

GoInsure Travel Insurance Master Policy

Policy Wordings

CHUBB®

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Policy Endorsement

CHUBB®

EFFECTIVE DATE OF ENDORSEMENT: 19 March 2020

REMARKS: ENDORSEMENT TO GENERAL EXCLUSIONS

Policy has been endorsed. This will be in effect from 19 March 2020.

Special Exclusion (Covid-19)

This Policy does not cover and we will not (under any sections) pay for claims of any kind directly or indirectly arising from, relating to or in any way connected with the Coronavirus Disease 19 (COVID-19) (or any mutation or variation thereof) and/or its outbreak.

To the extent that any term or condition in the Policy may be inconsistent with this exclusion, this exclusion shall prevail.

Please file this endorsement with your original policy as it is to be attached to form part of the original policy issued under this plan.

Should you have any further enquiries, please feel free to contact our Customer Service Officer at +6 03 2058 3000. We will be glad to assist you.

Chubb Insurance Malaysia Berhad
Registration Number: 197001000564 (9827-A)

Benefit Schedule

| Benefits (sum insured RM) | | International | | Domestic | |
|---------------------------|---|--|--|---|---|
| | | First | Executive | First | Executive |
| Personal Accident | | | | | |
| 1 | Accidental Death and Disablement - Adult - Child | 325,000 81,250 | 300,000 75,000 | 200,000 50,000 | 100,000 25,000 |
| 2 | Child Education Fund | 15,000 | 10,000 | N/A | N/A |
| 3 | Medical Expenses <u>Due to Accident</u> - Up to age 70 years - Above age 70 years <u>Due to Sickness</u> - Up to age 70 years - Above age 70 years | 2,000,000 500,000 1,000,000 150,000 | 800,000 300,000 400,000 100,000 | 25,000 (due to accident & up to age 80 years only) | 20,000 (due to accident & up to age 80 years only) |
| 4 | Follow Up Medical Expenses In Malaysia (up to 30 days) <u>Due to Accident</u> - Up to age 70 years - Above age 70 years <u>Due to Sickness</u> - Up to age 70 years - Above age 70 years | 100,000 50,000 50,000 25,000 | 50,000 25,000 25,000 12,500 | N/A | N/A |
| 5 | Alternative Treatment | 1,000 | 500 | N/A | N/A |
| 6 | Daily Hospital Income - Up to age 65 years - Above age 65 years but under age 80 years | 350 per day (max up to 60 days) 100 per day (max up to 60 days) | 250 per day (max up to 60 days) 100 per day (max up to 60 days) | 100 per day (max up to 30 days) 50 per day (max up to 30 days) | 100 per day (max up to 30 days) 50 per day (max up to 30 days) |
| 7 | Compassionate Visit | 10,000 | 10,000 | 2,000 | 1,000 |
| 8 | Child Guard | 10,000 | 10,000 | 2,000 | 1,000 |
| 9 | Emergency Medical Evacuation & Repatriation | Unlimited | Unlimited | 150,000 | 100,000 |
| 10 | Repatriation of Mortal Remains (Include Burial & Cremation) | Unlimited | Unlimited | 150,000 | 100,000 |

Travel Inconvenience

| | | | | | |
|----|--|---------------------------------------|-----------------------------------|-----------------------------------|---------------------------------|
| 11 | Travel Cancellation - Cancellation Expenses - Postponement Expenses | Actual Cost 1,000 | 50,000 500 | 2,000 N/A | 1,500 N/A |
| 12 | Travel Curtailment | Actual Cost | 50,000 | 2,000 | 1,500 |
| 13 | Travel Disruption | 2,000 | 1,000 | N/A | N/A |
| 14 | Loss or Damage of Personal Property and Baggage - Any one article limit - Portable Computer - Max Limit | 500 1,500 7,500 | 500 1,000 5,000 | 500 N/A 2,000 | 500 N/A 1,000 |
| 15 | Loss or Damage to Travel Documents | 7,500 | 5,000 | N/A | N/A |
| 16 | Loss of Personal Money | 750 | 750 | N/A | N/A |
| 17 | Fraudulent Use of Lost Credit Card | 1,000 | 500 | N/A | N/A |
| 18 | Baggage Delay (<i>every 6 consecutive hours</i>) - Overseas Per family limit - Malaysia Per family limit | 200 1,000 3,000 400 1,200 | 200 800 2,400 200 600 | 200 N/A N/A 1,000 N/A | 150 N/A N/A 600 N/A |
| 19 | Travel Delay (<i>every 6 consecutive hours</i>) Max Limit | 200 4,000 | 200 3,600 | 200 1,000 | 150 600 |
| 20 | Travel Misconnection (<i>every 6 consecutive hours</i>) Max Limit | 200 1,000 | 200 600 | N/A | N/A |
| 21 | Travel Re-Route (<i>every 6 consecutive hours</i>) Max Limit | 200 1,000 | 200 600 | N/A | N/A |
| 22 | Flight Overbooked (<i>every 6 consecutive hours</i>) Max Limit | 200 1,000 | 200 600 | N/A | N/A |
| 23 | Missed Departure (<i>every 6 consecutive hours</i>) Max Limit | 200 1,000 | 200 600 | N/A | N/A |
| 24 | Hijacking Inconvenience (<i>every 24 consecutive hours</i>) Max Limit | 400 800 | 400 800 | N/A | N/A |
| 25 | Personal Liability | 1,500,000 | 1,000,000 | 500,000 | 250,000 |
| 26 | Emergency Mobile Phone Charges | 150 | 100 | N/A | N/A |

Lifestyle

| | | | | | |
|----|--|-------------------------|--------------|-------------------|-----|
| 27 | Golf Benefit a) Hole In One b) Loss of golf equipment due to Theft c) Unused golf green fees due to Bodily Injury or sickness | 1,000 1,000 1,000 | N/A | 250 500 250 | N/A |
| 28 | Home Inconvenience Allowance - Any one article limit | 5,000 500 | 3,000 500 | 500 | N/A |

| | | | | | |
|----|--|-----------|----------|-----|-----|
| 29 | Pet Care (amount per 24 hour) Max Limit | 50 100 | 50 50 | N/A | N/A |
|----|--|-----------|----------|-----|-----|

Others

| | | | | | |
|----|--|----------|----------|----------|----------|
| 30 | Terrorism Extension | Included | Included | Included | Included |
| 31 | Chubb Assistance Benefits 1) 24 Hours Telephone Access 2) Medical Assistance 3) Travel Assistance | Included | Included | Included | Included |

GoInsure Travel Insurance Master Policy

This Master Policy is issued to U Mobile Services Sdn Bhd as the Policyholder for the benefit of its subscribers, including the subscriber's spouse and/or child(ren).

Please read this Policy and keep it together with Your Certificate of Insurance.

In consideration of payment of premium, We agree to pay benefits in accordance with the Conditions, Definitions, Exclusions and Provisions contained herein.

This Master Policy records the terms under which Chubb Insurance Malaysia Berhad, of Wisma Chubb 38 Jalan Sultan Ismail, 50250 Kuala Lumpur, Malaysia (referred to as "**Chubb**") has agreed to provide insurance cover to the subscribers (and their respective spouse and/or child(ren)) of U Mobile Services Sdn Bhd, Level 11, Berjaya Times Square, Jalan Imbi, 55100, Kuala Lumpur, Malaysia (referred to as the "**Policyholder**").

The Main Insured Person will have the right to make claims on their own behalf and on behalf of their Spouse and/or Child(ren) (if Family Plan is obtained) against Chubb under the relevant sections of this Policy.

The Policy is underwritten by Chubb Insurance Malaysia Berhad. Chubb Insurance Malaysia Berhad is licensed under the Financial Services Act 2013 and regulated by Bank Negara Malaysia.

Part 1 – Interpretation

Section 1 – Definitions

Accident or **Accidental** means a sudden, unforeseen and fortuitous event.

Act of Terrorism means any actual or threatened use of force or violence directed at or causing damage, injury, harm or disruption, or commission of an act dangerous to human life or property, against any individual, property or government, which the stated or unstated objective of pursuing economic, ethnic, nationalistic, political, racial or religious interests, whether such interests are declared or not. Robberies or other criminal acts, primarily committed for personal gain and acts arising primarily from prior personal relationships between perpetrator(s) and victim(s) shall not be considered Act of Terrorism. Act of Terrorism shall also include any act, which is verified or recognized by the (relevant) government as an act of terrorism.

Annual Plan means a Certificate of Insurance issued for the selected plan where You can make an unlimited number of Journeys to the selected Zone of travel during the Period of Insurance.

Benefit means the respective benefit, as stated in the Benefit Schedule, payable by Us under the terms and conditions of this Policy in respect of each event or loss covered by this Policy.

Benefit Schedule means the document which is incorporated and forms part of this Policy which contains details of the Benefits for this Policy, according to the type of plan stated in the Certificate of Insurance.

Bodily Injury means Accidental injury sustained by You resulting solely, directly and independently of all other causes from an Accident and caused by external, violent and visible means.

Certificate of Insurance means the document which is incorporated and forms part of this Policy which contains details of the cover provided to You by Us.

Child(ren) means Your legal unmarried dependent child(ren), including stepchild(ren) and/or legally adopted child(ren) who is/are at least thirty (30) days old and not older than eighteen (18) years old (or twenty-three (23) years old if studying full-time in a recognized tertiary institution), at the time You apply for this insurance.

Civil Commotion means a disturbance, commotion or disorder created by civilians usually against a governing body or the policies thereof.

Common Carrier means any land, sea or air carrier operated under a license for the transportation of fare paying passengers, and which has fixed and established routes only. It does not include taxi or private car, nor does it mean any such carrier if chartered or arranged as part of a tour even if such services are regularly scheduled.

Confined or Confinement means confinement in a Hospital for at least a day as a resident in-patient (other than for day surgery) upon the advice of and under the regular care and attendance of a Physician and for this purpose. Day shall mean a period for which the Hospital charges for room and board.

Coverage means the cover provided by Us to the persons named in Your Certificate of Insurance in accordance with the plan You selected.

Critical Medical Condition means a medical condition suffered by You which is determined to be life-threatening by the Physician treating You:

- a) For Overseas Journey : as a result of Bodily Injury or Sickness ;
- b) For Domestic Journey : as a result of Bodily Injury.

Death means death occurring solely, directly and independently of all other causes, as a result of a Bodily Injury.

Dental Expenses means reasonable and necessary charges for emergency dental treatment due to Bodily Injury to natural tooth/teeth caused by an Accident, carried out by a Dentist, medically necessary to treat Your condition that has manifested whilst You are on Your Journey, including charges for medical supplies or services, not exceeding the usual level of charges for similar treatment, supplies or medical services in the locality where the expense is incurred and does not include charges that would not have been made if no insurance existed.

Dentist means a legally licensed dentist or dental surgeon qualified by a medical degree and duly registered to practice dentistry and who, in rendering treatment, is practicing within the scope of his licensing and training in the geographical area of practice. Dentist shall not include You or any Family Member.

Destination means the place(s) where You expect to travel to on the Journey, as shown on the travel itinerary.

Domestic means anywhere within Malaysia only.

Effective Date means the commencement date of the Period of Insurance.

Extreme Sports and Sporting Activities means any sports or sporting activities that presents a high level of inherent danger (i.e. involves a high level of expertise, exceptional physical exertion, highly specialised gear or stunts) including but not limited to big wave surfing, private white water rafting grade 4 and above, canoeing down rapids, cliff jumping, horse jumping, ultra marathons, biathlons, triathlons, and stunt riding. This Extreme Sports and Sporting Activities does not mean usual tourist activities that are accessible to the general public without restriction (other than height or general health or fitness warnings) and which are provided by a recognised local tour operator but always providing that You are acting under the guidance and supervision of qualified guides and/ or instructors of the tour operators when carrying out such tourist activities.

Family Member means Your Spouse, parents, parents-in-law, grandparents, grandparents-in-law, great grandparents, great grandparents-in-law, Child(ren), daughter-in-law, son-in-law, brothers or sisters, brother-in-law, sister-in-law, grandchild(ren), step-brother, step-sister, step-parents, Guardian.

Financial Default means either the complete suspension of operation due to financial circumstances whether or not bankruptcy/liquidation petition is filed; or partial suspension of operations following a filing of a bankruptcy/liquidation petition.

Guardian means an individual who has legal guardianship over a Child(ren) before he/she reaches the age of eighteen (18).

Home means Your usual place of residence in Malaysia.

Hospital means a legally constituted establishment operated pursuant to the laws of the country in which it is based, which holds a license as a hospital (if licensing is required in the state or government jurisdiction) and meets the following requirements:

- a) operates primarily for the reception, care and medicare and treatment of sick, ailing or injured persons as in-patients;
- b) provides full-time nursing service by and under the supervision of a staff of Nurses;
- c) has a staff of one or more Physicians available at all times;
- d) maintains organized facilities for the medical diagnosis and treatment of such persons, and provides (where appropriate) facilities for major surgery within the confines of the establishment or in facilities controlled by the established; and
- e) is not primarily a clinic, nursing, rest or convalescent home or similar establishment and is not, other than incidentally, a place for alcoholics or drug addicts.

and Hospital shall not include the following:

- a) a mental institution; an institution confined primarily to the treatment of psychiatric disease including sub-normally; the psychiatric department of a Hospital;
- b) a place for the aged; a rest home; a place for drug addicts or alcoholics;
- c) a health hydro or nature cure clinic; a special unit of a hospital used primarily as a place for drug addicts or alcoholics, or as a nursing, convalescent, rehabilitation, extended-care facility or rest home;
- d) any establishment which provides Traditional or Complementary Medicine or Treatment.

Insured Person(s) means the person(s) named in the Certificate of Insurance who satisfy the eligibility requirements and with respect to premium which has been paid.

Family Plan under Annual and/or Single Trip Plan shall comprise:

- a) You;
- b) Your Spouse; and/or
- c) Your Child(ren).

Child(ren) covered under a Family Plan must be accompanied by You or Your Spouse for any Journey made during the Period of Insurance.

Journey means any trip undertaken by You within the Period of Insurance which is :

i) One Way Journey means a one way trip made by You from Malaysia to a Destination Overseas, and shall commence on the later of the following:

- 12.00 a.m. on the Effective Date of the Period of Insurance specified in the Certificate of Insurance; or
- the time You leave Your Home or usual place of employment in Malaysia to proceed directly to the place of embarkation in Malaysia to commence the trip;

and shall terminate on the earlier of the following :

- 11.59 p.m. on the expiry date of the Period of Insurance specified in the Certificate of Insurance; or
- the time You leave the airport in the Destination country.

ii) Return Journey means a return trip made by You from Malaysia to a Destination (Overseas or Domestic) and back, and shall commence on the later of the following:

- 12.00 a.m. on the Effective Date of the Period of Insurance specified in the Certificate of Insurance; or
- twenty-four (24) hours prior to Your scheduled departure time from Malaysia provided You are in direct transit between Your Home and the Overseas departure point in Malaysia; or

- from the time You leave Your Home or usual place of employment in Malaysia (excluding daily commute to and from Your usual place of employment or work and involves You traveling more than fifty (50) kilometres from Your Home for at least one (1) paid overnight stay, to commence the trip;

and shall terminate on the earlier of the following :

- 11.59 p.m. on the expiry date of the Period of Insurance specified in the Certificate of Insurance; or
- twenty-four (24) hours after You are cleared to pass through the arrival immigration check-point in Malaysia solely for the purpose of direct transit to Your home or usual place of employment in Malaysia.
- the time You return to Your home or usual place of employment in Malaysia.

Loss of Hearing means total and irrecoverable loss of hearing which is beyond remedy by surgical or other treatment.

Loss of Limb means total and irrecoverable functional disablement which is beyond remedy by surgical or other treatment, or loss by complete and permanent physical severance, of a hand at or above the wrist or a foot at or above the ankle.

Loss of Sight means the total and irrecoverable loss of all sight in any eye rendering You absolutely blind in that eye and beyond remedy by surgical or other treatment.

Loss of Speech means total and irrecoverable loss of speech which is beyond remedy by surgical or other treatment.

Main Insured Person means the subscriber of the Policyholder who purchases the Coverage, whether for his/her own or for the benefit of his/her Spouse and/or Child(ren).

Medical Expenses means Usual, Reasonable and Customary Medical Expenses necessarily and reasonably incurred in the medical or surgical treatment of :

- a) For Overseas Journey : Bodily Injury or Sickness covered by this Policy ;
- b) For Domestic Journey : Bodily Injury covered by this Policy.

Mountaineering or Trekking means the ascent or descent of a mountain (including mountain trekking) 3,000 meters above sea level ordinarily necessitating the use of specified equipment including but not limited to crampons, pickaxes, anchors, bolts, carabineers and lead-rope or top-rope anchoring equipment, as well as any form of abseiling or rock climbing activities necessitating the use of ropes and other climbing equipment.

Natural Disasters means extreme weather conditions (including but not limited to typhoons, hurricanes, cyclones or tornadoes), naturally occurring wildfires, floods, tsunamis, volcanic eruptions, earthquakes, landslides or other convulsion of nature or by consequences of any of the occurrences mentioned above.

Nurse means any qualified or trainee nurse or general nurse duly registered pursuant to the laws of the country in which the nurse is employed.

Overseas means anywhere outside Malaysia, but excluding Cuba.

Period of Insurance means the period during which the coverage under this Policy is effective, as stated in the Certificate of Insurance.

Permanent Disablement means disablement that results solely, directly and independently of all other causes, from Bodily Injury and which occurs within one hundred and eighty (180) consecutive days of the Accident in which such Bodily Injury was sustained, and:

- a) falls into one of the categories listed in the Table of Benefits under Section 1 of Part 7; and
- b) is a disablement which, having lasted for a continuous and uninterrupted period of at least twelve (12) month, is at the expiry of that period, beyond hope of improvement.

Permanent Total Disablement means disablement that result solely, directly and independently of all other causes, from Bodily Injury which occurs within one hundred and eighty (180) consecutive days of the Accident in which such Bodily Injury was sustained, which, having lasted for at least twelve (12) consecutive

months, will in all probability, entirely prevent You from engaging in gainful employment of any and every kind for the remainder of Your life and from which there is no hope of improvement.

Physician means a legally licensed medical practitioner qualified by a medical degree and duly registered to practice western medicine and who, in rendering treatment, is practicing within the scope of his licensing and training in the geographical area of practice. Physician shall not include You or any Family Member.

Policy means this policy wording, with the Benefit Schedule and the Certificate of Insurance, and any other documents We may issue that We advise will form part of the Policy describing the insurance contract between Us, the Policyholder and You.

Policyholder means U Mobile Services Sdn Bhd.

Pre-existing Condition(s) means any condition which You have reasonable knowledge of, in the twelve (12) months prior to the Effective Date. You are considered to have reasonable knowledge of a pre-existing condition where the condition is one for which:

- a) You have received or are receiving medical treatment, diagnosis, consultation or prescribed drugs, or
- b) medical advice, diagnosis, care or treatment was recommended by a Physician, or
- c) clear and distinct symptoms are or were evident, or
- d) its existence would have been apparent to a reasonable person in the circumstances.

Riot means the act of any person taking part together with others in any disturbance of the public peace (whether in connection with a strike or lock-out or not) or the action of any lawfully constituted governmental authority in suppressing or attempting to suppress any such disturbance or in minimizing the consequences of such disturbance.

Scheduled Departure Date means the date on which You are scheduled to depart on a Journey as set out in Your travel itinerary or travel ticket.

Serious Bodily Injury or Serious Sickness means:

- a) For Overseas Journey: Bodily Injury or Sickness which causes You to be Confined in a Hospital Overseas for more than five (5) consecutive days and certified in writing by a Physician.
- b) For Domestic Journey: Serious Bodily Injury means Bodily Injury which causes You to be Confined in a Hospital within Malaysia for more than five (5) consecutive days and certified in writing by a Physician.

Sickness means physical condition marked by a pathological deviation from the normal healthy state as verified by a Physician which requires immediate treatment by a Physician and which is not a Bodily Injury. For an Overseas Journey, this condition must be contracted or manifested whilst Overseas during the Overseas Journey.

Single Trip Plan means a Certificate of Insurance issued for the selected plan where You can only make and will only be covered under this Policy for a single Journey to the selected Zone of travel during the Period of Insurance.

Specially Designated Nationals List means names of a person, entities, groups, corporate specified on a list who are subject to as trade or economic sanctions or other such similar laws or regulations of the United States of America, Australia, United Nations, European Union or United Kingdom.

Spouse means the legal spouse, as recognized under applicable Malaysian laws. For the purpose of this Policy, a Common Law marriage is not considered a legal marriage.

Strike means the willful act of any striker or locked-out worker done in furtherance of a strike or in resistance to a lock-out; or the action of any lawfully constituted authority in preventing or attempting to prevent any such act or in minimizing the consequences of any such act.

Traditional or Complementary Medicine or Treatment means any medicine or treatment provided by religious medical practice, homeopathy, chiropractic, osteopathy and/or any other alternative traditional or complementary medicine or treatment.

Travel Companion means a person who has travel bookings to accompany You on the entire Journey. A Travel Companion must be a person who is separately insured under a leisure travel insurance policy underwritten by Us for the same Journey.

Traditional Physician means a legally licensed traditional medicine practitioner (including an acupuncturist or bonesetter) duly registered and practising within the scope of his licensing and training in the geographical area of practice. Traditional Physician shall not include You or any Family Member.

Usual, Reasonable and Customary Medical Expenses means charges for treatment, supplies or medical services medically necessary to treat Your condition, does not exceed the usual level of charges for similar treatment, supplies or medical services in the locality where the expense is incurred and does not include charges that would not have been made if no insurance existed.

We/Our/Us means Chubb Insurance Malaysia Berhad, Registration Number : 197001000564 (9827-A).

You/Your means the Main Insured Person.

Zone means:

Zone 1: Australia, Bangladesh, Brunei, Cambodia, China (excluding Tibet and Mongolia), Hong Kong SAR, India, Indonesia, Japan, Korea, Laos, Macau SAR, Maldives, Myanmar, New Zealand, Pakistan, Philippines, Singapore, Sri Lanka, Taiwan, Thailand, Vietnam.

Zone 2 : Worldwide including Zone 1 (Excluding US, Canada, Middle East, Nepal, Tibet, Mongolia & Cuba)

Zone 3 : Worldwide (Excluding Cuba)

Domestic : Within Malaysia and travelling more than 50km from place of residence.

Part 2 – Eligibility

1. To be eligible for cover under this Policy for Overseas Journeys:

- a) You must be a subscriber of the Policyholder;
- b) You and/or Your Spouse (where Family Plan is chosen) must be a Malaysian, Malaysian Permanent Resident, or holder of a valid (issued by the authorities in Malaysia) work permit, employment pass, dependent pass, long-term social visit pass, or student pass, and be at least eighteen (18) years of age on the Effective Date and/or upon renewal;
- c) Your Child(ren), must be:
 - i) a Malaysian, Malaysian Permanent Resident, or holder of a valid (issued by the authorities in Malaysia) dependent pass or student pass;
 - ii) at least thirty (30) days of age and not more than eighteen (18) years old (or twenty-three (23) years old if studying full-time in a recognized tertiary institution) on the Effective Date;
 - iii) unmarried; and
 - iv) unemployed.

2. To be eligible for cover under this Policy for Domestic Journeys:

- a) You must be a subscriber of the Policyholder;
- b) You and/or Your Spouse (where Family Plan is chosen) must be a Malaysian, Malaysian Permanent Resident, or holder of a valid (issued by the authorities in Malaysia) work permit, employment pass,

dependent pass, long-term social visit pass, or student pass, and be at least eighteen (18) years of age up to eighty (80) years of age on the Effective Date;

c) Your Child(ren), must be:

- i) a Malaysian, Malaysian Permanent Resident, or holder of a valid (issued by the authorities in Malaysia) dependent pass or student pass;
- ii) at least thirty (30) days of age and not more than eighteen (18) years old (or twenty-three (23) years old if studying full-time in a recognized tertiary institution) on the Effective Date;
- iii) unmarried; and
- iv) unemployed

3. In the event that You are below the age of eighteen (18) years old when purchasing the Coverage under this policy, Your parent or Guardian must enter into this contract of insurance for the Coverage under this policy with Us on Your behalf.
4. In the event that You are below the age of eighteen (18) years old when purchasing the Coverage under this policy, You are only allowed to take up One Way Journey insurance if You are a student going Overseas for education or You are emigrating.

Part 3 – Scope And Limits Of Cover And Benefits

Section 1 - Commencement Of Coverage

1. Single Trip Plan

a) Coverage under Section 11 of Part 7 for Cancellation Expenses is effective upon the issuance of the Certificate of Insurance and terminates on commencement of the planned Journey from Malaysia (for Overseas Journey) or from Your Home (for Domestic Journey).

b) Coverage under Section 11 of Part 7 for Postponement Expenses is effective upon the issuance of Certificate of Insurance and terminates upon postponement of the planned Overseas Journey.

For all other Sections, coverage commences upon commencement of the planned Journey.

2. Annual Plan

Coverage under Section 11 of Part 7 for Cancellation Expenses is effective upon the date and time You confirmed the booking for the Journey (for Overseas Journey).

3. Family Plan

Where You have obtained Coverage under a Family Plan (whether for Single Trip Plan or Annual Plan), the Coverage shall be extended to Your Spouse and/or Child(ren) as named under the Certificate of Insurance. In the event a Family Plan is taken for Your Annual Plan, even though You are not travelling on a Journey but Your Spouse and/or Child(ren) are travelling on a Journey, the Coverage shall remain applicable to Your Spouse and/or Child(ren) as Insured Persons under the Coverage and Your Spouse can make a claim on his/her own behalf, subject to the requirements of Family Plan provided in the Definition section.

Section 2 - Limits Of Coverage

1. All Your Coverage under this Policy shall terminate automatically on the earliest of the following events:
 - i) Upon the expiry of any Period of Insurance;
 - ii) Upon You ceasing to satisfy any of the eligibility requirements set out herein;
 - iii) Upon Your death;
 - iv) Upon Your return to Malaysia (for Overseas Journey) or Your Home (for Domestic Journey).

2. In the event the Your Coverage under this Policy is terminated under Clause 1 above, the entire Policy and Coverage for all other Insured Persons in the same Certificate of Insurance (if any) will terminate automatically.
3. Unless otherwise provided in an appropriate endorsement, You shall only be covered:
 - a) under the Annual Plan:
 - (i) For Overseas Journey : for the first ninety (90) consecutive days of any Journey, and We shall not be liable in respect of any loss occurring after 12.00 a.m. on the ninety first (91st) day after commencement of any Journey, or termination of the Coverage under Clause 1 above, whichever is earlier ;
 - b) under the Single Trip Plan:
 - (i) For Overseas Journey : for the first one hundred and eighty-three (183) consecutive days of any Journey, and We shall not be liable in respect of any loss occurring after 12.00 a.m. on the one hundred and eighty fourth (184th) day after commencement of any Journey, or termination of the Coverage under Clause 1 above, whichever is earlier ;
 - (ii) For Domestic Journey : for the first thirty (30) consecutive days of any Journey, and We shall not be liable in respect of any loss occurring after 12.00 a.m. on the thirty first (31st) day after commencement of any Journey, or termination of the Coverage under Clause 1 above, whichever is earlier ;
4. The scope of Coverage and Benefit under this Policy shall be limited to the Zone stated in the Certificate of Insurance where the countries included in the Zone is stated under the definition.

Section 3 – Automatic Coverage Extension

1. In the event that You, as a ticket holding passenger on a scheduled Common Carrier, are being prevented from completing the return leg of a Return Journey within the Period of Insurance, as a result of:
 - a) Your Critical Medical Condition; or
 - b) the scheduled Common Carrier in which You are traveling being unavoidably delayed due to Strike or industrial actions, adverse weather conditions or mechanical breakdown/derangement of the Common Carrier or due to grounding of an aircraft as a result of mechanical or structural defect;

the Period of Insurance shall be automatically extended for up to a period of :

 - a) fourteen (14) days without additional premium for Overseas Journey ;
 - b) seven (7) days without additional premium for Domestic Journey.
2. In the event that You and Your Travel Companion are being prevented from completing the return leg of a Return Journey within the Period of Insurance as a result of You being Confined in :
 - a) for Overseas Journey - Hospital Overseas at the expiry of the Period of Insurance whilst during Your Journey, the Period of Insurance shall be automatically extended for up to thirty (30) days without additional premium;
 - b) for Domestic Journey - Hospital within Malaysia at the expiry of the Period of Insurance whilst during Your Journey, the Period of Insurance shall be automatically extended for up to seven (7) days without additional premium.

Part 4 – General Exclusions

This Policy does not cover, and We will not in any event be liable to pay any claims arising directly or indirectly from, caused by, a consequence of, arising in connection with or contributed to by any of the following:

1. Any Pre-existing Conditions or congenital conditions.
2. Any condition, which is or results from or is a complication of infection with Human Deficiency Syndrome ('HIV'), any variance including Acquired Immune Deficiency Syndrome ('AIDS'), and AIDS Related Complications ('ARC'), or any opportunistic infections and/or malignant neoplasm (tumor) found in the presence of HIV, AIDS or ARC.
3. Any condition which is, results from or a complication of pregnancy, childbirth, miscarriage (except miscarriage due to Bodily Injury as direct result of an Accident as covered under Section 3 of Part 7) or abortion.
4. Any condition which is, results from or a complication of suicide or attempted suicide or intentional self-injury.
5. Illnesses or disorders of a psychological nature, mental and nervous disorders, including but not limited to insanity.
6. Any condition which results from or is a complication of any venereal disease.
7. The alcohol content in the blood and/or urine samples exceeding the limit permitted by law of the country in which the Bodily Injury occurred or drugs not prescribed by a Physician and not for treatment of drug addiction.
8. Declared or undeclared war or any act of war, invasion, act of foreign enemy, hostilities, civil war, rebellion, revolution, insurrection, military or usurped power.
9. Loss, destruction or damage to any property whatsoever or any loss or expense whatsoever arising there from or any consequential loss directly or indirectly caused or contributed to or arising from ionizing radiations or contamination by radio-activity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel.
10. Any willful or intentional acts of Yours whether sane or insane, self-inflicted injury, suicide pacts or agreements or any attempts thereat, provoked homicide or assault.
11. You acting as a law enforcement officer, emergency medical or fire service personnel, civil defense personnel or military personnel of any country or international authority, whether full-time service or as a volunteer.
12. You engaging in aviation, other than as a fare-paying passenger in, boarding and alighting from any fixed-wing aircraft provided and operated by a regularly scheduled airline or private unscheduled air chartered company which is duly licensed for the regular transportation of fare-paying passengers or in a helicopter provided and operated by an airline which is duly licensed for the regular transportation of fare-paying passengers, provided such helicopter is operated only between established commercial airports and/or licensed heliports.
13. Illegal acts (or omissions) by You or Your executors, administrators, legal heirs or personal representatives.
14. Loss resulting directly or directly from action taken by any government authorities including confiscation, seizure, destruction and restriction.
15. Any loss or expenses which is, directly or indirectly, caused by, a consequence of, arises in connection with or is contributed to by You undertaking any Journey against the advice of a Physician or for the purpose of seeking medical attention.
16. Any prohibition or breach of government regulation or any failure by You to take reasonable precautions to avoid a claim under this Policy following the warning of any intended Strike, Riot or Civil Commotion through or by general mass media.

17. You not taking all reasonable efforts to safeguard Your property or to avoid any injury or minimize any claim under the Policy.
18. Whilst engaging in naval, military or air force service or operation or testing of any kind of conveyance or being employed as a manual worker or whilst engaging in offshore activities like diving, oil-rigging, mining or aerial photography or handling of explosive or loss of or damage to hired or leased equipment, overseas secondment as part of Your occupation, working holiday makers visa, Return Journey for student studying overseas (full period or short period).
19. Any loss or expenses which arises in connection with or is contributed by You undertaking any Journey against the travel advice of the Ministry of Foreign Affairs of Malaysia or the Ministry of Health of Malaysia, in relation to actual or threatened Riot, Strike or Civil Commotion, war or warlike situation, outbreak of disease or unsafe health conditions, or impending Natural Disasters, to the country or territory of Your Destination, unless the Journey had already commenced prior to the issuance of the travel advice.
20. Consequential loss or damage of any kind.
21. Any losses caused by terrorist attacks by nuclear, chemical and/or biological substances.
22. Your direct participation in any Act of Terrorism.
23. Any loss or expenses with respect to Cuba or a specially designated person, entity, group or company on the Specially Designated Nationals List or which if reimbursed or paid by Us would result in Us being in breach of trade or economic sanctions or other such similar laws or regulations.
24. We will not (under any Sections) pay for claims arising directly or indirectly from any losses or expenses with respect to Cuba.
25. You participating or engaging in :
 - a) Extreme Sports and Sporting Activities ;
 - b) Practicing for, taking part in or training in any speed contest or racing, any professional competitions or sports or any sports in which You would earn or could earn or receive remuneration, sponsorships, donations or any form of financial rewards ;
 - c) Racing, other than on foot but this does not include ultra-marathons, biathlons or triathlons ;
 - d) Off-piste skiing, ski-jumping, ski-bob racing, skiing off-trail, free-style skiing, and use of bob sleighs ;
 - e) Mountaineering or Trekking ;
 - f) Scuba diving unless You hold a PADI certification (or similar recognized qualification) or when diving with a qualified instructor. In these situations, the maximum depth that this Policy covers is specified under Your PADI certification (or similar qualification) but no deeper than thirty (30) metres and You must not be diving alone ;
 - g) Private hunting trips ;
 - h) Winter sports : snowboarding, snow tubing, snow rafting, snow mobiling, glacier walking with a qualified guide ;
 - i) Biking sports : mountain biking, quad biking, expedition bicycle or motor touring, motor biking ;
 - j) 4-wheel driving adventures.
27. For Domestic Journey : Sickness, illness, diseases or any bacterial infection other than bacterial infection that is the direct result of accidental cut or wound.

Part 4.1 Sanctions Exclusion Applicable to this Policy

This insurance does not apply to the extent that trade or economic sanctions or other laws or regulations prohibit us from providing insurance, including, but not limited to, the payment of claims. All other terms and conditions of the Policy remain unchanged.

Chubb Insurance Malaysia Berhad is a subsidiary/branch of a US company and Chubb Limited, a NYSE listed company. Consequently, Chubb Insurance Malaysia Berhad is subject to certain US laws and regulations in addition to EU, UN and Malaysia sanctions restrictions which may prohibit it from providing cover or paying

claims to certain individuals or entities or insuring certain types of activities related to certain countries such as Cuba.

Part 5 – Special Conditions

Section 1 – Conditions Applicable To Annual Plan Only

1. Cancellation

We may cancel the Coverage at any time by giving seven (7) days' notice in writing delivered to You through electronic communication or mailed to the Your last address as shown in Our records stating when thereafter such cancellation shall be effective. In the event of such cancellation, We will return promptly the pro-rata unearned portion of any premium actually paid by the You. Such cancellation shall be without prejudice to any claim originating prior thereto.

You may cancel the Coverage at any time by giving seven (7) days' written notice to Us provided no claim has arisen during the current Period of Insurance. In the event of such cancellation, We will apply a short rate refund as follows :

Premium Refund Table %

| Month during which Coverage is cancelled | % of total premium paid to be refunded |
|---|---|
| Within 2 months | 60% |
| Within 3 months | 50% |
| Within 4 months | 40% |
| Within 5 months | 30% |
| Within 6 months | 25% |
| Over 6 months | No refund |

There will be no refund if a claim has been made during the Period of Insurance.

Such cancellation shall be without prejudice to any event giving rise to a claim under this Policy prior to the cancellation date. In the event of any such claim, We shall be entitled to recover all premiums refunded and set-off such amounts from any claim payable by Us.

2. Addition Of Insured Person

No person shall be covered by this Policy under his Coverage unless such person is specifically named as an Insured Person in the Certificate of Insurance. Additional premium will be charged for each additional Insured Person included in the Certificate of Insurance under this Policy after the commencement of the Period of Insurance or at the time of renewal of this Certificate of Insurance.

3. Renewal

Subject to the terms and conditions of this Policy, the Coverage may be renewed by payment of premium in advance or in accordance to the Payment Before Cover Warranty as applicable at our premium rate in force at the time of renewal.

4. Age Limit Eligibility

Further to the eligibility requirements stated in Part 2 above, for Annual Plan, the age eligibility for You to purchase for Coverage is between age eighteen (18) years old and seventy (70) years old at the time You apply for this insurance, with Coverage renewal up to the age of eighty (80) years old.

Section 2 – Extension and Expansion Of Coverage

Subject to Our prior written approval, You may at any time, during the Period of Insurance and prior to commencement of any Journey, obtain an expansion of the geographical coverage from “Zone 1” to “Zone 2” or “Zone 3”, or from “Zone 2” to “Zone 3”, by notifying Us of the desired change and paying the appropriate additional premium.

If, whilst You are on a Journey and due to unforeseen circumstances require an extension of the Period of Insurance, We may at Our discretion, either approve or reject Your request. Any such approval must be in writing. If We approve and agree to extend the Period of Insurance, Our approval shall be subjected to an additional premium and Your confirmation that there is no known claim/event which may give rise to a potential claim under this Policy prior to Your said request. We will also not be liable for any claim arising from, or in connection with any loss/event that had occurred prior to the extension of Period of Insurance.

If We approve, an endorsement noting the change in Period of Insurance and/or geographical coverage shall be issued to You.

Section 3 – Conditions Applicable To Single Trip Plan Only

a) We may cancel the Coverage at any time by giving You notice in writing delivered to You through electronic communication or mailed to Your last address as shown in Our records, if You have breached any laws or the terms and conditions of this Policy or Your Coverage. In the event of such cancellation, no refund of premium shall be made.

b) You may cancel the Coverage at any time by giving seven (7) days’ written notice (“**Cancellation Notice**”) to Us. In the event the Certificate of Insurance has already been issued before our receipt of the Cancellation Notice, no refund of premium will be made to You.

Section 4 – Conditions Applicable to Cancellation of the Policy

1. Policy Cancellation Condition by Us

We may cancel the Policy by giving the Policyholder and You at least one (1) month’s prior notice in writing to the latest address on file (“**Insurer Notice Period**”). During the Insurer Notice Period, the Policyholder shall cease to extend any new Coverage(s) under this Policy to other Policyholder’s subscribers. The Policyholder shall cease to be the administrator of this Policy only upon the expiry of the Insurer Notice Period and/or the respective Period(s) of Insurance of the Your Coverage(s). In the event of such cancellation provided, all the Coverage(s) which were in place prior to the Insurer Notice Period shall continue until the expiry of their respective Period(s) of Insurance.

2. Policy Cancellation Condition by the Policyholder

The Policyholder may cancel this Policy at any time by giving at least one (1) month’s prior written notice to Us (“**Policyholder Notice Period**”). During the Policyholder Notice Period, the Policyholder shall cease to extend any new Coverage(s) under this Policy to other Policyholder’s subscribers. The Policyholder shall cease to be the administrator of this Policy only upon the expiry of the Policyholder Notice Period and/or the respective Period(s) of Insurance of Your Coverage(s). In the event of such cancellation, the Coverage(s) which were in place prior to the Policyholder Notice Period shall continue until the expiry of their respective Period(s) of Insurance.

Part 6 – General Conditions

1. Payment Before Cover Warranty

It is hereby agreed and declared that the total premium due must be paid and actually received in full by Us (or the intermediary/Policyholder through whom this Policy was effected) on or before the Effective Date under the Policy, renewal certificate, Certificate of Insurance, or endorsement.

In the event that the total premium due is not paid and actually received in full by Us (or the intermediary/Policyholder through whom this Policy was effected) on or before the Effective Date, then the Policy, renewal certificate, Certificate of Insurance and endorsement shall not attach and no benefits whatsoever shall be payable by Us. Any payment received thereafter shall be of no effect whatsoever as cover never attached on the Policy, renewal certificate, Certificate of Insurance or endorsement.

2. Entire Contract, Changes

This Policy, the Certificate of Insurance, the Benefit Schedule, and any amendments or endorsements shall constitute the entire contract of insurance. We reserve the right to amend the terms and provisions of this Policy by giving You and the Policyholder a thirty (30) days prior notice through electronic communication or Your last known address in Our records, and such amendment will be applicable from the expiry of the said notice period PROVIDED THAT such amended terms and provisions (save and except for those required under the law, court orders or pursuant to guidelines issued by regulatory or other relevant authorities) are first agreed by the Policyholder. No alteration to this Policy shall be valid unless authorised by Us and such approval is endorsed thereon.

3. Conditions Precedent To Liability

The due observance and fulfilment of the terms, provisions and conditions of this Policy by You and in so far as they relate to anything to be done or complied with by You shall be conditions precedent to Our liability to make any payment under this Policy.

4. Legal Action

No action shall be brought to recover on this Policy prior to the expiration of sixty (60) days after written proof of claim has been filed in accordance with the provisions of this Policy.

5. Misrepresentation

If the proposal or declaration (whether verbal or written) by You is found to be deliberately or recklessly untrue in any respect or if any material fact affecting the risk has been deliberately or recklessly incorrectly stated or omitted, or if this insurance, or any renewal thereof shall have been obtained through any deliberate or reckless misstatement, misrepresentation or suppression, or if any claim made shall be fraudulent or exaggerated, or if any false declaration or statement shall be made in support of such claim, then in any of these cases, this Policy, or any affected Certificate of Insurance, shall be void.

6. Your Duty To Us

You must take reasonable care:

- a) not to make a misrepresentation to Us when answering any questions We may ask;
 - b) when renewing the Coverage, not to make a misrepresentation to Us in answering any questions, or confirming or amending any matter previously disclosed to Us in relation to this Policy or such Coverage; and
 - c) to disclose to Us any matter, other than what We have asked in (a) and (b) above, that You know to be relevant to Our decision on whether to accept the risk or not and the rates and terms to be applied.
- Breach of Your duty as stated above may result in Us avoiding the Policy or affected Certificate of Insurance and refusing all claims, or the terms of the Policy or affected Certificate of Insurance being varied, and/or the amount to be paid on a claim being proportionately reduced, depending on the type of misrepresentation or non-disclosure and the effect of the said misrepresentation or non-disclosure.

7. Claims Procedure

On the happening of any occurrence likely to give rise to a claim under this Policy, You or Your legal representative must give Us written notice as soon as possible and, in any event, within thirty (30) days after the date of occurrence to Our Claims Department, Wisma Chubb, 38 Jalan Sultan Ismail, 50250 Kuala Lumpur.

If You, or Your legal representative wishes to make a claim You or they must:

- a) complete a claim form (claim forms are available from Us);
- b) attach to the claim form:
 - i) original receipts for any expenses that are being claimed;
 - ii) any reports that have been obtained from the police, a carrier or other authorities about an Accident, loss or damage; and
 - iii) any other documentary evidence required by Us under this Policy.
- c) provide Us with the completed claim form and accompanying documents within thirty (30) days of the loss taking place which gives rise to a claim; and
- d) give Us at Your, or Your legal representative's expense all medical and other certificates/ reports/ documents and evidence required by Us that is reasonably required to assess the claim.

We may have You medically examined at Our expense when and as often as We may reasonably require after a claim has been made. We may also arrange an autopsy if We reasonably require one and it is not forbidden by law.

8. Payment Of Benefits

Payment of any Benefit under this Policy is subject to the Definitions, exclusions, and all other terms and conditions pertinent to the Benefits.

Benefits payable under this Policy shall be paid to You. Benefits payable under this Policy in respect of any claims by or on behalf of any Child(ren) insured hereunder shall be paid to You who had purchased the Coverage, provided that You had insurable interest on the life of the Child(ren). Any benefits payable under this Policy in the event of Your Death shall be paid to Your nominee or to the person We are required to pay under the law, if there is no such nominee.

9. Interpretation

This Policy, including the application, Certificate of Insurance, endorsement, and amendments, if any shall be read together as one contract and any word or expression to which a specific meaning has been attached shall, unless the context otherwise requires, bear that specific meaning wherever it may appear.

In the event of any inconsistencies among the documents comprised in this Policy, such inconsistencies shall be resolved in the following order where the documents listed first shall prevail:-

- (a) this policy wording;
- (b) Certificate of Insurance;
- (c) enrolment form (if applicable).

10. Termination For Non-Payment Of Premium

The Certificate of Insurance shall be deemed to have been void from date of issue if the premium is not paid.

11. Our Right After A Claim

We shall be allowed to conduct in Your name and on Your behalf the defense or settlement of any legal action and take proceedings at Our own benefit but in Your name to recover compensation from any third party in respect of anything covered by this Policy.

12. Multiple Policies

You can only be covered under one leisure travel insurance policy underwritten by Us for the same Journey. Any additional leisure travel insurance policies underwritten by Us that is/are taken up by You will be void.

13. Compliance With Policy Provisions

Failure to comply with any of the provisions contained in this Policy shall invalidate all claims hereunder.

14. Contribution

In the event You become entitled to a refund of or reimbursement of all or part of such expenses from any other source, or if there is in place any other insurance against the events covered under this Policy, We will only be liable for the excess of the amount recoverable from such other source or insurance.

15. Jurisdiction

All disputes relating to this Policy must be submitted to the exclusive jurisdiction of the courts in Malaysia.

16. Notice Of Trust Or Assignment And Third Party Rights

We shall not be bound or be affected by any notice of any trust, charge, lien, assignment or other dealing with or in relation to this Policy.

A person who is not a party to this Policy contract shall have no right to enforce any of its terms.

17. Governing Law

This Policy shall be governed by and interpreted in accordance with Malaysian law.

18. Interest

No amounts payable by Us under this Policy shall carry interest unless provided by law.

19. Currency And Exchange Rate

Premiums and benefits payable under this Policy shall be in Malaysian Ringgit. In the event reimbursement of any Benefits under this Policy are based on bills in a currency other than Malaysia Ringgit, We shall pay the reimbursement in Malaysia Ringgit based on the quoted exchange rate (open market rate if a free market, official rate if not a free market) at the date the charges are incurred.

20. Clerical Error

A clerical error by Us shall not invalidate insurance otherwise validly in force, nor continue insurance otherwise not validly in force.

21. Administrator of Policy

The Policyholder is assisting Us to facilitate the administration of the Policy. For clarity, the Policyholder does not make any underwriting decisions including who can be covered or the terms of the Coverage nor is the Policyholder responsible for the claim process and any dispute resolution under the Policy. To the extent permitted by law, the Policyholder excludes all liability (including negligence, whether direct, indirect or consequential) arising out of or in connection with the Policy.

Part 7 – Benefits

We will only pay for one (1) Benefit under the respective Sections below :

a) For Overseas Journey :

- i) Section 11 Cancellation Expenses or Postponement Expenses;
- ii) Sections 14 or 18 or 27B;
- iii) Sections 19 or 20 or 21 or 22 or 23.

b) For Domestic Journey :

- i) Section 11 or Section 12;
- ii) Sections 14 or Section 18 or Section 27B.

Core Benefits

Section 1 – Accidental Death and Disablement

| | |
|------------------------------|---|
| What Is Covered | If, during the Period of Insurance, whilst You are on a Journey, You sustain Bodily Injury which results in Death or Permanent Disablement within one hundred and eighty (180) days from the date of the Accident. |
| Additional Conditions | <p>The occurrence of Death or any specific Permanent Disablement for which is payable under this Section shall at once terminate all insurance under the Policy, but such termination shall be without prejudice to any other claim originating from the Accident causing such Death or Permanent Disablement.</p> <p>No payment will be made under any circumstances for more than one of the items stated in the Table of Benefits above. Where You suffer more than one type of Permanent Disablement in the same Accident, Our liability under this Section shall be limited to one payment for the type of Permanent Disablement which, of all the Permanent Disablement actually suffered, attracts the largest percentage stated in the Table of Benefits below.</p> |
| What We Will Pay | We will pay to Your nominee or to the person We are required to pay to under the law if there is no such nominee, the compensation according to the scale stated in the Table of Benefits below and up to a maximum relevant Benefit amount specified in the Benefit Schedule, subject to the terms and conditions of this Policy. |
| What Is Not Covered | In addition to Part 4 – General Exclusions, this Policy does not cover, and We will not in any event be liable in respect of any claim under this Section, which is directly or indirectly, caused by, a consequence of, arises in connection with or contributed to by Sickness. |

Table of Benefits

| Loss Event | Compensation payable % of maximum sum insured specified in the Benefit Schedule |
|---|--|
| Accidental Death | 100% |
| Permanent Total Disablement | 100% |
| Loss of Speech and Loss of Hearing in both ears | 100% |
| Loss of Sight in both eyes | 100% |
| Loss of Limbs to at least two Limbs | 100% |
| Loss of Limb to one Limb | 50% |
| Total and irrecoverable loss of lens of at least one eye, which is beyond remedy by surgical or other treatment | 50% |
| Loss of Speech | 50% |
| Total and Permanent Loss of Hearing in i) both Ears ii) one Ear | 50% 15% |

Section 2 – Child Education Fund (applicable to Overseas Return Journey only)

| | |
|----------------------------|---|
| What Is Covered | If, during the Period of Insurance, whilst You are on a Journey, You sustain Bodily Injury which results in Death for which a benefit is payable under Section 1 – Personal Accident, and You have Child(ren) enrolled as a full-time student in a recognized learning institution. |
| What We Will Pay | We will pay up to the relevant Benefit amount specified in the Benefit Schedule for each surviving Child up to a maximum of four (4) Children subject to the terms and conditions of this Policy. |
| What Is Not Covered | Please refer to Part 4 – General Exclusions. |

Section 3 – Medical Expenses

| | |
|------------------------------|---|
| What Is Covered | <p>If, during the Period of Insurance, whilst You are on a Journey :</p> <p>a) For Overseas Journey : You incur Medical Expenses Overseas as a direct result of Bodily Injury or Sickness or Dental Expenses as a direct result of Accidental Injury.</p> <p>b) For Domestic Journey : You incur Medical Expenses as a direct result of Bodily Injury or Dental Expenses as a direct result of Accidental Injury.</p> |
| Additional Conditions | <p>For the avoidance of doubt, in the event You become entitled to a refund of or reimbursement of all or part of such expenses from any other source, or if there is in place any other insurance against the events covered under this Section, We will only be liable for the excess of the amount recoverable from such other source or insurance.</p> <p>a) For Overseas Journey : We have the option of returning You to Malaysia, if the cost of the Overseas Medical Expenses, Dental Expenses and/or additional expenses that may be covered under other Benefits in the Certificate of Insurance are likely to exceed the cost of returning You to Malaysia, subject always to medical advice provided by Chubb Assistance. If We return You to Malaysia, any claim for continuation of treatment in Malaysia shall be subject to the terms and the maximum relevant Benefit amount specified under Section 4 – Follow-up Medical Expenses in Malaysia. We also have the option of evacuating You to the nearest Hospital in another country if the necessary treatment and/or facility is not available in the immediate vicinity.</p> <p>b) For Domestic Journey : You should seek necessary medical treatment at any registered clinic or Hospital within twenty-four (24) hours of the Accident causing the Bodily Injury.</p> <p>If You are above the age of seventy (70) years old, at the time of the Bodily Injury or Sickness, the maximum amount of the relevant Benefit payable under this Section shall be the respective amount specified in the Benefit Schedule for Your age category.</p> |
| Additional Definition | Home Country means any country of which You are a citizen or a permanent resident and excludes Malaysia. |

| | |
|-----------------------------------|--|
| <p>What We Will Pay</p> | <p>i) For Medical Expenses, only the medical, hospital, surgical treatment necessarily incurred as a direct result of Bodily Injury or Sickness (for Overseas Journey), or Bodily Injury (for Domestic Journey) contracted by You during the Period of Insurance. The treatment must be given by a Physician.</p> <p>ii) For Dental Expenses, only the emergency dental treatment as a direct result of Bodily Injury to sound natural teeth occurring during the Period of Insurance. The treatment must be given by a Dentist. This is applicable only when You are Overseas.</p> |
| <p>What Is Not Covered</p> | <p>In addition to Part 4 – General Exclusions, this Policy does not cover, and We will not in any event be liable in respect of any claim under this Section, which is directly or indirectly, caused by, a consequence of, arises in connection with or contributed to by any of the following:</p> |
| <p>What Is Not Covered</p> | <ol style="list-style-type: none"> 1. Any expenses incurred for prostheses, contact lenses, spectacles, hearing aids, dentures or medical equipment. 2. Any expenses relating to any treatment not prescribed by a Physician or Dentist (as the case may be). 3. Any expenses incurred in relation to traditional treatment or treatment by a Traditional Physician. <p>For Overseas Journey:</p> <ol style="list-style-type: none"> i) Any expenses relating to any treatment for Bodily Injury or Sickness where such treatment was sought and/or received more than sixty (60) days from the time the Bodily Injury or Sickness was first sustained. ii) Surgery or medical treatment which in the opinion of the Physician or Dentist (as the case may be) treating You can be reasonably delayed until Your return to Malaysia. iii) Any further expenses incurred by You if We wish to return You to Malaysia but You refuse (where in the opinion of the treating Physician or Dentist (as the case may be) and Chubb Assistance You are fit to travel). iv) Any treatment obtained in Your Home Country, unless specifically provided for under this Policy. v) Any Bodily Injury or Sickness that occurred before the commencement of Your Journey. <p>For Domestic Journey:</p> <ol style="list-style-type: none"> i) Any expenses relating to any treatment for Bodily Injury where such treatment was sought and/or received after twenty-four (24) hours from the time the Bodily Injury was first sustained. ii) Surgery or medical treatment which in the opinion of the Physician or Dentist (as the case may be) treating You can be reasonably delayed until Your return to Your Home. iii) Any further expenses incurred by You if We wish to return You to Your Home but You refuse (where in the opinion of the treating Physician or Dentist (as the case may be) and Chubb Assistance You are fit to travel). iv) Any treatment obtained in Your Home, unless specifically provided for under this Policy. v) Any Bodily Injury that occurred before the commencement of Your Journey. |

**Section 4 – Follow-up Medical Expenses in Malaysia
(applicable to Overseas Return Journey only)**

| | |
|-------------------------------------|--|
| <p>What Is Covered</p> | <p>If, during the Period of Insurance, whilst You are on an Overseas Return Journey, You sustain Bodily Injury or Sickness:</p> <p>a) which has resulted in a valid claim for Medical Expenses or Dental Expenses under Section 3, and necessarily incur Medical Expenses or Dental Expenses prescribed by a Physician in Malaysia within thirty (30) days after the end of the Return Journey as a direct result of such Bodily Injury or Sickness;</p> <p>b) that You did not seek medical treatment for whilst Overseas, but which You necessarily incur Medical Expenses or Dental Expenses prescribed by a Physician in Malaysia within thirty (30) days after the end of the Return Journey as a direct result of such Bodily Injury or Sickness, and further provided that You had first sought medical treatment by a Physician in Malaysia as a direct result of such Bodily Injury or Sickness within twenty-four (24) hours after the end of the Overseas Return Journey; and an excess of RM50.00 will be deducted for each and every medical bill, receipt and invoice.</p> |
| <p>Additional Conditions</p> | <p>For the avoidance of doubt, in the event You become entitled to a refund of or reimbursement of all or part of such expenses from any other source, or if there is in place any other insurance against the events covered under this Section, We will only be liable for the excess of the amount recoverable from such other source or insurance.</p> <p>If You are above the age of seventy (70) years at the time of Bodily Injury or Sickness, the maximum amount of the relevant Benefit payable under this Section shall be the respective amount specified in the Benefit Schedule.</p> |
| <p>What We Will Pay</p> | <p>We will reimburse You in respect of such expenses up to a maximum of the relevant Benefit amount specified in the Benefit Schedule subject to the terms and conditions of this Policy.</p> |
| <p>What Is Not Covered</p> | <p>In addition to Part 4 – General Exclusions, this Policy does not cover, and We will not in any event be liable in respect of any claim under this Section, which is directly or indirectly, caused by, a consequence of, arises in connection with or contributed to by any of the following:</p> <ol style="list-style-type: none"> 1. Any expenses relating to any treatment for Bodily Injury or Sickness where such treatment was sought and/or received more than thirty (30) days from the time You returned to Malaysia. 2. Any expenses incurred for prostheses, contact lenses, spectacles, hearing aids, dentures or medical equipment. 3. Any expenses relating to any treatment not prescribed by a Physician. 4. Any expenses incurred in relation to traditional treatment or treatment by a Traditional Physician. |

Section 5 – Alternative Treatment (applicable to Overseas Return Journey only)

| | |
|------------------------------|--|
| What Is Covered | If, during the Period of Insurance, whilst You are on an Overseas Return Journey, You have sought treatment from a Traditional Physician as a direct result of Bodily Injury or Sickness, You may continue to seek treatment from a Traditional Physician in Malaysia within thirty (30) days from the date of Your return to Malaysia for the same Bodily Injury or Sickness. |
| Additional Conditions | For the avoidance of doubt, in the event You become entitled to a refund of or reimbursement of all or part of such expenses from any other source, or if there is in place any other insurance against the events covered under this Section, We will only be liable for the excess of the amount recoverable from such other source or insurance. |
| What We Will Pay | We will reimburse You in respect of the Alternative Treatment You incur for such treatment from a Traditional Physician up to a maximum of the relevant Benefit amount specified in the Benefit Schedule subject to the terms and conditions of this Policy. |
| What Is Not Covered | <p>In addition to Part 4 – General Exclusions, this Policy does not cover, and We will not in any event be liable in respect of any claim under this Section, which is directly or indirectly, caused by, a consequence of, arises in connection with or contributed to by :</p> <ol style="list-style-type: none"> 1. Any treatment for Bodily Injury or Sickness where such treatment was sought and/or received more than sixty (60) days from the time the Bodily Injury or Sickness was first sustained. |

Section 6 – Daily Hospital Income

| | |
|------------------------------|--|
| What Is Covered | <p>If, during the Period of Insurance, whilst You are on a Journey, You sustain:</p> <p>a) For Overseas Journey: Bodily Injury or Sickness and are confined in a Hospital Overseas as a direct result of Bodily Injury or Sickness.</p> <p>b) For Domestic Journey: Bodily Injury and are confined in a Hospital at the Destination within Malaysia as a direct result of Bodily Injury.</p> |
| Additional Conditions | <ol style="list-style-type: none"> i) Confinement must occur within thirty (30) days of the Accident causing the relevant Bodily Injury or Sickness (for Overseas Journey) or Bodily Injury only (for Domestic Journey) first being sustained; and ii) Confinement must be considered medically necessary by a Physician in his professional capacity. |

| | |
|----------------------------|---|
| | <p>a) For Overseas Journey: If You are above the age of sixty-five (65) years old, but under the age of eighty (80) years old at the time of commencement of such Confinement, the daily Benefit amount payable shall be limited to RM100 for each complete day of Confinement up to a maximum number of days specified in the Benefit Schedule.</p> <p>b) For Domestic Journey: If You are above the age of sixty-five (65) years old, but under the age of eighty (80) years old at the time of commencement of such Confinement, the daily Benefit amount payable shall be limited to RM50 for each complete day of Confinement up to a maximum number of days specified in the Benefit Schedule.</p> |
| What We Will Pay | The daily Benefit amount shall be paid for each complete day (24 hours) of Confinement from the first (1st) day of Confinement and up to the maximum of the relevant Benefit amount specified in the Benefit Schedule. |
| What Is Not Covered | <p>In addition to Part 4 – General Exclusions, this Policy does not cover, and We will not in any event be liable in respect of any claim under this Section, which is directly or indirectly, caused by, a consequence of, arises in connection with or contributed to by any of the following:</p> <ol style="list-style-type: none"> 1. For Overseas Journey: <ol style="list-style-type: none"> a) Any Confinement in Malaysia. b) Any Confinement for any surgery or medical treatment, which in the opinion of a Physician, could reasonably have been delayed until Your return to Malaysia. c) No Benefit will be payable if such Confinement is not covered under Section 3 – Medical Expenses. 2. For Domestic Journey: <p>No Benefit will be payable if such Confinement is not covered under Section 3 – Medical Expenses.</p> |

Section 7 – Compassionate Visit

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| What Is Covered | <p>If, during the Period of Insurance, whilst You are on a Journey, You sustain :</p> <p>a) For Overseas Journey:</p> <ol style="list-style-type: none"> i) Bodily Injury or Sickness which results in Death and no adult is with You; or ii) Serious Bodily Injury or Serious Sickness and it is judged by the treating the Physician that it is not medically appropriate to move You to another location or to return You to Malaysia for medical treatment and no adult is with You. <p>b) For Domestic Journey:</p> <ol style="list-style-type: none"> i) Bodily Injury which results in Death for which a Benefit is payable under Section 1 – Personal Accident and no adult is with You. |
| Additional Conditions | You can only claim under either (i) due to Death or (ii) due to Serious Bodily Injury or Serious Sickness, for any one (1) event, subject to the maximum relevant Benefit amount specified in the Benefit Schedule. |

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| What We Will Pay | <p>We will indemnify:</p> <p>i) for Bodily Injury or Sickness which results in Death : the travel expenses (economy return travel ticket) and ordinary room accommodation expenses in any reasonable hotel outside Malaysia (or within Malaysia for Domestic Journey), necessarily incurred for one (1) Family Member, Travel Companion, relative or friend to assist in the final arrangement of Your Death, up to the maximum relevant Benefit amount specified in the Benefit Schedule, subject to the terms and conditions of this Policy.</p> <p>ii) for Serious Bodily Injury or Serious Sickness : the travel expenses (economy return travel ticket) and ordinary room accommodation expenses in any reasonable hotel outside Malaysia necessarily incurred for one (1) Family Member, Travel Companion, relative or friend to travel and remain with You and take care of You until You are discharged from the Confinement, up to the maximum relevant Benefit amount specified in the Benefit Schedule, subject to the terms and conditions of this Policy.</p> |
| What Is Not Covered | <p>This Benefit does not cover any other incidental expenses and/or charges that are incurred by Your Family Member, relative or friend, such as but not limited to cost of other transport, upgrades, drinks, meals and optional/additional room services.</p> |

Section 8 – Child Guard

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| What Is Covered | <p>If, during the Period of Insurance, whilst You are on a Journey, You sustain:</p> <p>Bodily Injury or Sickness and are Confined in a Hospital as a direct result of Bodily Injury or Sickness and there is no other adult to accompany Your Child(ren) who are insured under this Policy on their journey home (for Overseas Journey). (For Domestic Journey, it is applicable to Bodily Injury only).</p> |
| What We Will Pay | <p>We will indemnify:</p> <p>The travel expenses (economy return travel ticket) and ordinary room accommodation expenses in any reasonable hotel outside Malaysia (or within Malaysia for Domestic Journey) necessarily incurred for one (1) Family Member, relative or friend to travel to and accompany Your Child(ren) back to Malaysia, up to the maximum relevant Benefit amount specified in the Benefit Schedule, subject to the terms and conditions of this Policy.</p> |
| What Is Not Covered | <p>This Benefit does not cover any other incidental expenses and/or charges that are incurred by Your Family Member, relative or friend, such as but not limited to cost of other transport, upgrades, drinks, meals and optional/additional room services.</p> |

Section 9 – Emergency Medical Evacuation & Repatriation

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| <p>What Is Covered</p> | <p>If, during the Period of Insurance and whilst You are on a Journey, suffer from a Critical Medical Condition (as defined below) and in the opinion of Chubb Assistance, or an authorized representative of Chubb Assistance, it is judged medically appropriate to move You to another location for medical treatment, or to return You to Malaysia (or to Your Home for Domestic Journey), Chubb Assistance or its authorized representative, shall arrange for the evacuation utilizing the means best suited to do so based on the medical severity of Your condition.</p> |
| <p>Additional Conditions</p> | <p>a) Chubb Assistance must be promptly informed of any potential claims for Medical Evacuation Expenses.</p> <p>b) You shall not attempt to provide solutions to problems encountered without involving Chubb Assistance. Such action shall prejudice all claims for Medical Evacuation Expenses.</p> <p>c) Repatriation will be organized by Chubb Assistance by the most appropriate method as determined by Chubb Assistance in its absolute discretion including, if necessary, the use of air services.</p> <p>d) In the event that Chubb Assistance services are provided under this Policy to any person not insured under this Policy or situations not covered by this Policy at Your request, You hereby agree to pay Chubb Assistance directly for all costs incurred for the said services.</p> |
| <p>Additional Definitions</p> | <p>e) In the event that Chubb Assistance services are provided, We will have the right to recover from You the value of the refund relating to any air tickets or other tickets originally purchased for the Journey to the Hospital where appropriate medical care and facilities are available. You shall assist Us in recovering any refunds from the carriers concerned. The proceeds of such refund shall belong to Us.</p> <p>f) You hereby agree to pay Chubb Assistance directly for any Medical Evacuation Expenses incurred by You that is in excess of the relevant Benefit specified in the Benefit Schedule.</p> <p>g) You must comply in full with the decisions made by Chubb Assistance. Failure to comply in full exempts You hereby to agree to fully indemnify Us in the event We are held liable to pay Chubb Assistance for any of the services mentioned under clause (d) and or</p> <p>h) above and/or any other services not covered under this Policy.</p> |
| <p>Additional Definitions</p> | <p>Critical Medical Condition means a medical condition suffered by You as a result of Bodily Injury or Sickness, which is determined to be life threatening by a Physician designated by Chubb Assistance at the Physician’s absolute discretion.</p> <p>Medical Evacuation Expenses means all expenses incurred in repatriating You who are suffering from a Critical Medical Condition to the nearest Hospital where appropriate medical care and facilities are available or to Your Home, including necessary expenses incurred for qualified medical staff to accompany You (as deemed necessary by Chubb Assistance in its absolute discretion), provided that such repatriation is :</p> <p>i) certified by a Physician to be medically necessary, and</p> <p>ii) organized by Chubb Assistance.</p> <p>Covered Expenses means expenses for services provided and/or arranged by Chubb Assistance for the transportation, medical services and medical supplies necessarily incurred as a result of Your Emergency Medical Evacuation as described herein.</p> |

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| <p>What We Will Pay</p> | <p>We shall pay directly to Chubb Assistance the Covered Expenses for such evacuation, up to the relevant Benefit amount specified in the Benefit Schedule, subject to the terms and conditions of this Policy.</p> <p>If due to reasons beyond Your control, You are unable to notify Chubb Assistance, and nevertheless make arrangements for Your own evacuation, We shall, if satisfied that the arrangements were medically appropriate in view of Your Critical Medical Condition (as defined in this Section) at that time, indemnify You in respect of the expenses incurred, up to an amount which would have been payable to Chubb Assistance for services provided under the same circumstances, subject to the terms and conditions of this Policy and in any event not exceeding the relevant Benefit amount specified in the Benefit Schedule.</p> <p>The means of evacuation arranged by Chubb Assistance, or its authorized representative, may include air ambulance, surface ambulance, regular transportation, railroad or any other appropriate means. All decisions as to the means of transportation and the final destination will be made by Chubb Assistance, or its authorized representative, and will be based solely upon medical necessity.</p> |
| <p>What Is Not Covered</p> | <p>In addition to Part 4 – General Exclusions, this Policy does not cover, and We will not in any event be liable in respect of any claim under this Section, which is directly or indirectly, caused by, a consequence of, arises in connection with or contributed to by:</p> <ol style="list-style-type: none"> 1. Any expenses incurred for services provided by another party for which You are not liable to pay, or any expenses already included in the cost of a scheduled trip or the Journey. 2. Any expenses for a service not approved and arranged by Chubb Assistance or its authorised representative, except as mentioned in paragraph 2 of the clause above. 3. Any treatment performed or ordered by a person who is not a Physician. 4. Any expenses incurred if You are not suffering from a Critical Medical Condition (as defined in this Section) or if the treatment that can be reasonably delayed until You return to Your Home (as may be relevant). <p>Additional Exclusions for Domestic Journey:</p> <p>(i) Any expenses which are recoverable from any other insurance coverage that You are entitled to.</p> <p>(ii) Any such expenses that are incurred after thirty (30) days from the time of Accident. This exclusion does not apply when the first expense was incurred in the first thirty (30) days from the date of Bodily Injury.</p> <p>(iii) Any expenses where there is no valid claim under Section 2 – Medical Expenses.</p> |
| <p>Section 10 – Repatriation Of Mortal Remains (applicable to Overseas Return Journey only)</p> | |
| <p>What Is Covered</p> | <p>If, during the Period of Insurance, whilst You are on a Journey, You suffer from a Critical Medical Condition (as defined in Section 9 above), and die as a result of such Critical Medical Condition, Chubb Assistance, or its authorised representative shall make the necessary arrangements for the return of Your mortal remains to Malaysia.</p> |
| <p>Additional Definitions</p> | <p>Covered Expenses means expenses for services provided and/or arranged by Chubb Assistance for the transportation, medical services and medical supplies necessarily incurred as a result of the repatriation of Your mortal remains.</p> |

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| What We Will Pay | <p>We shall pay directly to Chubb Assistance the Covered Expenses for such repatriation, up to the relevant Benefit amount specified in the Benefit Schedule, subject to the terms and conditions of this Policy.</p> <p>We shall also reimburse to Your estate the expenses actually incurred Overseas for services and supplies by a mortician or undertaker, including but not limited to the cost of a casket, and the embalming and cremation if so elected. All payments made by Us shall not exceed the maximum relevant Benefit amount specified in the Benefit Schedule, subject to the terms and conditions of this Policy.</p> |
| What Is Not Covered | <p>In addition to Part 4 – General Exclusions, this Policy does not cover, and We will not in any event be liable in respect of any claim under this Section, which is directly or indirectly, caused by, a consequence of, arises in connection with or contributed to by:</p> <ol style="list-style-type: none"> 1. Any expenses incurred for services provided by another party for which You are not liable to pay, or any expenses already included in the cost of a scheduled trip or the Journey. 2. Any expenses incurred for the transportation of Your remains not approved and arranged by Chubb Assistance or its authorised representative. 3. Any expenses related to religious ceremonies or rites and burial plots. |

Section 11 – Travel Cancellation

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| What Is Covered | <p>If, You are forced to cancel or postpone Your Overseas Journey as the direct and necessary result of any of the following Specified Causes occurring within sixty (60) days for event (b), within thirty (30) days for events (c) and (d) and within fourteen (14) days for events (e) to (h) before the Scheduled Departure Date, and must be accompanied with travel advice, requisite proof or report from relevant authority(s).</p> <p>This Benefit is effective only if the Coverage is purchased before You become aware of any circumstances which could lead to the disruption of Your Journey.</p> <p>Specified Causes :</p> <ol style="list-style-type: none"> a) Your Death; b) You sustaining Bodily Injury or becoming ill (applicable to Overseas Journey only), which in the opinion of a Physician causes You to be unfit to travel on a Scheduled Departure Date; c) The death of Your Family Member or Travel Companion before the Scheduled Departure Date; d) Bodily Injury or illness (applicable to Overseas Journey only) of Your Family Member or Travel Companion necessitating him/her to be Confined to a Hospital; e) You or Your Travel Companion are or required to be in compulsory quarantine, or jury service, or are subpoenaed or hijacked; f) Cancellation of Scheduled Common Carrier services consequent upon Strike, Riot or Civil Commotion which is beyond Your control at the planned Destination; g) Your residence in Malaysia becoming uninhabitable following fire, storm or flood occurring such that Your presence is required on the premises on the Scheduled Departure Date; h) Due to Natural Disasters at the Destination country which prevent You from commencing the Journey. |
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| | <p>For Domestic Journey, if You are forced to cancel Your Journey as a direct and necessary result of any of the above Specified Causes, the event must occur within seven (7) days before the Schedule Departure Date.</p> |
| Additional Definitions | <p>Cancellation Expenses mean loss of deposits, or charges for advance payments for travel or accommodation or other charges which have not been or will not be used, but which become forfeited or payable under contract.</p> <p>Postponement Expenses mean the resulting administrative charges incurred to postpone Your Journey:</p> <ul style="list-style-type: none"> i) which full payment was made by You; ii) for which You are legally liable for; and iii) which are not recoverable from any other source. |
| What We Will Pay | <p>We will reimburse You in respect of Cancellation Expenses or Postponement Expenses up to the relevant Benefit amount as specified in the Benefit Schedule, subject to the terms and conditions of this Policy.</p> <p>You can only claim either Cancellation Expenses or Postponement Expenses, for any one event.</p> |
| What Is Not Covered | <p>In addition to Part 4 – General Exclusions, this Policy does not cover, and We will not in any event be liable in respect of any claim under this Section, which is directly or indirectly, caused by, a consequence of, arises in connection with or contributed to by:</p> <ol style="list-style-type: none"> 1. Changes in plans by You or a Family Member or Travel Companion for any reason; 2. Financial circumstances of Yours or a Family Member or Travel Companion; 3. Any business, financial or contractual obligations of Yours or a Family Member or Travel Companion; 4. Financial Default by the person, agency, airline or tour operator with whom You made Your travel arrangements; 5. Any loss that is covered by any other existing insurance scheme, government programme or which will be paid or refunded by a hotel, carrier or travel agent or any other provider of travel and/or accommodation; 6. Any government regulation, act or prohibition; 7. Carrier caused cancellation unless they are the result of matters stated under Specified Cause (vi) above; 8. Travel arrangements cancelled by an airline, cruise line or tour operator unless the cancellation is the result of matters stated under Section 8 (f) above. 9. An event or circumstance which occurs prior to the date of issue of the Certificate of Insurance or date of purchasing or making arrangements for the Journey. 10. Delay or amendment of the booked itinerary, or failure in provision of any part of the booked Journey (including error, omission or default) by the provider of any service forming part of the booked Journey as well as of the agent or tour operator through whom the Journey was booked. 11. You on whom the Journey is dependent on being involved in any unlawful act or criminal proceedings, unless Your attendance in court in such criminal proceedings in a court of law is required under a subpoena. |

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| | <p>12. Your failure to notify travel agent/tour operator or provider of transport or accommodation immediately upon finding it necessary to cancel the travel arrangements.</p> <p>13. Any loss or compensation for any air miles, frequent flyer points, or holiday points You earned or used to pay for the Journey in part or in full.</p> <p>14. Insolvency of airlines and travel agents.</p> |
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Section 12 – Travel Curtailment

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| What Is Covered | <p>If, You are forced to curtail any part of Your Journey as a direct and necessary result of any of the following Specified Causes occurring after You have commenced the Journey.</p> <p>This Benefit is effective only if the Coverage is purchased before You become aware of any circumstances which could lead to the disruption of Your Journey.</p> <p>Specified Causes :</p> <ul style="list-style-type: none"> a) You suffering Serious Bodily Injury or Serious Sickness (applicable to Overseas Journey only) and upon obtaining medical advice during Your Journey. A medical certificate must be obtained from the Physician who is treating You, advising You to return to Malaysia due to the Serious Bodily Injury or Serious Sickness; b) Unexpected death, Serious Bodily Injury or Serious Sickness (applicable to Overseas Journey only) of a Family Member, or Travel Companion; c) Unexpected death of a Family Member residing in Malaysia; d) Unexpected Serious Bodily Injury or Serious Sickness (applicable to Overseas Journey only) of a Family Member in Malaysia which requires Hospital Confinement for more than five (5) consecutive days; e) Hijack of the aircraft in which You are on board as a passenger; f) Natural Disasters which prevent You from continuing Your scheduled Journey; g) Your residence in Malaysia becoming uninhabitable following fire, storm, or flood occurring such that Your presence is required on the premises; or h) The unexpected outbreak of Strike, Riot, or Civil Commotion occurring during the scheduled Journey which is beyond Your control at the planned Destination that will put Your life in danger. |
| Additional Definitions | <p>Curtailment or Curtail means cutting short the Journey by early return to Malaysia after arrival at the booked Destination Overseas as shown on the booking invoice or ticket.</p> <p>Curtailment Expenses mean :</p> <ul style="list-style-type: none"> i) loss of deposits, advance payments for accommodation or other charges (excluding cost of the original travel ticket for returning to Malaysia), which have not been and will not be used but become forfeited or payable under contract; ii) any additional administrative expenses incurred where it is possible to amend the original travel ticket; or iii) additional travel (limited to economy class fare) expenses if it is possible to amend the original travel ticket as confirmed by carrier/travel operator and reasonable accommodation expenses resulting from the reasons mentioned above. |
| What We Will Pay | <p>We will reimburse You in respect of Curtailment Expenses incurred up to the relevant Benefit amount as specified in the Benefit Schedule, subject to the terms and conditions of this Policy.</p> |

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| | <p>If the Curtailment Expenses that were claimed relate to travel tickets, the reimbursement will only be on the unused portion of the travel tickets.</p> <p>For hijack, proportional return of the irrecoverable prepaid cost shall be calculated from the date of occurrence to the expiry of the planned Journey or Policy cover, whichever is earlier.</p> |
| <p>What Is Not Covered</p> | <p>In addition to Part 4 – General Exclusions, this Policy does not cover, and We will not in any event be liable in respect of any claim under this Section, which is directly or indirectly, caused by, a consequence of, arises in connection with or contributed to by:</p> <ol style="list-style-type: none"> 1. Changes in plans by You or a Family Member or Travel Companion for any reason; 2. Financial circumstances of Yours or a Family Member or Travel Companion; 3. Any business, financial or contractual obligations of Yours or a Family Member or Travel Companion; 4. Financial Default by the person, agency, airline or tour operator with whom You made Your travel arrangements; 5. Any loss that is covered by any other existing insurance scheme, government programme or which will be paid or refunded by a hotel, carrier or travel agent or any other provider of travel and/or accommodation; 6. Any government regulation, act or prohibition; 7. An event or circumstance which occurs prior to the date of issue of the Certificate of Insurance or date of purchasing or making arrangements for the Journey. 8. Delay or amendment of the booked itinerary, or failure in provision of any part of the booked Journey (including error, omission or default) by the provider of any service forming part of the booked Journey as well as of the agent or tour operator through whom the Journey was booked. 9. You on whom the Journey is dependent on being involved in any unlawful act or criminal proceedings, unless Your attendance in court in such criminal proceedings in a court of law is required under a subpoena. 10. Your failure to notify travel agent/tour operator or provider of transport or accommodation immediately upon finding it necessary to cancel the travel arrangements. 11. Any loss or compensation for any air miles, frequent flyer points, or holiday points You earned or used to pay for the Journey in part or in full. |

Section 13 – Travel Disruption (applicable to Overseas Return Journey only)

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| <p>What Is Covered</p> | <p>If during the Period of Insurance, Your Journey is forced to be Disrupted as a direct and necessary result of any of the following Specified Causes occurring after You have commenced the Journey.</p> <p>This Benefit is effective only if the Coverage is purchased before You become aware of any circumstances which could lead to the Disruption of the planned Journey.</p> <p>Specified Causes :</p> <ol style="list-style-type: none"> a) Natural Disasters; b) Epidemic or pandemic as declared by the World Health Organization (WHO); c) Strike, Riot or Civil Commotion resulting in cancellation of scheduled Common Carrier services or in a relevant government warning against non-essential travel; d) Major industrial accident; e) Any event leading to airspace or multiple airport closures. |
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| Additional Definitions | <p>Disrupted means interruption to the Journey by skipping a part of the planned Journey Overseas, as shown on the travel itinerary.</p> <p>Disruption Expenses mean loss of advance payments for accommodation, Entertainment Tickets or pre-arranged tours at the Overseas Destination, which have not been and will not be used but become forfeited or payable under contract.</p> <p>Entertainment Tickets mean tickets granting admission to theme parks, musicals, plays, theatre or drama performances, concerts and sporting events.</p> |
| What We Will Pay | <p>We will reimburse You in respect of the Disruption Expenses incurred up to the relevant Benefit amount as specified in the Benefit Schedule, subject to the terms and conditions of this Policy.</p> |
| What Is Not Covered | <p>In addition to Part 4 – General Exclusions, this Policy does not cover, and We will not in any event be liable in respect of any claim under this Section, which is directly or indirectly, caused by, a consequence of, arises in connection with or contributed to by :</p> <ol style="list-style-type: none"> 1. Changes in plans by You or a Family Member or Travel Companion for any reason; 2. Financial circumstances of Yours or a Family Member or Travel Companion; 3. Any business, financial or contractual obligations of Yours or a Family Member or Travel Companion; 4. Financial Default by the person, agency, airline or tour operator with whom You made Your travel arrangements; 5. Any loss that is covered by any other existing insurance scheme, government programme or which will be paid or refunded by a hotel, carrier or travel agent or any other provider of travel and/or accommodation; 6. Any government regulation, act or prohibition; 7. An event or circumstance which occurs prior to the date of issue of the Certificate of Insurance or date of purchasing or making arrangements for the Journey. 8. Delay or amendment of the booked itinerary, or failure in provision of any part of the booked Journey (including error, omission or default) by the provider of any service forming part of the booked Journey as well as of the agent or tour operator through whom the Journey was booked. 9. You on whom the Journey is dependent on being involved in any unlawful act or criminal proceedings, unless Your attendance in court in such criminal proceedings in a court of law is required under a subpoena. 10. Your failure to notify travel agent/tour operator or provider of transport or accommodation immediately upon finding it necessary to cancel the travel arrangements. 11. Any loss or compensation for any air miles, frequent flyer points, or holiday points You earned or used to pay for the Journey in part or in full. |

Section 14 – Loss or Damage of Personal Property and Baggage

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| What Is Covered | <p>If during the Period of Insurance whilst You are on a Journey, You sustain loss of or damage resulting in loss of use of Your Personal Property, Baggage and Money kept on Yourself due to robbery, burglary, theft or by force, violence or threat of violence.</p> |
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| <p>Additional Conditions</p> | <p>a) The loss or damage must be reported to the police or relevant authority having jurisdiction where the loss or damage occurred within twenty-four (24) hours from the incident. Any claims for indemnity under this Section must be accompanied by a copy of a police report or a report issued by the relevant authority evidencing such a loss or damage.</p> <p>b) The loss or damage of each article must be accompanied by proof of purchase such as but not limited to receipts, bank statement or credit card statements. If no proof of purchase is provided, We may decline the claim or accept it at a reduced value.</p> <p>c) For the avoidance of doubt, in the event You become entitled to a refund or reimbursement of all or part of such expenses from any other source, or if there is in place any other insurance against the events covered under this Section, We will only be liable for the excess of the amount recoverable from such other source or insurance.</p> |
| <p>Additional Definitions</p> | <p>Personal Property and Baggage means personal goods belonging to You, which are taken by You on the Journey or acquired by You and carried on You in person or hand-carried or checked-in as accompanied baggage with the Common Carrier during the Journey.</p> <p>Portable Computer means the complete laptop computers including accessories or attachments that come as a standard equipment with the laptop. Any handheld computers, tablets (including but not limited to iPads, Samsung Galaxy tablets) or similar devices are excluded from this category.</p> <p>Money means cash, coins, bank notes, postal or money orders or signed travellers' cheques.</p> <p>Public Place means any place the public has access to.</p> <p>Jewellery means objects such as rings, bracelets, brooches, necklaces, bangles, earrings and locket/pendants that are worn on the body as decoration, which have inclusions of precious metals including but not limited to gold and silver with precious stones or semi-precious stones.</p> |
| <p>What We Will Pay</p> | <p>a) We will indemnify You in respect of such loss or damage up to the relevant Benefit amount as specified in the Benefit Schedule, subject to the terms and conditions of this Policy.</p> <p>b) We will only pay up to maximum of:</p> <p>i) the Benefit amount specified for any one article or a pair or a set of articles as specified in the Benefit Schedule;</p> <p>ii) the Benefit amount specified for Portable Computers as specified in the Benefit Schedule (applicable to Overseas Return Journey only).</p> <p>iii) the Benefit amount specified for Personal Money as specified in the Benefit Schedule (applicable to Overseas Return Journey only).</p> <p>c) We may make payment subject to due allowance of wear and tear, proof of purchase and depreciation. Total loss of used payment or repair costs payment is determined at Our sole discretion.</p> <p>d) We will only pay for loss of or damage of Your baggage that is checked in and tagged under Your name by the Common Carrier or service provider. Any claim that results from You losing Your baggage or it being damaged while being held by the Common Carrier or service provider should be made to the Common Carrier or service provider first. Any claim made under this Section must be accompanied by proof of compensation received from the Common Carrier or service provider or where such compensation is denied, proof of such denial.</p> |

What Is Not Covered

In addition to Part 4 – General Exclusions, this Policy does not cover, and We will not in any event be liable in respect of any claim under this Section, which is directly or indirectly, caused by, a consequence of, arises in connection with or contributed to by:

1. loss or damage of property/baggage caused by wear and tear, gradual deterioration, destruction by moths, vermin, inherent vice or damage sustained due to any process or while actually being worked upon or resulting therefrom;
2. loss or damage of property/ baggage caused by mechanical or electrical breakdown or derangement or damage sustained due to any process initiated by You to repair, clean or alter such property/baggage;
3. loss or damage of property/baggage/money resulting directly or indirectly from insurrection, rebellion, revolution, civil war, usurped power, or action taken by governmental authorities in hindering, combating or defending against such an occurrence, seizure or destruction under quarantine or customs regulations, confiscation by order of any government or public authority or risk of contraband or illegal transportation or trade;
4. loss or damage of property/baggage/money from confiscation or retention by customs or other officials or government authority;
5. loss or damage of property/baggage/money as a result of Your failure to take due and reasonable care and precautions to safe-guard and secure such property/or baggage/money;
6. loss or damage of watches and Portable Computers not carried as hand-carried baggage and kept under Your supervision;
7. damage or breakages of fragile or brittle articles;
8. loss of data recorded on tapes, cards, discs or otherwise, including the cost of reproducing the data;
9. loss or damage of property/baggage/money not reported to either the police or relevant authority within the jurisdiction where the loss or damage occurred within twenty-four (24) hours of the discovery of such loss or damage;
10. loss or damage of property/baggage/money whilst in the custody of an airline or other Common Carrier, unless reported immediately on discovery and, in the case of an airline, a property irregularity report is obtained;
11. loss or damage of property/baggage/money insured under any other insurance policy, or otherwise reimbursed by a Common Carrier or any other third party;
12. loss or damage to property/baggage due to defective materials or craftsmanship;
13. loss of or damage to property/baggage/money left unattended in a Public Place;
14. loss of or damage to property/baggage/money left unattended in any motor vehicle (unless stored in the locked boot or compartment);
15. mysterious disappearance of property/baggage/money;
16. devaluation of currency or shortage due to errors or omissions during any transactions involving money;
17. loss of postal money orders or travellers' cheques not immediately reported to the local branch or agent of the issuing authority;
18. loss or damage due to animals, insects or rodents;
19. scratches or dents to property/baggage.
20. loss or damage to property which does not affect the fitness for use or purpose or functionality of such property.

Property Not Covered

We will not pay for damage due to or loss of any of the following :

- i) animals, insects, rodents;
- ii) motor vehicles, aircraft, bicycles and other conveyances or equipment or parts pertaining to such conveyances;
- iii) artificial limbs, false teeth, hearing aids, any type of eyeglasses, contact lenses or corneal lenses; tickets;
- iv) tickets;

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| | <ul style="list-style-type: none"> v) coupons, negotiable instruments, title deeds, manuscripts, money, stamps, stocks and bonds, postal or money orders, securities of any kind; vi) property shipped as freight, or shipped prior to the Scheduled Departure Date; vii) cards, including but not limited to credit cards, cash card, identity card, driving license; viii) contraband; ix) business goods or samples/prototypes or equipment of any kind or any x) products/components meant for trade; xi) hired or leased equipment; xii) any consumable and/or perishable item(s); xiii) computers (including software and accessories) other than Portable Computers; xiv) cash or cash equivalents, bank note(s), casino chip(s), voucher(s); xv) musical instrument, household effect(s), antique(s), artifact(s), painting(s), object(s) of art, gem stone(s); xvi) wheelchair(s), baby/children stroller(s); xvii) Golf Equipment (as defined in Section 24B); xviii) Jewellery and watches. |
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Section 15 – Loss or Damage to Travel Documents (applicable to Overseas Return Journey only)

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| What Is Covered | If, during the Period of Insurance, whilst You are on a Journey, You sustain loss of or damage to Your Travel Documents due to robbery, burglary, theft or by force, violence or threat of violence. |
| Additional Conditions | <p>The loss must be reported to police or relevant authority Overseas having jurisdiction where the loss occurred, within twenty-four (24) hours after the incident. Any claim must be accompanied by a copy of a police report or a report issued by the relevant authority evidencing such loss.</p> <p>You must take every possible safeguard to ensure the security of Your Travel Documents.</p> |
| Additional Definition | Travel Documents means documents or identification required for Your Journey including but not limited to driving license, passport, visas or travel tickets. |
| What We Will Pay | <p>We will reimburse You in respect of :</p> <ul style="list-style-type: none"> a) the replacement cost of such Travel Documents whilst Overseas; b) additional and reasonable expenses incurred Overseas for ordinary room accommodation expenses in any reasonable hotel, which becomes necessary due to You not being able to continue Your Journey without such lost Travel Documents; c) additional, reasonable and necessary travel expenses incurred at the place Overseas where Your Travel Documents were lost; <p>up to the relevant Benefit amount as specified in the Benefit Schedule, subject to the terms and conditions of this Policy.</p> |

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| | <p>If the loss of Your Travel Documents referred to above is Your travel tickets, We will only reimburse You in respect of administrative charges incurred to replace such lost travel tickets, up to RM500 (for Chubb Executive Plan) or RM1,000 (for Chubb First Plan) (not applicable to Chubb Premium Plan), and subject to the terms and conditions of this Policy.</p> |
| What Is Not Covered | <p>In addition to Part 4 – General Exclusions, this Policy does not cover, and We will not in any event be liable in respect of any claim under this Section, which is directly or indirectly, caused by, a consequence of, arises in connection with or contributed to by:</p> <ol style="list-style-type: none"> 1. Any unexplained loss or damage, or loss or damage due to confiscation or detention by customs or any other authority. 2. Loss or damage not reported to either the police or relevant authority having jurisdiction where the loss or damage occurred within twenty-four (24) hours of the discovery of such loss or damage. 3. Loss or damage whilst in custody of an airline or other Common Carrier, unless reported immediately on discovery and in the case of an airline a property irregularity report is obtained 4. Loss or damage due to animals, insects or rodents. 5. Any replacement costs of such Travel Documents after returning to Home. |

Section 16 – Loss of Personal Money (applicable to Overseas Return Journey only)

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| What Is Covered | <p>If, during the Period of Insurance, whilst You are on a Journey, You sustain loss of Personal Money kept on yourself due to burglary, robbery, theft or by force, violence, or threat of violence. We will not in any event be liable to make payment in respect of any loss of Personal Money if You fail to take reasonable precautions for the safety of the money.</p> |
| Additional Conditions | <p>The loss must be reported to the police or relevant authority having jurisdiction where the loss occurred, within twenty-four (24) hours after the incident. Any claim must be accompanied by a copy of a police report or a report issued by the relevant authority evidencing such loss;</p> <p>For the avoidance of doubt, in the event You become entitled to a refund or reimbursement of all or part of such loss from any other source, or if there is in place any other insurance against the events covered under this Section, We will only be liable for the excess of the amount recoverable from such other source or insurance.</p> |
| Additional Definition | <p>Personal Money means coins, cash, bank notes, postal money orders or travelers' cheques that belongs to you.</p> |
| What We Will Pay | <p>We will reimburse You for such loss up to a maximum of the relevant Benefit amount as specified in the Benefit Schedule, subject to the terms and conditions of this Policy.</p> |

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| What Is Not Covered | <p>In addition to Part 4 – General Exclusions, this Policy does not cover, and We will not in any event be liable in respect of any claim under this Section, which is directly or indirectly, caused by, a consequence of, arises in connection with or contributed to by :</p> <ol style="list-style-type: none"> 1. Devaluation of currency or shortage due to errors or omissions during any transactions involving money; 2. Any unexplained loss or damage, or loss or damage due to confiscation or detention by customs or any other authority; 3. Loss not reported to either the police or relevant authority having jurisdiction where the loss occurred within twenty-four (24) hours of the discovery of such loss; 4. Loss of postal money orders or travelers' cheques not immediately reported to the local branch or agent of the issuing authority; 5. Loss or damage whilst in custody of an airline or other carrier, unless reported immediately on discovery and in the case of an airline a property irregularity report is obtained; 6. Loss or damage due to animals, insects or rodents. |
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| Section 17 – Fraudulent Use of Lost Credit Card (applicable to Overseas Return Journey only) | |
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| What Is Covered | If, during the Period of Insurance, whilst You are on a Journey, You sustain financial loss as a direct result of a credit, charge or bankers card being lost or stolen and being subsequently used fraudulently by any person other than You. |
| Additional Conditions | <ol style="list-style-type: none"> a) The loss must be reported to the card company within six (6) hours after the incident. Any claim must be accompanied by a copy of the report issued by the card company evidencing such loss; b) The loss must be reported to police or relevant authority Overseas having jurisdiction where the loss occurred, within twenty-four (24) hours after the incident. Any claim must be accompanied by a copy of a police report or a report issued by the relevant authority evidencing such loss. c) You must take every possible safeguard to ensure the security of Your Travel Documents. d) For the avoidance of doubt, in the event You become entitled to a refund or reimbursement of all or part of such expenses from any other source, or if there is in place any other insurance against the events covered under this Section, We will only be liable for the excess of the amount recoverable from such other source or insurance. |
| What We Will Pay | We will reimburse You for such loss up to a maximum of the relevant Benefit amount as specified in the Benefit Schedule, subject to the terms and conditions of this Policy. |
| What Is Not Covered | Please refer to Part 4 – General Exclusions |

Section 18 – Baggage Delay

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| <p>What Is Covered</p> | <p>If, during the Period of Insurance, whilst You are on a Journey, Your checked-in baggage is delayed by a Common Carrier operator and is not delivered to You within six (6) hours of Your arrival at the scheduled Destination Overseas or within Malaysia (for Domestic Journey).</p> <p>For Overseas Journey, if, during the Period of Insurance, upon returning to Malaysia on a Return Journey, Your checked-in baggage is delayed by a Common Carrier operator and is not delivered to You within six (6) hours of Your arrival in Malaysia.</p> |
| <p>What We Will Pay</p> | <p>We will pay You the relevant Benefit amount specified in the Benefit Schedule for every full six (6) consecutive hours of delay, up to the maximum sum insured specified in the Benefit Schedule, subject to the terms and conditions of this Policy.</p> <p>For Overseas Return Journey, in the event the checked-in luggage is delayed within six (6) hours of Your arrival in Malaysia, We will pay You the relevant Benefit amount specified in the Benefit Schedule, subject to the terms and conditions of this Policy.</p> <p>The total amount of Benefit for a Journey that is payable under this Section for each Insured Person (for baggage delay Overseas and/or in Malaysia, as the case may be) shall be up to the maximum of the relevant ‘Overseas’ or ‘In Malaysia’ Benefit amount specified in the Benefit Schedule.</p> |
| <p>What We Will Pay</p> | <p>If Your coverage is under a Family Plan, then in addition to the maximum amount of the Benefit for each Insured Person, the total amount of Benefit for a Journey that is payable under this Section for all Insured Persons under the same Family Plan (for baggage delay Overseas and/or in Malaysia, as the case may be) shall be up to the maximum of the relevant ‘Per Family Limit’ Benefit amount specified in the Benefit Schedule.</p> <p>For the avoidance of doubt, the amount per six (6) hours specified in the Benefit Schedule under this Section is based on each Insured Person and not on each piece of luggage.</p> <p>The delay must be verified in writing by the operator(s) of the Common Carrier or their handling agent(s) as well as the number of hours delayed and the reason for the delay.</p> |
| <p>What Is Not Covered</p> | <p>In addition to Part 4 – General Exclusions, this Policy does not cover, and We will not in any event be liable in respect of any claim under this Section, which is directly or indirectly, caused by, a consequence of, arises in connection with or contributed to by:</p> <ol style="list-style-type: none"> 1. Baggage delay not immediately reported to the operator(s) of the Common Carrier; 2. Baggage delay which You and/or anyone else has received compensation from the operators of the Common Carrier in which You and/or they were traveling. 3. For Domestic Journey, baggage delay on the Return Journey to Your Home. |

Section 19 – Travel Delay

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| <p>What Is Covered</p> | <p>If, during the Period of Insurance, whilst You are on a Journey, the departure of the Common Carrier in which You had arranged to travel is delayed for at least six (6) consecutive hours at:</p> <p>Any single Destination Overseas or within Malaysia, from the time specified in the itinerary supplied to You due to:</p> <ul style="list-style-type: none"> a) Strike or industrial action; b) adverse weather conditions; c) mechanical breakdown/derangement of the Common Carrier; d) grounding of the Common Carrier as a result of mechanical or structural defect; e) Natural Disasters; f) any event leading to airspace restrictions or airport closure; |
| <p>What We Will Pay</p> | <p>We will pay You the relevant Benefit amount specified in the Benefit Schedule for every full six (6) consecutive hours of delay, up to the maximum of the relevant Benefit amount specified in the Benefit Schedule, subject to the terms and conditions of this Policy.</p> <p>The period of delay shall be calculated from the original departure time as stated in Your ticket or travel itinerary to the departure of the next available Common Carrier, chartered flight or any other alternative means of transportation, whichever is earlier.</p> <p>The delay must be verified in writing by the operator(s) of the Common Carrier or their handling agent(s) as well as the number of hours delayed and the reason for the delay.</p> <p>This Benefit is effective only if You purchased the Coverage before You become aware of any circumstances, which could lead to the disruption of the planned Journey.</p> |
| <p>What Is Not Covered</p> | <p>In addition to Part 4 – General Exclusions, this Policy does not cover, and We will not in any event be liable in respect of any claim under this Section, which is directly or indirectly, caused by, a consequence of, arises in connection with or contributed to by:</p> <ol style="list-style-type: none"> 1. Your failure to check-in according to the itinerary supplied to You; 2. Strike or industrial action existing on the date You applied for cover under this Policy; 3. Your late arrival at the airport or port after check-in or boarding time (except if the late arrival is due to Strike or industrial action); 4. Failure of public transport services arising from Strike or industrial action which commenced or was announced before the commencement of the Journey; 5. Any travel insurance purchased within six (6) hours from the original scheduled departure time as stated in Your ticket or travel itinerary; 6. Any delay which You have been made aware of twenty-four (24) hours prior to the original scheduled departure stated in Your ticket or travel itinerary. |

Section 20 – Travel Misconnection (applicable to Overseas Return Journey only)

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| What Is Covered | If, during the Period of Insurance, whilst You are on a Journey, Your confirmed onward travel connection Overseas is missed at the transfer point due to the late arrival of Your incoming confirmed scheduled Common Carrier and no onward transportation is available to You within six (6) consecutive hours of Your actual arrival time. |
| What We Will Pay | <p>We will pay You the relevant Benefit amount specified in the Benefit Schedule for every full six (6) consecutive hours of misconnection (the period of misconnection being calculated from Your actual arrival time to Your actual departure time), up to the maximum of the relevant Benefit amount specified in the Benefit Schedule, subject to the terms and conditions of this Policy.</p> <p>The travel misconnection details must be confirmed in writing by the operator(s) of the Common Carrier or their handling agent(s), with the scheduled and actual time of arrival and the scheduled and actual departure time of the next available Common Carrier.</p> |
| What Is Not Covered | Please refer to Part 4 – General Exclusions |

Section 21 – Travel Re-Route (applicable to Overseas Return Journey only)

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| What Is Covered | If, during the Period of Insurance, whilst You are on a Journey, the Common Carrier in which You had arranged to travel is re-routed and Your arrival at the scheduled Destination has been delayed for at least six (6) consecutive hours from the time specified in the ticket or itinerary supplied to You due to adverse weather conditions. |
| What We Will Pay | <p>We will pay You the relevant Benefit amount specified in the Benefit Schedule for every full six (6) consecutive hours of delay due to the diversion, up to the maximum relevant Benefit amount specified in the Benefit Schedule, subject to the terms and conditions of this Policy.</p> <p>The period of delay shall be calculated from the original scheduled arrival time as stated in Your ticket or travel itinerary to the actual arrival time at the scheduled Destination.</p> <p>The delay must be verified in writing by the operator(s) of the Common Carrier or their handling agent(s) as well as the number of hours delayed and the reason for the delay.</p> <p>We would however, not pay for any travel insurance purchased within six (6) hours from the original scheduled departure time as stated in Your ticket or travel itinerary.</p> <p>This Benefit is payable only once for each Journey out of Malaysia.</p> |
| What Is Not Covered | Please refer to Part 4 – General Exclusions |

Section 22 – Flight Overbooked (applicable to Overseas Return Journey only)

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| What Is Covered | If, during the Period of Insurance, whilst You are on a Journey, You have a confirmed booking seat and are denied boarding on a Common Carrier which You are booked on due to over-booking and no alternative Common Carrier is made available to You within six (6) hours of the scheduled departure time as specified in Your printed itinerary. |
| What We Will Pay | <p>We will pay You the relevant Benefit amount specified in the Benefit Schedule for every full six (6) consecutive hours of delay (the period of delay being calculated from the scheduled departure time to the actual departure of the next available Common Carrier or any alternative means of transportation, whichever is earlier), up to the maximum relevant Benefit amount specified in the Benefit Schedule, subject to the terms and conditions of this Policy.</p> <p>The travel overbooked details must be confirmed in writing by the operator(s) of the Common Carrier or their handling agent(s).</p> <p>We would however, not pay for any travel insurance purchased within six (6) hours from the original scheduled departure time as stated in Your ticket or travel itinerary.</p> <p>This Benefit is payable only once for each Journey out of Malaysia.</p> |
| What Is Not Covered | Please refer to Part 4 – General Exclusions |

Section 23 – Missed Departure (applicable to Overseas Return Journey only)

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| What Is Covered | If, during Your Journey, You missed Your departure at a Destination country as a result of mechanical breakdown of public transport services that You are traveling in (any licensed bus or taxi or a scheduled service which any member of public has access to) which fails to get You to the departure port, airport or train station as stated in Your ticket. |
| What We Will Pay | We will pay You the relevant Benefit amount specified in the Benefit Schedule for every full six (6) consecutive hours of missed departure (the hours of missed departure being calculated from the original scheduled departure time of the Common Carrier specified in the itinerary to the actual departure of the next available Common Carrier or any alternative means of transportation, whichever is earlier), up to the maximum Benefit amount specified in the Benefit Schedule, subject to the terms and conditions of this Policy. |
| What Is Not Covered | <p>In addition to Part 4 – General Exclusions, this Policy does not cover, and We will not in any event be liable in respect of any claim under this Section, which is directly or indirectly, caused by, a consequence of, arises in connection with or contributed to by:</p> <ol style="list-style-type: none"> 1. Your failure, other than due to mechanical breakdown of the public transport services, to check-in according to the itinerary supplied to You; 2. Your late arrival at the airport or port or train station after check-in or boarding time (except if the late arrival is due to mechanical breakdown of the public transport services); 3. Any travel insurance purchased within six (6) hours from the original schedule departure time as stated in Your ticket or travel itinerary. |

Section 24 – Hijacking Inconvenience (applicable to Overseas Return Journey only)

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| What Is Covered | If, during the Period of Insurance, whilst You are on a Journey, You are a victim of a Hijack of a Common Carrier or motor vehicle on which You are traveling and the Hijack lasts for a period of at least twenty-four (24) hours. |
| Additional Conditions | <ul style="list-style-type: none"> a) Any claims under this Hijack section must be accompanied by a police report or a report issued by the carrier confirming that You were a victim of Hijack and the duration of such Hijack. b) We will only pay up to the maximum Benefit amount specified in the Benefit Schedule for the same Journey for each Certificate of Insurance, regardless of the number of Insured Person(s) stated in the Certificate of Insurance. |
| Additional Definition | Hijack means any seizure or exercise of control by force or violence or threat of force or violence and with wrongful intent of a Common Carrier or motor vehicle. |
| What We Will Pay | We will pay to You the relevant Benefit amount specified in the Benefit Schedule for each full twenty-four (24) hours of Hijack up to the maximum Benefit amount specified in the Benefit Schedule subject to the terms and conditions of this Policy. |
| What Is Not Covered | Please refer to Part 4 – General Exclusions |

Section 25 – Personal Liability

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| What Is Covered | <p>If, during the Period of Insurance, whilst You are on a Journey, You incur legal liability to a third party. The legal liability must be in respect and as a result of:</p> <ul style="list-style-type: none"> a) Accidental death or Accidental bodily injury to any third party; or b) Accidental Property Damage to property of third party; <p>that occurred during Your Journey.</p> |
| Additional Conditions | <ol style="list-style-type: none"> 1. For the avoidance of doubt, in the event You become entitled to a refund or reimbursement of all or part of such expenses from any other source, or if there is in place any other insurance against the events covered under this Section, We will only be liable for the excess of the amount recoverable from such other source or insurance. 2. No admission, offer, promise, payment or indemnity shall be made without Our written consent and We shall be entitled to take over and conduct in Your name the defense or settlement of any claim or to prosecute in Your name for Our own benefit any claim for indemnity or damages or otherwise and shall have full discretion in the conduct of any proceedings and in the settlement of any claim and You hereby agree to give all information and assistance as We may require. Every letter, claim, writ, summons and process shall be forwarded to Us upon receipt. Written notice shall also be given to Us immediately upon You receiving notice of any prosecution or inquest in connection with any circumstances which may give rise to liability under this Benefit. 3. We may at any time pay to You in connection with any claim or series of claims the limit of indemnity (after the deduction of any sum(s) already paid as compensation) or any lesser amount for which such claim(s) can be settled and upon such payment being made We shall relinquish the conduct and control of and be under no further liability in connection with such claim(s) except for the payment of costs and expenses recoverable or incurred prior to the date of such payment. |

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| Additional Definition | Property Damage means any physical damage to, destruction of, or loss of use of tangible property. |
| What We Will Pay | <p>We will indemnify You in respect of each occurrence or a series of occurrences giving rise to such liability arising directly or indirectly from one (1) source or original cause, up to the relevant Benefit amount as specified in the Benefit Schedule subject to the terms and conditions of this Policy.</p> <p>We will also reimburse You for:</p> <ol style="list-style-type: none"> a) All cost and expenses in respect of which a claim of damages for negligence under this Section is recoverable by a third-party claimant from You. b) All cost and expenses in respect of which a claim of damages for negligence under this Section incurred with Our written consent. |
| What Is Not Covered | <p>In addition to Part 4 – General Exclusions, this Policy does not cover, and We will not in any event be liable in respect of any claim under this Section, which is directly or indirectly, caused by, a consequence of, arises in connection with or contributed to by:</p> <ol style="list-style-type: none"> 1. Harm and Property Damages to the property of or to any person who is Your Family Member, relative or employee or deemed by law to be Your employee. 2. In respect of death, disablement, bodily injury or sickness suffered by any person who is under a contract of service or training with You when such event arises out of and in the course of his or her employment by You. 3. In respect of death, disablement, bodily injury or sickness suffered by any Family Member or any person with whom You reside. 4. Property Damage to property which belongs to You or held in trust by You or is in Your custody or control. 5. Damages relating to any liability assumed under contract. 6. Damages relating to the willful, malicious or unlawful act or omission on the part of You. 7. The ownership, possession or use of vehicles, aircraft, watercraft, firearms or animals, or arising from the negligent supervision and vicarious liability for the acts of a minor in connection with the above. 8. Past or present business, trade or professional activities, including the rendering of or failure to render business, trade or professional services. 9. Any criminal proceedings taken against You whether You are actually convicted or not. 10. The transmission of communicable disease by You. 11. The possession or use of any controlled substance/drugs unless prescribed by a Physician. 12. Sexual molestation, corporal punishment, physical or mental abuse. 13. Pollution which includes the alleged or potential introduction of substance which makes the environment impure or harmful. 14. The influence of intoxicants. 15. Riding or driving in races or rallies. |

Section 26 – Emergency Mobile Phone Charges (applicable to Overseas Return Journey only)

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| What Is Covered | <p>If, during the Period of Insurance, whilst You are on a Journey, You, as a result of being in a Critical Medical Condition (as defined in Section 9), incur charges for personal mobile phone used for the sole purpose of engaging the services of Chubb Assistance, or an authorized representative of Chubb Assistance, during a medical emergency, and for which an Overseas Medical Expenses claim has been submitted under Section 3.</p> |
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| Additional Condition | Charges incurred must be supported by an itemized statement of charges. |
| What We Will Pay | We will reimburse You for the emergency mobile phone charges incurred for such call to Chubb Assistance or the authorized representative of Chubb Assistance, up to the relevant Benefit amount as specified in the Benefit Schedule, subject to the terms and conditions of this Policy. |
| What Is Not Covered | In addition to Part 4 – General Exclusions, this Policy does not cover, and We will not in any event be liable in respect of any claim under this Section, which is directly or indirectly, caused by, a consequence of, arises in connection with or contributed to by : 1. Telephone calls made via standard land line; 2. Public telephone using international calling card. |

Section 27A – Golf Benefit : Hole-In-One

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| What Is Covered | If, during the Period of Insurance, whilst You are on a Journey, You score a Hole-in-One as defined in St. Andrew’s Golf Rules. |
| Additional Conditions | Any claims for reimbursement must be accompanied by a copy of the certificate for the Hole-in-One issued by the club and receipts supporting the Hospitality Expenses. |
| Additional Definition | Hospitality Expenses means customary food and beverages purchased at the golf club house for the purpose of celebrating the Hole-in-One scored by You. |
| What We Will Pay | We will reimburse You for the Hospitality Expenses incurred up to the relevant Benefit amount specified in the Benefit Schedule, subject to the terms and conditions of this Policy. |
| What Is Not Covered | Please refer to Part 4 – General Exclusions |

Section 27B – Loss of Golf Equipment Due to Theft

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| What Is Covered | If, during the Period of Insurance, whilst You are on a Journey, You sustain loss due to theft of Your Golf Equipment. |
| Additional Conditions | a) All Golf Equipment must be owned by You and not hired by, loaned or entrusted to You. b) We will indemnify after taking into account wear and tear and depreciation or at Our absolute discretion, replace or repair such items; c) The loss must be reported to the police or relevant authority having jurisdiction where the loss occurred within twenty-four (24) hours of such loss. Any claims for indemnity under this Section must be accompanied by a copy of a police report or a report issued by the relevant authority evidencing such loss. d) For the avoidance of doubt, in the event You become entitled to a refund or reimbursement of all or part of such loss from any other source, or if there is in place any other insurance against the events covered under this Section, We will only be liable for that portion of the loss which is in excess of the amount recoverable from such other source or insurance. |

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| Additional Definition | Golf Equipment means golf clubs, golf bag, golf shoes and non-motorized golf trolley. |
| What We Will Pay | We will indemnify You in respect of such loss up to the relevant Benefit amount as specified in the Benefit Schedule, subject to the terms and conditions of this Policy. |
| What Is Not Covered | <p>In addition to Part 4 – General Exclusions, this Policy does not cover, and We will not in any event be liable in respect of any claim under this Section, which is directly or indirectly, caused by, a consequence of, arises in connection with or contributed to by :</p> <ol style="list-style-type: none"> 1. loss occurring during the use of the Golf Equipment; 2. loss of Golf Equipment caused by wear and tear, gradual deterioration, destruction by moths, vermin, inherent vice; 3. loss arising from confiscation or retention of the Golf Equipment by customs or other officials; 4. loss as a result of Your failure to take due and reasonable care and precautions to safe-guard and secure the Golf Equipment; 5. Any type of damage to the Golf Equipment. |

Section 27C – Unused Golf Green Fees

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| What Is Covered | <p>If, during the Period of Insurance, whilst You are on a Journey, You are prevented from playing golf as a result of :</p> <ol style="list-style-type: none"> a) Bodily Injury or Sickness (for Overseas Journey) ; or b) Bodily Injury (for Domestic Journey). |
| Additional Conditions | <p>Any claims for indemnity must be accompanied by a copy of a medical report from the Physician substantiating the :</p> <ol style="list-style-type: none"> a) Bodily Injury or Sickness (for Overseas Journey) ; or b) Bodily Injury (for Domestic Journey) <p>and confirming Your inability to play golf as a result of such Bodily Injury or Sickness (as may be relevant) during the period for which the indemnity is being claimed.</p> |
| What We Will Pay | We will indemnify You for any non-refundable, pre-paid and unused green fees up to the relevant Benefit amount as specified in the Benefit Schedule, subject to the terms and conditions of this Policy. |
| What Is Not Covered | Please refer to Part 4 – General Exclusions |

Section 28 – Home Inconvenience Allowance (for Domestic Journey, it is applicable to Chubb First Plan only)

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| What Is Covered | If, during the Period of Insurance, whilst You are on a Journey, You suffer a loss of or damage to Home Contents kept in Your Home that was left vacant, arising out of burglary or fire. |
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| Additional Condition | <p>a) We will only pay You up to the maximum ‘Single Article Limit’ amount as specified in the Benefit Schedule, for any one article or pair or set of articles.</p> <p>b) In settling claims for theft or total destruction, the basis of settlement will be replacement in the same form without deduction for wear and tear or depreciation except in respect of wearing apparel and household items.</p> <p>c) For the avoidance of doubt, in the event You become entitled to a refund or reimbursement of all or part of such expenses from any other source, or if there is in place any other insurance against the events covered under this Section, We will only be liable for the excess of the amount recoverable from such other source or insurance.</p> |
| Additional Definition | Home Contents means all description of household goods, personal effects and possessions of You and Your Family Member. |
| What We Will Pay | We will indemnify You for such loss or damage up to the relevant Benefit amount as specified in the Benefit Schedule subject to the terms and conditions of this Policy. |
| What Is Not Covered | <p>In addition to Part 4 – General Exclusions, this Policy does not cover, and We will not in any event be liable in respect of any claim under this Section, which is directly or indirectly, caused by, a consequence of, arises in connection with or contributed to by :</p> <ol style="list-style-type: none"> 1. In respect of shortage due to error, omission, exchange or depreciation in value. 2. Escape of water or oil from any washing machine, dishwasher or fixed domestic water or heating installation. 3. Theft during or after the occurrence of a fire. 4. The burning of property through the order of any public authority. 5. Any loss or damage occasioned through Your willful act or involvement. 6. Loss (whether temporary or permanent) of the insured property or any part thereof by reason of confiscation, requisition, detention or legal or illegal occupation of such property or of any premises, vehicle or thing containing the same by any government authorities. 7. Consequential loss or damage of any kind. 8. Stocks and/or items related to Your business or profession. 9. Photographic and sports equipment and accessories and musical instruments. 10. Motor vehicles, boats, livestock, bicycles and any equipment or accessories relating thereto. 11. Loss or damage insured under any other insurance policy, or reimbursed by any other party. |

Section 29 – Pet Care (applicable to Overseas Return Journey only)

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| What Is Covered | If, during the Period of Insurance, whilst You are prevented from completing the return leg of the Overseas Return Journey, as a result of a travel delay which has resulted in a valid claim under Section 18, for a minimum of twenty-four (24) hours from the original scheduled time of arrival at Malaysia. |
| What We Will Pay | We will reimburse You for the additional cost of boarding Your pet in a pet’s boarding home until You return to Malaysia, up to the relevant Benefit amount specified in the Benefit Schedule, subject to the terms and conditions of this Policy and notwithstanding any expiry of this Policy. |
| What Is Not Covered | Please refer to Part 4 – General Exclusions |

Section 30 – Terrorism Extension

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| What Is Covered | If, during the Period of Insurance and in the event of a claim under any Section of this Part 7 – Benefits arising from any Act of Terrorism, the Policy is extended to cover You whilst You are on a Journey. |
| What We Will Pay | We will reimburse You up to the maximum sum insured specified in the Benefit Schedule, subject to the terms and conditions of this Policy. |
| What Is Not Covered | Please refer to Part 4 – General Exclusions |

Part 8 – Chubb Assistance Benefits

You are entitled to obtain assistance from Chubb Assistance in respect of the following:

1. 24-hour Telephone Access

If You require assistance, You may call collect to the dedicated 24-hour hotline with trained multi-lingual personnel including a panel of Chubb Assistance appointed physician for immediate assistance and advice.

2. Medical Assistance

i) Assistance over the Phone

Chubb Assistance will arrange for the provision of medical assistance for You over the telephone.

ii) Medical Service Provider Referral

Chubb Assistance shall provide to You, upon request, the name, address, telephone number and, if available, office hours of physicians, hospitals, clinics, dentists and dental clinics.

iii) Arrangement of Appointments with Local Doctors for Treatment

Chubb Assistance will assist You to arrange for appointments with general practitioners or specialized doctors.

3. Travel Assistance

i) Inoculation and Visa Requirement information

Chubb Assistance shall provide information concerning visa and inoculation requirements for foreign countries, as those requirements are specified from time to time in the most current edition of World Health Organization Publication “Vaccination Certificates Requirements and Health Advice for International Travel” (for inoculations) and the “ABC Guide to International Travel Information” (for visas). This information will be provided to You at any time, whether or not You are travelling or an emergency has occurred.

ii) Interpreter Referral

Chubb Assistance will provide the names, telephone numbers and, if possible and requested, hours of opening of interpreters’ office in foreign countries.

iii) Lost Luggage Assistance

Chubb Assistance will assist You if You have lost Your luggage while travelling outside Malaysia by referring You to the appropriate authorities involved.

- iv) **Loss of Passport Assistance**
Chubb Assistance will assist You if You have lost Your passport while travelling outside Malaysia by referring You to the appropriate authorities involved.
- v) **Embassy Referral**
Chubb Assistance shall provide the address, telephone number and hours of opening of the nearest appropriate consulate and embassy worldwide.
- vi) **Weather and Foreign Exchange Information Services**
Chubb Assistance shall provide information to You regarding the exchange rate of major foreign currencies and weather forecasts and temperatures of foreign countries.
- vii) **Emergency Message Transmission Assistance**
In the event of an emergency or a hospital confinement, Chubb Assistance will undertake to keep Your immediate family members informed, upon Your or Your travelling companion's request and consent to do so.
- viii) **Legal Referral**
Chubb Assistance will provide You with name, address, telephone numbers, if requested by You and if available, office hours for referred lawyers and legal practitioners.

The above services rendered to You are purely on referral or arrangement basis only. Neither We, nor Chubb Assistance shall be responsible for any third party expenses which shall be solely Your responsibility. Chubb Assistance shall use its best effort to provide You, in a timely and accurate manner, the above information and referral services. Chubb Assistance will exercise care and diligence in selecting the service providers. Chubb Assistance cannot guarantee the quality of the services of the service providers and the final selection of a service provider shall be Your decision.

This policy is underwritten by
Chubb Insurance Malaysia Berhad
Registration Number : 197001000564 (9827-A)

Complaints

1. If You have any complaints in relation to Our services and/or matters relating to this Policy, You are advised to contact Us at:

Chubb Insurance Malaysia Berhad
Registration Number : 197001000564 (9827-A)
Wisma Chubb
38 Jalan Sultan Ismail 50250 Kuala Lumpur
O +6 03 2058 3198
F +6 03 2058 3333
E goinsure.MY@chubb.com

2. In the event You are not satisfied with Our decision, You can refer the matter to Ombudsman for Financial Services (“OFS”) or Bank Negara Malaysia. You can contact them at:

PENGARAH
Jabatan LINK & Pejabat Wilayah Bank Negara Malaysia
P.O. Box 10922 50929 Kuala Lumpur
O 1 300 88 5465
F +6 03 2174 1515
E bnmtelelink@bnm.gov.my

Ombudsman for Financial Services
Level 14 Main Block
Menara Takaful Malaysia
No. 4, Jalan Sultan Sulaiman 50000 Kuala Lumpur.
O +6 03 2272 2811
F +6 032272 1577
E enquiry@ofs.org.my
(for claim matters within OFS’s jurisdiction only)

Privacy Notice

In line with the Personal Data Protection Act 2010 (“**PDPA**”), we are required to inform you that the personal data you have provided to us or that is subsequently obtained by us from time to time (“**Personal Data**”), may be processed for the purpose of processing your insurance application/proposal, provision of insurance related products or services or any addition, alteration, variation, cancellation, renewal or reinstatement thereof, performing statistical/actuarial research or data study, promoting products and services and other related purposes (collectively, “**Purpose**”). The Personal Data is obtained when you fill up documents; liaise with us or our representatives; or give it to us or our representatives in person, over the telephone, through websites or from third parties you have consented to.

Although you are not obliged to provide us with your Personal Data, we will not be able to process your application for insurance cover or process your claim if you fail to provide all requested information.

Your Personal Data may be disclosed to our related company or any other company carrying on insurance or reinsurance related business, an intermediary, or a claims, investigation or other service provider and to any association, federation or similar organisation of insurance companies that exists or is formed from time to time for the Purpose or to fulfil some legal or regulatory function or is reasonably required in the interest of the insurance industry. In such instances, it will be done in compliance with the PDPA.

We may also disclose your Personal Data where such disclosure is required under the law, court orders or pursuant to guidelines issued by regulatory or other relevant authorities, if we reasonably believe that we have a lawful right to disclose your Personal Data to any third party or that we would have had your consent for such disclosure if you had known of the same, and/or if the disclosure is in the public interest.

Your Personal Data may also be transferred to our related companies and third party providers, which may be located outside Malaysia for the Purpose. In the event that we use external service providers, specific security and confidentiality safeguards have been put in place to ensure your privacy rights remain unaffected.

Where you have given us personal data that is of another individual (“**Data Subject**”), you must ensure that you have informed the Data Subject that you are providing the Data Subject's personal data to us, and have gotten the Data Subject's consent to do so. You must explain what is stated here to the Data Subject, and ensure he/she understands, agrees and authorises us to deal with his/her personal data according to what is stated here.

You may make inquiries, complaints, request for access to or correction of your Personal Data, or limit the processing of your Personal Data at any time hereafter by submitting such request to us at **Chubb Insurance Malaysia Berhad**, Registration Number : 197001000564 (9827-A), Manager, Customer Service Unit, Wisma Chubb, 38 Jalan Sultan Ismail 50250 Kuala Lumpur, Malaysia (O +6 03 2058 3198 / E-mail: ChubbCompliance.MY@chubb.com).

By continuing to deal with us, you understand, agree and consent to the terms above with respect to the processing of your Personal Data.

The Bahasa Malaysia version of this Personal Data Protection Notice can be found in our website at <http://www.chubb.com/my-privacy>.

About Chubb in Malaysia

Chubb is the world's largest publicly traded property and casualty insurer. With operations in 54 countries and territories, Chubb provides commercial and personal property and casualty insurance, personal accident and supplemental health insurance, reinsurance and life insurance to a diverse group of clients. As an underwriting company, we assess, assume and manage risk with insight and discipline. We service and pay our claims fairly and promptly. The company is also defined by its extensive product and service offerings, broad distribution capabilities, exceptional financial strength and local operations globally. Parent company Chubb Limited is listed on the New York Stock Exchange (NYSE: CB) and is a component of the S&P 500 index. Chubb maintains executive offices in Zurich, New York, London, Paris and other locations, and employs more than 30,000 people worldwide.

Chubb's operation in Malaysia (Chubb Insurance Malaysia Berhad) provides a comprehensive range of general insurance solutions for individuals, families and businesses, both large and small through a multitude of distribution channels. With a strong underwriting culture, the company offers responsive service and market leadership built on financial strength. Chubb in Malaysia has a network of 23 branches and more than 2,600 independent distribution partners (agents).

Contact Us

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