



FAQ for FlashPay Shield for NETS FlashPay and Contactless CashCard insurance program

1. What is the NETS FlashPay and Contactless CashCard insurance program?

It is a complimentary card insurance program for customers who purchase a NETS FlashPay and Contactless CashCard. This insurance covers a one-time claim of \$50 within a year of activation in the event that the registered user's NETS FlashPay and Contactless CashCard is stolen.

For more details on the NETS FlashPay and Contactless CashCard insurance (before activation) and/or Policy Service Matters (after activation), please call the AIG hotline at 6419 3000.

2. How do I sign up for the free card insurance for the NETS FlashPay and Contactless CashCard?

If you own a NETS FlashPay and Contactless CashCard, you can sign up for the complimentary card insurance at (<https://www.aig.com.sg/nets-flashpay-shield>).

3. What is the effective date of coverage for the NETS FlashPay and Contactless CashCard insurance?

Upon successful completion of the insurance activation, the card coverage is valid for 12 months from the 12:01am Singapore time on the date following the activation of your cover (i.e. the next day).

4. If I have to make a claim, what is the claims procedure?

Please contact the AIG hotline at 6419 3000 to request for a claim form or for more details on policy service matters.

5. How can I find out more on the card insurance for the NETS FlashPay and Contactless CashCard?

For more details on the NETS FlashPay and Contactless CashCard insurance (before activation) and/or Policy Service Matters (after activation), please call the AIG hotline at 6419 3000.

6. Must I sign up or activate the card insurance for the NETS FlashPay and Contactless CashCard before a certain date?

Yes, this stipulated date should follow the date of the campaign launch and last for 1 year (i.e. by 1 May 2019).



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7. Can I sign up for the free card insurance for the NETS FlashPay and Contactless CashCard if I am a foreigner on Employment Pass/Special Pass/Work Permit?

Yes, as long as you are residing in Singapore and hold a valid Employment Pass/ Special Pass/ Work Permit. Customers on social pass will not qualify.

8. What happens after the complimentary 1-year card insurance coverage?

The complimentary 1-year card insurance coverage will automatically lapse one year from the policy effective date.

9. Will I receive a notification after the 1-year policy has expired?

No. However, upon completion of the insurance activation, you will receive a policy schedule that will indicate that the coverage will expire one year from the policy effective date.

10. Am I still able to claim if the stolen NETS FlashPay and Contactless CashCard is not the one that is registered for this policy?

No, this insurance policy is tied to the NETS FlashPay and Contactless CashCard CAN No. and Insured's NRIC No. that were registered or provided at the point of activation. Only one complimentary policy is offered per NRIC No.

11. Does the insurance coverage benefit apply to all CashCards?

No, the complimentary 1-year insurance cover is only applicable to the new NETS FlashPay and Contactless CashCard issued by NETS and is underwritten by AIG.

12. I just bought the NETS FlashPay and Contactless CashCard. What do I need to do to enjoy the complimentary 1-year insurance plan coverage?

You will need to register to activate the complimentary 1-year insurance plan by visiting the following URL: <https://www.aig.com.sg/nets-flashpay-shield>

13. The NETS FlashPay and Contactless CashCard which I have signed up for insurance is faulty. Can I transfer the insurance coverage to another NETS FlashPay and Contactless CashCard?

If you experience problems using your NETS FlashPay and Contactless CashCard, please call the NETS Customer Service Centre hotline at 6274 1212 (24 hours) for assistance.

14. I've lost the NETS FlashPay and Contactless CashCard that was registered for the card insurance. Can I transfer that insurance coverage to my new NETS FlashPay and Contactless CashCard?



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Please call the AIG hotline at 6419 3000 for assistance.

15. I am currently registered for FlashPay Shield for my NETS FlashPay card. Can I still register my NETS FlashPay and Contactless CashCard for the card insurance?

Yes, you may register for the card insurance for your NETS FlashPay and Contactless CashCard even if you are already registered for FlashPay Shield for NETS FlashPay card.