

**PRODUCT DISCLOSURE SHEET**

Please read this Product Disclosure Sheet before you decide to take up **WalletSafe**. Be sure to also read the general terms and conditions.

AIA General Berhad

[WalletSafe]

Date: 12 October 2021

1. What is this product about?

WalletSafe is a product that provides compensation for loss of stored monetary value (wholly or partially) due to unauthorised or unconsented transaction from your Touch 'n Go ('TNG') eWallet & GO+ account. In addition, it also provides compensation in the event of death caused solely by accidental means and Covid-19.

2. What are the covers/benefits provided?

This Policy covers:

No.	Benefits	Amount of Cover (RM)
1	Unauthorised Transaction from TNG Digital Wallet (included monetary value reloaded from credit/debit cards)	Up to RM 25,000
2	Death due to Accident	10 times of insured's TNG account balance (Up to RM 25,000)
3	Death due to Covid-19	

Duration of cover is 6 months commencing from the effective date of the coverage.

Note: Please refer to the policy contract for more information on the benefits provided.

3. How much premium do I have to pay?

The premium of this plan is RM1.00 for a 6-month coverage, inclusive of fees/charges and the applicable tax imposed by the government of Malaysia at the prevailing rate.

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

Type	Amount
Distribution Cost paid to intermediary	25% of premium
Applicable Government Tax	6% of premium

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

- Duty of Disclosure** – Pursuant to Paragraph 5 of Schedule 9 of the Financial Services Act 2013, if you are applying for this insurance wholly for purposes unrelated to your trade, business or profession, you have a duty to take reasonable care not to make a misrepresentation in answering the questions in the Proposal/Application Form (or when you apply for this insurance). You must answer the questions fully and accurately.

Failure to take reasonable care in answering the questions may result in avoidance of your contract of insurance, refusal or reduction of your claim(s), change of terms or termination of your contract of insurance.

The above duty of disclosure shall continue until the time your contract of insurance is entered into, varied or renewed with us.

In addition to answering the questions in the Proposal/Application Form (or when you apply for this insurance), you are required to disclose any other matter that you know to be relevant to our decision in accepting the risks and determining the rates and terms to be applied.

You also have a duty to tell us immediately if at any time after your contract of insurance has been entered into, varied or renewed with us any of the information given in the Proposal/Application Form (or when you applied for this insurance) is inaccurate or has changed.

- **Eligibility –**
 - E-KYC Touch 'n Go eWallet users, i.e. users who are registered and verified by TNG; and
 - Entry age for Insured is from age 18 to 70 years old; and
 - Malaysian, permanent resident of Malaysia, work permit holder, pass holder or otherwise legally employed or legally residing in Malaysia are eligible to apply.
 - Each Insured is only allowed to be covered with an in-force policy at any point of time.
- **Waiting Period –**
 - There will be a waiting period of the first seven (7) days from the effective date before you are eligible for Death due to Covid-19. However, there is no waiting period for Death due to Accident and Unauthorised Transaction.
 - Waiting period will be waived, provided that any subsequent repurchases of the same plan insuring the same Insured as the previous or expired policy shall be made within three (3) days from the policy expiry date and time of the previous or expired policy.
- **How do I make a claim? –** You need to complete the claim submission form, which you can obtain the link from the email where you received your e-certificate upon insurance coverage. You must provide us with the written notice of a claim in respect of an unauthorised transaction within 60 days of the unauthorised transaction date causing your loss of stored monetary value, and/or a claim in respect of an injury within 30 days of the accident causing your injury. In the event of death, immediate notice of claim must be given to us. We will also require proof of such claims to be produced within 90 days from the date of the accident. For a claim in respect of injury, proof of claim will include medical reports, police report and medical/treatment bills related to the claim. In the event of a death claim, proof of claim would include hospital certificate, documents on medical treatment or examination, police report, post-mortem report and death certificate or newspaper cuttings. Proof of identity of the person making the claim and proof of relationship between the insured and the person making the claim must also be submitted.

If you need any assistance on claims, you may contact:

- TNG eWallet Careline via 03-5022 3888 or tngd.my/careline-webform; or
- AIA Online Customer Service via WhatsApp at 019 629 9660 or e-mail my.aiaonline@aia.com.

Note: The list is non-exhaustive. Please refer to the policy contract for the full terms and conditions under this Policy.

6. What are the major exclusions under this policy?

Benefit No. 1:

- Duplicate claims which have made through other methods, channels or platforms;
- Any claim per incident with amount less than or equal to RM 5,000 will be excluded from this Policy and covered separately by TNG;
- Authorisation of access to your account is given to a third party;
- Intention of fraud or negligence;
- Voluntary disclosure of Voluntary disclosure of any security information to someone who subsequently commits or colludes with you in fraudulent act;
- Unauthorised transaction as a result of any third party terminal or system being impacted by hacking attempts, bank system upgrades/malfuctions, telco downtime etc. of which you are aware of;
- Unauthorised transaction under unforeseeable circumstances, such as natural disasters, Nuclear risks, war, invasion and civil commotion, terrorism etc.;
- Commercial cyber risks to Touch 'n Go;
- Consequential loss of any kind.

Benefit No. 2:

- Pre-existing conditions;
- Bacterial infections;
- Any kind of disease or sickness or congenital defects;
- Medical or surgical treatment (except those necessitated by injuries covered by this plan);
- Suicide or intentional self-injury;
- Childbirth, pregnancy or miscarriage;
- Professional sports;
- AIDS;
- Mental or nervous disorders; use of drugs/narcotics of any kind;
- Racing of any kind.

Benefit No. 3:

- Pre-existing conditions;
- Waiting Period of seven (7) days.

Note: The list is non-exhaustive. Please refer to the policy contract for the full exclusions under this Policy.

7. Can I cancel my policy?

You may cancel your policy by giving a written notice to us. There shall be no refund of premium.

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 or life profile including your personal pursuits which would affect the risk profile.

9. Where can I get further information?

Should you require additional information about personal accident insurance, please refer to the *insuranceinfo* booklet on "Personal Accident Insurance", available at all our branches or you can obtain a copy from www.insuranceinfo.com.my.

If you have any enquiries, please contact us at:
AIA General Berhad 201001040438 (924363-W)
Menara AIA,
99 Jalan Ampang,
50450 Kuala Lumpur.
WhatsApp : 019 629 9660
Email : my.aiaonline@aia.com

10. Other similar types of cover available

Please contact us for other similar types of plans that we offer.

IMPORTANT NOTE:

YOU MUST NOMINATE A NOMINEE AND ENSURE THAT YOUR NOMINEE IS AWARE OF THE PERSONAL ACCIDENT POLICY THAT YOU HAVE PURCHASED. YOU SHOULD READ AND UNDERSTAND THE INSURANCE POLICY AND CONTACT YOUR INTERMEDIARY OR AIA GENERAL BERHAD DIRECTLY FOR MORE INFORMATION.

THIS PRODUCT DISCLOSURE SHEET CONTAINS A SUMMARY OF THE PRODUCT AND IS NOT A CONTRACT OF INSURANCE. THE POLICY CONTRACT SHALL PREVAIL OVER THIS DOCUMENT.

This product is distributed through TNG Digital Sdn. Bhd. and is underwritten by AIA General Berhad.

The information provided in this disclosure sheet is valid as at 12 October 2021.