WSFx Forex Prepaid Card Insurance Cover and Policy Terms and Conditions

Complimentary Card Insurance Coverage:

Cover	Sum Insured (in INR)
Lost Card Liability*	500,000
Lost Card Liability for Bangkok & Pattaya Locations	75,000
Personal Accident – Death Only	200,000
Personal Accident – PTD	200,000
Personal Accident due to Air (Death Only)	1,000,000
Loss of Checked in Baggage	20,000
Delay of Checked in Baggage	20,000
Loss of Passport and travel related documents	50,000
Missing of Connecting International Flight During Transit	25,000

*Other than Bangkok and Pattaya Locations

General Conditions:

- Not covered: Loss incurred due to gross negligence on part of the Insured Person, including but not limited to insufficient measures taken by the Insured Person to keep the PIN, Password etc. safe including without limitation recording of the PIN, Password in an intelligible form by the Insured Person.
- Any claim due to deliberate breach of law would not be payable.
- Documents to be submitted within 30 days of claim intimation to Issuer.
- All the mentioned covers are valid only for the duration of trip and 30 days after the trip ends
- Trip here is defined as the period starting from the point the insured person leaves his/her residence for his/her scheduled flight and continues during the entire journey and ends when the insured person reaches his/her residence / office from the place of start.
- For Lost card liability, counterfeit and online protection: In case of one person holding multiple cards, then only one claim will be paid on FIFO basis. Their passport number and name will be the unique identifier factor
- In case of Lost card liability, counterfeit and online protection - Any claim where transaction originating from the Bangkok and Pattaya Location will be payable up to max limit of INR 75,000 only.
- The Insured must get the Card permanently blocked as soon as practicable, but in any event not more than 48 hours, after the unauthorized access or theft.

Card Liability Cover (Lost Card, Counterfeiting/Skimming/Phishing and Online Fraud Protection)

Loss card Liability: -

- Period – 7 days pre-reporting and 7 days post-reporting, including the date of reporting

- Any PIN based transactions (like ATM, Internet and telephone etc.) are covered only in case the PIN is acquired under duress by unauthorized person.
- For lost card liability: Claim has to be reported by card holder to Card issuer within 7 days from the date of card loss
- Pre-Delivery Fraud and loss of card in transit is not covered.
- Terrorism is not covered.
- Any claim due violation of law is not payable.
- FIR to be mandatorily submitted in case of lost card. For counterfeit cases happened in foreign location, passport copy of the card holder and flight ticket or any other document may require.

Counterfeit Cards: -

- Skimming - Any Fraudulent Use of a Card(s) where property, labor or services are sold and delivered by a merchant to an individual purporting to be the cardholder using telephone, fax machines, postal services or a computer based system or network
- Losses arising out of duplicate or counterfeit cards as issued by the WSFx Global Pay Limited created without the Card Holder's Knowledge.
- For counterfeit card: Claim has to be reported by cardholder to WSFx Global Pay Limited within 7 days from the date of fraud transaction.
- Counterfeit Card shall mean a Card which has been embossed or printed so as to pass off as a Card issued by the Card issuer which is subsequently altered or modified or tampered with without consent.
- Reporting Period - 7 days pre-reporting and 7 days post reporting Cover.
- Claim to be intimated to Issuer within 30 days from the date of incident.

Online Fraud Protection: -

- Internet Banking Frauds is defined as fraudulent transactions being made on the internet by use of lost/stolen/clone cards.
- Phishing/ account takeover - Any fraudulent loss or damage arising due to Information obtained by Unauthorized Access to sensitive information such as usernames, passwords and any card details by masquerading as a trustworthy entity in an electronic communication which is not owned, operated or contracted by the Insured or the Insured's Card Issuer.
- The policy covers all online fraudulent utilization of Travel Cards using the authorized CVV (Card Verification Value Code) issued to the Cardholder by WSfx Global Pay Limited.
- Claim has to be reported by cardholder to card issuer within 7 days from the date of fraud transaction.
- Reporting Period - 7 days pre-reporting and 7 days post reporting
- The Insurance Company will not make any payment for any claim directly or indirectly arising from, or occasioned by, or due to:
    1. Loss incurred by the cardholder because of misuse of travel card at any site not having authorized VeriSign Security status or any other equivalent security status at any point in time for the entire period of the insurance.
    2. Any failed/ duplicate/ declined transactions by host website/ authorized bank

3. Any errors made by the host Website/ authorized bank. (for sites not having authorized VeriSign security status)

- Claim to be intimated to Issuer within 30 days from the date of incident.

Personal Accident

1-Death Only

- Personal Accident covers accidental death due sudden, unforeseen and involuntary event caused by external, visible and violent means.
- Claim under this cover is payable only once irrespective of the number of cards held by the cardholder.
- Claim to be intimated to Issuer within 30 days from the date of Accident.

2-Permanent Total Disablement (PTD)

- Loss of use of both eyes, or physical separation/ loss of use of two hands or two feet, or one hand and one foot, or of such loss of use of one eye and such physical separation/ loss of use of one hand or one foot.
- Physical separation/ loss of use of two hands or two feet, or of one hand and one foot, or of loss of use of one eye and loss of use of one hand or one foot.
- If such Injury shall as a direct consequence thereof, permanently, and totally, disable the Insured from engaging in any employment or occupation of any description whatsoever.

Exclusions:

- On duty armed forces, Military and police are not covered.
- Any act of terrorism is not covered.
- Death due to participation in dangerous sports activities, attempted suicide, self-injury, or under influence of intoxicating liquor or drugs, or any kind of natural death will not get covered in the policy.

Personal Accident due to Air – Death Only

- In the event of accidental death arising out of Aircraft, schedule Airlines etc. as defined under the policy the claim would be payable only if the ticket is purchased from the covered card.
- Claim under this cover is payable only once irrespective of the number of cards held by the cardholder.
- Claim to be intimated to Issuer within 30 days from the date of accident.

Exclusions

- On duty Pilots, armed forces, police, air crew are not covered.
- Any act of terrorism is not covered.

Global Covers (Travel Insurance)

a- Loss of Checked in Baggage

- 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.
- Claim to be intimated to Issuer within 30 days of incidence.
- No partial loss or damage shall be compensated.

Exclusions: -

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

b- Delay of Checked in Baggage

- 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.
- Claim to be intimated to Issuer within 30 days of incidence.

Exclusions: -

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

c- Loss of Passport and travel related documents

- 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.
- Claim to be intimated to Issuer within 30 days of incidence. Theft or loss which should be reported to the police authority within 24 hours of discovery of the theft or loss.

Exclusions: -

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

d- Missing of Connecting International Flight During Transit

- 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.
- Claim to be intimated to Issuer within 30 days of incidence.

Exclusions: -

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

For any claims please - Notify us immediately by calling up our customer support team at +91 8976707222 or writing at customersupport@wsfx.in