

<p>Monetary Compensation Scheme for the Family Of Active PNB Debit Card Users, In Case Of Their Accidental Death</p>	<p>Master Card: Accidental Death claims of Master Card holders are being processed and paid through Digital Banking Division, HO Sansad Marg New Delhi in terms of DBD circular 05/2014 dated 22.01.2014 & 60/2014 dated 17.10.2014. The scheme was valid up to 13.09.2016. DBD HO will continue to entertain the claim cases in respect of the Accidental death occurred till 23.59 Hrs of 13.09.2016.</p> <p>MD & CEO has approved to replace the existing Monetary Compensation Scheme for Master Debit Card Users with Insurance Policy through GSAD to cover compensation of accidental death of all our Master Card holders.</p> <p>Please note that: - The New India Assurance Co Ltd will be the insurance partner to provide insurance cover in case of accidental death of Master Debit card holders. –</p> <p>All accidental claims where incident has occurred on or after 14th September, 2016 and up to 26th May, 2017 will come under the purview of the Master Insurance Programme.</p> <p>All branches need to report all such claims to The New India Assurance Co Ltd for intimation and subsequent assessment.</p> <p>1. Benefit of Insurance will be available to the card holders who have performed minimum one successful financial transaction at any channel Within 45 days prior to date of accident including accident date for Platinum Master Card holders and Within 90 days prior to date of accident including accident date for Classic Master Card holders for the following amounts of cover:.</p> <p>1.1 PNB Mitra Cards /Students : Rs. 25000/-</p> <p>1.2 Classic/Maestro Debit card/ Kissan Debit Card : Rs 50,000/-</p> <p>1.3 Platinum/Gold Card/Rakshak Classic/EMV International : Rs. 200000/-</p> <p>1.4 PNB Business Debit Card : Rs 200000/-</p> <p>1.5 Rakshak Platinum for Lieutenants and above : Rs. 500000/-</p> <p>2. Family member(s) / beneficiaries of a deceased PNB ATM / Debit Card holder would be required to submit an application (available at bank's website also), to the base branch of the deceased customer within 150 days of death of the ATM / Debit Card holder along with following documents:</p> <p>List of Documents (all documents to be duly signed and stamped by Branch Incumbent):</p> <p>- Original Claim Form (Annexure "A").</p>
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- Copy of FIR / Police Report with details of the accident stating the location, date and cause (Hindi/English translated copy of FIR if the same is in local language).
- Copy of Post Mortem Report.
- Copy of Death certificate issued by concerned hospital / medical attendant / municipal authority.
- Switch log / Core Banking System screenshot / Account statement for transaction verification.

3. It has been observed that sometimes Accidental claim for deceased person is submitted by two different branches simultaneously with different account numbers of the same person. It is clarified that if a customer holds multiple accounts with multiple cards in Punjab National Bank, he will be entitled to Accidental claim for one Active Debit Card only. The choice of the card for the claim would rest with the customer

4. As per extant guidelines ATM/Debit card can be issued to both Either or Survivor. Therefore "The benefits of insurance is available to both the ATM/Debit card holders maintaining "Either or Survivor" account in case of their accidental death".

5. Compensation of insurance benefit will be made to the eligible beneficiary on submission of complete documentation prescribed under "procedure for claim".

6. While filing insurance claim at the request of beneficiary, branch forwarding the claim should ensure that applicant is a bonafide beneficiary as per the law of land.

Claim Procedure: Branches are advised to follow under mentioned guidelines in respect of claim intimation and submission of documents under copy to their respective Circles.

1. All the claims where incident has happened on or after 14th September, 2016 and up to 26th May, 2017 will be intimated to The New India Assurance Co. Ltd (NIAC Ltd) keeping Marsh India representatives in the loop.

2. The respective email id's are as below:

For NIAC Ltd:

Divya Arora – divya.arora@newindia.co.in•

Het Ram– het.ram@newindia.co.in•

For Marsh India:

Vinod Mudaliyar - vinodkumar.mudaliyar@marsh.com•

Attique Siddique – attique.siddique@marsh.com•

Jay Shah – jay.shah@marsh.com•

Sharmila Yadav – sharmila.yadav@marsh.com•

For DBD HO: – welcomakit@pnb.co.in•

AK Sinha – aksinha@pnb.co.in•

2. Claim intimation should be made within Ninety (90) days from the date of death. Insurance company may reject the claim if not intimated within the stipulated period of 90 days.

3. All supporting documents relating to the claim must be submitted within 150 days (one hundred and fifty days) from the date of death.

4. For detail please refer Annexure "B".

5. List of Documents (all documents to be duly signed and stamped by Branch Incumbent): - Original Claim Form (Annexure "A"). - Copy of FIR / Police Report with details of the accident stating the location, date and cause (Hindi/English translated copy of FIR if the same is in local language). - Copy of Post Mortem Report. - Copy of Death certificate issued by concerned hospital / medical attendant / municipal authority. - Switch log / Core Banking System screenshot / Account statement for transaction verification.

6. All supporting documents relating to the claim must be submitted to respective

Cir
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Offi
ce.

The officials at Circle office (not less than Chief Manager), after vetting the required documents submitted by the branch should send the eligible claim cases within 150

days from date of death at the following address:

DIVYA ARORA / HET RAM THE NEW INDIA ASSURANCE CO. LTD
DELHI LARGE CORPORATE OFFICE 301, RG CITY CENTRE, LSC,
BLOCK B, LAWRENCE
ROAD, NEW DELHI
– 110035

Branches are advised to follow claim submission guidelines in terms of DBD circular

88/2016 dated 21.12.2016 and obtained revised Annexure “A” from applicants/claimants already provided with the circular 88/2016. **Old forms will not be entertained for processing the claim documents.**