



IN-BUILT INSURANCE COVERAGES FOR CONSUMERS



Taking insurance is often seen as an additional expense, but what if it was already included in the products you purchase? Many consumers are unaware that quite a few financial products, travel bookings, credit cards, and even household appliances come with inbuilt insurance—a coverage that is automatically included at no extra cost.

With this e-book, **Grahak Sathi** aims to raise awareness about some such inbuilt insurance products, helping consumers understand their rights, benefits, and limitations.



LPG CYLINDERS

Any registered consumer who buys LPG cylinders from any authorized dealer is automatically covered and eligible for compensation for accidents, loss of life, injury or property damage caused by LPG incidents.

Insurance coverage to consumers is provided by LPG distributing Companies like Indian Oil (Indiane), Hindustan Petroleum (HP Gas), and Bharat Petroleum (Bharat Gas) through a “**Public Liability Insurance Policy**”.

The cover for loss of life, bodily injury and property damage at authorized customer's registered premises includes:

- **Personal Accident Cover:** Up to Rs. 6 lakhs per person per event in case of death.
- **Medical Expenses:** Up to Rs. 30 lakhs per event, with a maximum of Rs. 2 lakhs per person and immediate relief of Rs. 25,000 per person.
- **Property Damage:** Up to Rs. 2 lakhs per event for damages at the customer's registered premises.

To make a claim, inform your LPG Distributor immediately after the LPG accident. Your Distributor will notify the insurance company. You do need to contact the insurance company directly.

Document required for claims:

- Inquest report or coroners report and death certificates for fatalities.
- Doctor's prescriptions and medical bills for injuries.
- Surveyor's assessment for property damage.

Also, ensure that you always use the ISI marks that are accessories for your LPG connections to avoid claim rejection.

Regular maintenance checks are recommended to ensure safety and compliance.



FIXED DEPOSITS AND BANK ACCOUNTS



The **Deposit Insurance and Credit Guarantee Corporation (DICGC)** provides deposit insurance to consumers of all commercial banks in India, ensuring that your savings are protected in case a bank fails.

DICGC is a government corporation established by RBI.

- All commercial banks including branches of foreign banks functioning in India, and cooperative banks are insured by the DICGC. Primary cooperative societies are not insured.
- DICGC insures all your deposits such as Savings, Fixed, Current, Recurring etc.
- Each depositor is insured up to a maximum of Rs. 5 lakh which includes both the Principal and Interest amount across all accounts held in the same bank.
- If you have accounts in different banks, they are insured separately. However, deposits across multiple branches of the same bank are combined.
- If a bank fails, the DICGC pays the insured amount to the bank's liquidator within two months. The liquidator will then distribute the funds to the depositors.
- The insured bank covers the cost of deposit insurance, not the consumer.
- Check with your bank or branch for proof of insurance coverage to ensure your deposits are protected.

IRCTC- TRAIN TICKETS



You can get travel insurance for a low cost of 45 paise per passenger when you book your e- ticket through IRCTC. You will receive policy information through SMS and email directly from the insurance company, along with a link to fill in nominee details.

- **The Policy covers:**

- Death (Rs. 10 lakh)
- Permanent total disability (Rs. 10 lakh)
- Permanent partial disability (Rs. 7.5 lakh)
- Hospitalisation expenses for injury (Rs. 2 lakh)
- Transportation of mortal remains (Rs. 10,000)

- This coverage is available for confirmed, RAC, and partially confirmed tickets. Children under 5 without a seat are not covered, but children aged 5-11 are included with or without a seat.
- Claims should be made within 4 months at the nearest insurance company office, along with the necessary documents.
- Benefits will be paid within 15 days of submitting the required documents. Delays beyond 7 days incur 2% interest.

Stay covered for a small cost and travel with peace of mind.

IRCTC- AIR TRAVEL

All passengers who book flights on the IRCTC Air website (www.air.irctc.co.in) or the IRCTC Air mobile App get complimentary Travel Insurance of up to Rs. 50 lakhs at no extra cost.

This travel insurance is available for all flight tickets - one-way, round trip, domestic, or international flights, across all classes - business, premium economy or economy.

Key Benefits of IRCTC Air's Travel Insurance:

- **Comprehensive Coverage:** It insures passengers against accidents, loss of baggage, flight delays, cancellations, and other unforeseen circumstances during travel to help manage unexpected financial or logistical issues.
- **Medical Emergencies:** Provides coverage for medical expenses due to unexpected injuries or health issues during your trip. Read Terms and Conditions for specific limits.
- **24/7 Assistance Worldwide:** You can access their assistance services round-the-clock from anywhere for help in arranging medical services, coordinating travel arrangements, or providing emergency assistance etc.

Always read the Terms and Conditions of the Insurance coverage applicable to you carefully to know your benefits and coverage limits in case of any emergencies. Contact IRCTC in case of any unforeseen events for assistance and for claims.



CAB RIDES

Many riders may not know that Uber and Ola offer optional insurance for safer travel. Here's what you should know:

Uber Insurance (at Rs. 3 per ride)

- Available for all eligible Uber rides (excluding Rentals, Intercity, and Business trips).
- Offers protection for accidental death, disablement, medical emergencies, missed flight connections.

Ola Insurance (fee added to fare)

- Ola insurance covers City Taxi rides, including Ola Share and Bike, but excludes Ola Auto. It also applies to Rentals and Outstation trips booked through the Ola app, with coverage starting and ending with the ride.
- Includes coverage for accidental death, medical expenses, missed flight connections, hospitalization benefits and more.
- Includes baggage loss coverage for Outstation trips.

To activate or deactivate insurance, go to your app settings under “**Rider Insurance**.” Toggle the option on or off as needed. Insurance applies from your next eligible ride.

Always review the terms to understand benefits, exclusions, and claim procedures. Claims can be filed directly via the Uber or Ola app.



DEBIT CARDS

Many banks offer built-in insurance coverage with their debit cards, providing financial protection in case of accidents, theft, or emergencies. These benefits often go unnoticed by cardholders but can offer significant support in unexpected situations.



Lost Card Liability: In case of theft or loss of debit card, you would not be held liable for unauthorized transactions if you report the incident promptly.

Accidental Death and Disability Cover: Offers compensation for accidental death or permanent disability. Coverage amount can range from Rs.1 lakh to Rs.10 lakhs, depending on the card.

Air Accident Cover: Provides compensation for death or injury during air travel. Coverage can go up to Rs. 30 lakhs or more.

Purchase Protection: Covers items purchased using your debit card, offering compensation for theft or damage within 90 days. Coverage typically ranges from Rs. 50,000 to Rs. 1.5 lakhs.

Lost Baggage Cover: If your baggage is lost or delayed during travel, you may be eligible for compensation if you have bought the ticket using the debit card. The coverage is often up to Rs. 50,000 or more.

How to Claim Your Debit Card Insurance:

- Some benefits activate only after specific transactions or spending limits. Review your card's terms for eligibility and coverage limits.
- Immediately report any incidents like theft and loss, or accidents as soon as possible to the bank's customer support.
- Depending on the type of claim, you may need to submit police reports, medical certificates, invoices, or other supporting documents.
- Complete the claim form provided by your bank and submit it along with the necessary documents.
- Claims are typically processed within a few days to a few weeks, depending on the complexity and type of claim.

CREDIT CARDS

Many credit cards offer built-in insurance coverage providing financial protection in case of accidents, theft, or emergencies. It is beneficial to know about them as they can offer significant support in unexpected situations.



Fraudulent Transaction Coverage: Includes coverage for unauthorized transactions made on your card. If someone steals your card information and makes purchases without your consent, you will be reimbursed for the fraudulent charges.

Purchase Protection: Protects items you purchase with your credit card against theft or damage. You can claim up to Rs. 50,000 for purchases that are lost, stolen, or damaged within a specified time after the purchase.

Travel Insurance: Covers medical emergencies while travelling, trip cancellations, and lost luggage. Some cards provide coverage for flight delays and missed connections, compensating you for inconveniences. If your luggage is lost or delayed beyond a certain period, you can file a claim for compensation.

Accident Insurance: Provides coverage in case of accidents. For road accidents, coverage can range from Rs. 2 lakhs to Rs. 4 lakhs while air accidents may be covered up to Rs. 40 lakhs.

How to Maximize Your Benefits:

- **Review Your Credit Card's Terms:** Different cards offer different insurance benefits, so it is important to check the coverage details provided by your card issuer.
- **Keep Receipts and Documents:** Always save receipts for purchases or bookings made using your credit card to ease the claim process.
- **File Claims on Time:** Many benefits, like purchase protection, have time limits for filing claims. Make sure to report any incidents as soon as possible and submit the required documents within the specified timeframe.

EMPLOYEES' PROVIDENT FUND

The Employees' Provident Fund Organization (EPFO) gives life insurance coverage to its members through the **Employees' Deposit Linked Insurance (EDLI)** scheme.

- It provides a minimum benefit of Rs. 2.5 lakhs and a maximum of up to Rs.7 lakhs to the nominee or legal heir of the EPF member, if he/she dies during service.
- All active EPF members who are in service with an EPF registered company are automatically covered. Benefit is available to members who were in continuous employment for 12 months before death in one or more establishment.
- The coverage amount is 35 times the average monthly salary (capped at Rs.15,000) plus a bonus of Rs.1.75 lakhs.
- Nominees, family members or legal heirs can claim the benefits.

How to Claim:

- Submit prescribed claim form 5 IF to the regional EPF office through the member's last employer where the EPF account was maintained.
- Provide the death certificate, bank details, and nomination or guardianship documents if required.
- In the absence of an employer, get the form attested by authorized officials like a magistrate, MP, or bank manager.
- Claims are settled within 30 days, and delays incur 12% annual interest on the payout.

Ensure your EPF account details and nominations are updated to secure your family's financial future!





ABOUT CERC

Consumer Rights protection and justice for consumers have been the focus of Consumer Education and Research Centre (CERC) right from its inception in 1978. CERC is India's only Consumer Rights Organisation that provides 360 degree service to the consumer in terms of Education, Empowerment and Protection.

A broad range of activities are undertaken in the organization – grievance redressal through mediation and litigation, consumer education and awareness building through various publications and outreach activities, testing and analysis of consumer products in our in-house product testing laboratories, advocacy for laws and regulations that better protect consumers, as well as a number of projects executed in various areas pertinent to consumer protection and empowerment. Promoting environmental awareness, energy conservation and sustainable consumption are also major activity areas in CERC.

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