dispatched to the bank branch. Branch will inform the nominee.

10. What is the procedure to claim the House-to-House Travel insurance?

Immediate intimation (Within 3 days from the date of incident) to the Insurance Company

about the loss is stipulated. This is to be followed by the submission of other documents within 15 days from the date of occurrence. Once all documents are received at the Insurance Company, the claim will be processed and they have assured to settle the claim within 7 days.

11. What does it mean by the clause ‘for baggage maximum Rs.2000/= ?

This is the maximum cover available to the loss of baggage, ie the cost of bag, suitcase etc. along with personal belongings other than valuables as mentioned in the policy.

12. What are the documents to be submitted to the Insurance company?

Please refer the separate claim form for each claim hosted in the website for the required documents.

13. Is there any limitation in the Mahila Plus Claim settlement process?

In all cases of Mahila Plus RD opening and renewal, there will be a **waiting period of 15 days** from the date of RD opening/renewal during which if the event of a claim occurs, the Insurance Company would reject the claim by considering it as not genuine.

14. Who is responsible for settling the insurance claim?

The group insurance policy is issued by United India Insurance Co. Insurance company is solely responsible for timely release of the claim, provided the required documents are submitted to the company within the prescribed time frame.

15. What is the name and contact details of the insurance company?

United India Insurance Company, a public sector general insurance company has issued the master policy.

Contact Details: M/s United India Insurance Company, Divisional Office, Park House, Round North Thrissur, Telephone 0487- 2331145 / 2331290. Mobile: Ms. Gayathri P N – 9446322174 or Mr.A P Muralidharan - 9895105411 Email: apmuralidharan@uiic.co.in

16. In case of refusal of the genuine claim by the Insurance company, whom should be contacted?

Claimants may contact the Insurance Ombudsman relevant to their place of domicile. Details of Insurance Ombudsman can be obtained from the IRDA website www.irdaindia.org or from any insurer’s office.