

RESPONSE TO BIDDERS' QUERIES / CORRIGENDUM / AMENDMENTS

Sl. No.	RFP Page No	Section	Clause No	Clause Reference / Header	Description	Bidder's Query	Bank's Response
1	31	Annexure-5, SCOPE OF WORK	SCOPE OF WORK	ALL CLAUSES	ALL CLAUSES	Deviation in Scope of cover as compared with expiring policy	Word document of the RFP as requested shall be provided to the specific mail id
2	32	Limits of Liability under the Policy	Limits of Liability under the Policy	C. Terms & Conditions INR 60 Crores in the aggregate	Overall limit - INR 60 Crores	Deviation in Limits as compared with expiring policy	Bidders to comply with RFP Clause
3	33	Limits of Liability under the Policy	Limits of Liability under the Policy	C. Terms & Conditions	Latest available status of Claims details under the current policy will be furnished upon specific request.	Details of claims reported over past 3 years, with No: of claims reported and total amount (including pending claims)	Refer Annexure 3
4	71	Appendix to the SLA : Services , Scope & Deliverables & Costing	SLA	ALL CLAUSES	ALL CLAUSES	Deviation in SLA as compared with expiring policy	Bidders to comply with RFP Clause
5	33	EXCLUSIONS	EXCLUSIONS	ALL CLAUSES	As per Policy wordings enclosed. Any additional exclusion imposed needs to be specified by the insurer in detail. In absence of the same, the Bank will consider & accept the exclusions as per the enclosed policy wordings. The Bank has the right to accept or reject any specific exclusions that may be imposed and reserves to the right to reject any proposal that in its opinion may be contrary to the scope of cover desired	Deviation in Exclusions as compared with expiring policy	Bidders to comply with RFP Clause
6	24	Annexure-2 Eligibility/Technical Criteria Declaration	Eligibility/Technical Criteria Declaration	Eligibility/Technical Criteria Declaration	Eligibility/Technical Criteria Declaration	Please clarify whether it is mandatory to fulfil all the conditions mentioned in the eligibility criteria annexure for participating in the renewal tender process. 1. Policy copy along with expiring premium last three years 2. Claim history and incident history for last 3 years and 2020-21 as on 15.2.21 including settled, repudiated and outstanding. This statistics must have the total no of cards segmentwise.. 3. Claim no. break up on the basis of-Reasons for loss -wise for last 3 years and 2020-21 upto 15.2.21 4. Preventative measures Canara Bank has taken Vis-a vis the causes of loss as described in point no.3) above 5. No. of cards segment wise as per projection 6. International Operations- No. of branches and location 7. Timelines to be considered as per last year tender. 8. Waiver of penalty clause	Refer Addendum 1 to RFP. 1. Refer- Annex 3 2. Refer- Annex 3 3. Reason for Loss data is available for current financial Year. Refer -Annex 1 4. Refer - Annex 2. 5. Debit card: 3.94 Crores 6. a) LONDON - 1 b) HONG KONG - 1 c) NEW YORK - 1 d) UAE - 1 7. Bidders to comply with RFP Clause 8. Refer Addendum 1 to the RFP
7	GENERAL	GENERAL	GENERAL	GENERAL	GENERAL		



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8	33	Annexure 5	Points to be Noted	GENERAL	GENERAL	1.Regarding Claims,Please let us know what are the security/Loss Mitigation Measures taken by the Bank for reduction in claims especially in case of UPI and Internet Banking.	Refer Annexure 2.
9	31	Annexure 5	SCOPE OF WORK	SCOPE OF WORK	SCOPE OF WORK	2.If we Quote with some deviations /reduced limits for some coverages/exclusions other than appearing in RFP,will the Bank still consider our quote?	Bidders to comply with RFP Clause
10	33	Annexure 5	POINTS TO BE NOTED	GENERAL	GENERAL	3.Request the Bank/Broker to give us the dump separately in the case of Liability Shift Claims,if any.	Bidders to comply with RFP Clause
11	33	Annexure 5	POINTS TO BE NOTED	GENERAL	GENERAL	4.Please Provide us the Status/Details of claims settled/pending with previous insurers in 2018-19,2019-20	Refer Annexure 3
12	40	Annexure 5	INSURING CLAUSES	GENERAL	GENERAL	5.Whether the Bank is Strictly adhering to RBI Guidelines for reimbursement when a claim is made by a complainant and when the Bank becomes liable?	RFP is self explanatory.
13	40	Annexure 5	INSURING CLAUSES	SCOPE OF WORK/ COVERS	SCOPE OF WORK/ COVERS	6.Whether the Covers sought for in B1 TO B6 are covered under any other policies of Canara Bank ?	Bidders to comply with RFP Clause
14	33	Annexure 5	POINTS TO BE NOTED	GENERAL	GENERAL	Details of claims , policy limits and premium for past 3 years.	Refer Annexure 3
15	33	Annexure 5	POINTS TO BE NOTED	GENERAL	GENERAL	Risk improvement measures taken by the Bank	Refer Annexure 2.
16	40	Annexure 5	INSURING CLAUSES	SCOPE OF WORK/ COVERS	SCOPE OF WORK/ COVERS	whether the expiring policy had all the covers as mentioned in REP	Bidders to comply with RFP Clause
17	40	Annexure 5	INSURING CLAUSES	SCOPE OF WORK/ COVERS	SCOPE OF WORK/ COVERS	Details of bankers indemnity policy -Basic sum insured , premium,claims,insurer for past 3 years	Bidders to comply with RFP Clause
18	40	Annexure 5	INSURING CLAUSES	SCOPE OF COVER	SCOPE OF COVER	Is there a separate policy for card related liability / card fraud policy -if yes,details.	Bidders to comply with RFP Clause
19	40	Annexure 5	INSURING CLAUSES	SCOPE OF COVER	SCOPE OF COVER	We believe that crime policy would always operate over and above Bankers indemnity/ Card /FG or any other policy covering the same risk sought herein	Bidders to comply with RFP Clause

