



Tune Protect Travel Insurance by AirAsia

This insurance plan is offered exclusively to individuals who purchase flights (hereinafter referred to as the “Insured Person/You/Your”) from AirAsia Berhad, Company No: 284669-W or AirAsia X Bhd, Company No: 734161-X (“AirAsia”).

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IMPORTANT NOTE: *This Policy Wording will apply according to the plan purchased. It contains details of the coverage, conditions, restrictions and exclusions and shall form the basis of the Policy.*

Please read the Policy Wording carefully to understand the coverage and sections applicable based on the plan purchased to ensure that the same suits Your requirements and needs best.

PART 1 – TUNE PROTECT TRAVEL INSURANCE BY AIRASIA

Summary of Benefits

Coverage excluding Infants is afforded as follows:-

One Way Plan

One Way Plan Benefits		Domestic	International
1. Personal Accident Benefit			
	Personal Accident – Accidental death or permanent bodily disablement	Up to RM300,000 (Age 2 to 75) Up to RM150,000 (Age 76 and above)	Up to RM300,000 (Age 2 to 75) Up to RM150,000 (Age 76 and above)
2. Travel Inconvenience Benefits			
2 (a)	Trip Cancellation – Reimbursement for unused & non-refundable portion of Air Ticket and accommodation if You are prevented from taking the Scheduled Flight on the First Scheduled Departure Date due to Insured events	Up to original flight + hotel cost	Up to RM5,000 (flight + hotel cost)
2 (b)	Trip Curtailment – Reimbursement for unused & non-refundable portion of Air Ticket and accommodation or reimbursement for additional cost of Air Ticket if you need to return to Malaysia due to insured events.	N/A	N/A
2 (c)	Loss or Damage to Checked-In Baggage – Cover loss or damage to Your Checked-In Baggage and/or baby stroller	Up to RM1,500 (RM200 for each damaged Checked-In Baggage and/or RM400 for each one lost Checked-In Baggage) (Up to 72 hours upon arrival)	Up to RM5,000 (RM200 for each damaged Checked-In Baggage and/or RM400 for each one lost Checked-In Baggage) (Up to 72 hours upon arrival)
2 (d)	Baggage Delay – For every 6 consecutive hours delay from arrival time of Scheduled Flight to time You receive Your luggage	Up to RM400 (RM200 per 6 consecutive hours of delay)	Up to RM800 (RM200 per 6 consecutive hours of delay)
2 (e)	On-Time Guarantee – Delay more than 2 consecutive hours from scheduled departure time	RM200	RM200
2 (f)	AirAsia Flight Delay – Flat payment for every subsequent 6 consecutive hours delay of the original departure Scheduled Flight, excluding the delay period covered in Section 2(d) On-Time Guarantee	Up to RM1,400 (RM200 per subsequent 6 consecutive hours of delay)	Up to RM1,400 (RM200 per subsequent 6 consecutive hours of delay)
2 (g)	Common Carrier Delay – Flat payment for every 6 consecutive hours delay from the original departure time of the scheduled Common Carrier	N/A	N/A

2 (h)	Missed Flight Connection - No Onward connecting AirAsia flight available within 6 hours from the missed Scheduled Flight due to delay of AirAsia's Incoming connecting flight	Up to RM600 (RM300 per 6 consecutive hours of delay)	Up to RM600 (RM300 per 6 consecutive hours of delay)
2 (i)	Loss of Personal Money	Up to RM150 (Up to 72 hours upon arrival)	Up to RM1,000 (Up to 72 hours upon arrival)
2 (j)	Expenses incurred arising from Loss of Travel Documents		
2 (k)	Travel Reroute - Delay more than 6 consecutive hours from scheduled arrival time caused by rerouting of the Scheduled AirAsia flight, as a result of strike/industrial action, adverse weather conditions, mechanical breakdown or life-threatening medical reason.	Up to RM450 (RM150 per 6 consecutive hours of delay)	Up to RM450 (RM150 per 6 consecutive hours of delay)
2 (l)	Hijack Distress Allowance - When Your flight is hijacked and Your Trip is interrupted for more than 6 consecutive hours	Up to RM1,000 (RM500 per 6 consecutive hours of detention)	Up to RM1,000 (RM500 per 6 consecutive hours of detention)
2 (m)	Home Care Benefit - Pays for physical loss or damage to Your Home Contents in Malaysia as a result of occurrence of Theft in Your Home while You are travelling	Up to RM1,000 (Up to 72 hours upon arrival)	Up to RM1,000 (Up to 72 hours upon arrival)
3. Medical and Evacuation Expenses			
3 (a)(i)	Medical Expenses due to Accident - Reimbursement of medical expenses incurred due to Accident	N/A	N/A
3 (a)(ii)	Medical Expenses due to Sickness - Reimbursement of medical expenses incurred due to Sickness	N/A	N/A
3 (a)(iii)	Hospital Allowance (Up to Maximum of 30 full days) - Pays for each complete day if you are confined in the hospital for more than 24 hours	N/A	N/A
3 (b)	Emergency Medical Evacuation & Mortal Remains Repatriation due to Accident - Emergency medical evacuation or repatriation expenses incurred due to accidental injury or death	Up to RM10,000 (Age 2 to 75) Up to RM5,000 (Age 76 and above) (Up to 72 hours upon arrival)	Up to RM30,000 (Age 2 to 75) Up to RM15,000 (Age 76 and above) (Up to 72 hours upon arrival)
3 (c)	Emergency Medical Evacuation & Mortal Remains Repatriation due to Sickness - Emergency medical evacuation or repatriation expenses incurred due to Sickness or death	N/A	N/A
3 (d)	Compassionate Visit	N/A	N/A
4. Personal Liability			
	Personal Liability	Up to RM25,000 (Up to 72 hours upon arrival)	Up to RM500,000 (Up to 72 hours upon arrival)
5. 24 hours Worldwide Travel Assistance Services		Included	Included



Return Plan

Return Plan Benefits		Domestic	International
1. Personal Accident Benefit			
	Personal Accident – Accidental death or permanent bodily disablement	Up to RM250,000 (Age 2 to 75) Up to RM125,000 (Age 76 and above)	Up to RM250,000 (Age 2 to 75) Up to RM125,000 (Age 76 and above)
2. Travel Inconvenience Benefits			
2 (a)	Trip Cancellation – Reimbursement for unused & non-refundable portion of Air Ticket and accommodation if You are prevented from taking the Scheduled Flight on the First Scheduled Departure Date due to Insured events	Up to original flight + hotel cost	Up to RM5,000 (flight + hotel cost)
2 (b)	Trip Curtailment – Reimbursement for unused & non-refundable portion of Air Ticket and accommodation or reimbursement for additional cost of Air Ticket if you need to return to Malaysia due to insured events.	Up to original flight + hotel cost	Up to RM5,000 (flight + hotel cost)
2 (c)	Loss or Damage to Checked-In Baggage – Cover loss or damage to Your Checked-In Baggage and/or baby stroller	Up to RM1,500 (RM200 for each damaged Checked-In Baggage and/or RM400 for each one lost Checked-In Baggage)	Up to RM5,000 (RM200 for each damaged Checked-In Baggage and/or RM400 for each one lost Checked-In Baggage)
2 (d)	Baggage Delay – For every 6 consecutive hours delay from arrival time of Scheduled Flight to time You receive Your luggage	Up to RM400 (RM200 per 6 consecutive hours of delay)	Up to RM800 (RM200 per 6 consecutive hours of delay)
2 (e)	On-Time Guarantee – Delay more than 2 consecutive hours from scheduled departure time	RM200	RM200
2 (f)	AirAsia Flight Delay – Flat payment for every subsequent 6 consecutive hours delay of the original departure Scheduled Flight, excluding the delay period covered in Section 2(d) On-Time Guarantee	Up to RM1,400 (RM200 per subsequent 6 consecutive hours of delay)	Up to RM1,400 (RM200 per subsequent 6 consecutive hours of delay)
2 (g)	Common Carrier Delay – Flat payment for every 6 consecutive hours delay from the original departure time of the scheduled Common Carrier	Up to RM1,050 (RM150 per 6 consecutive hours of delay)	Up to RM1,050 (RM150 per 6 consecutive hours of delay)
2 (h)	Missed Flight Connection – No Onward connecting AirAsia flight available within 6 hours from the missed Scheduled Flight due to delay of AirAsia's Incoming connecting flight	Up to RM600 (RM300 per 6 consecutive hours of delay)	Up to RM600 (RM300 per 6 consecutive hours of delay)
2 (i)	Loss of Personal Money	Up to RM150	Up to RM2,000
2 (j)	Expenses incurred arising from Loss of Travel Documents		
2 (k)	Travel Reroute – Delay more than 6 consecutive hours from scheduled arrival time caused by rerouting of the Scheduled AirAsia flight, as a result	Up to RM450 (RM150 per 6 consecutive hours of delay)	Up to RM450 (RM150 per 6 consecutive hours of delay)

	of strike/industrial action, adverse weather conditions, mechanical breakdown or life-threatening medical reason.		
2 (l)	Hijack Distress Allowance – When Your flight is hijacked and Your Trip is interrupted for more than 6 consecutive hours	Up to RM1,000 (RM500 per 6 consecutive hours of detention)	Up to RM1,000 (RM500 per 6 consecutive hours of detention)
2 (m)	Home Care Benefit – Pays for physical loss or damage to Your Home Contents in Malaysia as a result of occurrence of Theft in Your Home while You are travelling	Up to RM3,000	Up to RM3,000
3. Medical and Evacuation Expenses			
3 (a)(i)	Medical Expenses due to Accident – Reimbursement of medical expenses incurred due to Accident	Up to RM25,000 (Age 2 to 75) Up to RM12,500 (Age 76 and above) (Excess RM50 per claim)	Up to RM200,000 (Age 2 to 75) Up to RM100,000 (Age 76 and above) (Accident only)
3 (a)(ii)	Medical Expenses due to Sickness – Reimbursement of medical expenses incurred due to Sickness	Up to RM1,500 (Age 2 to 75) (Excess RM50 per claim) (Not applicable for age 76 and above)	(Excess RM50 per claim)
3 (a)(iii)	Hospital Allowance (Up to Maximum of 30 full days) – Pays for each complete day if you are confined in the hospital for more than 24 hours	Up to RM1,500 (Age 2 to 75) Up to RM750 (Age 76 and above) (Accident only) (RM50 per full day) (Subject to ME sub-limit)	Up to RM6,000 (Age 2 to 75) Up to RM3,000 (Age 76 and above) (Accident only) (RM200 per full day) (Subject to ME sub-limit)
3 (b)	Emergency Medical Evacuation & Mortal Remains Repatriation due to Accident – Emergency medical evacuation or repatriation expenses incurred due to accidental injury or death	Up to RM100,000 (Age 2 to 75) Up to RM50,000 (Age 76 and above)	Up to RM300,000 (Age 2 to 75)
3 (c)	Emergency Medical Evacuation & Mortal Remains Repatriation due to Sickness – Emergency medical evacuation or repatriation expenses incurred due to Sickness or death	N/A	Up to RM150,000 (Age 76 and above) (Accident only)
3 (d)	Compassionate Visit	Up to RM1,000	Up to RM5,000
4. Personal Liability			
	Personal Liability	Up to RM25,000	Up to RM500,000
5. 24 hours Worldwide Travel Assistance Services			
		Included	Included



Coverage for accompanying Infant(s) who is/are named in the confirmation slip is afforded as follows:-

Coverage is afforded to one (1) accompanying named Infant if You have purchased the travel protection herein provided. This free coverage is limited as follows:-

- (a) Personal Accident benefit up to 10% of the stated Limit of Benefit;
- (b) Medical and evacuation expenses up to the limit as stated in the Summary of Benefit (applicable for International Return Plan only).
- (c) 24 hours Worldwide Travel Assistance Services (applicable for International Return Plan only)

Other Limitations:-

- a) Ground cover for the Trip is limited to that within the legal boundaries of Country of Arrival only. If You travel beyond the boundary of the Country of Arrival, cover will exclude the geographical limits beyond the boundary of that country.
- b) If You depart on any Scheduled Flight, to travel outside the Country of Arrival, this insurance cover will suspend upon Your check-in for that out-bound flight. Cover will however resume upon Your check-out at Immigration upon returning to the original country of arrival, provided that the period is still within Your Period of Insurance.
- c) If You depart on any other mode of transportation other than Your Scheduled flight, to travel outside the Country of Arrival, this insurance cover will suspend upon Your check-out from the immigration of the Country of Arrival. Cover will however resume upon Your check-in to the immigration of the Country of Arrival, provided that the period is still within Your Period of Insurance.
- d) Travel Inconvenience Benefits coverage during the period of ground cover in the course of the Trip is limited only to Scheduled Flight, in the Country of Arrival.



Tune Protect Travel Insurance by AirAsia

Whereas You have applied for the insurance hereinafter contained and has paid the Premium as consideration for such insurance and a copy of the Tune Protect Travel Insurance by AirAsia Certificate of Insurance has been issued, Tune Protect Malaysia (hereinafter referred to as the “We/Us/Our/Company”) agrees to insure individuals who purchase flight(s) (hereinafter referred to as the “Insured Person/You/Your”) from AirAsia against loss covered by this Master Policy (hereinafter referred to as the “Policy”) as set out herein and subject always to the exclusions, provisions and terms contained in the Policy.

Definitions

“Accident”	refers to an event causing Bodily Injury occurring entirely beyond control and caused by violent, external and visible means.		services for individuals who travel as fare paying passengers in vehicles as listed below: airport limousine, bus, coach, taxi, ferry, hovercraft, hydrofoil, ship, train, tram or underground train.
“AirAsia Credit Shell”	refers to amount credited by AirAsia into Your AirAsia BIG Member ID.	“Country of Arrival”	refers to country where Your Scheduled Flight is destined to depart to.
“Air Ticket” (also known as seats purchased under AirAsia’s e-ticketing system)	refers to any air ticket(s) issued in Your name by AirAsia for a journey as mentioned in the itinerary (the electronic acknowledgement generated upon an internet purchase)	“Epidemic”	refers to a sudden severe outbreak of disease that spreads rapidly and affects, within a very short period, an inordinately large number of people within a geographical region. For example, SARS / Swine Flu (H1N1) / Bird Flu.
“Asia Assistance”	refers to the emergency assistance company appointed by Us.	“First Departure Date”	refers to the date of departure shown on Your Flight Schedule.
“Bodily Injury”	refers to injury suffered by You caused solely and directly by an Accident during the Trip, excluding any Sickness, disease or medical disorder.	“Foreign War”	refers to armed opposition, whether declared or not, between two or more countries.
“Certificate of Insurance”	refers to the confirmation of Tune Protect Travel Insurance by AirAsia, which is electronically generated upon completing Your purchase.	“Hijack”	refers to any unlawful seizure, or exercise of control or threat by force or violence with wrongful intent.
“Checked-In Baggage”	refers to baggage that is checked-in with AirAsia and accompanied by AirAsia baggage tag.	“Home”	refers to Your residence in Malaysia.
“Civil War”	refers to armed opposition between two or more parties belonging to the same country where the opposing parties are of different ethnic, religious or ideological groups. This definition includes armed rebellion, revolution, sedition, insurrection, coup d’etat, and the consequences of martial law.	“Home Contents”	refers to household furniture, fixtures, fittings and furnishings, clothing and personal effects belonging to You who permanently resides in Malaysia.
“Common Carrier”	refers to any registered operator, who is licensed with the local government and provides regular scheduled transportation	“Hospital”	refers to, except as may otherwise be provided, a Hospital (other than an institution for the aged, chronically ill or convalescent, resting or nursing homes) operated pursuant to law for the care, treatment of sick or injured persons with organized facilities for diagnosis and Surgery and having twenty four (24) hour nursing service and medical supervision and a place that:

	<ul style="list-style-type: none"> (i) holds a valid license (as required by law); (ii) operates primarily for the care and treatment of sick or injured persons; (iii) has one or more Physicians available at all times; (iv) provides twenty four (24) hour nursing services and at least one (1) registered professional nurse on duty at all times; (v) has organised diagnostic and surgical facilities whether on premises or in facilities available to the Hospital on a pre-arranged basis.
“Immediate Family Member”	<p>refers to Your:-</p> <ul style="list-style-type: none"> (i) legal spouse ; (ii) legal, adoptive and/or biological children; (iii) children-in-law ; (iv) siblings; (v) siblings-in-law ; (vi) parents ; (vii) parents-in-law ; (viii) grandparents ; (ix) grandparents-in-law ; (x) grandchildren ; (xi) legal guardian; (xii) ward ; (xiii) step or adopted children; (xiv) step parents; (xv) aunts; (xvi) uncles, (xvii) nieces, (xviii) nephews <p>who reside in Your principal country of residence.</p>
“Insured AirAsia Guest, Insured Person, You, Your”	refers to the covered guest who has been issued with a Certificate of Insurance, who has purchased and paid for the insurance cover simultaneously with the purchase of an AirAsia Air Ticket.
“Infant”	refers to an Insured Person, who is at least nine (9) days old and not exceeding two (2) years of age, and who is accompanied to travel under a ticket issued in accordance to the regulations of AirAsia. A covered named Infant receives coverage under the “Personal Accident Benefit” only and coverage is limited to 10% of

	the total value of the benefit amount.
“Incoming connecting flight”	refers to AirAsia flight boarded by You from first point of departure whom You had purchased Tune Protect Travel Insurance by AirAsia.
“One Way Plan”	refers to insurance coverage for Insured AirAsia Guest(s) who had purchased one way flight.
“Onward connecting flight”	refers to Scheduled Flight by AirAsia booked by You for Your onward journey after disembarking from the Incoming AirAsia connecting flight.
“Pandemic”	<p>refers to an outbreak of infectious disease, which meets the following criteria set by World Health Organisation (WHO), that spreads across a large region or worldwide.</p> <ul style="list-style-type: none"> (i) Emergence of a disease new to a population. (ii) Agents infect humans, causing Serious Illness. (iii) Agents spread easily and sustainably among humans.
“Physician”	refers to a doctor of medicine or a doctor of osteopathy licensed to render medical services or perform Surgery in accordance with the laws of the jurisdiction where such professional services are performed, however, such definition will exclude chiropractors and physiotherapists. The consulting Physician cannot be You, Your spouse, a person booked to accompany You on the Flight, or Your Immediate Family Member.
“Pre-Existing Condition”	<p>refers to any Sickness, disease or other abnormal medical condition of You or Your Immediate Family Member which existed ninety (90) days prior to the purchase of the Air Ticket(s):-</p> <ul style="list-style-type: none"> (a) first manifested itself, worsened, became acute or exhibited symptoms which would have caused an ordinarily prudent person to seek diagnosis, care or treatment; or (b) is under treatment by a Physician or where treatment has already been

	recommended by a Physician; or (c) required the taking of prescribed drugs or medicine.
“Professional Sport(s)”	refers to any sports engagement by You, where You could earn income or remuneration by participation.
“Public Transportation”	refers to rail, bus, coach, taxi or ferry services used by You to board the Scheduled Flight.
“Reasonable and Customary Charges”	refers to expenses charged for medical/Hospital treatment, supplies or services medically necessary to treat Your condition; it should not exceed the usual level of incurred charges for similar local treatment, supplies or medical services in the accepted medical standard and practice.
“Return Plan”	refers to insurance coverage for Insured AirAsia Guest(s) who had purchased return flight.
“Scheduled Flight”	refers to commercial flights scheduled by AirAsia.
“Serious Illness”	Whenever applied to You or Your Immediate Family Member it shall mean Sickness certified as being life threatening and requiring immediate treatment by a Physician and which results in You or Your Immediate Family Member being certified by that Physician as unfit to travel or to continue with Your original Flight.
“Sickness / Illness”	refers to any noticeable change in Your physical health that requires the care of a Physician acting within the scope of his/her license to treat the Sickness for which the claim is made, and the nature of the illness is not excluded from this present Policy.
“Theft”	refers to permanent loss or damage of belongings where: – there is physical evidence of a break-in of a premise. – the belongings are taken without Your consent.
“Time”	Any reference to a time or a date in the policy context or in the context of a coverage period refers to Malaysian time.

“Travel Documents”	refers to passport, visa, identification card or driving license which is required during Your Trip.
“Travel Reroute”	refers to the event where Your flight is rerouted to a different airport from Your Departure or Arrival point.
“Trip”	refers to the period between the Commencement of Cover and Expiry of Cover.

Period of Insurance

Commencement of Cover	<p>(1) Except for Trip Cancellation benefit, the cover commences upon Your check in at the airport on the First Departure Date for a Scheduled Flight.</p> <p>(2) The cover for Trip Cancellation benefit commences twenty four (24) hours from the purchase date of the Insurance for Your Scheduled Flight.</p>
Expiry of Cover (One Way Plan)	<p>(1) Except for Trip Cancellation benefit, the cover ends upon expiry of 3 days from the First Arrival Date;</p> <p>OR</p> <p>(2) Your departure from the airport at the Country of Arrival,</p> <p>Whichever comes first.</p> <p>(3) The cover for Trip Cancellation benefit ends upon the First Departure Date.</p>
Expiry of Cover (Return Plan)	<p>(1) Except for Trip Cancellation benefit, the cover ends upon checking out from point of immigration in Malaysia on Your arrival date</p> <p>OR</p> <p>(2) upon checking in at point of immigration for travel outside the Country of Arrival, other than return to Malaysia.</p> <p>whichever comes first</p> <p>(3) The cover for Trip Cancellation benefit ends upon the First Departure Date.</p>



Benefits

SECTION 1 - PERSONAL ACCIDENT BENEFITS

In the event of an Accident during the Trip causing You to suffer Bodily Injury which results in the Insured Person's death or permanent disablement, We will, subject to the exclusions, limitations, provisions and terms of the Policy, pay compensation as provided in the Table of Compensation below:-

Table of Compensation		
	Events	Percentage of Benefit Payable
1	Accidental Death	100%
2	Total and irrecoverable loss of sight of an eye or both eyes	100%
3	Permanent loss of use of one or both limbs	100%
4	Total and irrecoverable loss of sight of one eye and loss of use of one limb	100%
5	Permanent Total Disablement, other than loss of sight or limb	100%

Provided that:-

- (1) such death or permanent disablement occurs within one hundred and eighty (180) calendar days immediately after the date of Accident causing such death or permanent disablement;
- (2) the maximum compensation for which We shall be liable to You is one hundred percent (100%) of the Limit of Benefit specified for Personal Accident Benefits as detailed in the Summary of Benefits.

Exposure and Disappearance Extension

When, by reason of an Accident covered by this Policy, You are unavoidably exposed to the elements and, as a result of such exposure, suffers death or permanent disablement for which benefit is otherwise payable hereunder, such death or permanent disablement shall be covered under this Policy.

If the Insured Person's body has not been found within one (1) year of disappearance, sinking or wrecking of the conveyance in or on which the Insured Person was traveling at the time of the Accident, it will be presumed that the Insured Person suffered death resulting from Bodily Injury caused by an Accident at the time of such disappearance, sinking or wrecking, and We shall forthwith pay the benefit under this Policy provided the person or

persons to whom such benefit is paid shall sign an undertaking to refund such sum to Us if the Insured Person is subsequently found to be living.

SECTION 2 - TRAVEL INCONVENIENCE BENEFITS

In addition to the benefits provided under the above Section, You will be covered for the following benefit events as specified below:

Section 2 (a) – Trip Cancellation

We shall reimburse You up to the maximum limit as specified for Trip Cancellation in the Summary of Benefits for any unused and non-refundable portion of the Air Ticket and accommodation if at the time of scheduled departure, You are prevented from taking the Scheduled Flight on the First Scheduled Departure Date due to the occurrence of any one of the following events:-

- (a) Events in connection with :-
 - (i) Insured Person's death or hospitalisation due to Serious Illnesses or serious accidental Bodily Injury, which is not anticipated at the purchase date of the Air Ticket;
 - (ii) Death or hospitalization of Your Immediate Family Members, which is not anticipated at the purchase date of the Air Ticket, that requires Your presence;
 - (iii) Serious damage to Your vehicle within forty eight (48) hours before the First Departure Date;
 - (iv) Serious damage to Your principal residence due to fire, flood or similar natural disaster such as tornado, earthquake, hurricane etc requiring Your presence on the premises on the First Departure Date;
 - (v) You being kidnapped, detained, quarantined or subpoenaed to attend a civil proceeding;
 - (vi) The Public Transportation services in which You are travelling is involved in an Accident or a breakdown, which prevented You to board the Scheduled Flight on the First Scheduled Departure Date.

Section 2 (b) – Trip Curtailment (Applicable for Return Plan only)

We shall reimburse You up to the maximum limit as specified for Trip Curtailment in the Summary of Benefits for:

- (i) Any unused and non-refundable portion of the Air Ticket and accommodation if at the time of scheduled departure You have to curtail Your Trip



to return directly to Malaysia due to insured events;

OR

- (ii) Any incurred additional cost of Air Ticket if you need to return directly to Malaysia due to the insured events.

The insured events include:

- (a) Your hospitalisation due to Serious Illnesses or serious accidental Bodily Injury;
- (b) Your Emergency Medical Evacuation of by Asia Assistance;
- (c) Death of Your Immediate Family Member;
- (d) Hospitalisation of Your Immediate Family Member which requires Your presence.

Coverage under this section is effective only if coverage is incepted before You become aware of any circumstances which could lead to the disruption of the Trip.

Special Exclusions applicable to Section 2(a) – Trip Cancellation and Section 2(b) – Trip Curtailment

We shall not be liable for any loss resulting directly or indirectly (in whole or in part) from:-

- (i) criminal acts committed by You;
- (ii) war, riot, popular movements, terrorist acts;
- (iii) any-existing medical conditions ;
- (iv) any effect of a source of radioactivity;
- (v) pollution ;
- (vi) Epidemics ;
- (vii) Pandemic ;
- (viii) natural catastrophes;
- (ix) climatic events such as lack of snow, etc.
- (x) for any loss which is compensated by AirAsia.

Section 2 (c) – Loss or Damage to Checked-in Baggage

We will indemnify You for up to the maximum limit as specified in the Summary of Benefits subject to an excess (if applicable), per one Insured Person per Scheduled Flight taken, in consequence of:-

- (i) a Theft or damage due to a Theft or any attempted Theft during Trip;
- (ii) loss or damage to Your Checked-In Baggage and / or baby stroller caused by AirAsia.

Provided that these items must be carried by You during Your Trip.

- (a) We shall not be liable for any loss or damage resulting from:-
 - (1) breakage of brittle or fragile articles

- (2) confiscation or expropriation by order of any government or public authority
- (3) criminal acts
- (4) gradual deterioration or wear and tear
- (5) insects or vermin
- (6) inherent vice or damage
- (7) mysterious disappearance
- (8) transportation of contraband or illegal trade
- (9) seizure whether for destruction under quarantine or custom regulation or not

- (b) We shall not be liable for any loss of or damage to property which, at the time of the happening of such loss or damage, is insured by or would, but for the existence of this Insurance, be insured by any other insurance policy or policies otherwise reimbursed/replaced by AirAsia.

Section 2 (d) – Baggage Delay

We will pay You RM200 (Ringgit Malaysia Two Hundred) only for every six (6) consecutive hours delay whereby Your Checked-In Baggage and / or baby stroller is delayed, misdirected or temporarily misplaced by AirAsia from Your scheduled arrival time until the time You received Your baggage at the scheduled destination. The maximum amount payable is up to the limit stated in the Summary of Benefits.

The delay shall be calculated from the original scheduled arrival time of the Scheduled Flight until actual receive date and time of the baggage by You. A letter from AirAsia or its handling agents confirming the actual date and time of baggage delivery shall suffice as proof for purposes of claim for this benefit.

Special Exclusions applicable to Section 2 (d) – Baggage Delay

We will not pay for claims in respect of:

- (1) Baggage delay not immediately reported to AirAsia
- (2) Confiscation or detention by customs, immigration and/or public authorities
- (3) Your failure to obtain a written confirmation from AirAsia or their handling agents on the actual date and time of baggage delivery.
- (4) There is no baggage allowance purchased during the Scheduled Flight.

This Policy shall not pay for 2(c) Loss or Damage to Checked-In Baggage and 2(d) Baggage Delay at the same Time for any one Scheduled Flight



with the exception if the Baggage was later found damaged or lost upon receipt of Baggage.

Section 2 (e) – On-Time Guarantee

In the event Your Scheduled Flight is delayed for at least two (2) consecutive hours from the original scheduled time specified in the itinerary supplied to You, We will pay You RM200 (Ringgit Malaysia Two Hundred) only.

Original scheduled time shall mean:

- i. the time printed in Your itinerary;
- ii. any new departure time which AirAsia has advised You, not less than twenty four (24) hours from the original scheduled time of flight departure on the flight itinerary.

The delay shall be calculated from the original scheduled time until the commencement of the first available alternative flight offered by AirAsia. A letter from AirAsia or its handling agents confirming the duration and reason of such delay and Your boarding pass issued on the affected flight shall suffice as proofs for purposes of claim for this benefit

Special Exclusions applicable to Section 2 (e) – On-Time Guarantee

We will not pay for loss directly or indirectly arising as a result of:-

- (a) any illegal or unlawful intention act by You.
- (b) any breach of government regulation or any failure by You to take reasonable precautions to avoid a claim under the Policy following the warning of any intended strike, riot or civil commotion through or by general mass media.
- (c) Your failure to check in according to the itinerary supplied to You.
- (d) Your failure to board the next available flight offered by AirAsia.
- (e) airport closure, airport curfew, strike, air traffic flow management restrictions or industrial action of companies/carrier involving other than AirAsia and already in existence on the date of the Scheduled Flight.
- (f) any prohibition or regulations by any government or immigration authority.
- (g) You are not fit to travel or is travelling against the medical advice of a Physician.
- (h) any rescheduling or delay which You have been made aware of twenty four (24) hours prior to the First Scheduled Departure Time in the travel itinerary.

- (i) any travel insurance purchased within **four (4) hours** from the First Scheduled Departure Time as stated in Your ticket or travel itinerary.

Section 2 (f) – AirAsia Flight Delay

In the event Your Scheduled Flight during a Flight is delayed for six (6) consecutive hours from the original scheduled time (excluding any delay covered by On Time Guarantee benefit), specified in the itinerary supplied to You, We will pay You RM200 (Ringgit Malaysia Two Hundred) only for the subsequent six (6) consecutive hours of delay, followed by further sum of RM200 (Ringgit Malaysia Two Hundred) only for every six (6) consecutive hours of delay thereafter, up to the maximum limit as specified in the Summary of Benefits.

The delay shall be calculated from the original scheduled departure time of the Scheduled Flight until the commencement of the first available alternative flight offered by AirAsia, excluding the delay period compensated by Section 2(e) On-Time Guarantee. A letter from AirAsia or its handling agents confirming the duration and reason of such delay and Your boarding pass on the affected flight shall suffice as proofs for purposes of claim for this benefit.

Special Exclusions applicable to Section 2 (f) – AirAsia Flight Delay

We shall not be liable for any loss arising from:-

- (a) Your failure to check in according to the itinerary supplied to You.
- (b) Your failure to board the next available flight offered by AirAsia.
- (c) Your failure to obtain written confirmation from AirAsia or its handling agents of the number of hours delayed and the reason for such delay
- (d) airport closure, airport curfew, strike, air traffic flow management restrictions or industrial action of companies/carrier involving other than AirAsia and already in existence on the date of the Scheduled Flight.
- (e) Your late arrival at an airport (except for late arrival caused by a strike or an industrial action).
- (f) any rescheduling or delay which You have been made aware of twenty four (24) hours prior to the First Scheduled Departure Time in the travel itinerary.
- (g) any travel insurance purchased within **four (4) hours** from the First Scheduled Departure Time as stated in Your ticket or travel itinerary.



Section 2 (g) – Common Carrier Delay

(Applicable for Return Plan only)

In the event Your scheduled departure of a Common Carrier is delayed for at least six (6) consecutive hours from the original scheduled time specified in the itinerary supplied to You, and this delay is due to inclement weather, equipment failure or strike or Hijack (other than aircraft hijacking) or other industrial action by any employee of Common Carrier, We will pay You RM150 (Ringgit Malaysia One Hundred and Fifty) only for the first six (6) consecutive hours of delay, followed by further sum of RM150 (Ringgit Malaysia One Hundred and Fifty) only for every six (6) consecutive hours of delay thereafter, up to the maximum limit as specified in the Summary of Benefits.

The delay shall be calculated from the original scheduled departure time of the Common Carrier until the commencement of the first available alternative transportation offered by the Common Carrier Management. A letter from the Common Carrier or its handling agents confirming the duration and reason of such delay shall suffice as proof for purposes of claim for this benefit.

Special Exclusions applicable to Section 2 (g) – Common Carrier Delay

We shall not be liable for any loss arising from:-

- (a) Your failure to check in according to the itinerary supplied to You
- (b) Your failure to obtain written confirmation from the Common Carrier or its handling agents of the number of hours delayed and the reason for such delay
- (c) strike or industrial action of companies/carrier involving other than Common Carrier and already in existence on the date the Trip is arranged
- (d) Your late arrival at an airport (except for late arrival caused by a strike or an industrial action).
- (e) arising from cancellation or rescheduling of the scheduled departure time unless due to natural disaster or equipment failure.

Section 2 (h) – Missed Flight Connection

In the event the Onward connecting AirAsia flight is missed at the transfer point due to the late arrival of the Incoming connecting AirAsia flight, and no replacement is made available within six (6) hours from the scheduled time of connecting departure, We will pay You RM300 (Ringgit Malaysia Three Hundred) only for every 6 consecutive hours delay up to a maximum limit as specified in the Summary of Benefits.

We shall reimburse You if the delay of the Incoming connecting AirAsia flight is due to the any of the following events:

- (1) Inclement weather at destination or departure
- (2) Accident to the Incoming connecting flight
- (3) Technical fault of the Incoming connecting flight

Special Exclusions applicable to Section 2 (h) – Missed Flight Connection

We will not pay for loss directly or indirectly arising as a result of:-

- (1) any illegal or unlawful intentional act by You
- (2) any breach of government regulation or any failure by You to take reasonable precautions to avoid a claim under the Policy following the warning of any intended strike, riot or civil commotion through or by general mass media
- (3) Your failure to check in according to the itinerary supplied to You
- (4) strike, air traffic flow management restrictions or industrial action existing on the date the flight is arranged
- (5) any prohibition or regulations by any government or immigration authority
- (6) You are not fit to travel or is travelling against the medical advice of a Physician
- (7) Your voluntary cancellation of a Scheduled Flight
- (8) the Onward connecting flight departure time is less than 3 hours apart from the scheduled arrival time of the Incoming connecting AirAsia flight
- (9) the Onward connecting flight is not in the same airport as the Incoming connecting AirAsia flight's arrival airport
- (10) natural disaster including earthquake, volcanic eruption and its consequences
- (11) any travel insurance purchased within 4 hours from the First Scheduled Departure Time as stated in Your ticket or travel itinerary

PROVIDED ALWAYS THAT :-

This Policy shall only pay for any claim either under Section 2 (f) – AirAsia Flight Delay or Section 2 (g) – Common Carrier Delay or Section 2 (h) – Missed Flight Connection but not all together.

Section 2 (i) – Loss of Personal Money

We will reimburse You up to the limit as specified for Loss of Personal Money in the Summary of Benefits for actual loss of cash, bank or currency notes, travelers checks, postal or money orders during the Trip provided that :-



- (a) the items are within Your control or custody at all times; and
- (b) the items must not be left unattended ; and
- (c) such loss is reported to the police having jurisdiction at the place of loss immediately but in no case be later than twenty four (24) hours after the incident. Any claim must be accompanied by written documentation from the Police.

Special Exclusion to Section 2(i) – Loss of Personal Money

We shall not be liable for any loss of cash, bank or currency notes, traveler's cheques, postal or money orders kept in the check-in baggage with a Common Carrier.

Section 2 (j) – Loss of Travel Documents

If You lose Your Travel Documents during Your Trip as a result of robbery, burglary, Theft or natural disaster, We shall reimburse the reasonable and necessary expenses incurred for:

- i) Replacing Your Travel Documents;
- ii) Any additional travel and accommodation expenses incurred for the purpose of obtaining Your replacement Travel Documents;

Provided always that:-

- (a) You shall exercise reasonable care for the safety and supervision of the property;
- (b) Your Travel Documents are not left unattended;
- (c) any loss of Travel Documents must be reported to the police having jurisdiction at the place of loss within twenty four (24) hours of the discovery of loss

Section 2 (k) – Travel Reroute

In the event Your original scheduled time of arrival is delayed for at least six (6) consecutive hours due to rerouting of the Scheduled Flight, as a result of strike/industrial action, adverse weather conditions, mechanical breakdown or life-threatening medical reason which requires emergency reroute to the nearest airport with medical facility in the vicinity, We will pay You RM150 (Ringgit Malaysia One Hundred Fifty) only for the first six (6) consecutive hours of delay, followed by further sum of RM150 (Ringgit Malaysia One Hundred and Fifty) only for every six (6) consecutive hours of delay thereafter, up to the maximum limit as specified in the Summary of Benefits.

The delay shall be calculated from the original scheduled arrival time of the Scheduled Flight until the actual arrival time offered by AirAsia. A letter from

AirAsia or its handling agents confirming the duration and reason of such delay shall suffice as proof for purposes of claim for this benefit.

Special Exclusions applicable to Section 2 (k) – Travel Reroute

We shall not be liable for any loss arising from:-

- (a) delay in arrival at the destination as a result of delay in departure of the Scheduled Flight.
- (b) Your failure to board the next available flight offered by AirAsia.
- (c) Your failure to obtain written confirmation from AirAsia or its handling agents of the number of hours delayed and the reason for such delay.
- (d) strike or industrial action of companies/carrier involving other than AirAsia and already in existence on the date the Flight is arranged.

Section 2 (l) – Hijack Distress Allowance

In the event Your flight is hijacked during your Trip and You are detained for more than six (6) consecutive hours, We will pay You RM500 (Ringgit Malaysia Five Hundred) only for the first six (6) consecutive hours of delay, followed by further sum of RM500 (Ringgit Malaysia Five Hundred) only for every six (6) consecutive hours of delay thereafter, up to the maximum limit as specified in the Summary of Benefits.

Any claims under Section 2 (l) – Hijack Distress Allowance must be accompanied by a police report or a report issued by the carrier confirming that You were a victim of Hijack and the duration of such Hijack.

Section 2 (m) – Home Care Benefit

We will, by payment or at Our option by reinstatement or repair, indemnify You up to the amount stated in the Summary of Benefits against physical loss or damage as a result of Theft to Your Home Contents in Malaysia that was left vacant during the Trip.

Special Exclusions to Section 2 (m) – Home Care Benefit

We shall not be liable for any liability in respect of the following:-

- (a) any losses or damage occasioned through Your willful act or Your involvement;
- (b) losses of Your property or any part thereof by reason of confiscation, requisition, detention or legal or illegal occupation of such property or of any premises, vehicle or thing containing the same by any government authorities;



- (c) consequential loss or damage of any kind;
- (d) Losses recoverable from any other insurance taken up by You.
- (e) This benefit does not cover:-
 - Motor vehicles or boats
 - Livestock
 - Bicycles and any equipment or accessories relating thereto.
 - Automobiles and automobile equipment, trailers and caravans, boats and other means of transport equipment
 - Identity paper, credit and payment cards, transport tickets, cash, stocks and securities
 - Antiques
 - Artifacts
 - Musical instruments, objects of art, antiques, collector's items, furniture
 - Perishables and consumables

SECTION 3 – MEDICAL AND EVACUATION EXPENSES

Section 3 (a) (i) – Medical Expenses due to Accident

(Applicable for Return Plan only)

We will indemnify You up to the maximum limit for Medical Expenses Reimbursement as specified in the Summary of Benefits subject to an excess of RM50 (Ringgit Malaysia Fifty) only per claim for Medical Expenses which are all Reasonable and Customary Charges incurred due to an Accident sustained during a Trip.

In the event of hospitalisation, Asia Assistance, may be able to arrange, on a case-by-case basis, subject to Our approval, an advance of payment to the Hospital subject to:-

- (a) initial treatment for such an Accident must be received during the Trip; and
- (b) all follow-up treatment must be received in Malaysia and incurred within thirty (30) days from the expiry date of the respective Tune Protect Travel Insurance by AirAsia Certificate of Insurance issued to You under this Policy.

The maximum sum payable for follow-up treatment Medical Expenses incurred in Malaysia shall not exceed ten percent (10%) of the limit as specified for Accidental Medical Reimbursement in the Summary of Benefits. The amount is a sub-limit of the aggregate total payable Benefit Amount under the Summary of Benefits for Medical Expenses Reimbursement.

Medical Expenses covered are charges for medical services and medical supplies which are recommended by the attending Physician for the treatment of the injury which include the following:-

- (a) the services of a Physician ;
- (b) Hospital confinement and use of operating room;
- (c) anesthetic (including administration), X-ray examinations or treatments, and laboratory tests;
- (d) drugs, medicines, and therapeutic services and supplies;

Section 3 (a) (ii) – Medical Expenses due to Sickness

(Applicable for Return Plan only)

(Applicable for age 2 to 75 only)

We will indemnify You up to the maximum limit for Medical Expenses Reimbursement as specified in the Summary of Benefits subject to an excess of RM50 (Ringgit Malaysia Fifty) only per claim for Medical Expenses which are all Reasonable and Customary Charges incurred due to Sickness sustained during a Trip.

In the event of hospitalisation, Asia Assistance, may be able to arrange, on a case-by-case basis, subject to Our approval, an advance of payment to the Hospital subject to:-

- (c) initial treatment for such Sickness must be received during the Trip; and
- (d) all follow-up treatment must be received in Malaysia and incurred within thirty (30) days from the expiry date of the respective Tune Protect Travel Insurance by AirAsia Certificate of Insurance issued to You under this Policy.

The maximum sum payable for follow-up treatment Medical Expenses incurred in Malaysia shall not exceed ten percent (10%) of the limit as specified for Sickness Medical Reimbursement in the Summary of Benefits. The amount is a sub-limit of the aggregate total payable Benefit Amount under the Summary of Benefits for Medical Expenses Reimbursement.

Medical Expenses covered are charges for medical services and medical supplies which are recommended by the attending Physician for the treatment of the injury which include the following:-

- (e) the services of a Physician ;
- (f) Hospital confinement and use of operating room;
- (g) anesthetic (including administration), X-ray examinations or treatments, and laboratory tests;
- drugs, medicines, and therapeutic services and supplies;



Section 3 (a) (iii) - Hospital Allowance (Up to Maximum of 30 Full Days)

(Applicable for Return Plan only)

If You are required to be admitted into a Hospital during Your Trip due to an Accident or Sickness* based on a Physician's recommendation, We will pay You Hospital Allowance benefit for every full day of admission, up to the amount specified in Section 3 (a)(i) / (ii) of the Summary of Benefits. The amount is a sub-limit of the aggregate total payable Benefit Amount under the Summary of Benefits for Medical Expenses Reimbursement.

**applicable for age 2 to 75 only*

Section 3 (b) – Emergency Medical Evacuation or Mortal Remains Repatriation due to Accident

(i) Emergency Medical Evacuation

In the event that You require evacuation in a medical emergency due to an Accident occurring during the Trip, Asia Assistance must be contacted immediately to approve the emergency evacuation and organise for an emergency medical transport to the nearest medical facility that is adequately equipped to treat Your medical condition. The type of transportation will depend on the availability and the gravity of Your condition.

In the event that medical repatriation is necessary, Asia Assistance must be contacted immediately to approve and organize Your repatriation back to Your Home or habitual residence in Malaysia. Alternatively, Asia Assistance will arrange for the resumption of Your interrupted Trip as far as it is practical to do so, subject to the cost of repatriation and subject to maximum limit as specified for Emergency Medical Evacuation and Repatriation in the Summary of Benefits.

(ii) Mortal Remains Repatriation

In the event of the Insured Person's death due to an Accident during the Trip, Asia Assistance will organise the repatriation of the Insured Person's mortal remains to his/her habitual residence in Malaysia subject to the maximum limit as specified for Emergency Medical Evacuation and Repatriation in the Summary of Benefits. The process of burial, embalming, casket and ceremonies are not covered in the repatriation coverage unless it is mandated by legislation or regulation.

This Policy will only pay for any claim under Section 3 (b) (i) - Emergency Medical Evacuation

or Section 3 (b) (ii) - Mortal Remains Repatriation but not both.

Section 3 (c) – Emergency Medical Evacuation or Mortal Remains Repatriation due to Sickness

(Applicable for International Return Plan only)

(Applicable for age 2 to 75 only)

(i) Emergency Medical Evacuation

In the event that You require evacuation in a medical emergency due to Sickness occurring during the Trip, Asia Assistance must be contacted immediately to approve the emergency evacuation and organise for an emergency medical transport to the nearest medical facility that is adequately equipped to treat Your medical condition. The type of transportation will depend on the availability and the gravity of Your condition.

In the event that medical repatriation is necessary, Asia Assistance must be contacted immediately to approve and organize Your repatriation back to Your Home or habitual residence in Malaysia. Alternatively, Asia Assistance will arrange for the resumption of Your interrupted Trip as far as it is practical to do so, subject to the cost of repatriation and subject to maximum limit as specified for Emergency Medical Evacuation and Repatriation in the Summary of Benefits.

(ii) Mortal Remains Repatriation

In the event of the Insured Person's death due to Sickness during the Trip, Asia Assistance will organise the repatriation of the Insured Person's mortal remains to his/her habitual residence in Malaysia subject to the maximum limit as specified for Emergency Medical Evacuation and Repatriation in the Summary of Benefits. The process of burial, embalming, casket and ceremonies are not covered in the repatriation coverage unless it is mandated by legislation or regulation.

This Policy will only pay for any claim under Section 3 (c) (i) - Emergency Medical Evacuation or Section 3 (c) (ii) - Mortal Remains Repatriation but not both.

Section 3 (d) – Compassionate Visit

(Applicable for Return Plan only)

In the event that You are hospitalised overseas for more than five (5) days as a result of Accident or Sickness sustained whilst on the Trip and Your

medical condition forbids evacuation, We will pay for the reasonable travel fare (economy air travel or first class rail travel) and hotel accommodation expenses necessarily incurred by one relative or one friend to visit and stay with You, as recommended by a Physician, up to the maximum limit as specified for Compassionate Visit in the Summary of Benefits.

Special Conditions Applicable to Section 3

We are not liable to pay:-

- (1) costs for medical care except that prescribed by a licensed Physician or which is delivered by a recognised Hospital;
- (2) for any loss which is directly or indirectly, in whole or in part, due to:-
 - (a) Civil or Foreign War, whether declared or not;
 - (b) the effect of drugs, medication or treatment not prescribed by a Physician;
 - (c) the influence of alcohol characterised by Your blood alcohol level equal to or superior to that fixed by the laws regulating the use of automobiles;
 - (d) suicide, attempt suicide or intentionally self-inflicted injury;
 - (e) Your participation in any competition involving the use of motorised land, water or air vehicle;
 - (f) Your participation in any Professional Sports;
 - (g) Your riding or driving a motorcycle or motor scooter with an engine displacement over 123 cm³.
 - (h) Your flying whether as a fare-paying passenger or not, in or on an aircraft that does not belong to an airline company or which is not registered or licensed for the transportation of fare-paying passengers on regular and published scheduled routes;
 - (i) Your active service in any of the armed forces of any nation;
 - (j) Your participation or involvement of the in a criminal act;
 - (k) Your practice or utilization, either as pilot or passenger, of a sailplane, hand glider, parasail, parachute, hot air balloon, and the like, or engaging in any aerial flight other than that as previously expressed.
- (3) We are not liable for expenses incurred:-
 - (a) for medical care incurred in Malaysia except as provided in the Medical Expenses described above;
 - (b) Pre-Existing Conditions;
 - (c) pregnancy and its consequences;
 - (d) mental or emotional disorder;
 - (e) sexually transmitted diseases, AIDS, HIV infections and AIDS related infections;

- (f) cosmetic surgery, apart from reconstructive surgery in consequence of a covered Accident;
- (g) follow-up non-medical treatment of any kind resulting from an Accident or Sickness, psychoanalytical treatment, stays in rest homes, physiotherapy and detoxification;
- (h) ophthalmologic care, eye glasses, contact lenses, hearing aids, dental care and dentures, unless they are the direct consequence of an injury from a covered Accident, which makes usage medically necessary;
- (i) care provided by a chiropractor, osteopath, herbalist, acupuncturist or any other practitioner of alternative medicine;
- (j) non-emergency medical check-ups;
- (k) vaccinations and their complications.

SECTION 4 - PERSONAL LIABILITY COVER

We agree to indemnify You against Your personal liability at law for damages and any claimant's cost and expenses up to the maximum limit specified for Personal Liability in the Summary of Benefits in respect of:-

- (a) accidental Bodily Injury to persons
- (b) accidental damage to property

happening during the Trip. Provided that the total aggregate limit of Your liability for all claims under this section in respect of such damages and/or costs and expenses incurred with Our written consent in the defense or settlement of any such claim shall not exceed the maximum limit specified for Personal Liability in the Summary of Benefits.

Special Exclusions to Section 4 – Personal Liability Cover

We shall not be liable for any liability in respect of the following:-

- (1) any deliberate and wrongful damage or harm caused by You;
- (2) any willful, malicious or unlawful act by You;
- (3) any non-pecuniary loss;
- (4) accidental loss or damage to property belonging to or held in trust or in the care, custody or control of You or any of Your employees or any member of Your family or household;
- (5) arising out of any business, trade or profession;
- (6) arising out of an agreement unless liability would have arisen in the absence of such agreement;
- (7) Bodily Injury to or Sickness of any person who is under a contract of employment, service or

apprenticeship with You when such injury or Sickness arises out of and in the course of their employment with You;

- (8) arising out of the use, ownership or possession of firearms, aircraft, watercraft, hovercraft, mechanically propelled vehicles, lifts, animals of a dangerous species or livestock of any kind;
- (9) damage caused by or to buildings or parts of building owned, rented or occupied by You;
- (10) any claim arising from You being insane or under the influence of or affected by drugs (other than drugs prescribed by a licensed Physician), intoxicating liquor or solvents;
- (11) Your participation in any act of civil or Foreign War, sabotage, riots, public demonstrations, strikes and lock-outs.

**Special Conditions applicable to Section 4 –
Personal Liability cover**

Upon the happening of any event which may give rise to a claim under this Section, You shall provide written notice to Us with full particulars within Thirty (30) days from the incident date. Every letter, claim, writ of summons or process in respect of such claim shall be forthwith forwarded to Us upon receipt of the same by You. No admission offer, promised payment or indemnity shall be made or given by or on behalf of You without Our written consent, who shall be entitled to take over and conduct in Your name. You shall give all such assistance as We may require to defend or settle any claim or to prosecute in Your name for Your own benefit. We shall have full discretion in the conduct of any proceedings and settlement of any claim.

PART 2 – TUNE PROTECT GOLFPRO

Summary of Benefits

Coverage excluding Infants is afforded as follows:-

Benefit	Limit of Benefit
1. Medical Expenses Reimbursement for medical expenses incurred as a result of Accidents whilst playing or practicing golf on any Golf Course or Driving Range.	Up to RM1,000
2. Golfing Equipment and Personal Effects Coverage for loss of or damage to Your golfing equipment and personal effects whilst in any golf club or whilst in transit to and from any Golf Course or Driving Range.	Up to RM2,000 (Limit RM1,000 per item)
3. Golfing Equipment Hire Reimbursement for the cost of hiring replacement Golfing Equipment incurred as a result of loss of or damage to Your Golfing Equipment as covered under the policy.	Up to RM500
4. Liabilities to the Public Provides coverage for losses which you are legally liable to pay for compensation for accidental Bodily Injury to a third party or accidental loss of, or damage to Third Party Property whilst You are engaged in actual play or practice at any Golf course or Driving range.	Up to RM50,000

Definitions

“Accident”	refers to an event causing Bodily Injury occurring entirely beyond control and caused by violent, external and visible means.
“Bodily Injury”	refers to injury suffered by You caused solely and directly by an Accident during the Trip, excluding any Sickness, disease or medical disorder.
“Certificate of Insurance”	refers to the confirmation of Tune Protect Travel Insurance by AirAsia, which is electronically generated upon completing Your purchase.
“Driving Range”	refers to the tract of land for practising long golf shots

	especially drives, with rentable golf clubs and balls.
“Golf Course”	refers to the area of ground, either inland or beside the sea laid out for playing golf.
“Golf / Golfing Equipment”	refers to equipment or devices that aid in the process of playing a golf game e.g. golf clubs, golf bags and golf balls.
“Hired Equipment”	refers to the temporary use of the equipment for an agreed payment from a company that hires the equipment.
“Insured AirAsia Guest, Insured Person, You, Your”	refers to the covered guest who has been issued with a Certificate of Insurance, who has purchased and paid for the insurance cover simultaneously with the purchase of an AirAsia Air Ticket.
“Misfortune”	refers to permanent loss or damage of Your Golf Equipment due to an unfortunate or disastrous event, calamity beyond your control whereby Your Golf Equipment are taken without Your consent.
“Physician”	refers to a doctor of medicine or a doctor of osteopathy licensed to render medical services or perform Surgery in accordance with the laws of the jurisdiction where such professional services are performed, however, such definition will exclude chiropractors and physiotherapists. The consulting Physician cannot be You, Your spouse, a person booked to accompany You on the Flight, or Your Immediate Family Member.
“Pre-Existing Condition”	refers to any Sickness, disease or other abnormal medical condition of You or Your Immediate Family Member which existed ninety (90) days prior to the purchase of the Air Ticket(s):- (a) first manifested itself, worsened, became acute or exhibited symptoms which would have caused an ordinarily prudent person to seek diagnosis, care or treatment; or (b) is under treatment by a Physician or where treatment has already been

	recommended by a Physician; or (c) required the taking of prescribed drugs or medicine
“Professional Sport(s)”	refers to any sports engagement by You, where You could earn income or remuneration by participation.
“Reasonable and Customary Charges”	refers to expenses charged for medical/Hospital treatment, supplies or services medically necessary to treat Your condition; it should not exceed the usual level of incurred charges for similar local treatment, supplies or medical services in the accepted medical standard and practice.
“Third Party Property”	refers to the material property of a third party which does not belong to You or in the charge of Your custody or under Your or Your Immediate Family Member’s control.
“Time”	Any reference to a time or a date in the policy context or in the context of a coverage period refers to Malaysian time.
“Trip”	refers to the period between the Commencement of Cover and Expiry of Cover.

Period of Insurance

Commencement of Cover	The cover commences upon Your check in at the airport on the First Departure Date for a Scheduled Flight.
Expiry of Cover	The cover ends: (a) Upon Your departure from the airport at the Country of Arrival; OR (b) Upon expiry of 30 days from the First Departure Date; OR (c) upon checking in at point of immigration for travel outside the Country of Arrival, other than return to Malaysia. whichever comes first

Benefits

SECTION 1 – MEDICAL EXPENSES

We will indemnify You up to the maximum limit for Medical Expenses as specified in the Summary of Benefits for expenses which was incurred due to an Accident whilst playing or practicing golf on any Golf Course or Driving Range.

Medical Expenses covered are charges for medical services and medical supplies which are recommended by the attending Physician for the treatment of the injury which include the following:-

- (a) the services of a Physician;
- (b) Hospital confinement and use of operating room;
- (c) anesthetic (including administration), X-ray examinations or treatments, and laboratory tests;
- (d) drugs, medicines, and therapeutic services and supplies;

Special Conditions Applicable to Section 1 – Medical Expenses

We are not liable to pay:-

- (1) costs for medical care except that prescribed by a licensed Physician or which is delivered by a recognised Hospital ;
- (2) for any loss which is directly or indirectly, in whole or in part, due to :-
 - (a) Civil or Foreign War, whether declared or not;
 - (b) the effect of drugs, medication or treatment not prescribed by a Physician;
 - (c) the influence of alcohol characterised by Your blood alcohol level equal to or superior to that fixed by the laws regulating the use of automobiles;
 - (d) suicide, attempted suicide or intentionally self-inflicted injury;
 - (e) Your participation in any Professional Sports;
 - (f) Your participation or involvement of in a criminal act;
 - (g) Pre-Existing Conditions;
 - (h) pregnancy and its consequences;
 - (i) mental or emotional disorder;
 - (j) sexually transmitted diseases, AIDS, HIV infections and AIDS related infections;
 - (k) cosmetic surgery, apart from reconstructive surgery in consequence of a covered Accident;
 - (l) follow-up non-medical treatment of any kind resulting from an Accident or Sickness, psychoanalytical treatment, stays in rest homes, physiotherapy and detoxification;
 - (m) ophthalmologic care, eye glasses, contact lenses, hearing aids, dental care and dentures, unless they are the direct consequence of an injury from a covered Accident, which makes usage medically necessary;

- (n) care provided by a chiropractor, osteopath, herbalist, acupuncturist or any other practitioner of alternative medicine;
- (o) non-emergency medical check-ups;
- (p) vaccinations and their complications.

SECTION 2 – GOLFING EQUIPMENT AND PERSONAL EFFECTS

If during the Trip, Golfing Equipment (Your property) is lost or damaged by any Accident or Misfortune at the Golf Course or Driving Range, then We will indemnify You against such loss or damage. Provided that Our liability under this Section in respect of all loss or damage occurring during any one period of insurance shall not exceed the Sum Insured as specified in the Summary of Benefits.

Special Conditions Applicable to Section 2 – Golfing Equipment and Personal Effects

We are not liable to pay:

- (a) Loss or damage arising from wear and tear or gradual deterioration, mildew, moth, vermin or in connection with any process of cleaning, dyeing or refurbishment of the Golfing Equipment and/or personal effects.
- (b) Loss of or damage to golf balls.

SECTION 3 – GOLFING EQUIPMENT (HIRED)

If during the Trip, Your hired Golf Equipment is lost or damaged by any Accident or Misfortune at the Golf Course or Driving Range, We will reimburse You for the additional cost incurred for hiring replacement Golf Equipment.

Provided that Our liability under this Section in respect of cost of hiring replacement Golf Equipment during any one period of insurance shall not exceed the Sum Insured as specified in the Summary of Benefits.

Special Conditions Applicable to Section 3 – Golfing Equipment (Hired)

We are not liable to pay:

- (a) Unless You are able to provide receipts to substantiate Your claim for the cost of golfing equipment hire.
- (b) For loss or damage arising from wear and tear or gradual deterioration, mildew, moth, vermin or in connection with any process of cleaning, dyeing or refurbishment of the hired Golfing Equipment.
- (c) The scratching or denting of any article or cracking and /or breakage.

- (d) For the service or repairs of the hired Golfing Equipment which is carried out during and after the golfing game.
- (e) Loss of or damage arising out of war, invasion act of foreign enemy hostilities.
- (f) Consequential loss of whatever nature.

SECTION 4 – LIABILITIES TO THE PUBLIC

We will indemnify You against any compensation which You shall become legally liable to pay in respect of:

- (a) Accidental Bodily Injury to any third party
- (b) Accidental loss of or accidental damage to property belonging to Third Parties

which happens whilst You are playing golf in any recognised club during the Trip. Provided that Our liability under this Section shall not exceed the Sum Insured as specified in the Summary of Benefits.

Special Conditions Applicable to Section 4 – Liabilities to the Public

We shall not be liable for any liability in respect of the following:-

- (1) any deliberate and wrongful damage or harm caused by You;
- (2) any willful, malicious or unlawful act by You;
- (3) any non-pecuniary loss;
- (4) accidental loss or damage to property belonging to or held in trust or in the care, custody or control of You or any of Your employees or any member of Your family or household;
- (5) arising out of any business, trade or profession;
- (6) arising out of an agreement unless liability would have arisen in the absence of such agreement;
- (7) Bodily Injury to or Sickness of any person who is under a contract of employment, service or apprenticeship with You when such injury or Sickness arises out of and in the course of their employment with You;
- (8) arising out of the use, ownership or possession of firearms, aircraft, watercraft, hovercraft, mechanically propelled vehicles, lifts, animals of a dangerous species or livestock of any kind;
- (9) damage caused by or to buildings or parts of building owned, rented or occupied by You;
- (10) any claim arising from You being insane or under the influence of or affected by drugs (other than drugs prescribed by a licensed Physician), intoxicating liquor or solvents;
- (11) Your participation in any act of civil or Foreign War, sabotage, riots, public demonstrations, strikes and lock-outs.

PART 3 – TUNE PROTECT SHOPS SAFE

Summary of Benefits

Coverage excluding Infants is afforded as follows:-

Benefit	Limit of Benefit
1. Cash and Personal Valuables Reimbursement for loss of cash and loss/damage to personal valuables due to Theft or robbery.	Up to RM5,000 (Limit RM500 per item)
2. Fraudulent charges Coverage for any monetary loss suffered as a result of credit and / or charge card fraud.	Up to RM5,000
3. ATM Withdrawal Protection Reimbursement against the loss of cash withdrawn or forced to withdraw by means of force (pays on top of loss of cash).	Up to RM1,500
4. Medical Reimbursement Reimburse for medical expenses incurred as a result of injury due to snatch theft, Robbery or assault.	Up to RM2,000

Definitions

“Bodily Injury”	refers to injury suffered by You caused solely and directly by an Accident during the Trip, excluding any Sickness, disease or medical disorder.
“Certificate of Insurance”	refers to the confirmation of Tune Protect Travel Insurance by AirAsia, which is electronically generated upon completing Your purchase.
“Forceful ATM Withdrawal”	refers to an unwilling ATM withdrawal under duress when You are attacked or assaulted.
“Fraudulent Charges”	refers to wrongful or criminal deception intended to result in financial or personal gain committed by use on a person's credit and/or charge card.
“Insured AirAsia Guest, Insured	refers to the covered guest who has been issued with a Certificate of Insurance, who has purchased and paid for the insurance cover

Person, You, Your”	simultaneously with the purchase of an AirAsia Air Ticket.
“Personal Valuables”	Photographic, audio, video and electronic equipment of any kind (including CDs, DVDs video and audio tapes), telescopes, binoculars and other personal effects.
“Physician”	refers to a doctor of medicine or a doctor of osteopathy licensed to render medical services or perform surgery in accordance with the laws of the jurisdiction where such professional services are performed, however, such definition will exclude chiropractors and physiotherapists. The consulting Physician cannot be You, Your spouse, a person booked to accompany You on the Flight, or Your Immediate Family Member.
“Pre-Existing Condition”	refers to any Sickness, disease or other abnormal medical condition of You or Your Immediate Family Member which existed ninety (90) days prior to the purchase of the Air Ticket(s):- (a) first manifested itself, worsened, became acute or exhibited symptoms which would have caused an ordinarily prudent person to seek diagnosis, care or treatment; or (b) is under treatment by a Physician or where treatment has already been recommended by a Physician; or (c) required the taking of prescribed drugs or medicine
“Professional Sport(s)”	refers to any sports engagement by You, where You could earn income or remuneration by participation.
“Reasonable and Customary Charges”	refers to expenses charged for medical/Hospital treatment, supplies or services medically necessary to treat Your condition; it should not exceed the usual level of incurred charges for similar local treatment, supplies or medical



	services in the accepted medical standard and practice.
“Robbery”	refers to a criminal act of taking money, property or goods in Your possession through the use of physical force, fear of instant death or of instant hurt or of instant wrongful restraint or violence with the intent to permanently deprive Your possession.
“Theft”	refers to loss of personal valuables including wallet, purse or other bags in Your possession at the material time together with the contents therein or loss of any valuables worn by You at the material time as a result of the same being snatched away by unknown person.
“Time”	Any reference to a time or a date in the policy context or in the context of a coverage period refers to Malaysian time
“Trip”	refers to the period between the Commencement of Cover and Expiry of Cover.

Period of Insurance

Commencement of Cover	The cover commences upon Your check in at the airport on the First Departure Date for a Scheduled Flight.
Expiry of Cover	The cover ends: (a) upon Your departure from the airport at the Country of Arrival; OR (b) Upon expiry of 30 days from the First Departure Date; OR (c) upon checking in at point of immigration for travel outside the Country of Arrival, other than return to Malaysia. whichever comes first

Benefits

SECTION 1 – CASH AND PERSONAL VALUABLES

We will reimburse You up to the limit as specified in the Summary of Benefits for loss of cash and personal

valuables, in consequence of Theft and robbery, provided that:

- (a) the items are within Your control or custody at all times; and
- (b) the items must not be left unattended; and
- (c) such loss is reported to the police having jurisdiction at the place of loss immediately but in no case be later than 24 hours after the incident. Any claim must be accompanied by written documentation from the Police.

At Our sole discretion, the basis of indemnity shall be either:

- (a) the lesser of the cash value of the items equivalent to the original cash value of the items less depreciation; or
- (b) the cost of replacement of a similar make and model; or
- (c) the cost of repair of the items, as determined by Us.

Special Conditions Applicable to Section 1 – Cash and Personal Valuables

We shall not be liable for:

- (i) any loss of cash, bank or currency notes, traveler’s cheques, postal or money orders kept in the check-in baggage with a Common Carrier.
- (ii) more than the proportionate value of any particular part or parts which may be lost, without reference to any special value which such article may have a part of such pair or set.

SECTION 2 – FRAUDULENT CHARGES

We will reimburse monetary loss suffered by You up to the limit as specified in the Summary of Benefits for losses caused by credit card fraud.

Special Conditions Applicable to Section 2 - Fraudulent Charges

We are not liable to pay:

- (a) unless statement of proof of any loss from the bank of the fraudulent charges charged to the card belonging to You.
- (b) for any illegal or unlawful intention act by You
- (c) any failure by You to take reasonable precautions to avoid a claim under the Policy.
- (d) Loss of or damage arising out of war, invasion act of foreign enemy hostilities.
- (e) Consequential loss of whatever nature

SECTION 3 – ATM WITHDRAWAL PROTECTION

We will reimburse against the loss of cash suffered by You up to the limit as specified in the Summary of Benefits for losses caused by Forceful ATM Withdrawal.

Special Conditions Applicable to Section 3 - ATM Withdrawal Protection

We are not liable to pay:

- (a) unless You shall exercise reasonable care for the safety of the money withdrawn from the ATM machine; and
- (b) unless supported by ATM withdrawal slips or bank statement as proof of the ATM withdrawal from Your bank account.
- (c) unless a police report is lodged upon occurrence of the loss
- (d) for any illegal or unlawful intentional act by You
- (e) Loss of or damage arising out of war, invasion act of foreign enemy hostilities.
- (f) Consequential loss of whatever nature

SECTION 4 – MEDICAL REIMBURSEMENT

We will indemnify You up to the maximum limit for Medical Expenses as specified in the Summary of Benefits for medical expenses incurred as a result of snatch theft, robbery or assault.

Medical Expenses covered are charges for medical services and medical supplies which are recommended by the attending Physician for the treatment of the injury which include the following:-

- (a) the services of a Physician ;
- (b) Hospital confinement and use of operating room;
- (c) anaesthetic (including administration), X-ray examinations or treatments, and laboratory tests;
- (d) drugs, medicines, and therapeutic services and supplies;

Special Conditions Applicable to Section 4 – Medical Expenses

We are not liable to pay:-

- (1) costs for medical care except that prescribed by a licensed Physician or which is delivered by a recognised Hospital;
- (2) for any loss which is directly or indirectly, in whole or in part, due to:-
 - (a) Civil or Foreign War, whether declared or not;
 - (b) the effect of drugs, medication or treatment not prescribed by a Physician;

- (c) the influence of alcohol characterised by Your blood alcohol level equal to or superior to that fixed by the laws regulating the use of automobiles;
- (d) suicide, attempt suicide or intentionally self-inflicted injury;
- (e) Your participation in any Professional Sports;
- (f) Your participation or involvement of the in a criminal act ;
- (g) Pre-Existing Conditions ;
- (h) pregnancy and its consequences ;
- (i) mental or emotional disorder
- (j) sexually transmitted diseases, AIDS, HIV infections and AIDS related infections ;
- (k) cosmetic surgery, apart from reconstructive surgery in consequence of a covered Accident ;
- (l) follow-up non-medical treatment of any kind resulting from an Accident or Sickness, psychoanalytical treatment, stays in rest homes, physiotherapy and detoxification;
- (m) ophthalmologic care, eye glasses, contact lenses, hearing aids, dental care and dentures, unless they are the direct consequence of an injury from a covered Accident, which makes usage medically necessary ;
- (n) care provided by a chiropractor, osteopath, herbalist, acupuncturist or any other practitioner of alternative medicine;
- (o) non-emergency medical check-ups;
- (p) vaccinations and their complications.

PART 4 – TUNE PROTECT WINTERSHIELD

Summary of Benefits

Coverage excluding Infants is afforded as follows:-

Benefit	Limit of Benefit
1. Medical Expenses Reimbursement for emergency medical treatment due to Accident.	Up to RM3,000
2. Piste Closure Coverage for transport costs necessarily incurred in the event of lack of or excess of snow or an avalanche results in the total skiing facilities being closed and it is not possible to ski.	Up to RM500 (RM100 per day)
3. Loss, Theft or damage to ski equipment Reimbursement for loss, Theft or damage to Your equipment. i) Own equipment ii) Hired Equipment	Up to RM3,000 (RM1,000 per item) Up to RM250
4. Ski Pack Reimbursement of ski school fees, lift passes and hired ski equipment if You are injured or fall ill.	Up to RM1,000

Definitions

“Accident”	refers to an event causing Bodily Injury occurring entirely beyond control and caused by violent, external and visible means.
“Bodily Injury”	refers to injury suffered by You caused solely and directly by an Accident during the Trip, excluding any Sickness, disease or medical disorder.
“Certificate of Insurance”	refers to the confirmation of Tune Protect Travel Insurance by AirAsia, which is electronically generated

	upon completing Your purchase.
“Hired Equipment”	refers to the temporary use of the equipment for an agreed payment from a company that hires the equipment.
“Insured AirAsia Guest, Insured Person, You, Your”	refers to the covered guest who has been issued with a Certificate of Insurance, who has purchased and paid for the insurance cover simultaneously with the purchase of an AirAsia Air Ticket.
“Physician”	refers to a doctor of medicine or a doctor of osteopathy licensed to render medical services or perform Surgery in accordance with the laws of the jurisdiction where such professional services are performed, however, such definition will exclude chiropractors and physiotherapists. The consulting Physician cannot be You, Your spouse, a person booked to accompany You on the Flight, or Your Immediate Family Member.
“Piste Closure”	refers to the closure of facilities of a ski run of compacted snow and all lifts at the Piste for use by skiers for skiing activities.
“Pre-Existing Condition”	refers to any Sickness, disease or other abnormal medical condition of You or Your Immediate Family Member which existed ninety (90) days prior to the purchase of the Air Ticket(s):- (a) first manifested itself, worsened, became acute or exhibited symptoms which would have caused an ordinarily prudent person to seek diagnosis, care or treatment; or (b) is under treatment by a Physician or where treatment has already been recommended by a Physician; or (c) required the taking of prescribed drugs or medicine

“Professional Sport(s)”	refers to any sports engagement by You, where You could earn income or remuneration by participation.
“Reasonable and Customary Charges”	refers to expenses charged for medical/Hospital treatment, supplies or services medically necessary to treat Your condition; it should not exceed the usual level of incurred charges for similar local treatment, supplies or medical services in the accepted medical standard and practice.
“Sickness/Illness”	refers to any noticeable change in Your physical health that requires the care of a Physician acting within the scope of his/her license to treat the Sickness for which the claim is made, and the nature of the Illness is not excluded from this present Policy.
“Theft”	refers to permanent loss or damage of ski equipment whereby the ski equipment are taken without Your consent.
“Time”	any reference to a time or a date in the policy context or in the context of a coverage period refers to Malaysian time
“Trip”	refers to the period between the Commencement of Cover and Expiry of Cover

Period of Insurance

Commencement of Cover	The cover commences upon Your check in at the airport on the First Departure Date for a Scheduled Flight.
Expiry of Cover	The cover ends: (a) upon Your departure from the airport at the Country of Arrival; OR (b) Upon expiry of 30 days from the First Departure Date; OR (c) upon checking in at point of immigration for travel outside the Country of

	Arrival, other than return to Malaysia. <i>whichever comes first</i>
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Benefits

SECTION 1 – MEDICAL EXPENSES

We will indemnify You up to the maximum limit for Medical Expenses Reimbursement as specified in the Summary of Benefits for expenses which incurred due to an Accident.

Medical Expenses covered are charges for medical services and medical supplies which are recommended by the attending Physician for the treatment of the injury which include the following:-

- (a) the services of a Physician ;
- (b) Hospital confinement and use of operating room;
- (c) anaesthetic (including administration), X-ray examinations or treatments, and laboratory tests;
- (d) drugs, medicines, and therapeutic services and supplies;

Special Conditions Applicable to Section 1 – Medical Expenses

We are not liable to pay:-

- (1) costs for medical care except that prescribed by a licensed Physician or which is delivered by a recognised Hospital ;
- (2) for any loss which is directly or indirectly, in whole or in part, due to :-
 - (a) Civil or Foreign War, whether declared or not;
 - (b) the effect of drugs, medication or treatment not prescribed by a Physician;
 - (c) the influence of alcohol characterised by Your blood alcohol level equal to or superior to that fixed by the laws regulating the use of automobiles;
 - (d) suicide, attempt suicide or intentionally self-inflicted injury;
 - (e) Your participation in any Professional Sports;
 - (f) Your participation or involvement in a criminal act;
 - (g) Pre-Existing Conditions;
 - (h) pregnancy and its consequences;
 - (i) mental or emotional disorder
 - (j) sexually transmitted diseases, AIDS, HIV infections and AIDS related infections;
 - (k) cosmetic surgery, apart from reconstructive surgery in consequence of a covered Accident;

- (l) follow-up non-medical treatment of any kind resulting from an Accident or Sickness, psychoanalytical treatment, stays in rest homes, physiotherapy and detoxification;
- (m) ophthalmologic care, eye glasses, contact lenses, hearing aids, dental care and dentures, unless they are the direct consequence of an injury from a covered Accident, which makes usage medically necessary;
- (n) care provided by a chiropractor, osteopath, herbalist, acupuncturist or any other practitioner of alternative medicine;
- (o) non-emergency medical check-ups;
- (p) vaccinations and their complications.

SECTION 2 - PISTE CLOSURE

We will reimburse You up to the maximum sum insured as specified in the Summary of Benefits if the condition is not conducive to ski because all lifts are closed due to a complete lack of snow, adverse conditions or avalanche danger on your pre-booked ski trip for the transportation costs incurred to travel to the Piste.

Special Conditions Applicable to Section 2 – Piste Closure

We are not liable to pay:

- (a) If You have arranged the insurance or Trip within 30 days of departure and at that time, conditions in your planned Trip were such that it was unlikely to be possible to ski.
- (b) Unless there is a written confirmation from the resort authorities or ski lift operators for the period that there was no skiing available owing to the closure of all ski lifts.
- (c) If You fails to submit receipts for the travel pass and ski pass as proof of purchase of the skiing itinerary.
- (d) Unless supported by the transport cost receipt incurred by You.

SECTION 3 – LOSS, THEFT OR DAMAGE TO SKI EQUIPMENT

If during the Trip, the ski equipment is/are lost or damaged by any Accident or Theft, then We will indemnify the Insured against such loss or damage.

Provided that Your liability under this Section in respect of all loss or damage occurring during any one period of Insurance shall not exceed the Sum Insured as specified in the Summary of Benefits.

Special Conditions Applicable to Section 3 – Loss, Theft or Damage to Ski Equipment

We are not liable to pay:

- (a) unless You are able to provide receipts or other documentation to prove ownership and /or hire of the ski equipment.
- (b) Loss or damage arising from wear and tear or gradual deterioration, mildew, moth, vermin or in connection with any process of cleaning, dyeing or refurbishment of the ski equipment.
- (c) Loss or damage arising out of or in any way traceable to mechanical defect or breakdown.
- (d) The scratching or denting of any article.
- (e) Loss of or damage arising out of war, invasion act of foreign enemy hostilities.
- (f) Consequential loss of whatever nature

SECTION 4 – SKI PACK

If during the Trip, You are unable to utilize any ski school fees, lift passes and/or hired ski equipment due to an injury or Sickness that prevents you from skiing as medically certified, We will reimburse You against the cost incurred.

Special Conditions Applicable to Section 4 – Ski Pack

We are not liable to pay:

- (a) Any claim that is not substantiated by a medical report certifying that You are unfit to ski due to Accident or Illness.

PART 5 – TUNE PROTECT ADVENTURE EZ

Summary of Benefits

Coverage excluding Infants is afforded as follows:-

Benefit	Limit of Benefit
1. Medical Expenses Cover for emergency medical treatment due any adventure-related injury or Accident	Up to RM3,000
2. Loss, Theft or damage to equipment Reimbursement for loss, Theft or damage to Your equipment. i) Own Equipment ii) Hired Equipment	Up to RM5,000 (RM1,000 per item) Up to RM250
3. Liabilities to the Public Provides coverage for losses which You are legally liable to pay for compensation for accidental Bodily Injury to a third party or accidental loss of, or damage to Third Party Property whilst engaging in Adventures	Up to RM50,000

Definitions

“Accident”	refers to an event causing Bodily Injury occurring entirely beyond control and caused by violent, external and visible means.
“Adventure(s)”	refers to an undertaking or encountering of risk, non-habitual or uncommonly occurring, exciting or daring experience.
“Bodily Injury”	refers to injury suffered by You caused solely and directly by an Accident during the Trip, excluding any Sickness, disease or medical disorder.
“Certificate of Insurance”	refers to the confirmation of Tune Protect Travel Insurance by AirAsia, which

	is electronically generated upon completing Your purchase.
“Hired Equipment”	refers to the temporary use of the equipment for an agreed payment from a company that hires the equipment.
“Insured AirAsia Guest, Insured Person, You, Your”	refers to the covered guest who has been issued with a Certificate of Insurance, who has purchased and paid for the insurance cover simultaneously with the purchase of an AirAsia Air Ticket.
“Physician”	refers to a doctor of medicine or a doctor of osteopathy licensed to render medical services or perform Surgery in accordance with the laws of the jurisdiction where such professional services are performed, however, such definition will exclude chiropractors and physiotherapists. The consulting Physician cannot be You, Your spouse, a person booked to accompany You on the Flight, or Your Immediate Family Member.
“Pre-Existing Condition”	refers to any Sickness, disease or other abnormal medical condition of You or Your Immediate Family Member which existed ninety (90) days prior to the purchase of the Air Ticket(s):- (a) first manifested itself, worsened, became acute or exhibited symptoms which would have caused an ordinarily prudent person to seek diagnosis, care or treatment; or (b) is under treatment by a Physician or where treatment has already been recommended by a Physician; or (c) required the taking of prescribed drugs or medicine
“Professional Sport(s)”	refers to any sports engagement by You, where You could earn income or

	remuneration by participation.
“Reasonable and Customary Charges”	refers to expenses charged for medical/Hospital treatment, supplies or services medically necessary to treat Your condition; it should not exceed the usual level of incurred charges for similar local treatment, supplies or medical services in the accepted medical standard and practice.
“Sickness/Illness”	refers to any noticeable change in Your physical health that requires the care of a Physician acting within the scope of his/her license to treat the Sickness for which the claim is made, and the nature of the Illness is not excluded from this present Policy.
“Theft”	refers to permanent loss or damage of Your equipment whereby Your equipment are taken without Your consent.
“Third Party Property”	refers to the material property of a third party which does not belong to You or in the charge of Your custody or under Your or Your Immediate Family Member’s control.
“Time”	Any reference to a time or a date in the policy context or in the context of a coverage period refers to Malaysian time
“Trip”	refers to the period between the Commencement of Cover and Expiry of Cover.

Period of Insurance

Commencement of Cover	The cover commences upon Your check in at the airport on the First Departure Date for a Scheduled Flight.
Expiry of Cover	The cover ends: (a) upon Your departure from the airport at the Country of Arrival; OR (b) Upon expiry of 30 days from the First Departure Date; OR

	(c) upon checking in at point of immigration for travel outside the Country of Arrival, other than return to Malaysia. whichever comes first
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Benefits

SECTION 1 – MEDICAL EXPENSES

We will indemnify You up to the maximum limit for Medical Expenses Reimbursement as specified in the Summary of Benefits for expenses which incurred due to any adventure-related injury or accident.

Medical Expenses covered are charges for medical services and medical supplies which are recommended by the attending Physician for the treatment of the injury which include the following:-

- (a) the services of a Physician ;
- (b) Hospital confinement and use of operating room;
- (c) anesthetic (including administration), X-ray examinations or treatments, and laboratory tests;
- (d) drugs, medicines, and therapeutic services and supplies;

Special Conditions Applicable to Section 1 – Medical Expenses

We are not liable to pay:-

- (1) costs for medical care except that prescribed by a licensed Physician or which is delivered by a recognised Hospital ;
- (2) for any loss which is directly or indirectly, in whole or in part, due to :-
 - (a) Civil or Foreign War, whether declared or not;
 - (b) the effect of drugs, medication or treatment not prescribed by a Physician;
 - (c) the influence of alcohol characterised by Your blood alcohol level which is equal to or superior to that fixed by the laws regulating the use of automobiles;
 - (d) suicide, attempt suicide or intentionally self-inflicted injury;
 - (e) Your participation in any Professional Sports;
 - (f) Your participation or involvement of the in a criminal act;
 - (g) Pre-Existing Conditions;
 - (h) Pregnancy and its consequences;
 - (i) mental or emotional disorder

- (j) sexually transmitted diseases, AIDS, HIV infections and AIDS related infections;
- (k) cosmetic surgery, apart from reconstructive surgery in consequence of a covered Accident;
- (l) follow-up non-medical treatment of any kind resulting from an Accident or Sickness, psychoanalytical treatment, stays in rest homes, physiotherapy and detoxification;
- (m) ophthalmologic care, eye glasses, contact lenses, hearing aids, dental care and dentures, unless they are the direct consequence of an injury from a covered Accident, which makes usage medically necessary;
- (n) care provided by a chiropractor, osteopath, herbalist, acupuncturist or any other practitioner of alternative medicine;
- (o) non-emergency medical check-ups; and
- (p) vaccinations and their complications.

SECTION 2 – LOSS, THEFT OR DAMAGE TO EQUIPMENT

If during the Trip, the equipment is/are lost or damaged by any accident or Theft, then We will indemnify You against such loss or damage.

Provided that Our liability under this Section in respect of all loss or damage occurring during any one period of Insurance shall not exceed the Sum Insured as specified in the Summary of Benefits.

Special Conditions Applicable to Section 2 – Loss, Theft or Damage to Equipment

We are not liable to pay:

- (a) unless You are able to provide receipts or other documentation to prove ownership and / or hire of the equipment.
- (b) Loss or damage arising from wear and tear or gradual deterioration, mildew, moth, vermin or in connection with any process of cleaning, dyeing or refurbishment of the equipment.
- (c) Loss or damage arising out of or in any way traceable to mechanical defect or breakdown.
- (d) The scratching or denting of any article.
- (e) Loss of or damage arising out of war, invasion act of foreign enemy hostilities and
- (f) Consequential loss of whatever nature

SECTION 3 – LIABILITIES TO THE PUBLIC

We will indemnify You against any compensation which You shall become legally liable to pay in respect of:

- (a) Accidental Bodily Injury to any third party
- (b) Accidental loss of or accidental damage to property belonging to Third Parties

which happens whilst You are involved in any adventurous sports during the Trip. Provided that Our liability under this Section shall not exceed the Sum Insured as specified in the Summary of Benefits.

Special Conditions Applicable to Section 3 - Liabilities to the Public

We shall not be liable for any liability in respect of the following:-

- (1) any deliberate and wrongful damage or harm caused by You;
- (2) any willful, malicious or unlawful act by You;
- (3) any non-pecuniary loss;
- (4) accidental loss or damage to property belonging to or held in trust or in the care, custody or control of You or any of Your employees or any member of Your family or household;
- (5) arising out of any business, trade or profession;
- (6) arising out of an agreement unless liability would have arisen in the absence of such agreement;
- (7) Bodily Injury to or Sickness of any person who is under a contract of employment, service or apprenticeship with You when such injury or Sickness arises out of and in the course of their employment with You;
- (8) arising out of the use, ownership or possession of firearms, aircraft, watercraft, hovercraft, mechanically propelled vehicles, lifts, animals of a dangerous species or livestock of any kind;
- (9) damage caused by or to buildings or parts of building owned, rented or occupied by You;
- (10) any claim arising from You being insane or under the influence of or affected by drugs (other than drugs prescribed by a licensed Physician), intoxicating liquor or solvents; and
- (11) Your participation in any act of civil or Foreign War, sabotage, riots, public demonstrations, strikes and lock-outs.

General Exclusions Applicable to All Parts and Sections:

This Insurance does not cover:-

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| <p>(1) payment which would violate a government prohibition or regulation ;</p> <p>(2) death or injury directly or indirectly occasioned by war, invasion, act of foreign enemy, hostilities or warlike operation (whether war be declared or not), mutiny, Civil War, rebellion, revolution, insurrection, conspiracy, military or usurped power, martial law or stage of siege, any of the events or causes which determine the proclamation or maintenance of martial law or state of siege, seizure, quarantine or customs regulations or nationalization by our under the order of any government or public or local authority;</p> <p>(3) delay, seizure, confiscation, destruction, requisition, retention or detention by customs or any other government or public authority or official;</p> <p>(4) any violation or attempt of violation of laws or resistance to arrest by appropriate authority;</p> <p>(5) the Insured Person which is below the age of 9 days;</p> <p>(6) members of the armed forces whilst on duty or whilst engaging in or taking part in naval, military or air force service or operations or participating in operations of an offensive nature planned or conducted by any civil or military authorities against bandits, terrorists or other elements;</p> <p>(7) during air travel except as a fare paying passenger in any properly licensed private and/or commercial aircraft operated by AirAsia Bhd;</p> <p>(8) any serious physical injury or disability resulting directly or indirectly from, attributed to or accelerated by the use, release, or escape of nuclear or nuclear materials that directly or indirectly results in nuclear reaction or radiation or radioactive contamination; or the dispersal or application of pathogenic or poisonous biological or chemical materials; or the release of pathogenic or poisonous biological or chemical materials. For purposes of this exclusion, serious physical injury refers to</p> | <p>physical injury that involves a substantial risk of death and/or protracted and obvious physical disfigurement, and/or protracted loss of or impairment of the function of a bodily member or an organ;</p> <p>(9) any Pre-Existing Condition;</p> <p>(10) suicide, attempted suicide or any intentional self-inflicted injuries acted upon by You to Yourself whether sane or insane;</p> <p>(11) treatment of alcoholism or drug abuse or any other complications arising therefrom or any drug related Accident;</p> <p>(12) any treatment relating to birth control or treatment pertaining to infertility or any other complication arising therefrom;</p> <p>(13) psychosis, mental or nervous disorders or sleep disturbance disorders;</p> <p>(14) cosmetic or plastic surgery or any elective surgery;</p> <p>(15) any congenital defect which has manifested or was diagnosed before the policy commencement date;</p> <p>(16) any form of dental care or surgery unless necessitated by injury caused by the Accident covered under the Policy to sound and natural teeth;</p> <p>(17) routine health check-ups, any medical investigation(s) not directly related to admission diagnosis, illness or injury , or any related treatment;</p> <p>(18) Acquired Immune Deficiency Syndrome (AIDS) or any complications associated with infection by any Human Immune Deficiency Virus (HIV) (for the purpose of this Policy, the definition of AIDS shall be that used by the World Health Organisation in 1987, or subsequent revision by the World Health Organisation of that definition; infection shall be deemed to have occurred where blood or other relevant test(s) indicate in Our opinion either the presence of any Human Immune Deficiency Virus or Antibodies to such Virus);</p> <p>(19) any injury sustained while serving as a crew member of any aircraft except as a fare-paying passenger in any aircraft having a current and valid air worthiness certification</p> |
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issued by the appropriate authority of the country of its registry;

- (20) driving or riding in any kind of race involving motorized vehicles;
- (21) Your late arrival at the airport for the Scheduled Flight after the official check-in time;
- (22) Your failure to take reasonable measure to protect, save or recover lost luggage;
- (23) Your failure to notify the relevant airline authorities of missing luggage at the scheduled destination point and to obtain a property irregularity report;
- (24) any loss, injury, damage or legal liability arising directly or indirectly from travel in, to or through Afghanistan, Cuba, Democratic Republic of Congo, Iraq, Liberia, Sudan or Syria;
- (25) engaging, practicing or participating in Professional Sports when You would or could earn income or remuneration from engaging in such sport;
- (26) investigation which is not medically necessary, or convalescence, custodial or rest care;
- (27) any loss, injury, damage or legal liability suffered or sustained directly or indirectly by You if You are :-
 - (a) a terrorist ;
 - (b) a member of a terrorist organisation ; or
 - (c) a purveyor of nuclear, chemical or biological weapons ;
 - (d) a narcotics trafficker.
- (28) any loss resulting directly and indirectly (in whole or in part) from :
 - (a) Pandemic
 - (b) Epidemic

General Conditions Applicable to entire Policy

- (1) Entire Contract
This Certificate of Insurance contains terms and conditions for the Insurance Coverage and benefits provided herein which shall always be subject to the terms and conditions of this Master Policy.
- (2) Observance of Insurance Terms and Conditions
The due observation and fulfillment of terms and conditions of this Certificate of Insurance in so far as they relate to anything to done or complied with by the Insured or any claimant under this Certificate of Insurance shall be conditions precedent to any of Our liability to make any payment under this Policy.
- (3) Misrepresentation in Application
The benefits shall not be payable and the Policy, at Our option, shall be considered voidable in the event:-
 - (a) there is a failure to disclose or misrepresentation of any fact with respect to You that are material to the insurance provided hereunder which is required to be furnished as evidence of insurability ; and/or
 - (b) in all cases of fraud.
- (4) Alterations
We reserve the right to amend the terms and provisions of the Policy and may at any time be amended and changed by written agreement between Us and AirAsia Berhad. Any amendment to the Policy shall be binding on all persons whether insured under the Policy prior to, during, or after the effective date of the amendment. No alteration in the Policy shall be valid unless approved by Our authorised representative and such approval be endorsed herein.
- (5) Currency of Payment
Payment of any claim covered under this Policy shall be made in Malaysian currency or its equivalent in any other currency at the prevailing rate of exchange as declared by Bank Negara at the time of effecting payment if so required by You or Your permitted legal personal representatives.
- (6) Compensation Limit
The compensation limit is that expressed in the Summary of Benefits.



- (7) **Ages**
All ages referred to in this Policy shall be the age of Your last birthday.
- (8) **Country of Residence**
Coverage provided to You is subject to either their residence in Malaysia or for non-residents, to their travel through Malaysia or to their transit through a Malaysian Airport.
- (9) **Notice and Procedures of Claims**
(a) Upon the happening of any event which may give rise to a claim, You shall:-
(i) notify Us 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 Us;
(ii) furnish to Us in writing, at Your own costs and expenses, any evidence and proof including but not limited to information, particulars, accounts, original receipt, invoices, Your statements, reports and any other documents as We may require and shall be in such form and of such nature as the We may prescribe.
(iii) produce for Our examination pertinent documents at such reasonable times and shall co-operate with Us in all matters pertaining to any loss and/or claims. Failure to comply with this condition may prejudice the claim.
- (b) The following information and documents shall be furnished to Us under any circumstances in matters of claims:-
(i) copies of the record and/or charge forms verifying the relevant Scheduled Flight Air Tickets charged to Your credit card account.
(ii) a property irregularity report obtained from AirAsia Berhad in respect of lost luggage including details of the Scheduled Flight.
- (c) All reasonable measures to protect safeguard and recover such lost baggage and/or personal effects shall be taken by You. Any delay or non-delivery of baggage shall immediately be reported to an official of AirAsia Berhad authorised to receive such notification.
- (10) **Proof of Loss**
Written proof of loss must be furnished to Us within ninety (90) days from the date of loss. Failure to furnish such proof within the time required shall not invalidate or reduce any claim if it was not reasonable possible to give proof within such time provided such proof is furnished as soon as possible and in no event, except in the absence of legal capacity, later than one (1) year from the time proof is otherwise required.
- (11) **Effect of Fraud**
Any fraud, misstatement or concealment in respect of this insurance or any claim hereunder shall render the insurance coverage and benefits provided herein null and void.
- (12) **Medical Examination**
We, at Our own expense shall have the right to require additional proof and request medical examination of You when and as often as it may reasonably require during the period when the claim is pending and to conduct an autopsy in case of death provided it is not forbidden by law.
- (13) **To Whom Indemnity is Payable**
Indemnity for loss of life in respect of the Insured Person is payable to the nominee(s) elected by You and in the event of failure of nominee, to the legal beneficiary as stipulated under the Probate and Administration Act of Malaysia (for foreigners, such pay out shall be made in accordance to Your foreign country's probate laws). Indemnity for all other benefits will be paid to You or Your estate upon the Insured Person's death. The process of claim including settlement shall be handled between Us and You or Your estate as the case may be, whose sole discharge will constitute full and final discharge of the claim lodged.
- (14) **Sanctions Clause**
We are not liable to make any payment for liability under any coverage sections of this Policy or make any payment under any extension for any loss or claim arising in, or where You or any beneficiary under the Policy is a citizen or instrumentality of the government of any country against which any laws and/or regulations governing this Policy and/or Us, Our parent company or Our ultimate controlling entity have established an embargo or other form of economic sanction which have the



effect of prohibiting Us to provide insurance coverage transacting business with or otherwise offering economic benefits to You or any other beneficiary under the Policy. It is further understood and agreed that no benefits of payments will be made to any beneficiary who is or are declared unable to receive economic benefits under the laws and/or regulations governing this policy and/or Us, Our parent company or Our ultimate controlling entity.

- (15) Receipts
We shall not be abide by any notice or any trust charge, a lien, assignment or other dealing with the Certificate of Insurance. The receipt by You for any compensation payable herein shall in all cases be effectual discharge of Our liability.
- (16) Rights of Nominee
Consent of nominee shall not be a pre-requisite to terminate or to cancel this Policy or to a charge of nominee or for that matter for any changes in this Policy.
- (17) Rights of Ownership
The policy owner is AirAsia Berhad.
- (18) Legal Proceedings
No action at law or in equity shall be brought against Us immediately one (1) year after date of any covered occurrence.
- (19) Arbitration Clause
Any dispute which may arise between Us and You and/or Your legal representative in relation to the construction of the Policy or rights or liabilities of parties hereto shall be referred to arbitration. The arbitration shall be heard by a single arbitrator to be agreed by the parties hereto within fourteen (14) days of the commencement of the arbitration. In default of such agreement, an arbitrator shall be appointed in accordance with and subject to the provisions of the Arbitration Act of Malaysia or any statutory modification of reenactment thereof for the time being in force.
- (20) Limitation of Time of Bringing Arbitration
If a claim is made under the Policy and rejected by Us, You or Your legal personal representatives shall commence arbitration proceedings within six (6) months of such rejection, failing which We shall be discharged from all liability whatsoever for that claim.
- (21) Cancellation
This Certificate of Insurance once issued is not cancelable or refundable.
- (22) Conformity with Law
If any provision of this Certificate of Insurance which on its issuance date is in conflict with the law of the country in which the Certificate of Insurance was issued or delivered, this Policy shall be read in conformity to the Malaysian Law.
- (23) Sole Responsibility of Tune Protect Malaysia
Any issues, matters or claims related in whole or part to insurance provided under this Certificate shall be the sole responsibility of Tune Protect Malaysia, and shall not in any way involve AirAsia.
- (24) Duplication of Cover
In the event You are covered by more than one (1) policy purchased through AirAsia and/or its affiliates', benefit will be payable by the policy that provides the greatest amount of benefit. Where the benefit under each such policy is identical, We will only entertain the claim that You are covered under the Policy first issued.
- (25) Extension of Cover
Extension of insurance coverage up to maximum 3 days (only for the return flight). The extension covers any Insured Person whose actual itinerary does not correspond to the original itinerary due to rescheduling of flight by AirAsia. We will honor valid claims in such a scenario.
- (26) Flight Cancellation by AirAsia / Insured
(a) the travel insurance policy will expire if You select the AirAsia Credit Shell. However, the premium will be refunded as a credit for You to buy a new Air Ticket of AirAsia flight.
(b) the travel insurance policy will expire if You select Cash Refund pay-out. The premium will be included in the total amount you receive from AirAsia.
- (27) General Interpretation
Wherever the context requires, the masculine form shall apply to the feminine and the singular term shall include the plural and vice versa.



Disclosure & Policy Statement

1. Under the prudential framework of Corporate Governance, the following avenues have been set up to handle customer grievances:-
 - (a) The Chief Executive Officer,
Tune Protect Malaysia (*Tune Insurance Malaysia Berhad 30686-K*)
Level 9, Wisma Tune,
No.19, Lorong Dungun,
Damansara Heights
50490 Kuala Lumpur

Tel: 03-2087 9000
Fax: 03-2094 1366

Any policyholder who is not satisfied with the decision of an insurance company may write to the Mediator, giving details of the dispute, the name of the insurance company and the Policy Number. Copies of the correspondence exchanged between the Policyholder and the company must be submitted to facilitate matter.

Ombudsman For Financial Services
(formerly known as Financial Mediation Bureau)
Level 14, Main Block, Menara Takaful Malaysia
No.4, Jalan Sultan Sulaiman,
50000 Kuala Lumpur.

Tel: 603-22722811
Fax: 603-22721577
Website: www.ofs.org.my

Any policyholder who is not satisfied with the conduct of an insurance company may write to PIAM's Complaints Action Bureau, giving details of the complaint, the name of the insurance company and the policy number or the claim number together with supporting documents.

PIAM's Complaints Action Bureau
3rd Floor, Wisma PIAM,
150, Jalan Tun Sambanthan,
50470, Kuala Lumpur.

Tel: 03-22747395/9
Fax: 03-22745910

2. By virtue of the Anti-Money Laundering Act and Anti-Terrorism Financing Act 2001 (AMLA), any "Suspicious Transaction" as classified by the law is required to be reported to the Competent Authority at Bank Negara Malaysia.
3. **NOTIFICATION ON GOODS AND SERVICES TAX WEF 1 April 2015**
Notification is hereby given that following the implementation of the Goods and Services Act (2014)(GST), The Company reserves the right to charge and collect the 6% GST on all policies issued from 1 April 2015 onwards.

And the GST amount charged must be paid by the policyholder.