



Corrigendum 1 to GeM Bid ref. no. GEM/2025/B/5841243 dated 20/01/2025 for Selection of insurer for Commercial Crime Insurance policy coverage for a period of one year from 01/04/2025 to 31/03/2026

It is decided to amend the following in respect of the above GeM bid:

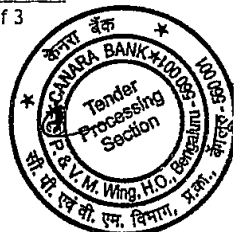
Sl No.	Section/Annexure /Appendix of GeM Bid	Clause No.	Existing Clause	Amended Clause
b.	Annexure-I (Replies to Pre-Bid queries) Preventive Measures	N.A	N.A	Additional Information
c.	ANNEXURE II (Replies to Pre-Bid queries): Premium Paid & Claims Details for last 3 years	N.A	N.A	Additional Information

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: 03-02-2025
Place: Bangalore


Deputy General Manager



**Annexure-I (Replies to Pre-Bid queries)
Preventive Measures**

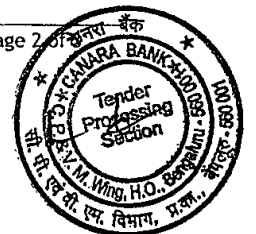
1. For Online Banking channels transactions, Two Factor authentication mechanism is implemented.
2. Mobile Banking app prevents customers from registering if it detects any desktop sharing apps & Jailbroken/rooted devices on the mobile device.
3. Device and SIM Binding: For registering onto mobile devices, Device and SIM Binding is made mandatory for UPI and Mobile Banking services. Thus, establishing the usage of same combination of SIM and mobile device for carrying out transactions through our mobile applications.
4. Cooling Period for New Users: Restrictions are placed on transactions on the basis of first registration in Mobile Banking (12 hours) & UPI (72 hours).
5. Addition of New Beneficiary: Restrictions are placed on transactions for new beneficiary addition in Mobile Banking, Internet Banking & UPI.
6. Option to Set Transaction Limits: Internet Banking, User can set transaction wise limits.
7. Enterprise Fraud Risk Management (EFRM) rules: Rules based on the pattern of the fraudulent transactions are implemented in our EFRM system for raising alerts and/ or declining transactions altogether.

The following EFRM rules were incorporated in UPI during the last Financial Year.

a Decline the transaction if successful fund transfer > 2 within 30 min to same beneficiary for cumulative amount > = Rs. 50,000/-.

b Decline the transaction if in case of 2nd transaction, the amount is >50000 (inclusive of 1st transaction) in the same calendar day for same beneficiary where 1st transaction is of any amount.

8. Option to Disable Online Banking Channels: Option to disable Online Banking Channels through different modes by our customers are available i.e., branch, Internet Banking, Mobile banking, SMS & Call Centre.
9. Encryption: Strong encryption protocols are used to protect data during transmission.
10. Antivirus Software: Users are encouraged to install and regularly update antivirus software to detect and mitigate malware.
11. User Education: Bank and government agencies conduct awareness campaigns to educate users about online security risks and safe practices.
12. Regulations and Compliance: The guidelines issued by RBI are being complied by bank.
13. Fraud Detection Systems: Bank and payment service providers employ sophisticated fraud detection systems to identify and prevent suspicious transactions.
14. Instant Alerts: Users receive alerts for transactions in their accounts to help them identify unauthorized activity quickly.



ANNEXURE II (of Replies to Pre-Bid queries):
Premium Paid & Claims Details.

Claims Summary- PY 2022-23, 2023-24, 2024-25.

Year	Outstanding		Settled		Premium Collected Amount in Rs (Excl of GST)
	Count	Loss Estimate	Count	Paid Amount	
2022-2023	0	0	129	42,62,000/-	2,14,85,000/-
2023-2024	52	1,52,65,000/-	359	1,19,10,000/-	1,85,00,000/-
2024-2025 (As on 31.01.2025)	286	3,30,56,000/-	180	58,37,000/-	2,88,00,000/-

Note: Outstanding column reflects the amount claimed by the Insured.

