

FlashPay Shield

YOUR FLASHPAY SHIELD POLICY

Here is Your FlashPay Shield Insurance Policy. Please examine this insurance Policy, to ensure that You understand the terms and conditions and that the cover You require is being provided. It is important that the documents and any amendments are read together to avoid misunderstanding.

If You have any questions after reading these documents, please contact Us.

If You need to change anything, please contact Us immediately.

HOW YOUR INSURANCE POLICY OPERATES

This policy, the Policy Schedule and any Endorsement or Memoranda thereon shall be considered one document (all of which are hereinafter collectively referred to as the "Policy") and any word or expression to which a specific meaning has been attached in any of them shall bear such meaning throughout.

Whereas:

- 1) Insured Person by an application form or statements made to Us, including a declaration made to Us, which shall be the basis of and shall form part of this Policy, has applied for insurance; and
- 2) HL Assurance Pte. Ltd. ("the Company") has agreed to provide such insurance.

We agree only on the basis of the Terms and Conditions contained in this Policy to provide insurance cover to You for those risks insured against to the extent and in the manner stated in this Policy and subject to payment of the relevant Premium.

IMPORTANT NOTICE

The insurance cover provided under this Policy is based on the information You have provided to Us. Please be reminded that You must fully and faithfully declare to Us the facts that You know or ought to know, otherwise no benefit may be received from the Policy.

POLICY DEFINITIONS

"Benefit Limit" means the Maximum Benefit Payable as stated in the Coverage Outline of the Policy Schedule.

"Car" means the private vehicle bearing the Vehicle Registration Number as shown in the Policy Schedule.

"Card" means Your NETS FlashPay Card which the NETS CAN Card Number is specified in the Policy Schedule.

"Insured Person, You, Your" means the person described as such in the Policy Schedule, for whom the insurance is arranged.

"NETS" means Network for Electronic Transfers (Singapore) Pte Ltd.

"Period of Insurance" means the period of cover shown in the Policy Schedule.

"Policy" means this policy, Your application form, Your declarations, the Policy Schedule and any Endorsements We have issued under this policy.

"Residual Value" means remaining dollar value as confirmed with NETS.

"Singapore Resident" means Singapore Citizen or Singapore Permanent Resident or holder of a valid Employment Pass issued by the authorities in Singapore.

"Stolen" means dishonestly and illegally taken from You against Your Will, whether by stealth, by force or threat of force or by coercion

"We, Our, Us or the Company" refers to HL Assurance Pte. Ltd.

ELIGIBILITY

To be eligible for the cover:

- a) You must be a Singapore Resident ordinarily residing in Singapore.
- b) Your NETS CAN card number must be valid and provided to Us at the point of purchase.
- c) You must be a Card holder.

POLICY COVERAGE

We will pay You:

- a) the replacement fee of \$5 for Your Card in the event if Your Card is Stolen from You during the Period of Insurance and/or
- b) the Residual Value of Your Card at the time of loss of up to \$50, if Your Card is Stolen from Your Car following visible forcible and/or violent entry/break-in, during the Period of Insurance.

We will only pay up to a maximum of one (1) claim under this Policy and the total claim amount shall not exceed the Benefit Limit.

Cover under Your Policy will cancel automatically once the maximum number of claim has been paid.

WHERE YOU ARE COVERED

You are covered twenty-four (24) hours a day anywhere in Singapore.

EXCLUSIONS APPLICABLE

No benefit will be payable:

1. Where the theft is not reported to NETS, the police or any relevant law enforcement agency within twenty-four (24) hours of its discovery.
2. Where reasonable care has not been taken to conceal the Card.
3. Any theft committed by a member of Your family, relatives or friends.
4. If Your NETS CAN card number(s) that You have registered with Us does not match.
5. Any willful act or gross negligence by You leading to the theft of the Card.
6. If there are no evidence of visible forcible and/or violent entry.
7. If You are not the rightful owner of the Card.
8. If Your Card is not in Your possession or in Your Car.
9. Any damage as a consequence of war, invasion, act of foreign enemy, hostilities, civil war, terrorism, rebellion, revolution or military or usurped power.

GENERAL CONDITIONS

- 1. Changes to Terms and Conditions**

We may alter the Premium and/or Policy terms and conditions of at any time during the Period of Insurance. We will inform You of such changes by giving You thirty (30) days written notice to Your address in Our records.
- 2. Change of Your Card**

If You change Your Card You must contact Us to inform Us of the change.
- 3. Duplication of Cover**

We shall not cover You under more than one FlashPay Shield insurance policy underwritten by Us for the same Card. In the event that You are covered under more than one such policy, We will consider You to be insured under the policy first issued.
- 4. Currency**

All amounts shown are in Singapore dollars. All claims will be paid in Singapore dollars. For claims incurred in a foreign currency, We will convert the foreign currency amount into Singapore dollars at a foreign currency rate to be determined by Us.
- 5. Cancellation Refund**

We may cancel the Policy at any time by giving seven (7) working days notification in writing to You at Your last known address.

You may cancel the Policy at any time by giving seven (7) working days notification in writing to Us.

6. Duty of Care

You must exercise reasonable care to prevent theft to Your Card.

7. Other Insurance

If at the time any claim arises under this Policy there is any other insurance policy effected by or on behalf of You with other insurance company covering the same loss, damage, expenses or liability, We shall not be liable to pay or contribute more than its ratable proportion of any claim for such loss, damage, expense or liability.

8. Recovery From Other Sources

If at the time any claim arises under this Policy, You are able to seek recovery to be paid or refunded by other sources for the same damage covered under this Policy, We shall not be liable to pay or contribute more than its ratable proportion of any claim for such loss, damage, expense or liability.

9. Fraud, Misstatement or Concealment

Any fraud, misstatement or concealment in respect of this insurance or of any claim hereunder shall render this Policy null and void and any benefit due hereunder shall be or become forfeited.

10. Arbitration

If there is any dispute as to the amount to be paid under this Policy (liability being otherwise admitted) such dispute shall be determined by arbitration in accordance with the statutory provisions on arbitration for the time being in force. It is hereby expressly stipulated that it shall be a condition precedent to any right of action or suit upon this Policy that an arbitration award shall be first obtained.

Unless any such action or suit be commenced within six (6) months of the making of an award We shall not be liable to make any payment in excess of the amount of the award.

11. Governing Law

Any interpretation of this Policy relating to its construction, validity or operation shall be made in accordance with the Laws of Singapore.

12. Contracts (Rights of Third Parties) Act

A person who is not a party to this Policy contract shall have no right under the Contracts (Rights of Third Parties) Act to enforce any of its terms.

13. Data Privacy

It is hereby declared that as a condition precedent to Our liability, You have agreed that any personal information in relation to You provided by or on behalf of You to Us may be held, used and disclosed to enable Us or individuals / organisations associated with Us or any independent third party (within or outside of Singapore) to:

- (a) process and assess the Insured's application or any

matter arising from the Policy Schedule and any other application for insurance cover and/or

(b) provide all services related to this Policy.

14. Subrogation

You shall at Our expense do and concur in doing and permit to be done all such acts and things as may be necessary or reasonably required by Us for the purpose of enforcing any rights and remedies or of obtaining relief or indemnity from other parties to which We shall be or would become entitled to or subrogated upon its paying for or making good any loss destruction or damage under this Policy whether such acts and things shall be or become necessary or required before or after their indemnification by Us.

15. Transfer of Interest

You may not transfer Your interest in the Policy without Our written approval.

CLAIMS CONDITIONS

1. To make a claim, You must report the incident to Us immediately by calling 6922 6003.
2. To allow Us to process Your claim, We will need the information/documents listed below:
 - a. Completed and signed claim form
 - b. Police Report
 - c. Photograph evidence of visible forcible and/or violent entry/break-in to Your Car
3. All claims must be substantiated as to the time, place and cause of damage. You may be asked to send, at Your expense any additional documentation for Our assessment.
4. Failure to provide the necessary documentation/information will result in the delay or declination of Your claim.
5. We shall have full discretion in the conduct, of any proceedings or the settlement of any claim.

CARING FOR OUR CUSTOMERS

HL Assurance Pte. Ltd. will make every effort to provide a high level of service expected by all Our policyholders. If on any occasion Our service falls below the standard of Your expectation, the procedure below explains what You can do:

Your first point of contact should always be Your insurance agent or broker. Alternatively, You may submit Your feedback to the manager in charge of the matter You are raising.

We will acknowledge receipt of Your feedback within three (3) working days whilst We look into the matter You have raised. We will contact You for further information if required within seven (7) working days and provide You with a full reply within fourteen (14) working days.

If the outcome of Your complaint is not handled to Your satisfaction, You can write to:

Chief Executive Officer
HL Assurance Pte. Ltd.
11 Keppel Road #11-01 ABI Plaza
Singapore 089057

We will respond to Your appeal within fourteen (14) working days.

If You are still dissatisfied with the CEO's response, We will refer You to a dispute resolution organization, Financial Industry Disputes Resolution Centre Ltd (FIDReC) which is an independent organization. FIDReC's contact details are:

Financial Industry Disputes Resolution Centre Ltd
112 Robinson Road #13-03
HB Robinson Singapore 068902

Telephone : (65) 6327 8878
Fax : (65) 6327 8488
Email : info@fidrec.com.sg
Website : www.fidrec.com.sg

Important – Please remember to quote Your Policy number / reference in Your communication.

IMPORTANT – You are requested to read this Policy. If any error or misdescription be found, the Policy should be returned to the issuing office for correction