

Corrigendum-2

Reference to GeM Bid No: GEM/2022/B/2285607, dated 22.06.2022. Renewal of Loss on Card and Cancare Policy for FY 2022-23 following changes are:-

Sl. No	Clause Ref.	Existing Clause	Replace with
1.	Annexure 5 - Fraudulent Charges Cover Page No. 43	5. Fraudulent charges cover - Number of cards projected in by end of policy period - Figures as mentioned in RFP document in page no. 43.	5. Fraudulent charges cover - Number of cards projected in by end of policy period - Figures as mentioned in RFP document in page no. 43. AND Any other disputed transaction reported by customer and reimbursement made by the bank for the said claim then same to be covered as Special case.
2.	Annexure 5 - Item 5 - Coverage period of loss Page No. 44	Fraudulent Transactions - 15 Days Pre and Post from the date of transactions	Fraudulent transactions happened during the policy period.
3.	Annexure 5 - Special Conditions Page No. 45	a. Losses up to 15 days prior and post will be covered from the date of realization of loss. b. Police intimations up to 48 hours/2 working days from the date of realisation of loss will be considered. c. In case of loss on account of cards, customers should intimate Canara Bank within 2 working days from the date of realization of loss. In case if the customer is abroad he may intimate the loss within 7 working days post reaching the country. In respect of NRI customers, the Police complaint/ Intimation /FIR lodge by any branch/Office of Canara Bank to be treated as valid.	a. Losses occurred during the policy period shall be covered. b. Police intimations up to 07 working days from the date of realisation of loss shall be considered wherever applicable . c. In case of loss on account of cards, customers should intimate Canara Bank within 2 working days from the date of realization of loss. In case if the customer is abroad he may intimate the loss within 7 working days post reaching the country. In respect of NRI customers, the Police complaint/ Intimation /FIR lodge by any branch/Office of Canara Bank to be treated as valid . d. FIR/Police complaint is not mandatory for claim where the loss amount is less than 50,000.

Sl. No	Clause Ref.	Present Clause	Replace with
4.	Annexure 5 - Claim procedure Page No.46	1. Pre-reporting period - The policy covers all Unauthorized / Fraudulent card transactions disputed by the account holder which have happened up to a period of 15 days prior to his reporting date to Canara Bank. In case if the customer is abroad he may intimate the loss within 7 working days post reaching the country.	1. Pre-reporting period - The policy covers all Unauthorized / Fraudulent card transactions disputed by the account holder which have happened during the policy period . In case if the customer is abroad he may intimate the loss within 7 working days post reaching the country.
5.	Annexure 5 - Claims reporting timeline Page No. 46	a. Accountholder reports to Bank within 15 days from the date of realization of fraud. Canara bank shall intimate the claim to Insurance Company / Global within 15 days from customer reporting to Canara Bank. b. Canara Bank reports to Global/Insurer and submits claim related documentation within 90 days from date of intimation to insurance company/Global	a. Accountholder reports to Bank within 15 days from the date of realization of fraud. Canara bank shall intimate the claim to Insurance Company / Global within 30 days from customer reporting to Canara Bank. b. Canara Bank reports to Global/Insurer and submits claim related documentation within 90 days from date of intimation to insurance company/Global c. In case of any document query/ requirements Canara Bank should submit the required documents within 30 days from the date of query/requirement.
6.	Annexure 5 - Claim documentation Page No. 46	The following set of documents would be submitted by Canara Bank to the Insurance company: b. Police Acknowledgement Letter / FIR (to be done within 2 working days from the date of realisation of loss).	The following set of documents would be submitted by Canara Bank to the Insurance company: b. Police Acknowledgement Letter / FIR to be done within 07 working days from the date of realisation of loss only in case of loss amount is 50,000 and more. Police Acknowledgement Letter / FIR is not mandatory for claim where the loss amount is less than 50,000.

Sl. No	Clause Ref.	Present Clause	Replace with
7.	Annexure 5 - Exclusions Page No. 46	<p>Exclusions</p> <p>a. Charges made on your lost or stolen payment card more than 15 days pre reporting and 15 Days post reporting of the event to your payment card issuer for lost card liability.</p> <p>b. Charges-made on payment card is still in their possession and unauthorized. charges are made on their bank account through (i) instore, (ii) telephone, (iii) ATM withdrawals, and/or (iv) on-line purchases using their payment card information, more than 15 days prior and post reporting of the event to payment card issuer.</p> <p>c. Charges incurred by a resident of your household, or by a person entrusted with your payment card</p> <p>d. Unauthorized ATM withdrawals that were made more than 15 days prior to your first reporting of the event to your payment card issuer(s), bank account issuer(s); and 15 days post reporting the event to the payment card issuer</p>	<p>Exclusions</p> <p>a. Charges made on your lost or stolen payment card beyond the policy period payment card issuer for lost card liability.</p> <p>b. Charges-made on payment card is still in their possession and unauthorized. charges are made on their bank account through (i) instore, (ii) telephone, (iii) ATM withdrawals, and/or (iv) on-line purchases using their payment card information.</p> <p>c. Charges incurred by a resident of your household, or by a person entrusted with your payment card</p> <p>d. Unauthorized ATM withdrawals that were made beyond the policy period post reporting the event to the payment card issuer</p>
8.	Annexure 5 - Terms and Conditions Page No. 47	<p>m. Claims to be intimated to the insurance company within 15 days of date of realisation of loss about the fraudulent transaction and 7 days from the date of reaching India / destination in case of travel at the time of card loss/misplaced/theft/fraud to the bank by the customer. Claim related documentations to be submitted within 90 days from the date of intimation to insurance company/Global.</p>	<p>m. Claims to be intimated to the insurance company within 30 days of date of realisation of loss about the fraudulent transaction and 7 days from the date of reaching India / destination in case of travel at the time of card loss/misplaced/theft/fraud to the bank by the customer. Claim related documentations to be submitted within 90 days from the date of intimation to insurance company/Global.</p>

Place: Bengaluru

Date : 30/06/2022

Deputy General Manager

Replies for RFP Pre-Bid Queries for GeM Bid No: GEM/2022/B/2285607, dated 22.06.2022

S.No	Bidder's Query	Bank's Reply
1	We will require coverage details on card liability, please highlight in case there was any change in coverage in past 3 years	Bidder to Refer RFP Document For details.
2	We require complete Claims MIS for past 3 years including Cause of Loss/ Detailed Incident Report	Refer Annexure 1&2 to Pre Bid Replies
3	No. of cards for past 3 years with Breakup as per Table on Page 43	RFP Clause is self Explanatory.
4	Any security enhancement done by bank to reduce the fraudulent transactions/ Any Post Loss Measures taken by the Bank	Bidder to Refer With RFP Terms.
5	We will require coverage details on Cancare, please highlight in case there was any change in coverage in past 3 years	Bidder to Refer With RFP Terms.
6	We require complete Claims MIS under Cancare for past 3 years including Cause of Loss/ Detailed Incident Report	Refer Annexure 1&2 to Pre Bid Replies
7	No. of cards for past 3 years under Cnacare with Breakup as per Table on Page 52	Bidder to Refer With RFP Terms.
8	Any Post Loss Measures taken by the Bank for Cancare	Bidder to Comply With RFP Clause.
9	Please share Detailed Utilization Report	Refer Annexure 1&2 to Pre Bid Replies
10	Please share Premium Details for past 3 Years for Both Policies separately	Refer Annexure 1&2 to Pre Bid Replies
11	Last 3 years premium, claims paid, claims outstanding details	Refer Annexure 1&2 to Pre Bid Replies
12	The number of cards issued under each category	Bidder to Comply With RFP Terms
13	Confirmation on whether there is change in the Sum Insured or increase in coverage as compared to the last year policy terms.	Loss On Card Policy-5.00 cr. CanCare Policy -Unlimited
14	Terms and conditions in the expiring policy	Bidder to Comply With RFP Terms
15	No of Cards (variant wise if any), NOL, premium and ICR for three years	Refer Annexure 1&2 to Pre Bid Replies
16	Variation if any required in the current policy	Bidder to Comply With RFP Terms
17	Last three years premium, claims and the no. of cards covered in the Policy.	Refer Annexure 1&2 to Pre Bid Replies

Replies for RFP Pre-Bid Queries for GeM Bid No: GEM/2022/B/2285607, dated 22.06.2022

S.No	Bidder's Query	Bank's Reply
18	The details for: a. Loss due to internet based unauthorised transactions including unauthorized use, skimming, Phishing, Vishing, Smishing. b. Unauthorised Access to sensitive information.	Bidder to Refer With RFP Terms
19	PA coverage: We require the claim data as per the following details for the last 3 years	Refer Annexure 1&2 to Pre Bid Replies
20	Loss of Baggage coverage - Purchase protection for the last 3 years.	No Claim Reported in Last 3 Years.
21	No. of cards issued (category wise) in last year.	Bidder to Refer With RFP Terms
22	Excess under expiring policy.	NILL
23	Are all cards EMV chip enable.	All cards are EMV Chip Enabled
24	Claims experience on expiring policy	Refer Annexure 1&2 to Pre Bid Replies
25	Is the spouse covered only where there is an Add-On card for the account Holder?	Cover For Self as well as Spouse.
26	Active Card Clause as per the guidelines of the Bank.	Bank insuring all the cards issued by Bank along with Projections given.
27	Actual number of cards as on date and Projected number of cards for the year 2022-23	Bidder to Refer With RFP Terms.
28	Warranted that all cards works on chip and PIN based technology. If not, then please provide bifurcation of the Chip&PIN and Magnistripe cards.	All Cards Are CHIP and PIN Based.
29	Are you taking insurance for the first time ? If yes, then please provide bank loss history for the last 3 years in the given format.	No, it's renewal of existing Policy.
30	Please provide us with the Insurer, Premium, Card Base and Claim details in the given format for the last 3 years	Refer Annexure 1&2 to Pre Bid Replies
31	Intimation TAT as per the last experience	Bidder to Refer With RFP Terms.
32	Claims MIS wherein Claims Count along with Amount(3 years M-o-M) with breakup for Paid + Outstanding + Rejected (bifurcation of Reason of rejections) in various categories and data to be further bifurcated to Type of Card wise/Nature of loss wise/Location wise losses / Customer segment wise Losses/ Chip & Pin Vs Magstripe card wise, if any available	Refer Annexure 1&2 to Pre Bid Replies
33	Last date of intimation in the Claims MIS if provided	Bidder to Refer With RFP Terms.

Annexure 1

**LOST CARD POLICY Annexure 1 to Replies for RFP Pre-Bid Queries for GeM Bid No: GEM/2022/B/2285607,
dated 22.06.2022**

FOR THE YEAR 2019-20 (Amount in Crores)

Total Settled		Total Rejected		Total Closed and Withdrawn		Total Pending		Total Intimated Claims		ICR for 2019-20
Numbers	Amount	Numbers	Amount	Numbers	Amount	Numbers	Amount	Numbers	Amount	
797	2.44	28	0.1	1102	3.14	2	0.0014	1929	5.7	65.47%

FOR THE YEAR 2020-21 (Amount in Crores)

Total Settled		Total Rejected		Total Closed and Withdrawn		Total Pending		Total Intimated Claims		ICR for 2020-21
Numbers	Amount	Numbers	Amount	Numbers	Amount	Numbers	Amount	Numbers	Amount	
924	2.05	12	0.06	1430	4.45	346	0.43	2712	7	84.64%

FOR THE YEAR 2021-22 (Amount in Crores)

Total Settled		Total Rejected		Total Closed and Withdrawn		Total Pending		Total Intimated Claims		ICR for 2021-22
Numbers	Amount	Numbers	Amount	Numbers	Amount	Numbers	Amount	Numbers	Amount	
142	0.2	14	0.54	513	1.37	99	0.26	768	1.89	19.56%

Annexure 2

**CANCARE POLICY Annexure 2 to Replies for RFP Pre-Bid Queries for GeM Bid No: GEM/2022/B/2285607,
dated 22.06.2022**

FOR THE YEAR 2019-20 (Amount in Crores)										
Total Settled		Total Rejected		Total Closed and Withdrawn		Total Pending		Total Intimated Claims		ICR for 2019-20
Numbers	Amount	Numbers	Amount	Numbers	Amount	Numbers	Amount	Numbers	Amount	
11	0.26	3	0.07	Nil	Nil	Nil	Nil	14	0.33	47.54%

FOR THE YEAR 2020-21 (Amount in Crores)										
Total Settled		Total Rejected		Total Closed and Withdrawn		Total Pending		Total Intimated Claims		ICR for 2020-21
Numbers	Amount	Numbers	Amount	Numbers	Amount	Numbers	Amount	Numbers	Amount	
23	0.82	4	0.16	1	0.04	1	0.04	29	1.06	278.29%

FOR THE YEAR 2021-22 (Amount in Crores)										
Total Settled		Total Rejected		Total Closed and Withdrawn		Total Pending		Total Intimated Claims		ICR for 2020-21
Numbers	Amount	Numbers	Amount	Numbers	Amount	Numbers	Amount	Numbers	Amount	
8	0.38	12	0.44	Nil	Nil	17	0.6	37	1.42	109.51%