

Pre bid meeting conducted virtually through MS Teams Meeting App on 30.09.2024 at 11:00 AM and pre bid responses for RFP - Selection of Insurance Company for providing insurance cover against unauthorised electronic / fraudulent digital transactions (Floated through GeM portal- GEM/2024/B/5424587 dated 24.09.2024)

Sr. No	Page	Point / Section	Category (Scope / Commercial / Legal / General)	Clarification point as stated in the tender document	Comment/Suggestion/ Deviation	Bank's Response
1			General		Please share the premium collected for the Last 3 years	Not applicable
2			General		No. of Account to be covered as on date	Bank serves global customer base of ~ 165 Million (As on 31.03.2024).
3			General		No. of projected accounts for the policy period	Bank serves global customer base of ~ 165 Million (As on 31.03.2024).
4			General		No. of accounts covered for each policy period for the last 3 years	Bank serves global customer base of ~ 165 Million (As on 31.03.2024).
5			General		Claims shared are as on which date	Kindly refer to RFP document under detailed scope section (Summary of Insurance Claim details by Bank , Page no. 39).
6			General		Detailed claims summary with nature of claim and the date of Loss with discovered and settled	Kindly refer to Annexure 07, point no. 10 of RFP.
7			General		No. and amount of claims reported after the expiry of the policy period	Nil
8			General		Details of outstanding, rejected and closed claims with reason	Kindly refer to Annexure 07, point no. 10 of RFP is inclusive of the mentioned point.
9			General		Highest value of claim settled each of the 3 years	Kindly refer to Annexure 07, point no. 10 of RFP is inclusive of the mentioned point.
10			General		Amount and the No. of Ombudsmen award settled for the last 3 years	Kindly refer to Annexure 07, point no. 10 of RFP is inclusive of the mentioned point.
11			General		Outstanding's Ombudsmen cases	Outstanding Ombudsman cases keeps changing and is not centralised.
12			General		Please confirm whether the policy is on loss occurrence or loss discovery basis	Discovery basis for Ombudsman cases, for others on Loss Occurrence basis.
13			General		Please confirm that unauthorised transaction of credit and debit cards are not to be covered under this policy.	Not covered.
14			General		Awards of ombudsmen/regulator related to which type of transactions to be covered under this policy.	Kindly refer to Annexure 07(Detailed scope) of RFP .
15			General		As per RFP, claim is to be lodged within 180 days of disputed transaction and in other conditions in RFP it is stated that no claim should be repudiated on the ground of delay in intimation, which is contradicting with each other. We suggest there should be a time limit for claim intimation in case of such transactions. Please confirm.	RFP terms and conditions is final in the matter.
16			General		Please provide final policy wording and other terms and conditions.	As per RFP Document.
17			General		Please confirm the policy will not cover any losses in bank's employees are involved.	Not covered.
18			General		No of cases outstanding at the office of ombudsman alongwith the amount in total amount in dispute.	We are having 8300 + branches and 170 + administrative offices spread across the country. Therefore , the Outstanding Ombudsman cases pertaining to digital transactions keeps on changing.
19			General		We suggest to add any other surveyor as per insurer's choice in surveyor panel.	Kindly refer to RFP.
20			General		No of claims reported/occurred during past three years.	Kindly refer to Annexure 07, point no. 10 of RFP.
21			General		Bank SOP /write up for Fraud management to be shared at the time of placement	Already clarified in the Pre Bid Meeting about the fraud management Banks SOP.
22			General		Policy period is not mentioned in RFP	Kindly refer to Annexure 07, point no. 10 of RFP.
23			General		Claims data Ombudsman and no ombudsman	Kindly refer to Annexure 07, point no. 10 of RFP is inclusive of the Banking Ombudsman data.
24			General		Any claims reported but not updated in RFP documents	Latest claim data is provided in RFP document under detailed scope section (Summary of Insurance Claim details by Bank , Page no. 39).
25			General		Any changes wrt to the expiring policy in terms and coverages	Kindly go through the RFP document for detailed information/changes.
26			General		We request to put a deductible amount 5% of claim amount subject to minimum 10000	RFP terms remain clarified and unchanged.
27			General		We understand that Bank had a similar kind of policy last year. Why the same was renewed at expiring	It is at Bank's discretion
28			General		With reference to disputed cases where bank has reimbursed/would reimburse the customer, we understand that the claim will trigger only if the bank has incurred the loss and customer has been paid. All relevant documents will be provided for processing the claim.	Relevant Insurance claim documents will be provided as per terms & conditions of RFP