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| **Claim Process Note****Claim Intimation and Submission****Group term life cover for salary account holders with Canara Bank****Policy Number –** **Period of Insurance – 10-04-2025 To 09-04-2026****Insurance Company – Canara HSBC Life Insurance Company Limited** |
| 1. The intimation can also be sent through the following channels: -
	1. **For Canara HSBC Life Insurance Company Limited (Insurance Company)**
		1. Email ID –
	2. **For Aon Risk Insurance Broker India Private Limited (Insurance Broker)**
		1. Contact No - +91 9833753742
		2. Landline No - +9122 66560500
		3. Email ID – arib.claim.salaryaccount@aon.com
 |
| 1. The following details are to be provided:
	1. Name of the deceased
	2. Date of Accident/Death
	3. Customer ID
	4. Cause of Death
	5. Policy Number
2. A system generated reference number would be advised to claimant by Insurance Company.
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| 1. The following list of claim documents must be submitted to Insurance Company: -
	1. Duly filled and signed Claim form (attested by bank)
	2. Attested copy of death certificate issued by local municipal authority (attested by bank and hospital authorities)
	3. Cause of Death certificate issued by the treating doctor.
	4. Cancelled cheque (With Name and account No printed) or bank account passbook of claimant/nominee/legal heir.
	5. Self attested Photo id proof of nominee/claimant/legal heir
		1. PAN Card/Form 60 is mandatory and any one from below

List of Officially Valid Documents (any one)1. Valid Passport
2. Voter's identity card issued by Election commission of India
3. Valid Permanent Driving License
4. Aadhar Card (please mask First 8 digits).
	1. Id proof of deceased account holder (Age proof)
	2. In case of Nominee is not available in the salary account,
		1. Attested Legal Heir Certificate (annexure attached)
		2. Consent Form on Rs.200 Stamp Paper with signature of All legal heirs and witness. (annexure attached)
	3. In case of Terminal Illness and Critical Illness
		1. Complete medical records (for past and current illness)
		2. Certificate from treating doctor.
	4. In case of Accidental/Unnatural death
		1. Copy of the First Information Report (FIR) or Panchanama/Police complaint (attested by bank and police authorities)
		2. Copy of Postmortem report (PMR)/Autopsy and Viscera report (attested by bank and police/hospital authorities)
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| 1. Claimant should submit the Claim Form completed in all respects, with relevant documents mentioned under Para 4 above, directly to Canara HSBC Life. The system generated Claim Number/ Customer ID. should be mentioned on the Claim Form while sending the physical documents. Claim No. can be used for any queries/further follow-up with the Canara HSBC Life claim department. In case of any queries related to pending documents will be notified within 15 days from the date of receipt of claim intimation
2. However, the claim application received by the Canara Bank Branch having the Salary Account, should be forwarded to Canara HSBC LIFE
3. On receipt of complete documents, insurance company shall settle the claim within 30 days from the date of receipt of last complete document.
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| **CONTACT DETAILS AND ESCALATION MATRIX**1. Insurance Company – **HDFC Life Insurance Company Limited**
2. Claim documents are to be sent to: Email id:-
3. Status of the claims can be sought, using system generated claim number/ Account Number, by any of the following channels:
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| **Sr No** | **Channel** | **Email Id** | **Contact No** |
| 1 | Email ID |  | 022-68446530 |
| You can check status of your claim on Online Portal Link( ) >> Track Claim Status >> Group Policy (Death claim /Rider Claim) >>Master Policy Number and Loan Account No./Scheme Member code/Employee No. |
| 1. Escalation Matrix for Claims (Canara HSBC LIFE) - Contact Details
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| **Escalation Level** | **Name** | **Email I’d** |
| Level 1 |  |  |
| Level 2 |  |  |
| Level 3 |  |  |
| Level 4 |  |  |
| 1. Escalation Matrix (Aon Risk Insurance Brokers India) - Contact Details
 |
| **Escalation Level** | **Name** | **Email I’d** | **Contact No** |
| **Level 1** | Vaishnavi Borade | **vaishnavi.borade@aon.com** | +919833753742 |
| **Level 2** | Kunal Batwar | **kunal.batwar@aon.com** | +917718835031 |
| **Level 3** | Priyank Rambhia | **priyank.rambhia@aon.com** | +919773699976 |
| **Level 4** | Shaleen Trivedi | **shaleen.trivedi3@aon.com** | +917506930730 |