



MULTI-PURPOSE INSURANS BHD

GENERAL CONDITIONS

1. Observance of Conditions

The due observance and fulfillment of the Terms of this policy insofar as they related to anything to be done by the Insured and the truth of the Statements and answers in the proposal shall be conditions precedent to any liability of the Insurers to make any payment under this policy.

2. Alterations

The company reserve the right to amend the terms and conditions of this policy and such alteration to this policy shall only be valid if authorised by the Company and endorsed hereon.

3. Notice

Every notice or communication to be given or made under this policy shall be delivered in writing to the Company.

4. Applicable Law

This Policy and all rights, obligations and liabilities arising hereunder shall be construed and determined and may be enforced in accordance with the laws of Malaysia.

5. Misstatement or Omission Of Material Fact

If the proposal or declaration of the Certificate Holder is untrue in any material fact affecting the risk be incorrectly stated therein or contained there from or if this insurance or any renewal thereof shall have been obtained through any misstatement misrepresentation or suppression or any changes in circumstances is not made known to the Company or if any claim made shall be fraudulent or exaggerated or if any false declaration or statement shall be made in support thereof, then in any of these cases this policy shall be void and all premiums paid hereunder shall be forfeited.

6. Change of Risk

The Certificate Holder shall give immediate notice in writing to the company of any material change in Insured Person's occupation, business, duties or pursuits and pay any additional premium that may be required by the Company



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You Can Count On Us

7. Age Limit

Entry age of the Insured Person is between eighteen (18) and seventy five (75) years of age at the date of inception and is free from physical defects. This Policy extends to cover the age up to eighty five (85) years old. In the event an Insured Person attains the age limit of 85 years during mid term of this insurance, the insurance shall be automatically cancelled on the said date. Any premiums paid by the Certificate Holder for any period beyond the cancellation date shall be returned to the Certificate Holder by the Company in the following manner provided that no claims have been made:-

- i. Policy with premium on annual basis
The Company will retain the customary short period of the time the insurance has been in force and return the balance.
- ii. Policy with premium payment on a Monthly Basis:
There will be no refund of premium if the Policy is cancelled after fifteen (15) days from the inception date of the Policy.
No Insured Person shall be included in this Policy if he/she has attained the age of eighty five (85) years. The age of the Insured Person shall be determined by his/her last birth date.

8. Auto Debit Instruction

The payment of the premium by the Certificate Holder via express authorisation provided to the Company to auto debit the Certificate Holder's credit card.

Annual Basis

One-year premium and subsequent yearly Premium as billed by the Company unless cancelled by the Company and/or by the Certificate Holder.

Monthly Basis

Initial two (2) months premium and subsequent Monthly Premium as billed by the Company unless cancelled by the Company and/or by the Certificate Holder.

9. Premiums

This Policy is based upon the receipt of premiums annually in advance. In cases where the premiums are being paid monthly, all future installments necessary to complete a full year's premium shall be deducted from any claim where 100% of the Original Capital Sum Insured or 130% for item A1 – Total Paralysis is payable.

10. Grace Period

The Certificate Holder is allowed a grace period of thirty (30) days from the due date of unpaid premium to pay the Monthly Premium, during which this Policy shall remain in force. If the Monthly Premium remains unpaid at the end of the grace period, the Policy shall lapse and be null and void.

11. Termination of cover

The insurance cover shall terminate automatically on the earliest of the following dates:

- a. In the event of any fraud in the procurement of this insurance or in deriving any benefits hereunder whether by the Certificate Holder;
- b. Immediately after admission of 100% liability for an admitted claim (130% for Item A1 – Total Paralysis) by the company;
- c. The non-payment of Monthly or annual Premium by the Certificate Holder will result in termination of this Policy as of the date unpaid premium is due.
- d. At mid-night (standard Malaysian time) on the last day of the Period of Insurance.

12. Cancellation

(i) Policy with premium payment on Annual Basis

a. By the Company

The Company may cancel this Policy by sending fourteen (14) days' notice by registered letter to the Certificate Holder at his last known address as shown in the records of the Company. In which case, the Company shall be liable to repay on demand a rateable proportion of the premium for the unexpired terms from the date of the cancellation.

b. By the Certificate Holder

The Insurance may be cancelled at any time at the request of the Certificate Holder, in which case the Company will retain the customary short period rate for the time the insurance has been in force provided that no claim has been made during the currency of the Policy.

(ii) Policy with premium payment on Monthly Basis

a. By the Company

The Company may cancel this Policy by sending fourteen (14) days' notice by registered letter to the Certificate Holder at his last known address as shown in the records of the Company. The insurance coverage ceases upon utilisation of the Period of Insurance for which the Certificate Holder has paid the Monthly Premium.

b. By the Certificate Holder

The Company may cancel this Policy by sending fourteen (14) days' notice by registered letter to the Certificate Holder at his last known address as shown in the records of the Company. The insurance coverage ceases upon utilisation of the Period of Insurance for which the Certificate Holder has paid the Monthly Premium.

The Insurance may be cancelled at any time at the request of the Certificate Holder, in which case the Certificate Holder is entitled to the return of the full premium paid provided such request is received by the Company within fifteen (15) days from the inception date of the Policy. There would be no refund of premium for cancellation after fifteen (15) days from the inception date of the Policy.

13. Premium Position Upon Termination or Cancellation

In the event of premium having been paid by the Certificate Holder for any period beyond the date of termination or cancellation of this Policy, the relevant proportion thereof shall be refunded to the Certificate Holder. If premium has not been paid for any period up to the date of termination or cancellation, the Certificate Holder shall be liable for the payment of such premium.

14. Period of Cover and Renewal

This Policy shall become effective as of the date as stated in the Schedule. The Policy Anniversary shall be one year after the effective date and annually thereafter. On such anniversary, this Policy is renewable at the option of the Company and at the premium rates in effect at that time as notified by the Company. Application for change of benefits to a higher plan can only be made on renewal and is subject to the acceptance by the Company upon renewal.

15. Currency and Exchange Rate

All premiums shall be paid in Malaysia Ringgit. In the event that the insured Person shall be admitted into a hospital and/or receive medical treatment outside Malaysia and render bills in currency other than Malaysia Ringgit, the Company shall indemnify the Certificate Holder 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 Insured Person is discharged from the hospital.

16. Notice and Procedures of Claims

(a) Upon the happening of any event which may give rise to a claim, the Certificate Holder shall:-

- i. notify the Company in writing as soon as possible but not later than thirty (30 days) after any event which may give rise to such claim by filling up the claim form as provided by the Company;
- ii. furnish to the Company in writing, at the Certificate Holder's own costs and expenses, any evidence and proof including but not limited to information, particulars, accounts, original receipt, invoices, Insured Person's statements, reports and any other documents as the Company may require and shall be in such form and of such nature as the Company may prescribe.

- iii. produce for the Company's examination pertinent documents at such reasonable times and shall co-operate with the Company in all matters pertaining to any loss and/or claims. Failure to comply with this condition may prejudice the claim.

17. Medical Examination

The Company at its own expense shall have the right to require additional proof and request medical examination of the Insured Person when and as often as it may reasonably be required during the period when the claim is pending and to conduct an autopsy in case of death provided it is not forbidden by law.

18. Payment of Compensation

Compensation payable under this Policy shall be paid to the Insured Person. In the event of death, the compensation shall be paid to his/her nominee and in the absence of such named nominee, to his/her legal representative or in accordance with the law. No compensation shall be payable under this Policy until the total amount of such compensation shall have been ascertained and agreed.

19. Non-Assignment and To Whom Indemnity is Payable

Save as provided by the Insurance Act 1996, this Policy is not assignable and the Company shall not be affected by any notice of lien, charge or assignment of the Policy. Payment of any Benefit under this Policy shall only be made in accordance with Condition 18 above.

20. Arbitration

All differences arising out of this Policy shall be referred to the decision of an Arbitrator to be appointed in writing by the parties in difference or if they cannot agree upon a single Arbitrator to the decision of two (2) Arbitrators one (1) to be appointed in writing by each of the parties within one (1) calendar month after having been required in writing to do so by either of the parties or in case the Arbitrators do not agree of an Umpire appointed in writing by the Arbitrators before entering upon the reference. The Umpire shall sit with the Arbitrators and preside at their meetings and the making of an Award shall be a condition precedent to any right of action against the Company. If the Company shall disclaim liability to the Insured Person for any claim hereunder and such claim shall not within twelve (12) calendar months from the date of such disclaimer have been referred to arbitration under the provisions herein then the claim shall for all purposes be deemed to have been abandoned and shall thereafter be recoverable hereunder.

21. Consent To Use Of Personal Data

The Certificate Holder and/or Insured Person hereby declares and agrees that any personal information collected or held by the Company (whether through the telephone or otherwise obtained) is provided and may be held, used, or disclosed by the Company or any selected third party for the purposes of processing this policy and providing subsequent services for this or other financial products and services, direct marketing, and data matching, and to communicate with the Insured Person for such purposes. The

Certificate Holder and/or Insured Person reserves its rights to obtain access to and to request correction of any of its personal information held by the Company.

22. Cash Before Cover

It is fundamental and absolute special condition of this contract of insurance that the premium due must be paid and received by the Company before the insurance cover is effective.