

LOSS ON CARD (FRAUDULENT TRANSACTION COVER)

Procedure for preferring Insurance Claim as a Risk Mitigation measure for unauthorized Card related transactions for Loss on Card: -

This policy covers Canara Bank Debit/ Credit/ Domestic Prepaid/International Travel Prepaid cards issued in association with Card networks viz Visa /MasterCard/ RuPay. The cards are either Domestic/ Global usage covering variants as mentioned below in Table.

This policy indemnify the financial loss sustained by the Cardholder arising out of Fraudulent utilization of a Lost/Stolen/skimmed/counterfeit of Canara - Visa/MasterCard/RuPay Debit/Credit/Prepaid card (Domestic/Global) and International Travel prepaid card within the Geographical limits specified and subject to the limit of liability as mentioned in the below table.

- The maximum amount of loss covered per card is as below:

Sl. No.	Card Variant	Sum Insured (INR) - Individual
1)	Canara VISA / MASTERCARD / RUPAY (Classic / Standard / Corporate) Credit cards	2,00,000
2)	Canara VISA/ MASTERCARD /RUPAY (Gold/ World/ Platinum/ Select/Signature) Credit Cards	5,00,000
3)	Canara VISA/MASTERCARD/RUPAY (Classic/Standard/Gold) Debit Cards.	2,00,000
4)	Canara VISA/MASTERCARD/RUPAY Platinum/Select/ Signature/World Debit Card.	5,00,000
5)	Prepaid Card - International Travel	3,00,000
6)	Prepaid Cards (Domestic)	50,000

Salient features of Policy:

This policy covers frauds committed by fraudsters causing loss to Debit/ Credit/ Prepaid Card Holders/ ITPC.

TIME NORMS:

The time norms prescribed are as follows:

- The Cardholder should report the incident to Bank within 60 days from the knowledge of first incident.
- Branch should ensure that the Card is hot listed immediately, positively within a maximum period of 3 working days from the date of reporting by the customer i.e., within 63 days from the knowledge of first incident.
- 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.

Police Acknowledgement Letter / FIR is not mandatory for claim where the loss amount is less than 50,000.

Frauds committed due to negligence of customer and Card lost in transit (delivery from issuer to end user) are not covered.

Claim Documents to be submitted:

Cardholders are required to submit the documents within the time norms to the branch.

For Policy coverage features and further clarifications kindly contact your Branch.

Kindly find the claim form in Annexure.

Annexure



Large Corporate and Brokers Cell
3rd Floor, IML Building, N R Square, Bangalore – 560 002
Tel: 080-22210885 / 22210316

Claim form for Loss on Card Insurance Policy

1	Insured Name: Policy Number: Policy Period:	Canara Bank 5004002626P107640992 08.08.2026(00:00) to 07.08.2027 (Midnight)
2	Name of the Cardholder	
3	Card Type: Debit/Credit/Other Cards	Eg: Debit Card
4	Card Variant	
5	Card Number Account No. of the Card Holder Date of Issuance of Card Date of Expiry of Card	
6	Date & Time of Disputed Transactions	
7	Branch Name and Address	
8	Total Disputed Amount	
9	Transaction Type	ATM-Cash Withdrawal / POS / On-line (Tick which is applicable)
10	Date of Intimation to Bank by Cardholder	
11	Nodal Officer's name and designation	
12	Date and time of hot listing of the card	

13	Brief Details of the Incident/Fraud	
14	Did customer receive any SMS alert for the disputed transactions? If not, the same to be confirmed by Canara Bank (If not, the same to be confirmed by Canara Bank)	
15	At the time of disputed transaction took place whether the card was with customer?	
16	Is the card in possession with customer?	
17	Where customer used the card last time?	
18	Confirm with customer where he/her was at the time of disputed transaction?	
19	Brief Summary of Investigation done by the Bank:	

20	Transaction details as per below table:	
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Sr. No.	Date	Time of Transaction	Amount	ATM_ID and which bank ATM	ATM Location / City name	If POS / E-commerce Transaction, details of the same

We certify that the ORIGINAL CARD was in the possession/ not in possession (tick applicable) with the cardholder/s at the time of reporting the above said unauthorized transactions and surrendered to us. We also confirm having hot listed and destroyed the original card at our end. All the facts and figure shared above are true.

Name of the Account Holder/s:

Signature:

Date:

Place:

Signature of the Officer/ Manager/ Senior Manager with Seal

Name of the Authorized Signatory and SP No.

Documents to be submitted (tick applicable one)

- ☐ Duly filled Claim Form.
- ☐ Customer Complaint Letter.
- ☐ Declaration from the Bank confirming details including card number, variant and card holder details.
- ☐ Account Statement (3 months or 6 months).
- ☐ Police Acknowledgement Letter / FIR.
- ☐ Hot-listing Proof.
- ☐ Proof of reimbursement to account holder by Canara Bank.
- ☐ Passport Copy (In case of international disputed transactions).

****The above documents should be submitted duly signed and stamped (on photocopies of documents confirming for having verified with original) by the Branch -In-charge.**