

TERMS AND CONDITIONS GOVERNING THE INSURANCE CLAIM PROVIDED WITH WINGS SIGNATURE AND WINGS VISA PLATINUM DEBIT CARD:

For the Insurance claim to be accepted and processed, the person mentioned as the first holder under the WINGS Savings account should have fulfilled the following conditions –

- By default, the Insurance Cover is not enabled and customer will have to opt for the same for enabling the insurance through signing up on the website www.equitasbank.com. Complimentary Insurance is not provided, if no specific consent is received from the customer through electronic mode as per the process mentioned above. Equitas Small Finance Bank will not be responsible for any technical/technological interruption leading to client not being able to give consent.
- Insurance cover can also be availed by placing a request at any Equitas Branch or by a call to the Contact Centre at 1800-103-1222
- Maintained an Average Quarterly Balance of Rs. 50,000/- at Individual account level (irrespective of whether the account is a zero balance account with a Fixed Deposit of minimum Rs. 5, 00,000/- OR Qualified for a waiver basis Swipe of Rs. 50,000/- per month OR qualified for a waiver basis grouping), in the calendar quarter previous to the quarter in which the date of the incident had fallen.
- Should have done at least 1 purchase - point of sale (POS) transaction at a merchant establishment or Online using the WINGS Signature Debit Card in the 3 months preceding the date of the incident.
- In case of death by Air Accident, ticket should have been purchased using Debit Card linked to the Savings Account.
- Death resulting from bodily injury due accident only.
- The Personal Accident Insurance and Air Accident insurance covers only Death/total loss or Partial disability and does not cover any medical treatment expenses.

Insurance Benefits:

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| • DEATH: | 100% of Sum Insured. |
| • LOSS OF TWO LIMBS OR TWO EYES, OR ONE EYE AND ONE LIMB: | 100% of Sum Insured. |
| • LOSS OF ONE LIMB OR ONE EYE: | 50% of Sum Insured. |
| • PERMANENT TOTAL DISABLEMENT: | 100% of Sum Insured |

S.I.: Sum Insured

Death due to air accident whilst embarking into or disembarking from or travelling in aircraft as a passenger as fare paying or otherwise in any licensed aircraft anywhere in the world.

- The account holder specifically acknowledges that the Bank shall not be liable in any manner whatsoever by virtue of any insurance cover provided, and that the insurance company shall be solely liable, in case of a death of a Wings Cardholder and shall not hold the Bank responsible or liable in any manner arising out of or in connection with such insurance cover, whether for or in respect of any deficiency or defect in such insurance cover, recovery or payment of compensation, processing or settlement of claims or otherwise howsoever, and all such matters shall be addressed to and sorted out directly with the Insurance company.
- The account holder further acknowledges that the insurance cover so provided shall be available only to the WINGS Savings accounts and as per the terms of the relevant insurance policy with his account maintained in good standing (No deficiency of KYC, Balance is maintained, AML violation, Instances of cheque dishonours etc.)
- On the account being closed or converted to normal savings (other than WINGS savings) account temporarily or permanently for whatever reason, the benefit of such insurance cover shall automatically and ipso facto cease to be available from such date of closure of account. Further the account holder is aware and agrees that even during continuation of his account, the Bank may at any time suspend, withdraw or cancel the benefit of such insurance cover, and there will be no binding obligation on the Bank to continue this benefit.
- Insurance company and insurance policy conditions are subject to change and insurance cover is subject to the terms and conditions of the policy in force.
- In the event of death of the account holder, the beneficiary to approach the branch where the account is held and maintained and the branch would guide the customer on the documents required for claim settlement.
- On receipt of these documents by the branch, as a special gesture for holders of the above account, Equitas bank would liaise with the insurance company for processing the claim. However, receipt of the documents by the branch does not amount to acceptance of claim. In the event of death, the nominee has to inform the branch where the account is held and maintained, immediately. As per the policy, the insurance company is required to be informed (through the bank) within 30 days of accident and all supporting documents relating to the claim is required to be submitted to the insurance company within sixty (60) days from the date of death.
- Home Assurance Insurance: Home Assurance is the name of the Insurance Policy and does not assure any of any sort of benefits by default.
- Home Assurance Insurance will by default be applicable for the Communication Address as mentioned in the bank's core banking system
- On the communication address being changed temporarily or permanently for whatever reason by the customer, without informing the Bank or effecting the change in bank's records, benefit of such insurance cover shall not be available from such date of change of address. Further the account holder also agrees that even during continuation of his account, the

- Home Assurance Insurance will by default be applicable for the Communication Address as mentioned in the bank's core banking system
- On the communication address being changed temporarily or permanently for whatever reason by the customer, without informing the Bank or effecting the change in bank's records, benefit of such insurance cover shall not be available from such date of change of address. Further the account holder also agrees that even during continuation of his account, the Bank may at any time suspend, withdraw or cancel the benefit of such insurance cover, and there will no binding obligation on the Bank to continue this benefit. The account holder admits and acknowledges that the Bank is only a facilitator and do not have any obligation under the insurance policy.
- In case of joint holders/grouping of accounts with separate Debit Cards, benefit of Home insurance will cover only to the extent of one card subject to the fulfilment of conditions governing the scheme. The total insurance cover amount will not exceed Rs. 2 lakhs and shall be subject to terms and conditions of the policy and decision of the insurance company.

SCOPE OF COVER OF HOME INSURANCE:

- Covers the house hold articles and appliances contents in the residence of cardholder against Fire & allied perils, Flood, Storm, Cyclone and Earthquake.
- Loss or damage to the articles/appliances contents due to burglary, housebreaking or Theft
- Loss or damage of/to Jewellery/other valuables not covered
- Only one Residential location is covered

CLAIMS
PERSONAL

DOCUMENTATION

and

PROCESS
ACCIDENT:

FATAL CLAIM:

- Death Certificate
- Post mortem report
- FIR wherever applicable
- Legal heirship certificate or succession certificate if no nomination is available or nominee is also not alive.
- Duly completed claim form with required documents within the time stipulated.

PERMANENT DISABLEMENT

- Duly completed claim form
- Hospital records including investigation reports
- Police report wherever applicable
- Certificate from a Doctor authorised or nominated by the Government confirming the disablement.

AIR ACCIDENT:

- Confirmation from airlines
- Death certificate
- Post mortem certificate
- Legal heirship certificate or succession certificate, if no nomination is available or nominee is also not alive.

HOME INSURANCE:

Fire Insurance:

- Claim intimation
- Survey report
- Duly completed claim form along with claim bill
- Media report or Meteorological report in case flood or cyclone claim.

Burglary insurance:

- FIR
- Survey report/Investigation report
- Duly completed claim form
- Final investigation report and Not traceable certificate from the Police.

For small losses upto Rs.10, 000/- FIR can be waived provided other relevant documents viz invoice, bill, etc. are submitted in support of claim.

Claim process:

- In respect of all claims, immediate intimation has to be given to Equitas Bank. On receipt of intimation, Equitas Bank will submit the same to the Insurance Company as a service gesture. A surveyor will be deputed wherever applicable within 24 hours of receipt of notice of claim from Bank by the Insurance Company.
- All documents will be submitted to the concerned branch of Equitas bank and same will be forwarded to the Insurance Company in one lot through Central Ops of Equitas.
- On receipt of entire documents, claim will be processed and approved within seven working days.
- The claim payment will be made within three working days after receipt of discharge voucher.
- The basis of settlement in respect of Contents will be the Market value of the item at the time of loss.