



**PRODUCT DISCLOSURE SHEET**

**Product: AIG Fraudulent Charge Cover**

**Date: <current date>**

**Read this Product Disclosure Sheet before you decide to take out the Fraudulent Charge Cover policy. Be sure to also read the general terms and conditions.**

**1. What is this product about?**

We will provide 24 hours worldwide coverage against any monetary loss incurred by you as a result of fraudulent charges incurred on an Eligible Card issued to you.

This product is exclusively for BLoyalty's Members.

**2. What is the benefit provided?**

If your Eligible Card is lost, or taken by theft, we will reimburse you for the unauthorized charges, for which you are responsible, on your Eligible Card, up to 24 hours prior to your first reporting of the event to the Eligible Card's Issuer.

If your Eligible Card's information is used illegally or without your authorization to make unauthorized charges through: (i) in-store, (ii) telephone, (iii) ATM withdrawals, and/or (iv) on-line purchase(s), We will reimburse you for the unauthorized charges, for which you are responsible on your Eligible Card, up to two (2) months prior to your first reporting of the event to the Eligible Card's Issuer.

**Our liability in respect of any one (1) claim under this policy shall not exceed RM2,500 and is limited to a maximum of two (2) claims in any 12-month period.**

Please refer to the policy contract for more details.

**3. How much premium do I have to pay?**

The premium payable is RM31.80.

**4. What are the fees and charges that I have to pay?**

The amount of Premium payable by you for this policy includes an amount on account of the Service Tax payable by you.

**5. What are some of the key terms and conditions that I should be aware of?**

**(a) IMPORTANT: ACTIVATE YOUR POLICY**

**YOUR COVERAGE WILL NOT COMMENCE UNTIL THE DAY AFTER YOU HAVE ACTIVATED THE INSURANCE POLICY WITH US.**

**PLEASE PROVIDE YOUR INFORMATION AT <https://www.binfinite.com.my/insurance-fraudulent-cover/submission/> TO ACTIVATE YOUR POLICY.**

**YOU MUST ACTIVATE YOUR INSURANCE POLICY WITHIN SEVEN (7) DAYS OF PURCHASE FROM Binfinite Mobile App, FAILING WHICH YOU WILL NOT BE ENTITLED TO ANY COVER UNDER THE POLICY.**

**FAILURE TO ACTIVATE YOUR INSURANCE POLICY WILL RESULT IN YOU NOT ENJOYING COVERAGE AND YOUR PREMIUM WILL INSTEAD BE REFUNDED TO YOU.**

**(b) Claims:**

All claims must be made in writing and submitted to the Company within 30 days from the Date of Incident. No claim will be admissible if notified after 1 year from the Date of Incident.

All supporting documents proving the loss that are required by us must be submitted to us within 90 days from the Date of Incident. This includes, but is not limited, to the following:-

- completed notification of claim form;
- documentation from the Eligible Card's issuer verifying the unauthorized charges for which the Insured Person is held responsible; and



- police report(s).
- (c) Within 24 hours of the loss of, theft of, or discovery of an unauthorized charge made on, your Eligible Card, you must:-
- Contact us to obtain a claim form and instructions;
  - File a policy report; and
  - Report the loss of, Theft of, or discovery of an unauthorized charge made on, your Eligible Card to the issuer of the Eligible Card.
- (d) You must comply with all terms and conditions by which your Eligible Card is/are issued.
- (e) We will only provide cover to you under one (1) Certificate of Insurance under this policy for any period of insurance. If you have more than one (1) Certificate of Insurance under this policy for any period of Insurance, the Company will consider you to be insured only under one (1) Certificate of Insurance.
- (f) We will only pay for unauthorized charges for which you are responsible under the terms and conditions of your Eligible Card(s).
- (g) You must submit evidence to us that unauthorized charges were made from your bank account or credit account.
- (h) Your account must be valid and in good standing for coverage to apply.
- (i) Benefits will not be paid if, on the Date of Incident, on the date of claim filing, or on the date of would-be claim payment, your account is in delinquency, collection, or cancellation status.
- (j) Coverage will be voided, whether before or after the loss, if you willfully concealed or misrepresented any material fact or circumstance concerning this insurance or provided fraudulent information to us.
- (k) You must use all reasonable means to avoid future loss at and after the time of a loss.
- (l) In any action, suit or other proceedings where we allege that by reason of provision of any exclusion which may be applicable, any loss is not covered by this policy, the burden of proving that such loss is covered shall be on you.
- (m) Regardless of the number of claims made individually or in aggregate, we will only pay up to the maximum amount as shown in the Schedule of Benefits.
- (n) Importance of disclosure – You have a duty to take reasonable care not to make a misrepresentation in answering our questions or when applying for this insurance, to answer all questions fully and accurately and to disclose any matter that you know to be relevant to us in accepting the risks and determining the rates and terms to be applied otherwise it may result in avoidance of the policy, refusal or reduction of claims, change of terms or termination of the policy. This duty of disclosure shall continue until the time this policy is entered into, varied or renewed. You also have a duty to tell us immediately if at any time after this policy has been entered into, varied or renewed with us, any of the information given when you applied for this policy is inaccurate or has changed.

## 6. What are the major exclusions under this policy?

- a) Additional losses that occur due to your failure to comply with policy section on, "Duties After A Loss";
- b) Unauthorized charges made on Eligible Card that was lost or taken by theft, more than 24 hours prior to your first reporting the event to the issuer;
- c) Unauthorized charges made using your Eligible Card's information that were made more than two (2) months prior to your first reporting the event to the issuer;
- d) Charges incurred by a resident of your household, or by a person entrusted with your Eligible Card;
- e) Losses that do not occur during the policy period;
- f) Losses that result from, or are related to, business pursuits including your work or profession;
- g) Losses caused by you, or your relatives' illegal acts;
- h) Losses that you have intentionally caused;
- i) Losses that result from the direct actions of your relative, or actions that a Relative knew of or planned;
- j) Losses due to war, invasion, act of foreign enemy, hostilities or warlike operations (whether war has been declared or not), civil war, rebellion, revolution, insurrection, civil commotion, uprising, military or usurped power, martial law, terrorism, riot or the act of any lawfully constituted authority or vandalism of any kind;
- k) Losses due to the order of any government, public authority, or customs' official; or
- l) Any claim or benefit hereunder to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose us, our parent company or our ultimate controlling entity to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union or the United States of America.

### Note:

This list is non-exhaustive. Please refer to policy contract for full list of exclusions under this policy.

Benefits under this policy will not be payable in the event of any situation involving any criminal activity, violation of law or the usage of drugs by you.



The entire policy shall be voided whether before or after a loss, if any material fact or circumstance is willfully concealed, or misrepresented, or fraudulent information is provided to us whether concerning this insurance or any claim filed thereunder.

**7. Can I cancel my policy?**

You may not cancel your policy. Coverage will terminate upon expiry of policy period.

**8. What do I need to do if there are changes to my contact/personal details?**

It is important that you inform us of any change in your contact details to ensure that all correspondences reach you in a timely manner.

**9. Where can I get further information?**

Should you require additional information about AIG Fraudulent Charge Cover insurance or have any enquiries please contact us at:

AIG Malaysia Insurance Berhad (795492-W)

Menara Worldwide,  
198, Jalan Bukit Bintang,  
55100 Kuala Lumpur

Telephone No: 1800 88 8811  
Facsimile: 603-2685 4896

Email: [AIGMYCare@aig.com](mailto:AIGMYCare@aig.com)

Website: [www.aig.my](http://www.aig.my)

**10. Other types of insurance cover available.**

Please refer to our website at [www.aig.my](http://www.aig.my)

**IMPORTANT NOTE:**

**YOU SHOULD SATISFY YOURSELF THAT THIS POLICY WILL BEST SERVE YOUR NEEDS. YOU SHOULD READ AND UNDERSTAND THE INSURANCE POLICY AND DISCUSS WITH THE AGENT OR CONTACT US DIRECTLY FOR MORE INFORMATION.**

The information provided in this disclosure sheet is reviewed and updated as at 01/11/2018.



American International Group, Inc. (AIG) is a leading global insurance organization. Founded in 1919, today AIG member companies provide a wide range of property casualty insurance, life insurance, retirement products, mortgage insurance and other financial services to customers in more than 100 countries and jurisdictions. These diverse offerings include products and services that help businesses and individuals protect their assets, manage risks and provide for retirement security. AIG common stock is listed on the New York Stock Exchange and the Tokyo Stock Exchange.

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