

Group Personal Accident Insurance Policy (04.04.2025-03.04.2026)
Insurance Company: The Oriental Insurance Company Limited (OICL)

Contact Details and Escalation Matrix
The Oriental Insurance Company Limited (OICL)

All communications / correspondence regarding claims should be sent to:

The Oriental Insurance Company Limited
SBI GPA Claims Cell
Mumbai Regional Office 1, 2nd Floor, Oriental House, 7 J. Tata Road, Churchgate, Mumbai-400020.

Status of the claims can be sought, using system generated claim number/ Account Number, by any of the following channels:

Sr. No.	Channel	Details
1	Email ID	sbigpa.claims@orientalinsurance.co.in
2	Land Line Number	022-22820494 / 22049076 / 22825619
3	Fax No.	022-22820590
4	Toll Free No	18001238733 / 1800-11-8485

Escalation Matrix (The Oriental Insurance Co. Ltd.) - Contact Details

Escalation Level	Name/Designation	Contact No.	Email Id
1st Escalation	Ms. Deepa Balasubramaniam - Dy. Manager	8655960610 / 8655960611	deepa.b@orientalinsurance.co.in
2nd Escalation	Ms. Manasi Kadam - Dy. Manager	8655960610 / 8655960611	manasi.kadam@orientalinsurance.co.in
3rd Escalation	Mr. Ninad Pote Regional Manager	8655960610 / 8655960611	Pote.ninad@orientalinsurance.co.in

Insurance Broker Firm

M/S Anand Rathi Insurance Brokers Ltd.
Policy period: 04.04.2025 TO 03.04.2026
and for Policy Year 2020-21 and earlier: All packages

Correspondence Address:

M/s Anand Rathi Insurance Brokers Lt. (ARIBL),
09th Floor, Times Tower, Kamala Mills Compound,
Senapati Bapat Marg, Lower Parel, Mumbai - 400013, Maharashtra
Toll Free No: 1800-123-8733
WhatsApp Chat Bot: 8657923021
Email ID: paihelpdesk@rathi.com

Land Line No. **022-4909 3000/3003/3006**

Contact details of dealing officials:

Name	Designation	Mobile No.	Email id
Ghanshyam Suthar	Deputy Manager	7627085814	ganshyamsuthar@rathi.com
Yash Parmar	Management Trainee	8097841334	yashparmar@rathi.com
Aniruddha Sargade	Senior officer	8657893622	aniruddhasargade@rathi.com
Bhupendra Thanekar	Asstt. Vice President	9833784147	bhupendrathaneekar@rathi.com
Binita Shah	Director	—	binitashah@rathi.com



Oriental Insurance Co. Ltd.

SBI GPA Claims Cell

Mumbai Regional Office 1, 2nd Floor, Oriental House, 7 J. Tata Road, Churchgate, Mumbai-400020.

GROUP PERSONAL ACCIDENT/ AIR ACCIDENT /DISABILITY CLAIM INTIMATION FORM
(SALARY PACKAGE/PENSION A/Cs)

To be submitted for claiming Personal Accident Insurance (PAI) (death only) /Air Accident Insurance cover (AAI) (death only) within 90 days after date of death of Salary Package Account holder of SBI (Intimation may be advised through Email, Post, Telephone/ Fax) Issuance of this format for intimation of a claim is not to be taken as an admission of liability. Death/Disability due to accident only is covered under the Policy and account should be under Salary Package as on date of accident/death/disability)

#Do not leave any fields Blank, mark NA where not applicable.

Policy No. (A/c State Bank of India)	580000/48/2026/72	Address: SBI GPA Claims Cell Mumbai Regional Office No. 1, 3 rd Floor, Oriental House, 7 J. Tata Road, Churchgate, Mumbai-400020. Phone :022-22821746 / 22821459 / 228281365 Toll Free No.: 1800-11-8485 Fax No. 022-22821648 Email Id: sbigpa.claims@orientalinsurance.co.in Cc. pote.ninad@orientalinsurance.co.in paihelpdesk@rathi.com
Policy Period	04 .04.2025 to 03.04.2026	

1	Name of Salary/Pension Account holder	
2	Address in full	
3	a) Date of Accident	
	b) Time of Accident	
	c) Place of Accident	
	d) Brief Details of Accident	
	e) Date of Death	
4	Salary Package/Pension Account No.	
5	Xpress Credit (PL) Outstanding (if any), Ac for DSP/CAPSP/ICGSP/PSP (Death in No action against Anti National Activities, Terrorist, Naxalite foreign enemy only	O/s
6	Type of Salary Package/Pension Account (Tick the appropriate one)	CSP/DSP/CAPSP/ICGSP/SGSP/CGSP/PSP/RSP/SUSP/ Pensioner (DSP/CAPSP/ICGSP)

7	Salary Package Account Variant: (Please mention as applicable Silver/Gold/Diamond/Platinum/Rhodium)	
8	Name of Organization for DSP/CAPSP/ICGSP	Army / Air Force / Navy / Indian Coast Guard/ Assam Rifle / Rashtriya Rifle / BRO (GREF) / BSF / CRPF / CISF / ITBP / SSB / NSG/RPF/ NDRF/SPG
		Unit Address:
		Contact Detail Landline: Mobile No:
9	Name of the organization for others i.e. PSP/CGSP/SGSP/RSP/SUSP/CSP	Name of Employer/ Department Name:
		Contact Detail :Phone/Email
10	Personnel/Force/Batch No./ Employee ID number	
11	Details of SBI Branch where Salary Account was maintained	Branch Name:
		Branch Code:
		Place:
		State:
12	Name of Nominee/Joint Account holder in the salary package account [as per Bank's record]	
13	Relationship of Nominee with Account Holder	
14	Address of the Nominee	
15	E Mail ID of Nominee (if available)	
16	Contact Number of Nominee (if available)	

[#Corporate Salary Package (CSP), Defence Salary Package (DSP), Central Armed Police Salary Package (CAPSP), Indian Coast Guard Salary Package (ICGSP), State Government Salary Package (SGSP), Central Government Salary Package (CGSP), Police Salary Package (PSP) and Railway Salary Package (RSP), Start-up Salary Package (SUSP)]
(@ Please tick on the appropriate organization)

Above information are true to the best of my / our knowledge and belief.

Signature of person Intimating Claim

Full Name of person Intimating Claim

Relationship with Deceased Account Holder

Contact details of Person Intimating Claim

Landline No

Mobile No

Email ID



Oriental Insurance Co. Ltd.

SBI GPA Claims Cell

Mumbai Regional Office 1, 2nd Floor, Oriental House, 7 J. Tata Road, Churchgate, Mumbai-400020

Group Personal Accident/ Air Accident Claim Form

(To Be Filled by Nominee/ Claimant/ Legal Heir)

Submission of this format for claim is not to be taken as an admission of liability.

Policy No. (State Bank of India)	580000/48/2026/72	Address: SBI GPA Claims Cell, Mumbai Regional Office No. 1, 3rd Floor, Oriental House, 7 J. Tata Road, Churchgate, Mumbai-400020. Phone :022-22821746 / 22821459 / 228281365 Toll Free No.: 1800-11-8485 Fax No. 022-22821648 Email Id: sbigpa.claims@orientalinsurance.co.in Cc. pote.ninad@orientalinsurance.co.in paihelpdesk@rathi.com	
Policy Period	4.04.2025 to 03.04.2026		
1	Name of Salary/Pension Account holder		
2	Address of Claimant		
3	Date of Accident		
4	Date of Death of Salary/Pension Account Holder		
5	Cause of Death		
6	Salary/Pension Package Account No.		
7	Xpress Credit (PL) Outstanding (if any), for DSP/CAPSP/ICGSP/PSP only	Ac No:	O/s as on date:
8	Name of the organization		
9	Name of Nominee/Joint Account holder in the salary/pension package account		
10	Mobile Number of Nominee/ Joint account holder		
11	Contact Number of other close person/relative		
12	Branch Details where Salary/Pension Account is maintained	Branch Name:	
		Branch Code:	
		Place:	
		State:	
13	Claim Amount (eligibility as per he variant/Package) <u>*Send documents for applicable add-on covers along with PAI claim documents</u>	PAI: Rs.	
		AAI: Rs.	
		Add on Covers: Rs.	

**Please ensure to enclose below mentioned documents:
DOCUMENTS TO BE SUBMITTED ALONG WITH ANNEXURE 5 (Claim Form)**

SI No.	Documents	Enclosed (Yes / No)		Documents	Enclosed Yes / No
I	Annexure 4: Claim Intimation Form		VIII	Viscera Report / Chemical Analysis Report in case where postmortem report shows the cause of death due to poisoning or alcohol or confirm after Viscera/Chemical Analysis Report	
II	Annexure 6: Duly stamped and signed Certificate by SBI Branch Manager on Bank Letter head.		IX	Aadhar Card of Nominee/Joint Account holder /Claimant in the salary package account.	
			X	Salary Ac Statement for last three months and Copy of Salary Slip last three Months (Prior to date of accident)	
III	Annexure 7: Bank details/ NEFT Form of Nominee/Joint Account /Claimant holder in the salary package account		XI	PAN card copy of the Nominee/Joint Account holder/ Claimant in the salary package account. if not available, then form 60	
IV	Attested Copy of Death Certificate		XII	Attested copy of the first page of the Bank Passbook or cancelled Cheque containing the Name of Account Holder (claimant), IFSC Code of the Bank, Bank Account Number of Nominee/Joint Account holder/ Claimant	
V	Attested Copy of Postmortem Report		XIII	Other suitable document to prove legal heirship in case claimant is not a nominee / joint account holder as per Bank's record	
VI	Attested Copy of FIR Report		XIV	In case of multiple heirs, (consent from all the legal heirs)	
VII	Defence Authority report in case FIR is not available (For Armed forces)		XV	Certified Copy of Final Police Investigation Report in case of train accident/drowning/murder	

I hereby declare that the foregoing statements made by me are true in all respects, that I have not attempted to conceal from the Company anything with which it ought to be made acquainted and that if I have made or in any further declaration the Company may require shall make any false or fraudulent statement or untrue averment whatever, the Claim shall be void and my right to compensation forfeited. I am willing if required, to make and provide to the Company a statutory Declaration of the whole of the foregoing statement or of any other statement made in connection with this claim.

Signature of Nominee/Joint Account Holder/Claimant
Name
Date

Annexure 6
To be submitted on Bank's letter head

This is to certify that Shri/Smt/Ms. _____ who expired on _____ due to accident (as per the documents submitted by the nominee/ claimant), is a holder of Salary Package Account:

1	Salary Package Account Number	:	
2	Address in full (as per Bank records)	:	
3	Date of Accidental Death (as per death certificate)	:	
4	Details of SBI Branch where the Salary Package Account is maintained	:	Br. Name:
		:	Br. Code:
		:	State:
		:	Module: Circle:
5	Name of the Salary Package Account holder	:	
6	Xpress Credit (PL) Outstanding (if any), for DSP/CAPSP/ICGSP only	:	Ac No.
		:	O/s as on Date:
7	Name of Salary Package account DSP/CAPSP/ICGSP/PSP/CSP/SGSP/CGSP/RSP/SUSP	:	
8	Salary Package Account Variant: (Please mention as applicable, Silver/Gold/Diamond/Platinum/Rhodium)	:	
9	Date of last Salary Credit (Prior to Accident)	:	
10	Name of the Joint account holder of Salary Account (if available)	:	
11	Address/Contact No of Joint Account holder	:	
12	Is nomination available in the Account of the deceased (Yes/No)	:	
13	Name of nominee(s), if available	:	
	Contact No./ Address of Nominee	:	
14	Nominee A/c details (Ac should be in SBI only)	:	

Details of Bank account and nominee have been furnished only after verifying the same in CBS. The undersigned will not be held responsible for the genuineness/authenticity of documents like FIR, Death Certificate, Postmortem report, etc. submitted by the claimant to the Insurance Company. It shall be the responsibility of "The Oriental Insurance Company Ltd." to ascertain their authenticity. All further correspondence should be made directly between the claimant and the Insurance Company. **The claim settlement will be entirely the responsibility of Insurance Company. All settlements/disputes will be between the claimant and the Insurance Company, and the Bank will not be a party to such disputes.**

Branch Name
Branch Code
Date:

For State Bank of India

Signature of Branch Manager

Name of the Signing Officer:
P.F. No.:
Mobile No.
Email I'd



NEFT FORM FOR PERSONAL ACCIDENT INSURANCE
(To be submitted by the Nominee/Claimant/Legal heir only)

Oriental Insurance Co. Ltd.

SBI GPA Claims Cell

Mumbai Regional Office 1, 2nd Floor, Oriental House, 7 J. Tata Road, Churchgate, Mumbai-400020

sbigpa.claims@orientalinsurance.co.in / milindpmb@orientalinsurance.co.in

(Policy No. 580000/48/2026/72)

Sir,

I/We furnish below details of my/our SBI account to be used for effecting payments due to us by NEFT/RTGS

SBI Account Details for NEFT/RTGS	
Name of the Claimant (Account Holder)	
Bank Name	State Bank of India
Bank Branch Name	
Bank Branch Address	
MICR Code	
Full Bank Account No. (for NEFT)	
IFSC Code	

Please attach a copy of a cancelled cheque leaf or Photocopy of the first page of the Bank Passbook containing the name of account holder, Bank account number, and IFSC code. Please verify the details with your bank before submitting.

I/We hereby declare that the particulars given above are correct and express my/our willingness to receive credit of claim proceeds through the mode indicated above. Notwithstanding my/our choice of mode, The Oriental Insurance Co. Ltd. reserves the right to issue a cheque/credit the account in the mode that may deem fit. I/We would not hold The Oriental Insurance Co. Ltd. responsible if the transaction is delayed or not effected at all or credited to an incorrect account for the reasons of incomplete/incorrect information.

I authorize State Bank of India to recover / adjust any Loan / dues outstanding in the name of the life assured / deceased before allowing release of funds from my account in which insurance claim due is paid.

Name: (.....)

Signature of the Applicant (Claimant)

Place:

Date:/...../.....