

6	NA	Scope of Work	SFSP Policy	General	Location wise sum insured break-up. Request excel sheet for this data	Location wise sum insured details cannot be provided for each and every location. However details of top 5 locations sum insured is attached.
7	NA	Scope of Work	SFSP - Claims	General	Detailed claims MIS for past 3 yrs (line item wise excel sheet - type of claim)	Bidder to refer attached 3 years claims details as per Bank's format.
8	NA	Scope of Work	Quote for SFSP policy on standalone basis	General	Request confirmation whether quote only for SFSP policy is allowed.	The Bidder should quote for Bankers Indemnity and Asset Policies together as per Scope of Work.
9	NA	Scope of Work	BBB policy	General	Kindly confirm SOP for cash handling	Details cannot be shared
10	NA	General	General	General	Kindly share section wise claims MIS for past 3 yrs	Bidder to refer attached 3 years claims details as per Bank's format.
11	NA	General	General	General	Request assistance in extending the tender submission timeline by 1 week, to 20th Jan'26	Bidder to refer the Corrigendum-2.
12	NA	General	General	General	For Asset policy, kindly let us have last 3 years claim details	Bidder to refer attached 3 years claims details as per Bank's format.
13	NA	General	General	General	For Asset policy, kindly let us have expiring policy copy	Details cannot be shared
14	NA	General	General	General	For Asset policy, kindly let us have locationwise SI Bifurcation	Location wise sum insured details cannot be provided for each and every location. However details of top 5 locations sum insured is attached.



15	NA	General	General	General	For Asset policy, kindly let us have basement SI exposure	All the locations are to be covered inclusive of basement Risk exposure as per RFP.
16	NA	General	General	General	For BI Policy, kindly let us have security measures adopted by client	Details provided along with the replies to the pre-bid queries.
17	NA	General	General	General	For BI Policy, kindly let us have last 3 years claim details (Reported, paid, outstanding-Both No. and Amount	Bidder to refer attached 3 years claims details as per Bank's format.
18	NA	General	General	General	For BI Policy, kindly let us have any changes from expiring policy coverage	There are no major changes and bidders to refer Scope of work of RFP
19	NA	General	General	General	Please furnish us the expiring policy copies	Sought details cannot be shared
20	NA	General	General	General	Please provide us the claim details for the last 3 years	Bidder to refer attached 3 years claims details as per Bank's format.
21	NA	General	General	General	Please let us know the highest value at risk at any one location at any point of time.	Bidder to refer attached location details, for top 5 Properties as per Banks format
22	NA	General	General	General	Please provide the maximum Sum Insured per location (including Building, P&M, contents, etc)/ AND location wise sum insured bifurcation if available for SFSP policy	Bidder to refer attached location details, for top 5 Properties as per Banks format
23	NA	General	General	General	Provide the premium and claim details for the last three years under all types of Policies taken, namely, fire (SFSP), Marine, Public	Bidder to refer attached 3 years claims details as per Bank's format.



				liability, Burglary, Bankers Indemnity, Electronic Eqpt Policy	
24	NA	General	General	Please share the claim MIS for last years including- Cause of loss, Total Claims, Paid Claims, O/S Claims & Withdrawn Claims.	Bidder to refer attached 3 years claims details as per Bank's format.
25	NA	General	General	Last 3 years insurer	Sought details cannot be shared.
26	NA	General	General	Last 3 years premium.	Sought details cannot be shared.
27	NA	General	General	Any Changes in terms in last 5 years.	Sought details cannot be shared. Bidder to refer scope of work.
28	NA	General	General	What would be the selection criteria in case of multiple L1 Insurers.	Bidder to refer the GeM General Terms and Conditions for tied L1 Scenarion.
29	NA	General	General	Please provide last 3 years claims paid and outstanding details. Any fresh claims incurred and yet to be reported	Bidder to refer attached 3 years claims details as per Bank's format.
30	NA	General	General	Location wise sum insured and peak location	Bidder to refer attached location details, for top 5 Properties as per Banks format

Date: 16/01/2026

Place: Bangalore


 Deputy General Manager



Details sought as per the Pre-Bid Queries for GeM Bid Ref. No. GEM/2025/B/7032142 dated 22/12/2025 C for Selection of Insurer for Renewal of Banker's Indemnity and Master Asset Insurance Policy for the Period from 01/04/2026 to 31/03/2027 in Canara Bank

1. No. of Branches Pan India last year and this year:

Total No of Branches previous year was 9816 and the present number of branches is 10042.

2. Details of Top 5 Properties of the Bank with Asset values location-wise

TOP 5 PROPERTIES AS ON 31.12.2025		
1	SPENCER TOWERS, NO. 86, M G ROAD, BANGALORE	3,33,48,21,682.00
2	BANDRA KURLA COMPLEX, PLOT C-14, G BLOCK, MUMBAI	81,54,03,750.00
3	BDA FLATS (240), VALAGERA HALLI, Mysore Road, Bengaluru	57,67,55,400.00
4	HEAD OFFICE ,NO 6648,112,JC ROAD ,P.B HALSURPETE,NAGARATHPETE,BENGALURU	53,83,98,585.69
5	B.P.SINHA TOWER, No 195,Exhibition Road, Luv Kush Tower ,Salimpur Ahra,Golambar, Patna	39,09,89,190.00

3. Past 3 years claim data

3.1. Fire & Special perils Policy (Amount, Rs. in lakhs)

Fire and special perils policy	2023-24		2024-25		2025-26	
	No of claims	Est Max Insurer Liability(lakhs)	No of claims	Est Max Insurer Liability(lakhs)	No of claims	Est Max Insurer Liability(lakhs)
Total Intimated claims	33	322.76	13	151.71	11	34.2
Settled	33	114.15	13	36.8	3	7.37
Outstanding	0	0	0	0	8	22.12

3.2. Burglary Policy (Amount, Rs. in lakhs)

Burglary	2023-24		2024-25		2025-26	
	No of claims	Est Max Insurer Liability(lakhs)	No of claims	Est Max Insurer Liability(lakhs)	No of claims	Est Max Insurer Liability(lakhs)
Total Intimated claims	10	5.65	16	6.84	8	9.92
Settled	10	2.42	16	2.3	3	0.31
Outstanding	0	0	0	0	5	9.15

3.3. Electronic Equipment Policy (Amount, Rs. in lakhs)

EEI POLICY	2023-24		2024-25		2025-26	
	No of claims	Est Max Insurer Liability(lakhs)	No of claims	Est Max Insurer Liability(lakhs)	No of claims	Est Max Insurer Liability(lakhs)
Total Intimated claims	0	0	1	4.18	0	0
Settled	0	0	1	0.63	0	0
Outstanding	0	0	0	0	0	0

3.4. Bankers Indemnity Policy (Amount, Rs. in lakhs)

Bankers Indemnity	2023-24		2024-25		2025-26	
	No of claims	Est Max Insurer Liability(lakhs)	No of claims	Est Max Insurer Liability(lakhs)	No of claims	Est Max Insurer Liability(lakhs)
Total Intimated claims	232	3642.31	291	5870.80	226	5837.53
Settled	181	401.29	193	140.55	109	41.13
Outstanding	51	3241.02	98	5730.25	117	5796.4



3.5. Sections wise Claims data on Bankers Indemnity policy for 3 Financial Years.

Section Wise Canara Bank Claims MIS as on 29.02.2023 under Bankers Indemnity Policy (Amount in Lakhs)												
Nature of Loss	2023-24				2024-25				2025-26			
	No of Claims	Estimated loss (Rs)	Est. Max Insurer Liability (Rs)	Bank's Established Liability (Rs)	No of Claims	Estimated loss (Rs)	Est. Max Insurer Liability (Rs)	Bank's Established Liability (Rs)	No of Claims	Estimated loss (Rs)	Est. Max Insurer Liability (Rs)	Bank's Established Liability (Rs)
Appraisers	0	0	0	0	2	423.16	423.16	423.16	1	39.78	39.78	39.78
ATM Damage	0	0	0	0	0	0	0	0	22	8.74	8.74	8.74
Cash loss	0	0	0	0	5	1.9	1.9	1.9	42	5.38	5.2	5.2
Counterfeit	0	0	0	0	0	0	0	0	0	0	0	0
Currency												
Employee Dishonesty	16	1519.63	1519.63	1519.63	21	2891.49	2891.49	2891.49	8	730.08	730.08	730.08
Erroneous Transfer	0	0	0	0	0	0	0	0	0	0	0	0
Forged Securities	12	948.04	829.76	829.76	14	1965.91	1067.72	1067.72	4	912.99	905.47	905.47
Forgery/Alteration	7	109.51	109.51	109.51	23	440.19	440.19	440.19	4	10.23	10.23	10.23
Impersonation	2	3.55	3.55	3.55	1	12.8	12.8	12.8	2	57.98	57.98	57.98
Loss of keys/Related loss	0	0	0	0	0	0	0	0	0	0	0	0
Hypothecated goods	0	0	0	0	6	17.12	17.12	17.12	1	27.6	27.6	27.6
Premises theft	0	0	0	0	1	1.9	1.9	1.9	5	5344.9	2013.28	2013.28
Spurious Gold	12	1011.52	765.47	765.47	22	824.77	654.67	654.67	17	764.47	764.47	764.47
Janata Agent	0	0	0	0	0	0	0	0	0	0	0	0
KYC	0	0	0	0	0	0	0	0	1	32.52	25	25
Error Omission and Negligence	2	13.1	13.1	13.1	0	0	0	0	0	0	0	0
Liability arising out of opening account	0	0	0	0	0	0	0	0	0	0	0	0
Other losses	0	0	0	0	3	219.3	219.3	219.3	10	1208.57	1208.57	1208.57
Grand Total	51	3605.35	3241.02	3241.02	98	6798.54	5730.25	5730.25	117	9143.24	5796.4	5796.4

With reference to the Employee Dishonesty claim relating to one of the case, we wish to inform that, as per the recent update received from the police authorities, certain items comprising stolen gold and cash have been seized. However, the recovered gold and cash are yet to be formally received by us from the police authorities. On a *prima facie* assessment, it appears that a significant portion of the loss has been recovered, and accordingly, the insurer's potential liability under this claim is expected to reduce. The final claim amount will be communicated to the insurance company upon receipt of the recovered assets and completion of necessary verification. In the interim, it is advisable to maintain a reduced provision for this claim, subject to final reconciliation.

4. For BI Policy, kindly let us have security measures adopted by client.

Bank has taken various measures under the Operational Risks both procedural aspects and on Security enhancement.

Measures are taken to control repetition of same incidents and guidelines are reiterated for the knowledge of staff members.

Remedial measures adopted by the Bank post the loss incidents related to spurious gold, employee dishonesty and forgery related to cheque are as below:

Spurious Gold incidents:

- 100% reappraisal of all gold loans in the branch and other branches where the subject appraiser / reappraiser appraised gold loan sanctions.
- Termination of appraiser / reappraiser involved in the incident
- Taking up with Police authorities for filing FIR against the culprits
- Internal Investigation to identify staff lapses, if any
- Initiating recovery mechanism against the culprits
- Preference of insurance claim

Employee Dishonesty (Staff involved frauds):

- Transactions in the accounts of employees & their close relatives are being monitored.
- Loans sanctioned during the month are being reviewed by respective higher authorities/committees.
- Whistle blower policy is in place for reporting of unethical practices by employees.
- We at Bank monitor transactions under pre-defined scenarios which is throwing OTM/EFRM alerts and getting confirmation from Branches/ROs/COs about genuineness of the transactions/alerts.
- Bank is issuing Bulletins, advisories, Internal communications about importance of secrecy of passwords as compromise of password secrecy creates an opportunity to commit fraud.
- Mandatory reports to be verified by the Branch in charge/Second in command on daily basis as per extant guidelines.
- Bank issued Bulletin on Job rotation which helps in checking perpetration of fraudulent activities.

Forgery related to cheque (Cheque related Frauds):

The illustrative list of the preventive measures followed by Bank.

- Ensuring use of 100% CTS-2010 compliant cheques.
- Examination under UV lamp for all cheques /DDs as per prevalent guidelines. Branches/Service Units should verify the cheques under Ultra Violet Lamp for the amount of instrument exceeds Rs. 5,000/- as per Best Practice Code on Manual of instructions for Current and Saving Bank Accounts.
- Mobile number is updated in the customer account and transaction alert was sent to the customer.
- Cheque drop box to be monitored properly.
- Ensuring that beneficiary is KYC compliant so that the Bank has recourse to him/her as long as he/she remains a customer of the bank.
- Checking of cheques at multiple levels as per prevalent guidelines.
- Close monitoring of credits and debit transactions in newly opened accounts based on risk categorization.
- Sending an SMS alert to the drawer when cheques are received in clearing.
- Positive pay system is one of the effective cheque fraud prevention tools wherever applicable.

In terms of Security coverage, Branch premises are provided with CCTV, Fire alarm, Burglar alarm, Fire extinguishers. Bank has installed "Block shaft" mechanism in selective/vulnerable ATMs to counter shutter tampering incidents in the ATMs. Also e-surveillance is installed in all the ATMs for monitoring and deterrence.

Security guards are provided to selective branches/ATMs based on risk perception/requirement.

