



## Making life a little easier for you!

### Follow the below steps for an easy claim settlement:

#### Follow the steps to block your Cards/ Register a claim for Card Fraud

**Step 1** > Call CPP (1800-419-4000) to block your cards/ Register your Card Fraud claim.

**Step 2** > Prepare Claim documents as per below list and send the documents within 28 days to the below address:-

CPP ASSISTANCE SERVICES PVT. LTD., Golf View Corporate Tower -A, Golf Course Road, Sector 42, Gurgaon -122002 Haryana

- **Claim Form** duly filled with all information and signed by the customer
- **FIR copy** - Attested either in Hindi or English with description of all the lost things including card and clearly mentioned that "Appropriate action need to be taken against culprit"
- **Credit / Debit Card statement** - Last 3 months attested statement by the Bank (indicating forged transactions and consumer loss liability) In the case of Debit card lost, Letter from the bank confirming the mentioned debit card issued against Account Number to the customer
- **Copy of dispute letter** submitted to bank with details of transactions
- **Letter of Subrogation** - This should be on the stamp paper of Rs 100/-
- **Copy of a Valid Photo I.D.** - Pan Card, Driving License, Voters I.D, Passport.
- **Copy of Visa and Immigration pages** which confirm date of visit. (applicable in case of txns happened internationally)
- **Cancelled Cheque** with name print.

**Step 3** > CPP to send confirmation on receipt of documentation & processes the claim.

#### Follow the steps to claim for a Mobile Wallet Fraud

**Step 1** > Call CPP (1800-419-4000) and register your claim for a Mobile Wallet Fraud.

**Step 2** > Prepare Claim documents as per below list and send the documents within 28 days to the below address:-

CPP ASSISTANCE SERVICES PVT. LTD., Golf View Corporate Tower -A, Golf Course Road, Sector 42, Gurgaon -122002 Haryana

- **Claim form** duly filled with all information and signed by the customer
- **Police Acknowledgment** of any kind / First Information Report of lost of mobile (Including details of dispute transactions)
- **Confirmation Mail** or any documented proof of block the SIM from mobile operator as e-wallet generally used and connected with registered number
- **Last 3 months E-wallet statements** from the date of loss. (Require dispute transactions details in statement).
- **Dispute letter** or mail from the Customer to E-wallet company with their confirmation and closure report
- **Details of Mobile Payment App** use by the customer, other than disputed wallet. If there is any.
- **Copy of a Valid Photo I.D.** - Pan Card, Driving License, Voters I.D, Passport.
- **Letter of Subrogation** - This should be on the stamp paper of Rs 100/-
- **Cancelled cheque** with name print.

**Step 3** > CPP to send confirmation on receipt of documentation & processes the claim.