Pre bid Query Replies for the GeM bid ref no:GEM/2024/B/5046490 dated 13/06/2024,
Selection of Insurer for Card Insurance Programme [Lost Card Policy and CanCare Policy] under Non-Traditional Insurance Policies in Canara Bank for a period of One (1) year

Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank response
1	NA	Generic	Generic	Active list	Demography of lives to be covered for both lost card and CanCare Policy.(Age, Gender, Occupation)	Bank will not be able to provide the required details
2	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data for last three years with date of intimation, date of loss, reason of loss, claim status (settled, rejected, or withdrawn), settled amount and claimed amount for both Lost card and Can Care Policy as mentioned in the tender.	Please refer to Annexure for the required details
3	NA	Generic	Generic	Generic	Premium details of last three years	Bank will not be able to share the required information.
4	50	Annexure-7 Scope of Work	7.Security Features of Cards	Part-A (Lost CardPolicy)	Measures taken for loss minimisation by the bank	Please refer to the RFP - Other information and Security features of cards section.
5	42	GEM/2024/B/5046490 dated 13/06/2024	NA	Part (B) Cancare Policy for Canara Bank	Please confirm up to what date the claim is considered for current policy year	Current Policy period is from 8th August 2023 to 7th August 2024
6	NA	Generic	Generic	Generic	Category wise bifurcation of active/live cards.	Please refer to the tender document for the required details.
7	NA	Generic	Generic	Generic	Has there been any change in the terms and conditions in the last 3 years? If yes, please elaborate.	The coverage under purchase protection and baggage insurance in the renewal policy has been increased to INR 50000 from INR 25000.
8	NA	Generic	Generic	Generic	No. of cards Insured for the past three years. Proposed no. of cards for the current yr.	Please refer to RFP -Scope of work for the required details.
9	NA	Generic	Generic	Generic	Improvements in security measures as compared to last year	1.Bank has implemented Terminal Security Solution in all ATM'S to ensure security from malware attack. 2.Bank is implementing e-Surveillance in both Capex & Opex ATMs. 3.Bank is implementing additional security measures in ATM's i.e OTC Locks & Cassette Swapping.
10	NA	Generic	Generic	Generic	Lost Card Policy - no of claims reported & Amount - No of claims paid & Amount - No of claims outstanding & Amount & ICR	Please refer to Annexure for the required details.
11	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.	Please refer to Annexure for the required details.
12	NA	Generic	Generic	Generic	Expiring premium details	Bank will not be able to share the required information.

Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank response
13	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.	The lost card liability policy covers active plus projected cards, however in case of Cancare policy it is covered as per actual cards. Please refer to the tender document for details.
14	NA	Generic	Generic	Generic	Number of cards covered, premium and claims for the last 3 years	Please refer to RFP -Scope of work & Annexure provided for the required details.
15	NA	Generic	Generic	Generic	Existing policy period	Policy period - 8th August 2023 to 7th August 2024
16	NA	Generic	Generic	Generic	Claims are as on which date?	Please refer to Annexure for the required details
17	NA	Generic	Generic	Generic	Are claims for the previous years also updated as on the same date?	Please refer to Annexure for the required details
18	NA	Generic	Generic	Generic	Section-wise bifurcation of claims in terms of count and amount	Please refer to Annexure for the required details
19	NA	Generic	Generic	Generic	Status-wise bifurcation of claims e.g. paid, outstanding, closed, rejected etc.	Please refer to Annexure for the required details
20	NA	Generic	Generic	Generic	What is meant by policy limit of Rs. 5 Crore? Is this an annual aggregate limit?	Please refer to RFP -Scope of work for the required details.
21	NA	Generic	Generic	Generic	We can offer Fraud cover through Cyber Sachet and PA through Sarv Suraksha Plus. Please confirm if this is OK.	Bidder to comply with RFP scope of work.
22	NA	Generic	Generic	Generic	What is the relationship of the Bank with the spouse of the card holder? Is the spouse also an accountholder with Canara Bank?	Spouse could / could not be account holder of the bank. Bank is offering this cover as a benefit to the card holders
23	NA	Generic	Generic	Generic	We would be unable to quote for Checked Baggage Loss.	Bidder to comply with RFP scope of work
24	NA	Generic	Generic	Generic	The date of accident will need to be within the policy period for the claim to be payable. Not the date of death. We shall not be able to settle claims where the date of accident is outside the purview of the policy period.	Bidder to comply with RFP scope of work
25	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?	Bank will not be able to provide the required details.
26	NA	Generic	Generic	Generic	Category wise expected Premium w/o GST	Bank will not be able to share the required information.
27	NA	Generic	Generic	Generic	Will there be a min. Guarantee of 6.5Cr. Policies in the year?	Please refer to RFP -Scope of work for the required details.
28	NA	Generic	Generic	Generic	Will this be attached to all existing and new customers?	All existing as well as eligible card holders will be covered under this program.
29	NA	Generic	Generic	Generic	What happens when customer owns more than one card with bank?	There is no restriction on number of cards held by the card holder.
30	NA	Generic	Generic	Generic	Worldwide coverage is only required on international travel cards?	All eligible cards will be covered under this program.
31	NA	Generic	Generic	Generic	What is the avg transaction value for each of this card category?	Bank will not be able to provide the required details.
32	NA	Generic	Generic	Generic	Do they intend to cover chargeback as well?	Bidder to comply with RFP scope of work
33	NA	Generic	Generic	Generic	Purchase protection cover to be structured under Service contract liability (No COI shall be issued to the end customer)	Bidder to comply with RFP scope of work

Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank response
34	NA	Generic	Generic	Generic	What will be the customer onboarding journey for purchase protection? Will we receive booking data for each purchase made by customer?	Bidder to comply with RFP scope of work
35	NA	Generic	Generic	Generic	We understand that the mentioned SI (50k per card) is the annual limit	RFP terms are self explanatory. Bidder to comply with RFP terms and conditions.
36	NA	Generic	Generic	Generic	Given that this is an SCL structure, claims to be managed by Canara Bank, or a TPA so engaged by the Bank	Bidder to comply with RFP scope of work.
37	NA	Generic	Generic	Generic	Previous year policy details - Total enrolments, GWP, claim details, T&Cs, etc	Please refer to Annexure for the required details.
38	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?	Please refer to the tender document for the required details.
39	NA	Generic	Generic	Generic	We understand that this is a mandatory program with the premium being borne by the bank	Yes. The premium will be borne by the bank
40	NA	Generic	Generic	Generic	Final binding under SCL shall be subject to understanding of end-to-end claims process	Bidder to comply with RFP scope of work.
41	NA	Generic	Generic	Generic	Detailed claims MIS (excel sheet) and summary for past 3 yrs	Please refer to Annexure for the required details.
42	NA	Generic	Generic	Generic	No. of cards covered under past 3 yrs policy	Please refer to RFP -Scope of work for the required details.
43	NA	Generic	Generic	Generic	Existing policy copy along with previous 2 years' policy copies	Bank will not be able to provide the required details

Date: 27/06/2024
Place: Bangalore

General Manager

केनरा बैंक ★ CANARA BANK ★ C.P. & V.M. Wing, H.O., Bengaluru - 560 001 सी. पी. एवं वी. एम. विभाग, प्र.का., बेंगलूरु - 560 001
Tender Processing Section

Annexure to Pre bid Query Replies for the GeM bid ref no:GEM/2024/B/5046490 dated 13/06/2024, Selection of Insurer for Card Insurance Programme [Lost Card Policy and CanCare Policy] under Non-Traditional Insurance Policies in Canara Bank for a period of One (1) year

Lost Card Liability (Claims data as on 26-06-2024)

Policy Year	Intimated Claims		Settled Claims		Rejected Claims		Closed and Withdrawn Claims		Pending Claims		Settled + Pending Claims		ICR
	Numbers	Amount	Numbers	Amount	Numbers	Amount	Numbers	Amount	Numbers	Amount	Numbers	Amount	
2019-2020	1,929	5,70,11,888	799	2,44,83,924	28	10,91,292	1,102	3,14,36,672	-	-	799	2,44,83,924	**65%**
2020-2021	2,712	7,00,51,088	935	2,10,20,038	12	5,92,086	1,765	4,84,38,964	-	-	935	2,10,20,038	**71%**
2021-2022	804	2,13,39,347	175	30,89,707	49	16,40,600	580	1,66,09,040	-	-	175	30,89,707	**13%**
2022-2023	1,385	4,42,83,565	15	3,40,149	711	3,52,24,977	650	83,86,829	9	3,31,610	24	6,71,759	**9%**
2023-2024	3,171	14,90,60,001	19	5,85,097	948	5,02,26,612	877	1,98,96,972	1,327	7,83,51,320	1,346	7,89,36,417	**6708%**

Cancare (Claims data as on 26-06-2024)

Policy Year	Intimated Claims		Settled Claims		Rejected Claims		Closed and Withdrawn		Pending Claims		Settled + Pending		ICR
	Numbers	Amount	Numbers	Amount	Numbers	Amount	Numbers	Amount	Numbers	Amount	Numbers	Amount	
2019-2020	14	33,00,000	11	26,00,000	3	7,00,000	-	-	-	-	11	26,00,000	**48%**
2020-2021	31	1,12,00,000	26	92,00,000	4	16,00,000	1	4,00,000	-	-	26	92,00,000	**298%**
2021-2022	50	1,94,00,000	25	1,02,00,000	19	68,00,000	2	8,00,000	4	16,00,000	29	1,18,00,000	**130%**
2022-2023	119	4,24,00,000	82	2,86,00,000	9	34,00,000	1	4,00,000	27	1,00,00,000	109	3,86,00,000	**344%**
2023-2024	110	4,18,00,000	19	70,00,000	10	38,00,000	1	4,00,000	80	3,06,00,000	99	3,76,00,000	**271%**