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### **List of Documents Required**

#### **Lost Card Liability: -**

- Claim form duly filled in and signed by the claimant: **Original**
- Complete Passport copy, if loss at international location
- Copy of Charge Slips for the fraudulent transactions, if happened in India or respective copies FIR/ Police or Cybercrime complaints lodged
- Dispute letter given by Customer to Bank: **Original**
- FIR Copy: Notarized/ Attested by a Gazette officer

**Note-** In card fraud cases the payment is done to bank directly unless requested otherwise

#### **Purchase Protection: -**

- Claim form duly filled in and signed by the claimant: **Original**
- Card statement for 60 days prior to date of loss
- FIR Copy: Notarized/ Attested by a Gazette officer/ Documentary evidence of date of loss
- AML Documents [if claimed amount is >1Lakh (2 passport size photos, one address and ID proof of the injured)]
- Cancelled cheque with payee name printed on it (else supported by a passbook copy) or NEFT form verified by bank
- Original Invoices (bills) for the expenses incurred for the purchase/ repair of basic essential items in view of the loss
- Card Statement showing Purchase details of the item for which the claim is made
- Copy of Proof of purchase bill of the item brought- attested by gazette officer

**Note -** Payment will be made to customer directly- unless specified otherwise