

Terms and Conditions of R Shield Insurance

“R Shield ” insurance products, entitles the policy holders (“Member” or “Customer”) to the benefits of the various insurance policies (“Policy”) as per rules or terms and conditions of the respective insurance policy issued by CPP /OneAssist India/ Religare Health Insurance Company (“Insurance Company” or “Insurer”).

1. The Member recognizes and understands that once his/her consent has been received by RBL Bank, it shall not be possible for the Insurance Company to entertain requests for alteration of choice of the Policy except during Free Look Period.
2. **Payments:** The Member expressly authorises RBL Bank to debit the Policy premium amount as well as the renewal Policy premium amount, in the event of any changes, in accordance with the terms and conditions of the Insurer from his RBL Bank Credit Card account for the Policy benefits sought by the Member.
3. The Member explicitly agrees that he/she gets insurance benefits from the insurance company corresponding to the premium amount debited on the RBL Bank Card Account, to the extent of the Insurance cover corresponding to the amount of premium that can be debited towards the said Card Account. The premium shall be treated like any other charge and may attract additional charges, including interest and/or service charges, in case of delayed or partial payment on the Card. Without prejudice to the aforesaid, RBL Bank reserves the right to arrange to have the insurance cover(s) withdrawn, in case of delayed payments or non-payment. The Terms & Conditions mentioned in the Cardmember Agreement shall continue to be applicable to the Member.
4. RBL Bank shall forward the requests for the Policy benefits to the Insurance Company. Applications given by the Customer to RBL Bank shall not constitute deemed acceptance of the applicant as eligible for insurance cover by the Insurance Company. RBL Bank shall also not be responsible for any rejection of request for the Policy benefits by the Insurance Company. If the Insurance Company rejects a request for the Policy, RBL Bank shall be obliged to credit the amount of premium debited to the Member's Card Account only after it has received a refund of the said amount from the Insurance Company. It must be understood that RBL Bank is purely a payment intermediary to the Member to avail of the insurance cover. RBL Bank holds out no warranty or makes no representation about quality, delivery of the cover or claims processing whatsoever by the Insurance Company.
5. The Member specifically acknowledges and understands that the Insurance Company is solely liable as per the terms of the Policy as stated in the Policy document and shall not hold RBL Bank responsible in any manner, for rejection, compensation, recovery of compensation, processing of claims or otherwise.
6. If the Insurance Company accepts a request for the Policy, a cover note shall be sent by the Insurance Company directly to the insured person at the address specified by the Member. In case of CPP & One Assist a welcome pack on email will be sent. The insured person shall be bound by all the Terms & Page 2 of 2 Conditions of the Insurance Company relating to the grant of such insurance that are in force and as amended from time to time.
7. **Renewal:** At the time of renewal, the premium may change as per the guidance of the Insurance Company. RBL Bank will debit the renewal premium amount on date of renewal.
8. The Member must ensure that his/her Card Account is in good standing and the available credit limit is adequate to cover payment for the Policy and related charges. Please note that at the time of renewal, if the Card under which the Member has opted for the Policy is reissued/ swapped, while the bank endeavors that his/her reissued/swapped Card will be debited on best effort basis, however, in such event, it would be the member’s primary obligation to ensure such payment for effecting renewal of policy.

9. **Claims Processing:** The insured person/beneficiary shall get in touch with the Insurance Company directly, in case of claims and shall not involve RBL Bank in any manner whatsoever. The insured person/legal heir shall undertake to intimate the Insurance Company, fill up the Claim Form and support claims with appropriate documents as per the normal procedure laid down by the Insurance Company.
10. **EMI conversion:** RBL Bank at its sole discretion is offering customer's option to convert the R Shield premium into EMI. RBL Bank will be giving the interest charged for EMI into one time cash back which will be credited within 90 days of premium booking.
11. Your policy will be automatically cancelled in case you fail to make the payment for your R-Shield Insurance in your upcoming credit card bill on your RBL Bank Credit Card/Bajaj Finserv RBL Bank Supercard.