

Corrigendum-1 to GeM bid Ref No: GEM/2025/B/7042141 dated 26/12/2025 for Selection of Insurer for renewal of Group Personal Accident Insurance policy for salaried and pension account holders with Canara Bank for a period of one year from 10/04/2026 to 09/04/2027.

a. GeM bid document (Bid End date/ Bid Opening Date, Page no. 1 of 7):

Description	Existing details	Amended details
Bid End Date/Time	17/01/2026, 15:00:00	<u>21/01/2026, 15:00:00</u>
Bid opening Date/Time	17/01/2026, 15:30:00	<u>21/01/2026, 15:30:00</u>

b. GeM Bid Document/ATC Clauses:

Sl No.	Section/Annexure/ Appendix of GeM Bid	Clause No.	Existing Clause	Amended Clause
	Annexure-2 Pre- Qualification Criteria	Annexure-2 Pre- Qualification Criteria	Existing Clauses Annexure-2 Pre-Qualification Criteria	<u>Amended Annexure-2 Pre-Qualification Criteria</u>
1.	Annexure-8 Scope of work	Claim details	Annexure-8 Scope of work	<u>Amended Annexure-8 Scope of work</u>
2.	Annexure 13 Bill of Material	Annexure 13 Bill of Material	Existing Clauses Annexure 13 Bill of Material	<u>Amended Annexure-13 Bill of Material attached with this Corrigendum</u>

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

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

Date: 14/01/2026  
Place: Bengaluru

  
Deputy General Manager  




Amended Annexure-2  
Pre-Qualification Criteria

(Should be submitted on Company's letter head with company seal and signature of the authorized person)

**SUB: Selection of Insurer for Renewal of Group Personal Accident Insurance Policy Coverage for Salaried and Pension Account Holders with Canara Bank for the period of one (01) year from 10/04/2026 to 09/04/2027**

**Ref: GEM/2025/B/7042141 dated 24/12/2025.**

We have carefully gone through the contents of the above referred RFP along with replies to pre-bid queries & amendment, if any and furnish the following information relating to Qualification Criteria.

Sl. No.	Qualification Criteria	Documents to be submitted In compliance with Qualification Criteria	Bidders Response
1.	Signing of Pre-Contract Integrity Pact	The Bidder should submit signed Pre-Contract Integrity Pact on Non-Judicial Stamp Paper of Rs.500/- or as per respective state Stamp Act whichever is higher as per Appendix-E.	
2.	The Bidder (including OEM and OSD/OSO, if any) should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 19/07/2024.	Certificate of local content to be submitted as per Annexure-5 as applicable.	
3.	The Company operating should be legally compliant company and can be: a. A partnership firm or a Limited Liability Partnership duly registered under the Limited Liability Partnership Act, 2008. (OR) b. Company duly registered in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013. (OR) Proprietorship firm duly registered under the applicable shops and commercial Establishments Act and should be compliant to all the applicable laws.	Copy of Certificate of FIRM/LLP registration.  (OR)  Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company or Certificate of Incorporation in case of Private Limited Company, issued by the Registrar of Companies.  (OR)  Copy of Certificate of registration under and Certificate of Commencement of business in case of Public Limited Company or Certificate of Incorporation in case of	



Sl. No.	Qualification Criteria	Documents to be submitted In compliance with Qualification Criteria	Bidders Response
		Private Limited Company, issued by the Registrar of Companies.  For (c ) Documentary proof for confirming registration of Proprietorship firm (e.g. Copy of Certificate of registration under shops and commercial Establishments Act., GST etc.)	
4.	The bidder should submit a declaration a. If not a group of company, Bidder Company is not owned or controlled by any Director, or Key managerial personnel of the Canara Bank or their relatives (or) b. If not a group of company, Bidder Company is owned or controlled by any Director, or Key managerial personnel of the Canara Bank or their relatives.	Letter of Undertaking/Declaration to the effect in company's letter head has to be submitted to this effect.	
5.	The bidder should provide confirmation that any person/ Partnership/ LLP/ Company including any subsidiary or holding company/ proprietorship connected to bidder directly or indirectly has not participated in the bid process.	The bidder should submit letter of confirmation on the Company's letter head to this effect.	
6.	The bidder should be well established & reputed Insurance Companies licensed by IRDAI and registered under Companies act 1956/2013, with more than 5 years of existence in General Insurance Business in India as on bid date.	Copy of valid IRDAI certificate to be submitted.	
7.	The Net Worth of bidder should not be negative as on 31/03/2025 and also should have not been eroded more than 30% in the last three financial years ending on 31/03/2025. (This criteria is not applicable to PSU Insurance companies)	The bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.	



Sl. No.	Qualification Criteria	Documents to be submitted In compliance with Qualification Criteria	Bidders Response
8.	<u>The bidder should have proven experience of managing Group Medclaim/Critical Illness Policy for at least one (01) Scheduled Commercial Bank/ Public Sector Undertaking having PAN India branch network of more than 1000 branches for a group size of at least 25,000 for at least one year in the last three financial years (i.e., 2022-23, 2023-24 and 2024-25).</u>	Bidder should submit Copies of Work Orders/ Agreements with Scheduled Commercial Bank on the company's letterhead clearly stipulating the group size should be furnished. (OR) Copies of Policies issued to Scheduled Commercial Banks (OR) CA Certificate with Unique Document Identification Number certifying the same.	
9.	Insurance Companies should have minimum Paid-up Capital of Rs.100 Crores as on 31/03/2025.	Bidder has to submit the Copy of Audited Balance Sheet for the financial year ending 31 <sup>st</sup> March 2025.  and Bidder must produce a certificate from the Company's Chartered Accountant/s/Company Secretary to this effect and the documents certified by the Chartered Accountant/s should mandatorily contain Unique Document Identification Number.	
10.	Total Gross written Premium collection should be more than INR 1000 crores during the financial Year 2024-25.	Insurance company should submit the Copy of Audited Balance Sheet for the Financial Year ending 31 <sup>st</sup> March 2025 duly attested by authorized signatory. and Bidder must produce a certificate from the Company's Chartered Accountant/s/Company Secretary to this effect and the documents certified by the Chartered Accountant/s should mandatorily contain Unique Document Identification Number.	



Sl. No.	Qualification Criteria	Documents to be submitted In compliance with Qualification Criteria	Bidders Response
11.	The bidder should have the minimum solvency ratio of 1.5% as on 31/03/2025  (This criterion is not applicable for PSU insurance companies)	Bidder should submit certificate from the Company's Secretary/ CA Certificate with Unique Document Identification Number certifying to this effect.	
12.	The Bidder shall have its Claim processing / coordinating Office within Bangalore jurisdiction and all Claims arising from this Policy shall be processed from the same office till its logical conclusion.	The Bidder should submit a declaration duly attested by authorized signatory including details of existing Branch details like local Contact Person Name, Address, Mobile No, Email-id etc.	
13.	The bidder should have a minimum claim settlement ratio (on admissible claims) of above 75% in each of the financial year (2023-24 and 2024- 2025) in GPAL.	Bidder should submit CA Certificate with Unique Document Identification Number certifying the same.  Or  Separate declaration on company letterhead signed by authorised signatory	
14.	Bidders should not be under debarment for fraud/ corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking / State or Central Government or their agencies/ departments on the date of submission of bid for this RFP.	The Bidder should submit self-declaration on the Company's letter head to this effect.	
15.	Any Bidder (including OEM and OSD/OSO, if any) from a country which shares a land border with India will be eligible to bid, only if the Bidder (including OEM and OSD/OSO) are registered with the Competent Authority. Bidder (entity) from a country which shares a land border with India means: a. An entity incorporated, established or registered in such a country; or b. A subsidiary of an entity incorporated, established or registered in such a country; or	A declaration stating "We have read the clause regarding restrictions on procurement from a Bidder of a country which shares a land border with India. We further certify that we and our OEM are not from such a country or if from such a country, has been registered with Competent Authority. We hereby certify that we and our OEM fulfills all requirements in this regard and are eligible to be considered" to be submitted in Company's letter head.	



Sl. No.	Qualification Criteria	Documents to be submitted In compliance with Qualification Criteria	Bidders Response
	<p>c. An entity substantially controlled through entities incorporated, established or registered in such a country; or</p> <p>d. An entity whose beneficial owner is situated in such a country; or</p> <p>e. An Indian (or other) agent of such an entity; or</p> <p>f. A natural person who is a citizen of such a country; or</p> <p>g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.</p>	[Where applicable, evidence of valid registration by the Competent Authority shall be attached.]	
16.	Authorization Certificate - Whether the Bid is authenticated by authorized person.	Bidder to submit a copy of the Board Resolution and the Notarized Power of attorney /Letter of authority if authority is sub delegated as mentioned in Board Resolution and KYC documents evidencing the authority delegated to the authorized signatory.	

We confirm that the information furnished above is true and correct. We also note that, if there are any inconsistencies in the information furnished above, the bid is liable for rejection. All documentary evidence / certificates confirming compliance to Qualification Criteria should be part of the RFP.

Date:  
Place:

Signature with seal  
Name:  
Designation:



Amended Annexure-8  
Scope of Work

(Should be submitted on Company's letter head with company seal and signature of the authorized person)

SUB: Selection of Insurer for Renewal of Group Personal Accident Insurance Policy Coverage for Salaried and Pension Account Holders with Canara Bank for the period of one (01) year from 10/04/2026 to 09/04/2027

Ref: GEM/2025/B/7042141 dated 24/12/2025.

**DEFINITION & NOMENCLATURE:**

Insurance cover for Salary Account and pension account holders will include:

**1) Personal Accident Insurance (Death Only) (PAI)**

Death due to bodily injury resulting solely and directly from accident caused by external, violent, and visible means.

**2) Air Accident Insurance (Death only) (AAI)**

Death resulting solely and directly from accident caused by external, violent, and visible means in Air Accident occurring while undertaking journey by Airline/Aircraft.

**3) Permanent Total Disablement (PTD)**

Solely and directly from accident caused by external, violent, and visible means within 12 calendar months of occurrence resulting in total and irrecoverable loss as total permanent disablement.

**4) Permanent Partial Disablement (PPD)**

Solely and directly from accident caused by external, violent, and visible means within 12 calendar months of its occurrence resulting in total and or partial irrecoverable loss of use or the actual loss by physical separation where a part of the body becomes permanently disabled (i.e., partial loss as defined by IRDA).

5) Insurance coverage means Capital Sum Insured under PAI/ AAI/ PTD/ PPD/ Add on covers proposed by Bank.

6) Coverage: 24\*7 Worldwide

**A. INSURANCE COVER DETAILS (for existing and projected accounts):**

- i. Personal Accident Cover (PAI) - Minimum INR 1 lac maximum INR 250 lacs
- ii. Permanent Total Disability (PTD) - Minimum INR 1 lac and maximum INR 200 lacs
- iii. Permanent Partial Disability (PPD) - Minimum INR 1 lac and maximum INR 200 lacs
- iv. Air Accident Cover - Minimum INR 1 lac and maximum INR 250 lacs
- v. Death due to Anti-terrorist/Naxal attack cover - Minimum INR 10 lacs and maximum INR 50 lacs

**Add on covers (only applicable in case of valid PAI claim)**

a. Plastic Surgery - Minimum INR 1 lacs and maximum INR 10 lacs

b. Transportation of Imported Medicine - Minimum INR 2 lacs and maximum INR 5 lacs



- c. Death after coma - Minimum INR 2 lacs and maximum INR 5 lakhs
- d. Air Ambulance cover - Minimum INR 2 lacs and maximum INR 10 lacs
- e. Ambulance Charges - Maximum upto INR 0.5 lac
- f. Higher education benefit (for two child upto 25 years of age or till graduation whichever is earlier) - Minimum INR 0.5 lac and maximum INR 15 lacs
- g. Girl child cover (for two unmarried girl child as an additional benefit between 18-25 years of age) - Minimum INR 0.5 lac and maximum INR 15 lacs
- h. Family transportation (cost of travel incurred by immediate family members to reach the place of accident) - Maximum upto INR 0.5 lac
- i. Personal loan insurance cover for Canara Bank loan accounts (applicable only in case of loan outstanding amount) - Maximum upto INR 15 lacs
- j. Repatriation of mortal remains (Lump sum basis) - INR 0.5 lac
- k. Additional personal accident cover (for Defence and Police) while performing duties on foreign soil (Lump sum basis) - INR 10 lacs
- l. Personal accident cover for immediate family members (Applicable only for spouse and children. In case of children age should be above 18 years) of account holder (cover limited to 1 member only). Coverage will only be applicable in case family member account is opened with Canara Bank and linked to account holder. - INR 10 lacs (lump sum basis)
- m. Personal accident cover for nominee registered in Canara Bank account (lump sum basis) - INR 10 lacs. In case of add on covers for (xviii) and (xix) only one will be payable.
- n. Medical expense cover - Maximum upto INR 1 lac

**B. DETAILS OF EXISTING COVERS OFFERED TO ACCOUNTS AS SPECIFIED UNDER (As on 31<sup>st</sup> Oct 2025)**

**I. Personal Accident**

Category of population	Total accounts covered in expiring policy	Minimum Sum Insured offered (in lacs)	Maximum Sum Insured offered (in lacs)
Defence (Salary Account)	5505	10	94
Police (Salary Account)	16332	10	110
Others (Salary Account)	1259874	10	100
Pensioners	26445	10	34
<b>Total</b>	<b>1308156</b>		

**II. Air Accident**

Category of population	Total accounts covered in expiring policy	Minimum Sum Insured offered (in lacs)	Maximum Sum Insured offered (in lacs)
Defence (Salary Account)	5505	10	92



Police (Salary Account)	16332	10	100
Others (Salary Account)	1259874	10	100
Pensioners	26445	12	32
Total	1308156		

### III. Permanent Total Disability

Category of population	Total accounts covered in expiring policy	Minimum Sum Insured offered (in lacs)	Maximum Sum Insured offered (in lacs)
Defence (Salary Account)	478	50	50
Police (Salary Account)	6988	50	100
Others (Salary Account)	199856	35	100
Pensioners	0	0	0
Total	207322		

### IV. Permanent Partial Disability

Category of population	Total accounts covered in expiring policy	Minimum Sum Insured offered (in lacs)	Maximum Sum Insured offered (in lacs)
Defence (Salary Account)	478	50	50
Police (Salary Account)	6988	50	100
Others (Salary Account)	199856	10	100
Pensioners	0	0	0
Total	207322		

### V. Add-on covers

Category of population	Total accounts covered in expiring policy	Minimum Sum Insured offered (in lacs)	Maximum Sum Insured offered (in lacs)
Defence (Salary Account)	478	27.65	27.65
Police (Salary Account)	6473	15.15	27.65
Others (Salary Account)	186674	0.5	27.65
Pensioners	0	0	0
Total	193625		

Total number of accounts covered as on Oct 2025 is 1308156 (Including Jeevandhara)

Bank expects to cover additional approximate 2.5laks account in Current Financial year and approximate 6 lacs accounts in renewal policy period i.e. 2026-2027

### TERMS AND CONDITIONS:



**PAYMENT OF PREMIUM AND ADDITION / DELETION OF ACCOUNTS:**

- 1) A master policy will be issued for one year and the customers will be covered on pro-rata basis.
- 2) Bank will pay a deposit premium equivalent to two months of projected enrolments.
- 3) Insurer will quote on per lakh rate based on actual number of accounts as on October 2025 declared by the Bank. The policy will be issued effective 10th April, 2026 on actual number of accounts as on October 2025 along with number of accounts enrolled between November 2025 to March 2026. Bank will share number of accounts enrolled between November 2025 to March 2026 by 5th April 2026.
- 4) Subsequently, Bank will declare actual enrolments for previous month by the 10th of every month and pay actual premium basis which insurer will pass an endorsement by adjusting the CD account. Irrespective of account opening date, bank will pay premium for the entire month to ensure no customer is uninsured.
- 5) At any given point of time, Bank shall maintain CD balance equivalent to two months of projected number of accounts.
- 6) The policy will be issued on unnamed basis and Bank will declare number of accounts under each category of sum insured basis which the total premium will be computed. Bank will give details of number of accounts in each sum insured category. Bank will have discretion to select benefits for each coverage and each customer depending on the requirements.
- 7) The premium rate quoted by insurer shall remain unchanged for the entire policy year.
- 8) The policy will also cover pension accounts extended to pensioners upto the age of 70 years.
- 9) Bank reserves the right to negotiate with L1 insurance company on pricing after allotment of tender anytime during the tenure of the policy.
- 10) In case of Defence and Police death due to any activity undertaken while on duty shall be covered except for declared war.
- 11) In case of Defence forces, death and disability occurred owing to high-altitude conditions (e.g. frost bite) on-duty at high altitude areas will be covered.
- 12) Death due to Snake Bite will be covered.
- 13) Death due to accident in underground mines will be covered under this policy.
- 14) Death of Defence and Para Military personnel, Indian Coastal guard Personal, including their pilots & co-pilots crew members, resulting directly & solely from an injury sustained because of an aircraft accident in situation while conducting rescue Operations for civilians during natural disasters like flood, and other such civilian operation, to be covered under the Policy.
- 15) For Defence, deaths due to bite by Poisonous death by bite due to Scorpion | Spiders etc. except for Mosquito and Common flies will be covered under the policy
- 16) Death while on and off duty for Defence and police forces shall be covered
- 17) There should not be any mid-term cancellation/review clause under the policy
- 18) Bank reserves the right to modify/add/delete scope of cover including sum insured for new customer as well as for existing customer in midterm as per business requirement and at the sole discretion of bank. The enhanced cover



shall be effective from the date of declaring to the insurance company, subject to availability of sufficient CD balance on the date from which enhancement is required.

- 19) Aggregate limit if any for a single incident/event/loss shall not be made applicable for this policy
- 20) Any other condition imposed by insurer in contradiction to the RFP will make the bid null and void
- 21) Selected L1 insurance company shall open an account with Canara Bank for remittance of premium from bank.
- 22) The contract with insurance company and broker may be extended for further period of two years (2026-27 & 2027-28) on mutually accepted terms based on policy performance and satisfactory services by insurer and broker.

### C. CLAIM PROCEDURE

Claim amount eligibility

- 1) **Personal Accident Insurance (PAI):** Death due to accident (other than Air Accident Death) for all variants.

PAI+ Anti-terrorist /Naxal attack cover (if applicable) + Add on covers (if applicable)

- 2) **Air Accident Insurance (AAI):**

(Air ticket should have been purchased by debit to Salary/Pension Account or credit card attached to salary/pension account. In case of Defence and Police officials travelling on official duties air tickets is not required to be purchased by debit to salary/pension account).

- 3) **Permanent Total Disablement (PTD):**

Injury solely and directly from accident caused by external, violent, and visible means within 12 calendar months of its occurrence resulting in total and irrecoverable loss as total permanent disablement.

- i. Sight of both eyes or the actual loss by physical separation of two entire hands or two entire feet, or one entire hand and one entire foot or of such loss of sight of one eye and such loss of one entire foot, the capital sum insured.
- ii. Use of hands or two feet, or of one hand one foot or such loss of sight of one eye and such loss of use of one hand or one foot, the capital sum insured stated in the Schedule herein.
- iii. The sight of one eye or of the actual loss by physical separation of one entire hand or one entire foot, fifty percent (50%) of the capital sum insured.
- iv. Total and irrecoverable loss of use of a hand or a foot without physical separation, fifty percent (50%) of the capital sum insured.

Note: For the purpose of clauses (i) and (ii) above, physical separation of a hand or foot means separation of hands at or above the wrist and/or of the foot at/or above the ankle respectively.

If such injury shall as a direct consequence thereof immediately permanently totally and absolutely, disable the insured person from engaging in any employment or occupation of any description whatsoever, then a lump sum equal to one hundred percent (100%) of the Capital Sum Insured.



**4) Permanent Partial Disability (PPD):**

The claim will be settled as per the IRDA guidelines on Permanent Partial Disability (PPD).

Sl. No.	Description	% of Capital Sum Insured
1	a. Loss of toes - all	20
	b. Great - both phalanges	5
	c. Great - one phalanx	2
	d. Other than great, of more than one toe lost each	1
2	Loss of hearing - both ears	50
3	Loss of hearing- One Ear	20
4	Loss of 4 fingers and thumb of one hand	40
5	Loss of 4 fingers	35
6	Loss of thumb – both phalanges	25
	Loss of thumb – one phalanx	10
7	a. Loss of index finger – 3 phalanges	10
	b. Loss of index finger –2 phalanges	8
	c. Great - one phalanx	4
8	a. Loss of middle finger – 3 phalanges	6
	b. Loss of middle finger – 2 phalanges	4
	c. Loss of middle finger – 1 phalanx	2
9	a. Loss of ring finger – 3 phalanges	5
	b. Loss of ring finger – 2 phalanges	4
	c. Loss of ring finger – 1 phalanx	2
10	a. Loss of little finger – 3 phalanges	4
	b. Loss of little finger –2 phalanges	3
	c. Loss of little finger - 1 phalanx	2
11	a. Loss of metacarpals – first or second (additional)	3
	b. Loss of metacarpals – third, fourth or fifth (additional)	2
12	Any other permanent partial disablement	% As assessed by the Doctor

**5) Death due to Anti-terrorist/ Naxal attack cover**

The Personal Accident cover will be available for Salary Account holders even in case of death in a Terrorist/ Left Wing Extremist/ Naxalite action/Antinational Activities/ Foreign enemy or Ambush actions.

**6) Add-on Covers (eligible only in case where claims are admissible for PAI (Death))**

**a. Cost of Plastic Surgery/ Burns**



In case the Salary/Pension Account Holder (or Insured Person) dies due to accident tenable under terms and conditions of the policy, the Insurance Company will reimburse the actual cost of plastic surgery incurred in India due to burn, incurred prior to death of Insured Person, subject to maximum limit off. INR 1 or 10 lacs (as applicable), as an additional benefit.

**b. Transportation of Imported Medicine**

If a PAI claim is accepted as a valid claim, then Insurance Company will reimburse the expenses incurred as freight charges on actual basis, for importing medicines to India on producing invoice copy of freight expenses subject to maximum of INR 2 to 5 lacs (as applicable), as an additional benefit.

**c. Death after Coma**

In case the Insured Person has gone into Coma after accident for more than 48 hours (notwithstanding as defined elsewhere), prior to his/ her death, then the Insurance company will pay INR 2 to 5 lacs (as applicable), as an additional benefit.

**d. Air Ambulance Cover**

If the PAI claim is accepted as a valid claim then the expenses incurred for engaging an air ambulance for transporting the Insured Person to the nearest Hospital prior to his Death, Insurance Company will reimburse the expenses on actual basis, subject to maximum of INR 2 to 10 lacs (as applicable), as an additional benefit.

**e. Ambulance Charges**

Actual expenses incurred towards Ambulance Charges, subject to maximum of INR 0.5 lac (as applicable) will be paid as an additional benefit.

**f. Girl Child Cover- (For Marriage as an additional benefit) (Upto 25 Years)**

This benefit is extended up to two unmarried Girl Child of the insured person, whose age is between 18 - 25 years at the time of death. An amount INR 0.5 to INR 15 lacs (as applicable).

**g. Higher Education Cover (For Higher Education - Graduation Only)**

This benefit is extended to two Child aged up to 25 at the time of death of the insured person, pursuing full time graduation course in a recognized college/university/Educational institute in India. An amount INR 0.5 lac to INR 15 lacs will be paid on lump-sum basis as applicable.

**h. Family transportation**

Actual expenses incurred on transporting immediate family members to the hospital/place of accident (one way), within India subject to maximum of INR 0.5 lac shall be payable as an additional benefit

**i. Personal loan insurance cover for Canara Bank loan accounts**

Loan insurance cover for personal loan accounts of Canara Bank outstanding as on date of death subject to maximum of INR 15 lacs will be payable on death of salary/pension account holder

**j. Repatriation of mortal remains**

Actual expenses incurred on transporting the mortal remains of the deceased salary/pension account holder from the place of hospital to his/her residence in India, subject to maximum of INR 0.5 lac will be paid as an additional benefit



- k. Additional personal accident cover (for Defence and Police) while performing duties on foreign soil

Additional cover of INR 10 lacs on lump sum basis in case of death on foreign soil while performing duties on foreign soil

- l. Personal accident covers for immediate family members (Applicable only for spouse and children. In case of children age should be above 18 years) of account holder (cover limited to 1 member only)

Coverage will only be applicable in case family member account is opened with Canara Bank and linked to account holder. - INR 10 lacs (lump sum basis)

- m. Personal accident covers for nominee registered in Canara Bank salary/pension account

Personal accident cover of INR 10 lacs for nominee registered in Canara Bank salary/pension account on lump sum basis. In case of add on covers serial (l) or (m) any one will be payable

- n. Medical expense cover

Medical expenses including treatment and hospitalization related upto maximum upto INR 1 lac as applicable

#### 7) Claim Settlement process

- a) In case of a claim, bank shall give date of declaring the customer under the respective policy along with account opening date.
- b) All claims where accident has occurred within the policy period, and death has occurred (i) within the policy period or (ii) after the expiry of policy, but within twelve calendar months of date of accident, shall be entertained by the Insurance Company under the same policy.
- c) Claimants will submit claims either directly to the Insurance Company or through the engaged Insurance Broker/ concerned Branch of the Bank. The Insurance Company will settle claims independently and Bank and Broker/s will not be a party to any dispute between the claimant and the Insurance Company.
- d) Claim to be intimated within 90 (ninety) days of the death or accident of the Salary/Pension account holder. The supportive documents may be submitted by the claimant after intimation within 180 days of the date of death or accident. However, in case of exceptional circumstances, insurer shall entertain delay in intimation of claim/submission of documents which shall not exceed one year from the date of death.
- e) Insurance company to honour the Exceptional claims for i.e final police report , toxicology report or any other document from police department, hospital, laboratory or court is pending and claimant is not able to submit and claim will be settled after receiving of the documents in exceptional cases
- f) Insurance company should request for pending documents within 30 days of claim intimation.
- g) All the documents being in order, the insurance Company will settle the claim within 15 working days from the date of receipt of last complete document.



- h) There should be minimum one Salary/ Pension Credit within Eight months prior to the date of accident for claims being eligible, except for the accounts opened in last Eight months.
- \*Provided there is an administrative reason like non-release of salary/pension by government/Authority
- i) The salary/pension also includes any contractual employee of an organization and has opened a salary account with Canara Bank. In such a case, the organization shall certify his employment status.
- j) The Beneficiary on death of Primary Salary/ Pension Account Holder shall be as follows:
- I. In case of account opened in single name, the nominee recorded in Bank will be beneficiary for the purpose of insurance claim.
  - II. In case, the account is opened as joint account, then the beneficiary will be the surviving account holder(s) for the purpose of insurance claim even if a nominee is available in the account. (Bank's role will be limited only to certify the names of surviving joint account holder(s) as per Bank records).
  - III. In case, the account is opened as joint account, in event of death of all the account holders, the nominee, if available, will be the beneficiary for the purpose of insurance claim.
  - IV. In case no nominee and no joint holder is registered with bank, in that case claim will be settled to the legal heir based on legal heir certificate.
- k) Disbursement of claim amount must be done only in Canara Bank account of the claimant/Nominee.
- l) **Claim documentations that will be submitted will be as follows: -**
- a) **Personal Accident Insurance and Air Accident Insurance**
- i. Completely filled Claim Intimation form and Claim Form duly signed by the claimant.
  - ii. Branch Manager Certificate on Bank letter head confirming that the account is active and the salary/pension was credited
  - iii. Bank and NEFT form by Nominee/Claimant/ Legal heir.
  - iv. Attested Legible Copy of Police F.I.R (For Armed forces: Defence Authority report in case FIR is not available)
  - v. Attested Legible Copy of Postmortem Report
  - vi. Attested Legible Copy of Death Certificate
  - vii. PAN cards copy of the Claimants. If not available, then Form 60 to be submitted
  - viii. Original Cancelled Cheque of Bank Account in the Name of the Claimant / or Photocopy of the first page of the Bank Passbook containing the Name of Account Holder, Bank Account Number, IFSC Code
  - ix. Other suitable documents to prove legal heirship in case claimant is not a nominee/ joint account holder as per Bank's record. In case of multiple heirs, consent form.
  - x. For Air Accident: Bank statement / credit card statement (as the case may be) of salary/pension account indicating purchase of Air ticket using Canara Bank Debit card/ Internet Banking or any other mode (where applicable)



- xi. Viscera Report/chemical analysis report in case where postmortem report shows the cause of death is poisoning or alcohol or any substance abuse.
- xii. Aadhar Card of the Nominees/Legal Heir
- xiii. Pan Card of the Nominees /Legal Heir
- xiv. Certified Copy of Final Police Investigation Report in case of train accident/drowning/Fire/murder
- xv. Investigation in required cases to be allotted and to be completed as per time frame stipulated by IRDA
- xvi. Bank shall certify the eligible sum insured of each claim
- xvii. In case of death due to air accident and the ticket was purchased by the credit card, bank shall certify that the credit card used was attached to the salary/pension account.

**b) Disability claims**

- i. Claim Intimation form
- ii. Disability Claim form
- iii. Medical Certificate
- iv. Branch Certificate
- v. Disability certificate from unit/medical board with percentage of disability
- vi. Attested FIR copy with incident

**c) Add on covers**

- i. Cost of Plastic Surgery / Burn
  1. Treating doctor's/ Surgeon Certificate
  2. Original Discharge Summary containing all relevant details
  3. All original bills and their receipts
  4. Copies of all reports and prescriptions
  5. First prescription/ consultation letter from the Doctor
  6. Original Money Receipt duly signed with revenue stamp
- ii. Transportation of Imported Medicine
  1. Medical Practitioner's prescription
  2. Copy of medicine invoice
  3. Invoices copy of freight expenses mentioning details of medicine imported, country of origin from which it is being imported, date and price of the medicine and freight expenses
- iii. Death after Coma after accident (more than 48 hrs)-  
Medial certificate mentioning the duration of coma (start and end of coma period) supported by discharge summary and indoor case papers
- iv. Air Ambulance
  1. Attending Doctor's advice/ note with reason for shifting of the patient



2. Original invoice and receipt for the Air Ambulance mentioning date of travel, sector (from/ to place) and total amount
- v. Higher Education Cover (For Higher Education - Graduation Only)
  1. Copy of admission confirmation and certificate from educational institute stating details of full-time course in a recognized college in India for Graduation along with duration of course and date of enrollment along with fee receipt of latest year.
  2. PAN card and Aadhar card of the child
- vi. Girl Child Cover- (For Marriage as an additional benefit) (Upto 25 Years)
  1. Birth certificate/ Date of birth proof of girl child.
  2. Document showing relationship with deceased Salary/Pension Account holder.
- vii. Ambulance charge:
 

All related original bills and their receipts.
- viii. Family transportation
 

Travel ticket along with invoice
- ix. Repatriation of mortal remains
 

Original invoice and receipt for Ambulance
- x. Medical expense cover
 

Hospitalization and treatment bills undertaken by the patient at the hospital

## 8) Claim Details

### A) Year wise PAI Claim Details

(Claims outs. In Cr)

Policy Year	Claims Lodged		Claims Settled		Inadmissible Claims		Claims Outstanding		Claims Closed	
	No	Amt	No	Amt	No	Amt	No	Amt	No	Amt
2023-2024	53	11.88	37	8.38	11	2.40	0	0.00	5	1.10
2024-2025	106	26.75	76	18.25	6	3.50	15	3.70	9	1.30
2025-2026*	82	41.24	11	5.60	1	1.00	69	34.30	1	0.34

\*Data as on 31/12/2025



**B) Package Wise claims Details (Policy Period- 2023-2024)**

(Claims outs. In Cr)

Policy Year	Claims Lodged		Inadmissible Claims		Claims Settled		Claims Outstanding		Claims Closed	
	No	Amt	No	Amt	No	Amt	No	Amt	No	Amt
Defence	1	0.20	0	0.00	1	0.20	0	0.00	0	0.00
Police	5	0.70	2	0.30	3	0.40	0	0.00	0	0.00
Corporate	47	10.98	9	2.10	33	7.78	0	0.00	5	1.10
Pensioners	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00

**C) Package Wise claims Details (Policy Period- 2024-2025)**

(Claims outs. In Cr)

Policy Year	Claims Lodged		Inadmissible Claims		Claims Settled		Claims Outstanding		Claims Closed	
	No	Amt	No	Amt	No	Amt	No	Amt	No	Amt
Defence	1	0.10	0	0	0	0.00	1	0.10	0	0
Police	4	1.30	1	1	2	0.20	1	0.10	0	0
Corporate	98	24.81	5	2.50	73	17.71	12	3.40	8	1.20
Pensioners	3	0.54	0	0	1	0.34	1	0.10	1	0.10

**C) Package Wise claims Details (Policy Period- 2025-2026 as on 31/12/2025)**

Policy Year	Claims Lodged		Inadmissible Claims		Claims Settled		Claims Outstanding		Claims Closed	
	No	Amt	No	Amt	No	Amt	No	Amt	No	Amt
Defence	2	0.20	0	0.00	1	0.10	1	0.10	0	0.00
Police	3	1.20	1	1.00	1	0.10	1	0.10	0	0.00
Corporate	74	39.30	0	0	9	5.40	65	33.90	0	0.00
Pensioners	3	0.54	0	0.00	0	0.00	2	0.20	1	0.34

D) Air Accident Cover- No claim has been reported till date.

E) PTD/PPD Cover-, No of claim: 2, Amount Rs 12250000/-

F) Add on Cover- No claim has been reported till date.

We comply with the above Scope of Work, Non-compliance to any of the scope of work will lead to disqualification of the bidder in Technical proposal.

Date:

Signature with seal

Name:

Designation:



**Amended Annexure-13**  
**Bill of Material**

(Should be submitted on Company's letter head with company seal and signature of the authorized person)

**SUB:** Selection of Insurer for Renewal of Group Personal Accident Insurance Policy Coverage for Salary Account Holders (including Pension Account Holders) with Canara Bank for the period of one (01) year from 10/04/2026 to 09/04/2027

**Ref:** GEM/2025/B/7042141 dated 24/12/2025.

**Notes**

1. These details should be on the letterhead of Bidder and each & every page should be signed by an Authorized Signatory with Name and Seal of the Company.
2. The base location for the project execution would be Bangalore.
3. The consultant will have to work as per the timings of the Bank.
4. Please be guided by RFP terms, subsequent amendments and replies to pre-bid queries (if any) while quoting.
5. Do not change the structure of the format nor add any extra items.
6. No counter condition/assumption in response to commercial bid will be accepted. Bank has a right to reject such bid.

**Price Details**  
**Table-A**

[Amount in Rupees]

Personal Accident Cover (estimated as on 09/04/2026)							
Category	Number of accounts including pensioners (Estimated as on 09/04/2026)	Sum Insured (in lacs)	Per lac rate *	Total Premium (exclusive of taxes)	Tax % for column d	Tax Amt.	Total Premium (inclusive of taxes)
	a	b	c	d=a*b*c	e	f=d*e%	g=d+f
Defence	2,108	10					
	2,610	20					
	217	30					
	139	40					
	487	86					
	487	94					
Police	6,432	10					
	2,244	20					
	647	30					
	227	40					
	202	50					
	202	64					
	202	70					
	202	80					
	1,115	100					
	2,881	110					



Others	8,68,120	10				
	446	19				
	1,81,394	20				
	58	24				
	983	29				
	45,803	30				
	272	34				
	1,996	36				
	30,246	40				
	998	44				
	59,749	50				
	154	56				
	2,660	60				
	311	61				
	6,792	70				
	917	74				
	27,184	80				
	248	84				
	20,888	86				
	34,480	90				
20,888	94					
1,81,722	100					
<b>Total of Accounts Covered under Personal Accident</b>	<b>15,06,711</b>					
<b>Personal Accident Cover for Jeevandhara Accounts (estimated as on 09/04/2026)</b>						
Jeevandhara-Defence	943	34				
	2000	26				
Jeevandhara-Police	351	10				
Jeevandhara-Others	22,837	10				
	4,314	10				
<b>Total No. of Jeevandhara Accounts (A+B+C)</b>	<b>30,445</b>					

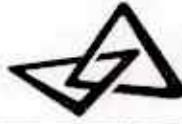


Table - B

[Amount in Rupees]

Air Accident Cover (estimated as on 09/04/2026)							
Category	Number of accounts including pensioners (Estimated as on 09/04/2026)	Sum Insured (in lacs)	Per lac rate*	Total Premium (exclusive of taxes)	Tax % for column d	Tax Amt.	Total Premium (inclusive of taxes)
	a	b	c	d=a*b*c	e	f=d*e%	g=d+f
Defence	2,305	10					
	2,856	20					
	237	30					
	152	50					
	532	92					
Police	7,034	10					
	2,453	20					
	708	30					
	128	40					
	221	50					
	221	55					
	221	72					
	221	90					
	4,370	100					
Others	951,884	10					
	200,004	20					
	1	24					
	50,221	30					
	43	34					
	864	40					
	70	42					
	62,244	50					
	484	52					
	182	62					
	7,428	70					
	1,066	72					
	29,655	80					
	353	82					
37,277	90						
20,043	92						
123,233	100						
<b>Total</b>	<b>15,06,711</b>						
<b>Air Accident Cover for Jeevandhara Accounts (estimated as on 09/04/2026)</b>							
Jeevandhara-Defence	2,943	32					
Jeevandhara-Police	351	22					





Jeevandhara- Others	27151	12					
Total	30,445						

Table - C

[Amount in Rupees]

Permanent Total Disability Cover (estimated as on 09/04/2026)							
Category	Number of accounts including pensioners (Estimated as on 09/04/2026)	Sum Insured (in lacs)	Per lac rate	Total Premium (exclusive of taxes)	Tax % for column d	Tax Amt.	Total Premium (inclusive of taxes)
	a	b	c	d=a*b*c	e	f=d*e%	g=d+f
Defence	603	50					
Police	1,630	50					
	3,568	100					
Others	1,218	35					
	18	40					
	98,961	50					
	1,218	75					
	169,318	100					
Total (A+B+C)	2,76,534						

Table - D

[Amount in Rupees]

Permanent Partial Disability Cover (estimated as on 09/04/2026)							
Category	Number of accounts including pensioners (Estimated as on 09/04/2026)	Sum Insured (in lacs)	Per lac rate	Total Premium (exclusive of taxes)	Tax % for column d	Tax Amt.	Total Premium (inclusive of taxes)
	a	b	c	d=a*b*c	e	f=d*e%	g=d+f
Defence	603	50					
Police	5,198	50					
Others	1,218	10					
	18	20					
	18	25					
	1,218	30					
	98,963	50					
	3,350	80					
	165,968	100					
Total	2,76,554						



Table - E

[Amount in Rupees]

Add-on Covers (estimated as on 09/04/2026)							
Category	Number of accounts including pensioners (Estimated on 09/04/2026)	Sum Insured (in lacs)	Per lac rate	Total Premium (exclusive of taxes)	Tax % for column d	Tax Amt.	Total Premium (inclusive of taxes)
	a	b	c	d=a*b*c	e	f=d*e%	g=d+f
Defence	603	28					
Police	250	17					
	4,948	28					
Others	1,236	1					
	1,651	13					
	73,978	15					
	145,496	25					
	19,594	28					
	1,699	52					
<b>Total</b>	<b>2,49,455</b>						

Table - F

[Amount in Rupees]

Anti-terrorist and Naxal attack cover (estimated as on 09/04/2026)							
Category	Number of accounts including pensioners (As on 09/04/2026)	Sum Insured (in lacs)	Per lac rate	Total Premium (exclusive tax)	Tax % for column d	Tax Amt.	Total Premium (inclusive of taxes)
	a	b	c	d=a*b*c	e	f=d*e%	g=d+f
Defence	0						
Police	300	50					
Others	0						
<b>Total(A+B+C)</b>	<b>300</b>						



**Table - G**  
**Total Cost Ownership**

[Amount in Rupees]

Sl. No.	Premium Summary	Total Premium (exclusive of taxes)	Total Premium (inclusive of taxes)
1.	Total Premium for Personal Accident Cover as per Table-A		
2.	Total Premium for Air Accident Cover as per Table B		
3.	Total Premium for Permanent Total Disability Cover as per Table C		
4.	Total Premium for Permanent Partial Disability Cover as per Table D		
5.	Total Premium for Add-on Covers as per Table E		
6.	Total Premium for Anti-terrorist and Naxal attack cover as per Table F		
7.	<b>Total Cost of Ownership [Sum of row 1,2,3,4,5 &amp; 6]</b>		

Note: The payment will be made on the basis of actual no. of accounts as on 31/03/2026 in respective sum insured rate. The premium for the subsequent new accounts opened will be paid on monthly on prorata basis during the proposed contract period as per the Scope of Work.

**Undertaking**

- i. Bill of material is submitted on the letter head and is signed by an Authorized Signatory with Name and Seal of the Company.
- ii. We confirm that we have gone through RFP clauses, subsequent amendments and replies to pre-bid queries (if any) and abide by the same.
- iii. We have not changed the structure of the format nor added any extra items. We note that any such alternation will lead to rejection of Bid.
- iv. We agree that no counter condition/assumption in response to commercial bid will be accepted by the Bank. Bank has a right to reject such bid.
- v. We are agreeable to the payment schedule as per "Payment Terms" of the RFP.

Date

Signature with seal

Name:

Designation:

