

Replies to the Prebid Queries for GEM bid ref: GEM/2025/B/6208936 dated 09/05/2025 for Selection of Insurer for Renewal of Loss on Card and Can care Insurance Policy for Debit and Credit Cards for 1 year from 08/08/2025 to 07/08/2025.

Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
1	NA	Generic	Generic	Generic	Claim MIS for last three years including reason for claim, claim reported/intimated date, etc.	Bidder to refer Corrigendum-1
2	NA	Generic	Generic	Generic	Premium for last three years.	As per Bank's policy requested details cannot be shared
3	NA	Generic	Generic	Generic	US/ NON-US travel bifurcation.	Bifurcation not Available and irrelevant to the subject bid.
4	NA	Generic	Generic	Generic	Will this be booked under Named policy? And what all data of the card holder will be pushed to Tata AIG for policy booking.	The RFP document is self explanatory. Bidder to refer to the same.
5	NA	Generic	Generic	Generic	Active card bifurcation	Bidder to note the coverages are given to all active & non active cards. Hence active card bifurcation is not required.
6	NA	Generic	Generic	Generic	Card count for last three years	The RFP document is self explanatory. Bidder to refer to the same.
7	NA	Generic	Generic	Generic	Bifurcation of Debit and Credit Card holders	The RFP document is self explanatory. Bidder to refer to the same.
8	NA	Generic	Generic	Generic	Percentage of cards active in last 180 Days for debit and credit card ?	Bidder to note the coverages are given to all active & non active cards. Hence active card bifurcation is not required.
9	NA	9.3	Intellectual Property rights	NA	Please provide us with the entire claims history related to this policy for the last 3 years including the current year.	Bidder to refer Corrigendum-1
10	NA	Generic	Generic	Generic	Last 3 years ICR.	Bidder to refer Corrigendum-1 for claim details. ICR details cannot be shared as per Bank's Policy.
11	NA	Generic	Generic	Generic	Year-wise LOI and premium for the last 03 years	As per Bank's policy requested details cannot be shared.
12	NA	Generic	Generic	Generic	Nature of Claim / Losses especially with regard to the expiring Policy.	Bidder to refer Corrigendum-1



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13	NA	Generic	Generic	Generic	Highest claim amount paid against a single claim against the existing Policy along with the nature of Loss.	Bidder to refer Corrigendum-1 for claim details in Bank format. Further details cannot be shared as per Bank's policy.
14	NA	Generic	Generic	Generic	Measures taken by the entity for prevention of such losses.	Bidder to refer Annexure-8 Scope of Work for details related to Security Measures.
15	NA	Generic	Generic	Generic	Copy of Cyber Liability Policy along with terms.	Bidder's query is irrelevant to the subject bid.
16	NA	Generic	Generic	Active list	Demography of lives to be covered for both lost card and CanCare Policy. (Age, Gender, Occupation)	Requested details cannot be shared as per Bank's Policy and bidder to refer Annexure-8 Scope of Work for further details required if any.
17	NA	Generic	Generic	Claim details	Individual claim data for last three years with date of intimation, date of loss, reason of loss, claim status (settled, rejected, or withdrawn), settled amount and claimed amount for both Lost card and Can Care Policy as mentioned in the tender.	Bidder to refer Corrigendum-1
18	NA	Generic	Generic	Generic	Premium details of last three years	As per Bank's policy requested details cannot be shared
19	NA	Generic	Generic	Generic	Has there been any change in the terms and conditions in the last 3 years? If yes, please elaborate.	Bidder to refer Corrigendum-1
20	NA	Generic	Generic	Generic	No. of cards insured for the past three years. Proposed no. of cards for the current yr.	The RFP document is self explanatory. Bidder to refer to the same.
21	NA	Generic	Generic	Generic	Improvements in security measures as compared to last year.	Bidder to refer Annexure-8 Scope of Work for details related to Security Measures.



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22	NA	Generic	Generic	Generic	CanCare Policy - no of claims reported & Amount - No of claims paid & Amount - No of claims outstanding & Amount & ICR - under each category, namely, PA, Baggage and Purchase protection.	Bidder to refer Corrigendum-1
23	NA	Generic	Generic	Generic	No. of cards have been provided in total across all variants. We will require bifurcation of cards per variant per pricing.	Bidder to refer the Scope of Work of the RFP for further details.
24	NA	Generic	Generic	Generic	Existing policy period	The subject bid is for renewal of the existing policy. Bidder to refer to Scope of Work of the RFP for the details as per Bank's format.
25	NA	Generic	Generic	Generic	Claims are as on which date?	Claim Summary in Annexure-1 of the Corrigendum is as on 09.05.2025.
26	NA	Generic	Generic	Generic	Are claims for the previous years also updated as on the same date?	Claim Summary in Annexure-1 of the Corrigendum is as on 09.05.2025.
27	NA	Generic	Generic	Generic	Status-wise bifurcation of claims e.g. paid, outstanding, closed, rejected etc.	Bidder to refer Corrigendum-1
28	NA	Generic	Generic	Generic	What is meant by policy limit of Rs. 5 Crore? Is this an annual aggregate limit?	For loss on card policy: The policy annual aggregate limit is INR 5 crores. Bidder to note, there is no annual aggregate limit for cancare policy.
29	NA	Generic	Generic	Generic	What is the average delay in intimation of claims (Date of Loss minus Date of Intimation in days) for the last 3 years?	There is no delay in intimation. The average intimation ageing is 11 days.



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30	NA	Generic	Generic	Generic	What happens when customer owns more than one card with bank?	For Loss on cards : The benefit will be given on all cards. For Cancare Policy : However, If the card holder is having more than one eligible Debit/Credit Card issued to him/her, only one higher variant of the Debit/Credit Card will be considered for the claim purpose as per the Scope of Work.
31	NA	Generic	Generic	Generic	Worldwide coverage is only required on international travel cards?	All eligible cards i.e. Debit, Credit, Prepaid & Prepaid international cards will be required for coverage under this policy.
32	NA	Generic	Generic	Generic	Are all the covers of both sections (Lost card liability, personal accident, baggage insurance, purchase protection) being bundled together for all cards or is this going to be chosen separately - please confirm. Is their any other offering being bundled along with this, with the cards?	The RFP document is self explanatory. Bidder to refer to the same.
33	NA	Generic	Generic	Generic	No. of cards covered under past 3 yrs policy	As per Bank's policy requested details cannot be shared
34	NA	Generic	Generic	Generic	Broker is involve in the tender. Kindly confirm any minimum brokerage need to be given to the Broker?	Bidder to refer and comply with IRDA guidelines
35	50	Annexure-7	7.Security Features of Cards	Part-A (Lost CardPolicy)	Measures taken for loss minimisation by the bank	Bidder to refer Annexure-8 Scope of Work for details related to Security Measures.
36	42	Generic	NA	Part (B) Cancare Policy for Canara Bank	Please confirm up to what date the claim is considered for current policy year	Till 07/08/2025.



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37	NA	Generic	Generic	Generic	Category wise bifurcation of active/live cards.	Bidder to note the coverages are given to all active & non active cards. Hence active card bifurcation is not required.
38	NA	Generic	Generic	Generic	No. of cards insured for the past three years. Proposed no. of cards for the current yr.	The RFP document is self explanatory. Bidder to refer to the same.
39	NA	Generic	Generic	Generic	What is the avg transaction value for each of this card category?	As per Bank's policy requested details cannot be shared
40	84	Annexure 13	Bill of Material	CanCare Policy	As per the tender, "Insurer should quote on the basis of projections by end of the policy period. Bank will pay initial premium for the actual card base as on 31/07/2025 and for any Addition/ Deletions from 01/04/2025 till 07/08/2026 on monthly basis on payment /refund of pro-rata premium." Please confirm if L1 will be decided basis the total premium for projected exposure, whereas the initial premium will be paid as per the actual exposure.	The L1 bidder will be decided in GeM portal based on Total Cost of Ownership value quoted as per Annexure-13 Bill of Material.
41	59	Annexure 8	SCOPE OF WORK	Generic	Individual claim data for last three years with date of intimation, date of loss, reason of loss, claim status (settled, rejected, or withdrawn), settled amount and claimed amount.	Bidder to refer Corrigendum-1 for the claim details as per Bank's format.
42	59	Annexure 8	SCOPE OF WORK	Generic	Expiring policy copy	As per Bank's policy requested details cannot be shared
43	59	Annexure 8	SCOPE OF WORK	Generic	Demography of lives to be covered	As per Bank's policy requested details cannot be shared
44	59	Annexure 8	SCOPE OF WORK	Generic	Premium details of last three years.	As per Bank's policy requested details cannot be shared



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45	59	Annexure 8	SCOPE OF WORK	Generic	No of members covered over the last three years	As per Bank's policy requested details cannot be shared
46	59	Annexure 8	SCOPE OF WORK	Generic	Premium and brokerage Expectations	Bidder to refer and comply with IRDA guidelines.
47	59	Annexure 8	SCOPE OF WORK	Generic	Change in terms for the last three years	Bidder to refer to the Scope of Work of the RFP document, Annexure-8 Part-A: More clarity is added on Internet Based Transactions with changes in Point No.5. Fraudulent Charges Cover (Loss on Card Cover): Clause: a) i. Point No.10. SECURITY FEATURES OF CARDS: Loss on Card Insurance (FRAUDULENT TRANSACTION COVER):additional Caluses (i) to (n) and Part-B: For Air Accidental Claim: Benefits will be applicable only if the Air ticket is booked through above Canara Bank cards, If the card holder is having more than one eligible Debit/Credit Card issued to him/her, only one higher variant of the Debit/Credit Card will be considered for the claim purpose.
48	59	Annexure 8	SCOPE OF WORK	Generic	Since how many years is this policy active	More than 5 years.
49	70	Annexure 8	SCOPE OF WORK IN RESPECT OF CANCARE POLICY	Table A	Kindly clarify if the card base as on 31st July 2025 is actual or projected?	The Card base as on 31st July 2025 is projected.

PLACE : BANGALORE  
DATE : 20-05-2025

DEPUTY GENERAL MANAGER




Corrigendum-1 to GeM bid ref: GEM/2025/B/6208936 dated 09/05/2025 for Selection of Insurer for Renewal of Loss on Card and Can care Insurance Policy for Debit and Credit Cards for a Period of One Year from 08/08/2025 to 07/08/2026 in Canara Bank.

It is decided to amend/add the following details in respect of the above RFP:

a. Claim Data:

(Amount in Lakhs)

*Policy Year	Cancare Policy (Claims data as on 09.05.2025)							
	Intimated Claims		Settled Claims		Rejected Claims		Pending Claims	
	Numbers	Amount	Numbers	Amount	Numbers	Amount	Numbers	Amount
2021-2022	49	190.00	27	110.00	22	80.00	0	0.00
2022-2023	107	382.00	89	314.00	18	68.00	0	0.00
2023-2024	211	774.00	133	510.00	41	142.00	37	122.00
2024-2025	178	622.00	52	198.00	3	10.00	123	414.00

*Policy Year	Loss on Cards (Claims data as on 09.05.2025)							
	Intimated Claims		Settled Claims		Rejected Claims		Pending Claims	
	Numbers	Amount	Numbers	Amount	Numbers	Amount	Numbers	Amount
2021-2022	228	48.45	175	30.89	53	17.55	0	0.00
2022-2023	861	392.88	24	6.71	837	386.15	0	0.00
2023-2024	2332	1430.19	125	75.09	1939	1163.05	268	192.05
2024-2025	646	354.73	8	2.18	152	110.37	486	242.16

All the other instructions and terms & conditions of the above RFP shall remain unchanged.

Please take note of the above amendments while submitting your response to the subject RFP.

Date: 20/05/2025  
Place: Bengaluru

  
Deputy General Manager

