

Response to Insurer Queries to Request for Proposal (RFP) dated 04th July 2018 for Insurance covers relating to Credit card & Debit Card(RRBs)

Credit Cards

Sr. No	Insurer Query	Response from BFSL
1	No. of cards covered, Premium and claims for the last 2 (2016-17 and 2017-18) years. Kindly mention the claims provided are as on which date.	Premium Figures cannot be shared Cards Covered: 2016-17: 147,943 2017-18: 137,160
2	Section-wise bifurcation of claims	As per table Below
3	Bifurcation of claims (count and amount) into Paid, Outstanding, Rejected, Closed etc for all 2 years (2016-17 and 2017-18)	As per table Below
4	Existing terms and conditions	As per RFQ. Conditions are as per expiring policy only
5	Whether there is no pre-reporting period applicable for credit cards	Pre reporting period does not apply as customer can report transactions within 15 days after billing
6	Count of add-on cards as PA is applicable for primary cards only	PA cover applies only to Primary Cards
7	What exactly is covered under Corporate Buffer	Vishing, or any other claims that the company finds genuine. Approval matrix will be communicated to the insurer
8	Whether there is ticket purchase subjectivity for air accidents	No
9	Period of cover for lost in transit cards-	Billing + 15 days

Claims Status -2016-17	No of claims	Amount
Settled		
PA claims	11	3,900,000
Non PA Claims	14	494,905
TOTAL	25	4,394,905
Rejected		
TOTAL	19	758,775

Claims Status- 2017-18 (as on July 10,2018)	No of claims	Amount
Settled		
PA claims	4	1,600,000
Non PA Claims	14	503,900
TOTAL	18	2,103,900
Under process		
PA claims	4	20,00,000
Non PA Claims	9	513,747
TOTAL	13	2,513,747
Rejected		
TOTAL	8	189,600

Debit Cards

Sr. No	Insurer Query	Response from BFSL
1	No. of cards covered, Premium and claims for the last 2 years. Kindly mention the claims provided are as on which date	These cards are being separately tracked since 1 year only. Data for 1 year is enclosed in below table.
2	Section-wise bifurcation of claims for all 2 years	These cards are being separately tracked since 1 year only. Data for 1 year is enclosed in below table.
3	Bifurcation of claims (count and amount) into Paid, Outstanding, Rejected, Closed etc for all 2 years	These cards are being separately tracked since 1 year only. Data for 1 year is enclosed in below table.
4	Does the Total Sum Assured mentioned in the tender mean an annual aggregate limit	It is aggregate limit for the card variant mentioned
5	Is there an annual aggregate limit in place in the current policy? Please provide all the existing terms and conditions	NON PMJDY- 4 cr PMJDY- 50 lacs Terms and Conditions as per RFQ. All other conditions are as per expiring policy only
6	Period of cover for lost in transit cards.- Pre Reporting	30 days, Post reporting 7 days.

Card Type	No of cards- (2017-18)
PMJDY	4,884,680
NON PMJDY	2,150,852
Total	7,035,532

Claims Data- As on July 10,2018

Status	Paid	Outstanding	Rejected	Closed
Nos	3	95	Nil	1
Amount	1,10,500	1,538,291	Nil	2,960