

Kotak Commercial Credit Card Insurance Policy – Details & Claims Process

Smart Personal Protection Policy UIN: IRDAN152RP0011V02202324

Part I: Policy Details

- A. Insured Persons – Credit Card holders of Kotak Mahindra Bank – Corporate T&E & Business Cardholders Only
- B. Period of Issuance: From: Time 00:00 Hour Date 29/03/2025 To: Midnight of 28/03/2026

Covers	Insured limit (INR)
Card Liability Cover (Lost Card Liability, Counterfeit/Skimming/Phishing and Online Fraud Protection).	50,000
Flight Delay (Deductible - 6 Hours)	10,000
Carrier Cancellation	10,000
Loss of Checked in Baggage	10,000
Delay of Checked in Baggage	10,000
Valuable Documents Cover	10,000
Missing of Connecting International Flight During Transit	10,000

Conditions:

- Only Primary card holders are covered.
- In the event the Insured having multiple Cards issued by the Bank, Policy shall be applicable only for the Card, which has the highest limit of Indemnity.

For Example, if a customer has two Kotak Corporate Cards, he/she would be able to make only one claim for one incident.
- Active Card - Cover is applicable only to active cards. An Active Card is defined as the card with one transaction/ activity on any ATM/POS/e-commerce terminal in last 90 days from date of loss.
- Claim documents are to be submitted by Bank/Card holder within 60 days from the date of intimation to the Zurich Kotak General Insurance Company (India) Limited

General Exclusions

- Gross negligence.
- Any claim due to deliberate breach of law.

3. Any loss or damage, resulting from or arising out of or in connection with terrorism or terrorist activity.

A. Card Liability Cover (Lost Card Liability, Counterfeit/ Skimming/ Phishing and Online Fraud Protection)

1. Any loss arising out of unauthorized / fraudulent usage of lost / stolen cards on ATM/POS/EDC terminal/E-commerce anywhere in the world.
2. Any PIN based transactions from lost/stolen cards are not covered unless PIN is acquired under duress by unauthorized person.
3. Losses arising out of duplicate or counterfeit cards as issued by the Bank created without the Card holder's knowledge
4. The policy covers all online fraudulent utilization of Debit/Credit/ATM Cards using the authorized CVV (Card Verification Value Code) issued to the Cardholder by the Bank.
5. Pre Reporting timeline - 7 days from the Date of reporting (Loss date is included irrespective of the date of reporting), Post reporting timeline - 15 days from the date of reporting.
6. Card holder should block/cancel the card as soon as practicable, but not more than 7 days from the date of notification of fraud transaction via SMS/Card statement/Email/Net Banking or by any other means.
7. Claim Reporting Timelines for Card Holder - Intimation of claim to the Bank by card holder should be made within 7 days from the date of blocking or date of receiving the statement whichever is earlier.

Exclusions:

1. Pre-delivery fraud
2. Fraudulent transactions done by person known to the cardholder.
3. All losses arising from breach of 2nd level authorizations.
4. Any losses arising due to bank server hacking or data breaching at bank.
5. Vishing- Any fraudulent loss or damage arising due to information obtained by unauthorized access to sensitive information by masquerading as a trustworthy entity in a voice communication.

B. Flight Delay

1. Compensation up to the Sum Insured will be paid in the event of Flight Delay beyond 6 hours of the scheduled departure time
2. The benefit is payable only once per Cardholder

Exclusions

1. Any delay due to a hazard which was made public or known to the Insured Person prior to the purchase of this policy or prior to booking of flight ticket.

2. Any departure which is delayed as a result of the Insured or any other person who is arranged to travel with the Insured failing to check in correctly as required by the Common Carrier

C. Carrier Cancellation

1. The company will pay the Sum Insured as mentioned in the Policy Schedule/Certificate of Insurance if the Insured Person's booked and confirmed journey is cancelled by the common carrier within 48 hours prior to the scheduled departure by the scheduled airline..
2. The benefit is payable only once per Cardholder
3. The Benefit will be payable provided that –
 - a. The Insured Person provides Zurich Kotak General Insurance Company (India) Limited with a written proof from the Common Carrier of the cancellation of the journey unless this proof is available to Zurich Kotak General Insurance Company (India) Limited directly from a reliable source in the public domain.
 - b. Any cancellation of the journey by the Insured Person is not payable under the policy

D. Loss of Checked in Baggage

1. Compensation up to Sum Insured will be paid in the event of the Insured suffering a total loss of Baggage while on a Journey that has been checked by an International Airline for an International flight
2. Claim to be intimated to Zurich Kotak Mahindra General Insurance within 30 days of incidence.
3. No partial loss or damage shall be compensated

Exclusions

1. Valuables.
2. Any flight of an International or National Airline for an international inbound flight to Republic of India.

E. Delay of Checked in Baggage

1. Insured will be reimbursed for the expenses incurred for emergency purchase of basic essential items in the event that he suffers a delay of Baggage of more than 12 hours from the scheduled arrival time at the destination for delivery of Baggage that has been checked by an International Airline for an International flight.
2. Claim to be intimated to Zurich Kotak General Insurance Company (India) Limited within 30 days of incidence.

Exclusions

1. Any failed/ duplicate/ declined transactions by host website/ authorized bank
2. Any flight of an International or National Airline for an international inbound flight to Republic of India.

F. Loss of Passport and travel related documents

1. Covers for reimbursement of expenses incurred in procuring travel related documents namely Passport / Visa. All cost incurred in procuring including application fees for the lost passport including any travel documents such as Visa in event of a loss.
2. Claim to be intimated to Zurich Kotak General Insurance Company (India) Limited within 30 days of incidence.
3. Theft or loss which should be reported to the police authority within 24 hours of discovery of the theft or loss.
4. Any flight of an International or National Airline for an international inbound flight to Republic of India.

G. Missing of Connecting International Flight during Transit

1. Benefit paid if the Insured misses or fails to take a connecting international flight of an international Airline due to the delay in arrival of another international flight, in which the Insured is travelling, beyond 3 hours of the schedule arrival time.
2. Claim to be intimated to Zurich Kotak General Insurance Company (India) Limited within 30 days of incidence.

Exclusions

Any flight of an International or National Airline for an international inbound flight to Republic of India.

NOTE:

All other terms, conditions, exclusions as per [Kotak Smart Personal Protection Policy](#). Validity till 28th March 2026.

Insurance is provided by Zurich Kotak General Insurance Company (India) Limited. All claims are routed to Zurich Kotak General Insurance Company (India) Limited's claims team for further assistance according to the set process note.

Part II: Claims Process

Claim Intimation

In the event of any claim, the cardholder shall give the intimation for the claim as early as possible.

Contact point for intimation:

➤ Toll Free number: 1800 266 4545	➤ Email: care@zurichkotak.com
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- Kindly use the below subject line for the email:
“**Kotak Personal Protect//KMBL cards// 5823208300//{customer name}**”
- The information provided in **Annexure I** should be provided while intimating the claim.

The claim process post the intimation is as listed below:

1. The Zurich Kotak General Insurance Company (India) Limited claims team will directly contact the customer as per the convenience of the customer within 48 hours of claim intimation
2. The claims team will then understand the entire case history and ask for specific documents based on the claim type and the case, on a case to case basis.
3. After the customer submits the documents, the documents are scrutinized and processed. If there is any need for additional documents the same will be intimated to customer and processed again.
4. After the final documents are received and scrutinized; feedback (approval or rejection) of the claim will be given to the customer
5. If the customer is unresponsive for 30 days post initiation of claim, this shall be informed to the customer via the communication details available and claim will be closed

Disposal of claim:

- All admissible reimbursement claims will be paid through NEFT (customer needs to provide a cancelled cheque in case of approval of claim)
- In case the claim is not tenable as per the terms and condition of the policy, this is communicated to claimant in writing.

Parameter (For all type of claim)	TAT in days
Processing TAT for claims	T+10 (where T is the date of submission of final set of documents)

Days referred above are working days and does not include Saturday / Sunday and public holidays

Annexure I

(Format)

The following information should be provided while intimating the claim:

Registration Details	
Customer name*	
Date of Incident*	
Description of Incident*	
Loss Details*	
Estimated Loss Amount*	
Location of Incident (Address)*	
Location of Incident (PIN Code)*	
Remarks	
Contact Member Details	
Preferred Mode of Communication*	
Caller Name*	
Calling Number*	
Mobile No*	
E-Mail	