

HSBC TravelOne Credit Cards: Purchase Protection Policy

- This Offer is brought to you by The Hongkong and Shanghai Banking Corporation Limited, India ('HSBC') in partnership with Mastercard India.
- This Offer is only applicable for HSBC TravelOne Credit Cards ('Eligible Card').
- HSBC is acting solely as a facilitator in providing access to the Card Protection Policy offered by Tata AIG through Mastercard. Any claim, disputes or grievances related to the Card Protection Policy shall be directly addressed to Tata AIG or Mastercard, as applicable. The bank shall not be held liable for any loss, damage, or failure in performance related to the services or benefits provided under the policy.
- Customer are advised to carefully read and understand the terms and conditions of the policy and consult TATA AIG for further details of the policy.

Card Protection Policy – Terms and Conditions

Effective Date: 18 December 2024

ELIGIBILITY

- Insured Person must be an Eligible Cardholder who have Eligible Cards that are valid, open and in good standing (not cancelled, suspended or delinquent) at the time of claim who shall be entitled to receive payment or such other benefit as is provided for in this Policy.
- Policy covers those, whose name specifically appears under the Policy Schedule and with respect to whom the premium has been received by Tata AIG General Insurance Company Ltd.

POLICY DEFINITIONS

Terms with a specific meaning are defined below and have this meaning wherever they appear with an initial capital letter.

1. **Annual Aggregate Limit** means the maximum amount available in aggregate for all Claims under a specific Benefit per Eligible Cardholder during the Policy Period.
2. **Eligible Card** means a participating Issuer's Card as defined in the Policy Schedule.
3. **Eligible Cardholders/Insured Person/You/Your** means those Cardholders with Eligible Cards that are valid, open and in good standing (not cancelled, suspended or delinquent) at the time of claim who shall be entitled to receive payment or such other benefit as is provided for in this Policy.
4. **Deductible** means the amount which shall be borne by the Insured Person in respect of each and every claim made under opted Benefits. The Company's liability to make any payment under the Benefit is in excess of the Deductible opted.
5. **Franchise** means the amount of expenses which the Company is not responsible till it exceeds an agreed amount, however if it exceeds, then the entire amount of the claim becomes payable.
6. **Issuer** means a bank or financial institution or like entity which operates the Eligible Card program in the Territory and is participating in the Benefit offering to Eligible Cardholders.
7. **Per Occurrence Limit** means the maximum amount payable under a specific Benefit per incident during the Policy Period.
8. **Policy** means the contract of insurance including but not limited to Policy Schedule, Endorsements and Policy Wordings.
9. **Territory** means the geographical and political boundaries of India.
10. **Policy Period** means the time during which this Policy is in effect and as specified in the Policy Schedule.
11. **We/Us/Our/Insurer/Company** means Tata AIG General Insurance Company Ltd.

Purchase Protection

BENEFITS

Summary of Cover Coverage	Annual Aggregate limit (₹)	Per occurrence limit (₹)
Purchase Protection	₹16,66,600	₹2,49,990

I. Definitions

Terms with a specific meaning are defined below and have this meaning wherever they appear with an initial capital letter.

1. **Accidental Damage** means items that can no longer perform the function they were intended for due to broken parts or material or structural failures due to an accident.
2. **Covered Purchases** means items, other than those listed in "III. Exclusions" of this Benefit, entirely with the Eligible Card and/or have been acquired with points earned by a Rewards Program associated with the Eligible Card, within the Policy Period.
3. **Theft** means the illegal act of taking a Covered Purchase belonging to the Insured Person, without their consent, with the intent to deprive him/her of its value.

II. Coverage

The Insurer will pay for loss of Covered Purchases due to Accidental Damage or Theft within the Territory, occurring within one hundred eighty days (180) days from the date of purchase provided the same has been delivered intact and in usable condition to the Eligible Cardholder, as indicated on the Invoice, up to the Per Occurrence Limit, and subject to the Annual Aggregate Limit per Eligible Cardholder.

1. Covered Purchases given as gifts are covered.
2. Covered Purchases include internet purchases

III. Exclusions

This benefit does not provide coverage for any of the following:

1. Any motor vehicle, airplanes, drones, boats, automobiles and motorcycles and any equipment, parts or accessories.
2. Permanent fixtures, including but not limited to carpeting, flooring, tile, air conditioners, refrigerators, or heaters.
3. Travelers check(s), cash, tickets of any kind, negotiable instruments, bullion, rare or precious coins or stamps.
4. Art, antiques, collectable items, furs, jewelry, gems, precious stones and fragile items.
5. Consumables or perishables.
6. Plants or animals.
7. Hazardous materials and any item banned in the Territory.
8. Access to internet websites, mobile applications, software or data files downloaded from the internet including but not limited to music files, photos, reading materials, books and movies; or reinstatement or recovery thereof.
9. Used, rebuilt, refurbished, or remanufactured items at the time of purchase.
10. Mysterious Disappearance.
11. Items rented out, rented or leased; items purchased for resale, professional, or commercial use.
12. Services, shipping, handling, installation or assembly costs.
13. Losses occurring to item(s) You purchased online prior to Your taking possession of such item(s).
14. Improper functioning due to damage of delivered goods due to transit.
15. Items damaged through alteration (including cutting, sawing, and shaping).
16. Items left unattended in a place to which the general public has access.
17. Any item confiscated by government authorities.
18. Losses caused by abuse, willful damage, vermin and insect infestation, wear and tear, inherent product defect, mechanical or electrical failure, nuclear, biological or chemical event, terrorism or war.

IV. Conditions

1. It is the Insurer's discretion to decide whether to have the item repaired or replaced, or to reimburse the original purchase price less any rebates, discounts or rewards points.*
2. Covered Purchases that are a pair or a set will be limited to the cost of repair or replacement of the specific item if repairable or replaceable; otherwise, the value of the pair or set will be covered, not to exceed the Per Occurrence Limit.
3. Where Claim has been lodged for Portable Electronic Items like Mobile Phones, Laptops, Tablets, Watches, Camera etc., the final assessment of claim for which We will be liable, under this Benefit, shall be as under:

In the event of a Loss arising out of Accidental Damage to Portable Electronic Items We shall be liable only for the least of the following amounts:

- i. The actual cost of repair of the Portable Electronic Item subject to Deductible; or
- ii. Purchase Value of the Portable Electronic Item after deduction of depreciation as applicable.; or
- iii. Cost of Replacement of the Portable Electronic Item; or
- iv. The Per Occurrence Limit

In the event of a Loss arising out of Theft to Portable Electronic Items We shall be liable only for the least of the following amounts:

- i. Purchase Value of the Portable Electronic Item after deduction of depreciation as applicable.; or
- ii. Cost of Replacement of the Portable Electronic Items; or
- iii. The Per Occurrence Limit

For assessment of claim under this Benefit, deduction for depreciation as applicable shall per table below: No of Days from date of Purchase till date of loss	Depreciation applicable on Purchase value
0 to 90 days	25%
91 to 180 days	50%
Beyond 180 days	No Coverage

V. Duties After Loss:

The Eligible Cardholder must provide:

1. Call Us within 24 hours of discovering your loss.
2. A signed claim form must be given no later than fifteen (15) days from the date of the loss incident. Failure to give notice within (15) days from the date of the loss incident may result in a denial of the claim.
3. Eligible Cardholder's statement of account and a copy of purchase receipt showing payment of the item was made entirely with the Eligible Card.
4. For theft claims, official copies of FIR within ninety (90) days of incident.
5. For damage claims, official copies of the repair estimates and final bills of repair.

VI. Eligible Cardholders may be required to send in the damaged item(s), at their expense, for further evaluation of the claim.

GRIEVANCE LODGEMENT STAGE

We are committed to extend the best possible services to you.

1. Complaint

- i. However, if You are not satisfied with our services and wish to lodge a complaint, Kindly
 - email the customer service desk at customersupport@tataaig.com or
 - call our 24X7 Toll free number **1800-266-7780**
- ii. After examining the issue, We will send our response within 10 days from the date of receipt of the complaint by us. In case the resolution is likely to take longer time, We will inform you of the same through an interim reply.

2. Escalation Level 1

In case you do not receive a resolution within 10 days or if the resolution still does not meet your expectations, You can write to manager.customersupport@tataaig.com. We will send our response within a period of 8 days from the date of receipt at this email id.

3. Escalation Level 2

In case You do not receive a resolution within 8 days or if the resolution still does not meet your expectations, you can write to Head - Customer Services at head.customerservices@tataaig.com. We will send You our final response within 7 days from the date of receipt of your complaint on this email id.

4. Ombudsman

If You do not receive a response from us within one month or are not satisfied with our reply, You may approach the nearest Insurance Ombudsman under the Insurance Ombudsman Scheme. Please refer the policy wording for the same.

CLAIMS PROCEDURE AND CLAIMS PAYMENT

It is condition precedent to Our liability hereunder that written notice of Claim must be given by the Insured Person to The Company within the respective number of days as specified under each Benefit, after an actual or potential loss begins. Failure to furnish such intimation within the time required shall not invalidate nor reduce any Claim if the Insured Person can satisfy The Company that it was not reasonably possible for the Insured Person to give proof within such time. The Company may relax these timelines only in special circumstances and for the reasons beyond the control of the Insured Person. To file a claim call Us at the 24x7 Toll free number or provide written intimation to make a Claim within 15 days of discovering or send a Claim notification. You may also submit all the requested documents at the below address:

Tata AIG General Insurance Company Limited Claims Department

A-501, 5th Floor, Building No.4
Infinity Park, Gen. A.K. Vaidya Marg
Dindoshi, Malad (East)
Mumbai 400 097 24x7 Toll Free No: 1800 266 7780
Fax: 022 6693 8170 Email: mastercardclaims@tataaig.com

Disclaimer:

For more details on benefits, risk factors, terms and conditions, & exclusion please refer to the policy wordings.

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