

MASTERCARD SINGAPORE
World Mastercard for Business and World Business Debit Mastercard

DIGITAL BENEFITS
Terms and Conditions

SUMMARY OF COVER

Insurance Coverage	Maximum Benefit Amount (USD)
Mobile Phone Protection	Per Occurrence: 600 Annual Aggregate: 1,000 Deductible: 25

Each insurance benefit limit described in this Summary of Cover is in United States Dollars (USD). Payment of claims will be made in local currency where required by law using the official Foreign Exchange Rates published on the date the payment is made.

MOBILE PHONE PROTECTION

SECTION I GENERAL DEFINITIONS

Terms with a specific meaning are defined below and have this meaning wherever they appear with an initial capital letter.

Accidental Damage means items that can no longer perform the function they were intended for due to broken parts or material or structural failures due to an accident.

Annual Aggregate Limit means the maximum amount of benefit per Cardholder available during the Policy Period.

Cardholders/Insured Persons means all individuals who have been issued an Eligible Card, including secondary or additional cardholders on the same account, in the Territory and where such Eligible Card is issued by a participating Issuer.

Eligible Card means a participating Issuer's World Mastercard for Business and World Business Debit Mastercard issued in the Territory.

Eligible Cardholders means those Cardholders with Eligible Cards who shall be entitled to receive payment or such other benefit as is provided for in this insurance certificate.

Eligible Mobile Telephone means the Postpaid or Prepaid mobile telephone associated with the Eligible Cardholder

Insurer means the AIG Asia Pacific Insurance Pte. Ltd.

Issuer means a bank or financial institution or like entity that is authorized by Mastercard to operate a Mastercard card program in Singapore and is participating in the Mobile Phone Protection offering to Cardholders.

Mysteriously Disappear means the vanishing of an item in an unexplained manner where there is absence of evidence of a wrongful act by a person or persons.

Per Occurrence Limit means the maximum amount of benefit available under this insurance per incident during the Policy Period.

Postpaid means a mobile telephone subscription where the Cardholder enters into a contract with a mobile provider with a monthly billing arrangement

Prepaid means a Mobile Telephone subscription for which credit is purchased in advance of using the mobile provider's services.

Territory means the country where the Eligible Card was issued, Singapore.

Theft means the illegal act of taking an Eligible Mobile Telephone belonging to the Insured Person without their consent, with intent to deprive him/her of its value.

SECTION II COVERAGE

The Insurer will pay for loss due to Accidental Damage or Theft up to the Per Occurrence Limit and subject to the Annual Aggregate Limit per Cardholder if:

1. For Postpaid, the mobile provider's monthly billing statement for the billing cycle preceding the month in which the Accidental Damage or Theft occurred is paid using the Eligible Card.
2. For Prepaid, the Issuer's monthly billing statement shows a top-up value related to the mobile provider's services preceding the month in which the Accidental Damage or Theft occurred.

Individual Termination Date

An Eligible Cardholder's coverage under this agreement shall terminate on the earliest of:

1. the date the Eligible Cardholder no longer qualifies as an Eligible Cardholder;
2. the date the Eligible Card is determined to be ineligible by the Issuer;
3. the date the Issuer ceases to participate in the policy; or
4. the date the policy is terminated.

Coverage shall be provided in accordance with **Section II Coverage** and **Section III Conditions**, for the Eligible Mobile Telephone stolen or damaged after the Policy Effective Date and before the individual termination date. Coverage shall not be provided for any Eligible Mobile

The insurance policy referred to in this document is underwritten by AIG Asia Pacific Insurance Pte Ltd ("AIG Singapore").

Telephone stolen or damaged after the individual termination date.

Coverage is limited to Accidental Damage or Theft up to the Per Occurrence limit stated in the Summary of Cover and subject to the terms, conditions, exclusions, and limits of liability of this insurance as well as the deductible stated in the Summary of Cover. The maximum liability annually is also stated in the Summary of Cover.

Valuation

We shall be liable only for the lesser of the following amounts:

1. the actual cost to repair or replace the Eligible Mobile Telephone after a deductible has first been applied to the cost to repair or replace the Eligible Mobile Telephone.; or
2. the Per Occurrence Limit

Scope of Coverage

Our maximum liability under the Policy may not exceed Annual Aggregate Limit per Eligible Card per twelve-month period.

SECTION III CONDITIONS

1. You will be reimbursed for Accidental Damage or Theft of Eligible Mobile Telephone.
2. **Initial Effective Date of Coverage**
Coverage begins on the first day of the calendar month following the payment of your Postpaid monthly mobile telephone bill or Prepaid top-up. Coverage will be valid until last day of the calendar month following the payment of your Postpaid monthly mobile telephone bill or Prepaid top-up.
3. **Suspension of Coverage**
Coverage under the Policy will be suspended on the first day of the following calendar month if an Eligible Cardholder fails to make an Eligible Mobile Telephone Postpaid bill payment or Prepaid Top-up using the Eligible Card while coverage is in effect in the previous month.
4. **Resumption of Coverage**
If coverage under the Policy is suspended, coverage will resume after a 15-day waiting period following the date of any future Eligible Mobile Telephone Postpaid bill payment or Prepaid Top-up using an Eligible Card.
5. Coverage is excess of any other applicable insurance or indemnity the Eligible Cardholder may have.

SECTION IV EXCLUSIONS

This plan of insurance does not provide coverage for any of the following:

1. Mobile telephone accessories other than the standard battery and/or standard antenna provided by the manufacturer.
2. Eligible Mobile Telephones that are lost or Mysteriously Disappear.
3. Mobile telephones under the care and control of a common carrier, including, but not limited to, the postal service, airplanes or delivery service.
4. Mobile telephones stolen from baggage unless hand-carried and under the Eligible Cardholder's supervision or under the supervision of the Eligible Cardholder's traveling companion who is previously known to the Eligible Cardholder.
5. Mobile telephones stolen from a construction site.
6. Cosmetic damage such as a dent or scratch to the Eligible Mobile Telephone or Accidental Damage that does not impact the Eligible Mobile Telephone's ability to make or receive phone calls.
7. Accidental Damage or Theft resulting from abuse, intentional acts, fraud, hostilities of any kind (including, but not limited to, war, invasion, rebellion or insurrection), confiscation by the authorities, risks of contraband, illegal activities, normal wear and tear, flood, earthquake, radioactive contamination, or damage from inherent product defects or vermin.
8. Accidental Damage or Theft resulting from mis-delivery or voluntary parting from the Eligible Mobile Telephone.
9. Replacement mobile telephone purchased from other than a mobile provider's retail or internet store; or taxes, delivery or transportation charges or any fees associated with the service provided.

SECTION V UNIFORM PROVISIONS

1. Notice of Claim: Written notice of claim must be given no later than ninety (90) days from the date of the incident. Failure to give notice within ninety (90) days from the date of the incident may result in a denial of the claim. To file a claim, log on to <https://sg.mycardbenefits.com>, or contact the Insurer at:

AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way
AIG Building #09-16
Singapore 079120

Call Centre Hours: 8:30 am to 5:30 pm Monday to Friday (except Public Holidays)

Telephone: +65 6419 1667

Languages supported: English

Email: APAC.Mastercard@aig.com

2. Proof of Loss:

The Cardholder must provide:

- a. Eligible Cardholder's card statement reflecting the monthly Eligible Mobile Telephone payment or Prepaid Top-up for the month preceding the date the Eligible Mobile Telephone was subject to Theft or suffered Accidental Damage
- b. If Postpaid, a copy of the Eligible Cardholder's current mobile provider's billing statement
- c. If available, a copy of the original Eligible Mobile Telephone purchase receipt or other sufficient proof of the Eligible Mobile Telephone model currently linked to the Eligible Cardholder's Eligible Mobile Telephone account
- d. If the Cardholder has an existing insurance from the mobile operator, a copy of the insurance claim to the Eligible Cardholder's mobile telephone insurance, or in the event that the claim amount is less than the Eligible Cardholder's deductible, a copy of the policy's declarations page.
- e. If a claim is due to Accidental Damage, a copy of the repair estimate and photos of the Accidental Damage
- f. If the claim is due to Theft, a copy of the police report filed within forty-eight (48) hours of the Theft.

*Cardholders may be required to send in the damaged item(s), at their expense, for further evaluation of the claim.

3. Burden of Proof: It is the responsibility of the Insured to provide the Insurer with sufficient proof pertaining to the loss for the assessment of the claim.

4. Payment of Claims: All benefits will only be paid by the Insurer to the Eligible Cardholders. Payment of any indemnity shall be subject to the laws and governmental regulations then in effect in the Territory.

5. Fraudulent Claims: If the claim is in any respect fraudulent all benefits in respect of such claim shall be forfeited.

6. Governing Law and Jurisdiction: This insurance, its eligibility and any terms and conditions are to be interpreted according to the laws of the Territory where the Eligible Card was issued. Any dispute will be subject to the jurisdiction of the competent courts of the respective Territory.

7. Sanctions: If, by virtue of any law or regulation which is applicable to an Insurer, its parent company or its ultimate controlling entity, at the inception of the Policy or at any time thereafter, providing coverage to the Cardholder is or would be unlawful because it breaches an applicable embargo or sanction, that Insurer shall provide no coverage and have no liability whatsoever nor provide any defense to the Cardholder or make any payment of defense costs or provide any form of security on behalf of the Insured, to the extent that it would be in breach of such embargo or sanction.