

## VISA CFAR PRODUCT – STAMP MY VISA

### CLAIMS PROCESS -

- The customer can reach out to the claims team of Reliance General Insurance using the below details for intimating a claim in case the Visa is Rejected by the Embassy.

Contact - +91 22 48903009

Mail Address - [HealthclaimsPA@indusindinsurance.com](mailto:HealthclaimsPA@indusindinsurance.com)

- While intimating, the customer has to submit the following documents alongside for the team to assess and settle the claim
  - ✓ Copy of Aadhar Card of the insured
  - ✓ Copy of Cancelled Cheque of the Insured
  - ✓ Visa Rejection Letter by the Embassy
  - ✓ Snapshot of the Visa Fees Paid
- Once the claim is intimated and all the documents required are submitted, the claims team would assess the same and shall confirm back within 7 working days on the status of the claim – it'll be either Approved, Rejected, On Hold

Approved - If it's an admissible claim, the amount will be settled to Insured's Bank Account within 3-4 working days.

Rejected - If the claim is rejected, the RGI Claims Team will share the repudiation letter with the customer.

On-Hold – If there's any discrepancy / additional documents required for assessment, team will share the details of the same.

### CANCELLATION -

Please note that No Cancellation is allowed for a VISA CFAR Policy issued by Reliance General Insurance.