

Credit Shield Insurance

Summary of Cover

1. What is Credit Shield Insurance (CSI)?

Credit Shield Insurance (**CSI**) is an optional insurance cover that you can apply for if you have a Credit Card issued by Standard Chartered Bank (**SCB**) in the UAE.

It provides insurance cover for the situation where you are unable to pay your credit card debts in the event of:

1. Loss of Life
2. Permanent Total Disability
3. Critical Illness
4. Involuntary Loss of Employment (for salaried cardholders only)
5. Temporary Total Disability (for self-employed cardholders only)

2. Who provides the insurance cover?

The insurance cover is provided by American Life Insurance Company (**MetLife**). Under the terms of the CSI insurance policy (**Policy**) between MetLife and SCB, MetLife will provide coverage to SCB customers who have opted to be covered under the Policy. The Terms and Conditions of the Policy may be amended from time to time. If there are changes to the Policy that impact you, SCB will give you 30 days' notice of the changes. SCB will use appropriate methods to update you about the changes, including by letter, email and other electronic communication channels.

SCB is not the underwriter and is not responsible for paying claims or any decisions in respect of paying claims. MetLife is the underwriter of the Policy.

MetLife will determine in its absolute discretion whether or not benefits will be paid and whether or not exclusions apply. SCB is not responsible for the decisions of MetLife in respect of claims. Upon MetLife's request, you may be asked to attend a medical examination(s) by a medical practitioner approved by MetLife in order to determine whether benefits are payable or whether certain exclusions apply.

3. What are the Terms and Conditions of CSI?

This document contains the Terms & Conditions of cover applicable to CSI. Please read these Terms & Conditions carefully.

There is a glossary at the end of this document to help you understand some of the words this document has used.

4. Can you change the Terms and Conditions?

These Terms & Conditions may change from time to time. SCB will give you 30 days' notice of any changes, unless the change is to your benefit, in which case we will make the change immediately. SCB will use appropriate methods to update you about the changes, including by letter and/or email and/or other electronic communication channels.

The latest version of these Terms & Conditions will always be available on SCB's website at www.sc.com/ae

5. How do I accept the CSI Terms and Conditions?

You accept these CSI Terms and Conditions by any one of the following methods:

- 1) signing a CSI Declaration Form or other relevant application form;
- 2) online using an electronic checkbox or email acceptance or some other form of electronic communication of acceptance; or
- 3) verbally on the telephone, over a recorded line.

By indicating your acceptance, you are acknowledging that you have read and agreed to these Terms and Conditions.

You agree that calls or correspondence may be recorded, and you agree that such call recording or correspondence of your acceptance will stand as evidence of your acceptance of these Terms and Conditions.

You acknowledge and agree that:

- (a) Any electronic or verbal method of acceptance by you shall constitute full and binding legal acceptance by you of these Terms and Conditions as if you had accepted such Terms and Conditions with your physical signature on a hard copy document;
- (b) All relevant laws and regulations applicable to acceptance of contracts via electronic methods will apply and you acknowledge that SCB and MetLife's records shall be binding and shall not be challenged on the basis they are available only in electronic or digital format; and
- (c) No certification authority or other third-party verification is necessary to validate your electronic or verbal consent and the lack of such certification or verification will not in any way affect the enforceability of your electronic or verbal consent or the validity of these Terms and Conditions.

MetLife will assume you have read and agreed to changes to the Terms and Conditions if SCB send you notice that they have changed, and you do not let SCB know within 30 days of that notice that you object to the changes or you continue to use your SCB Credit Card. You agree that your non-objection or continued use of your SCB Credit Card constitutes your acceptance of such changes. You agree that any electronic method of acceptance shall constitute your acceptance of these Terms and Conditions, and changes to them, as if you had accepted in writing and all relevant laws and regulations applicable to acceptance of contracts via electronic methods will apply.

6. Am I eligible for CSI cover?

You can apply for CSI provided:

- (1) You are a primary credit cardholder of a SCB Credit Card issued in the UAE;

- (2) You hold the card as an individual and not as a representative of a corporation;
- (3) You are between the age of 18 and 64; and
- (4) You hold a valid residency visa issued in the UAE.

7. Who is not covered under CSI?

CSI does not cover the following:

- Supplementary cardholders.
- Corporate Cardholders.
- Cardholders aged 65 or above.

8. How do I opt in for CSI?

When you apply for your SCB Credit Card, you will be asked if you would like to be covered under the Policy. If you wish to be covered, you will need to accept the CSI Terms and Conditions. Please refer to section 5.

If you are an existing SCB Credit Card holder and wish to take out CSI cover, you will need to contact SCB or SCB contacts you and ask to be enrolled in CSI cover. SCB will then initiate the enrollment process (subject to you meeting the relevant eligibility criteria and accepting these Terms and Conditions). If you wish to contact SCB the relevant contact details for SCB are available on www.scb.com/ae.

Please note that you cannot apply for CSI cover through SCB for anything other than the debts owed on your SCB Credit Cards (i.e. it is not a standalone product you can apply through SCB to cover any other credit cards in your possession).

9. What benefits will I receive in the event of Death, Permanent Total Disability, Total Temporary Disability or Critical Illness?

In the event of your Death, Permanent Total Disability (PTD) or Total Temporary Disability (TTD) (for Self-Employed cardholders only) or Critical Illness (CI), 100% of the outstanding balance on your SCB Credit Card as on the date of event would be paid to SCB.

In addition, you or your beneficiaries will receive an additional amount for the following benefits as mentioned below:

Death: 3 times the Outstanding Balance on the Credit Card on the date of Death. Maximum payable amount under this benefit to SCB and you will be maximum AED 350,000 per event.

Critical Illness: 3 times the Outstanding Balance on the Credit Card on the date of event. Maximum payable amount under this benefit to SCB and you will be maximum AED 350,000 per event.

Permanent Total Disability Benefit (only for Self Employed credit cardholders): In case a cardholder claims for Total Temporary Disability at the initial stage and the maximum of 6 months benefit is paid and if the cardholder continues to remain disabled, claims for Permanent Total Disability, the benefit payment for PTD will be the difference between the PTD benefit payable and the amount already paid as TTD benefit.

General

In case you hold more than one card, the maximum coverage is capped at AED 350,000 across all cards for all benefits. All benefits amounts are subject to change from time to time.

10. What benefits are paid in the event of Involuntary Loss of Employment?

For Involuntary Loss of Employment (only for salaried credit cardholders) the benefits are as follows:

For each complete period of 30 days of Unemployment (or a pro-rated calculation of the monthly payment for each day of proved Unemployment) for Involuntary Loss of Employment after the Waiting Period:

- Monthly payments to SCB of 10% of the Outstanding Balance on the date of loss of employment, for up to 6 months to SCB. The outstanding balance would be frozen on the date of loss of employment and would remain constant throughout the benefit payment period (Balance Payment).

And

Monthly payments to you of 10% of the Outstanding Balance on the date of loss of employment. In addition, MetLife will also pay you a flat amount of AED 2,000. per month for each period of 30 days of proved ILOE for up to the first six months of unemployment after the waiting period. The combined total benefit amount payable to SCB and to you shall not exceed AED 10,000 per month.

Your Outstanding Balance on the Unemployment Date will be reserved before the first payment to cover your liability to SCB and then the balance of AED 10,000 will be paid to you.

For details on how the benefits are calculated, please see section 11 below.

There are certain Terms and Conditions in respect of each type of claim, which are set out in section 12 below.

All benefits amounts are subject to change from time to time as set out in section 28.

Waiting Periods apply – see section 18 for more details. Deferral Period applies – see section 13.

11. How are the benefits calculated for Involuntary Loss of Employment?

Balance Payment

The Balance Payment is payable for each period of 30 days of proven unemployment.

For the purpose of the Balance Payment, the outstanding balance amount is frozen as the outstanding balance on the date of loss of employment and would remain constant throughout the benefit payment period of up to 6 months.

All benefits amounts are subject to change from time to time as set out in section 28.

12. Are there any terms and conditions in respect of the benefit payments for Involuntary Loss of Employment or Total Temporary Disability?

The Terms and Conditions in respect of each type of claim are as follows:

Involuntary Loss of Employment (ILOE) for Salaried Credit Cardholders only:

The benefit payment terminates at the earliest of the following dates:

- If the claim is no longer justified or required
- In case of Death or Disability or Critical Illness
- When you resume work (even if it is only part-time work)
- On the date of your retirement or early retirement
- When the maximum benefit payment term of 6 months is reached
- When you turn 65 years old
- When the SCB Credit Card is cancelled

You can only claim benefit payments for a total of 6 months in any 12 month period, even if you have multiple ILOE claims in the same 12 month period.

There must be at least 12 months of continuous employment after the term of a first claim for ILOE for which benefits have been paid to make you eligible to make a new ILOE claim. In this event only, these 12 months can be achieved either under a permanent contract of employment, or under a temporary or a fixed term contract.

To make an ILOE claim, you must meet the following conditions:

- You must be less than 60 years old on the notification of unemployment
- You must have at least 6 continuous months of permanent gainful employment of not less than 30 hours per week with the same employer in the private/public sector prior to the claim date
- Your unemployment must be as a consequence of redundancy or dismissal (other than due to a reason of misconduct)

The above eligibility criteria apply to your circumstances as at the point you make an ILOE claim, irrespective of what your circumstances were when you applied for CSI cover.

You must notify SCB immediately if you are notified by your employer that you have lost or are about to lose your employment. Amounts incurred on your SCB Credit Cards after the Date of unemployment will not be covered by CSI cover.

Total Temporary Disability (TTD) for Self-Employed Credit Cardholders only:

To make a claim for TTD, the state of your disability must be diagnosed by a medical practitioner designated by MetLife.

The benefit payment terminates at the earliest of the following dates:

- when the claim is no longer justified as required from a medical point of view,
- when the insured is able to resume work (even if only partially),

To make a TTD claim, you must meet the following conditions:

- You were active and working on the first day of your disability
- You had to stop working totally as a result of sickness or accident and you were still unable to resume work when the claim was reported

13. When does cover begin? Can I make a claim immediately after taking the cover?

Your cover will begin from the Entry Date.

Deferral Periods apply to the Involuntary Loss of Employment and Total Temporary Disability benefits as mentioned below:

- For Involuntary Loss of Employment, a Deferral Period of 30 days applies. Your claim will be turned down automatically by MetLife and no benefits will be paid if your date of Unemployment is within 30 days of the Entry Date;
- For Total Temporary Disability, a Deferral Period of 30 days applies. Your claim will be turned down automatically by MetLife and no benefits will be paid if your date of disability is within 30 days of the Entry Date;

14. How long will I be covered for?

When you opt for CSI, you will be covered for the duration of time you are holding a SCB Credit Card so long as you continue to pay the monthly premiums, which form part of your monthly credit card bill, until we notify you to the contrary or until you cancel the cover.

When you reach the age of 65 years, your coverage will be discontinued under the Policy.

15. How do I pay for CSI coverage and how much does it cost?

Your CSI premium of 0.30% will be charged on 1st of every month and will be part of your SCB Credit Card bill and will be reflected in the subsequent Credit Card monthly statement.

A monthly premium will be charged on the outstanding balance on your SCB Credit Card. For details, please refer to the latest SCB Schedule of Services and Tariffs (available at www.sc.com/ae). If you do not have an outstanding balance on your SCB Credit Card statement date, then there would be no charge for CSI that month.

Example: If you have a current outstanding balance of AED 1,000 on your statement date for September, the CSI premium is 0.30%, then the CSI premium would be AED 3 charged on 1st October. If on the September statement date, your outstanding balance is nil, you will not be charged on 1st October.

16. How do I notify you of a claim?

If you think you are eligible to make a claim under CSI, you will need to notify SCB of your claim (within 60 days from date of the event leading to the claim) and provide SCB with any information and documentation SCB and /or MetLife may request.

You can contact SCB in respect of claims on:

Personal Banking - 600 5222 88 (24-hour)

Priority Banking - 800 4949 (24-hour)

In order to ensure benefits are paid as quickly as possible, please ensure any claims are reported as soon as possible after the event (within 60 days from the date of the Credit Cardholder's Death, Permanent Total Disability or Temporary Total Disability or Critical Illness Involuntary Loss of Employment) and any information / documentation is provided as quickly as possible.

For more details about how benefits are paid, please see section 19.

17. What documents do I need to provide?

The documents you need to provide in the event of a claim for each benefit include the following:

Death:

- A legal death certificate of the Insured Credit Cardholder
- An official personal identity document of the Insured Credit Cardholder
- Any other additional document that MetLife may request from time to time

Permanent Total Disability:

- Evidence that the credit cardholder was carrying a registered occupation on the 1st day of the continuous period of disability
- Disability certificate from an authorized medical practitioner to assess disability
- Police report (if disability is due to an accident).
- Medical report* with detailed diagnosis, cause of disability and details of treatment given (if any)
- Copy of passport with visa page (where applicable / National ID for Nationals)
- Copy of the Finance application form signed by the insured
- Copy of the Finance Outstanding statement since the inception of the Mortgage finance
- Any other documents as may be required

Critical Illness:

- Diagnosis of the Critical Illness by the specialist physician who diagnosed it and medical evidence related to the critical illness reported
- Your official personal identity document
- Any other additional document that MetLife may request from time to time

Temporary Total Disability:

- Evidence that you were active on the first day of the continuous period of disability
- Certificate of the registered physician who prescribed the absence from work due to sickness or accident, indicating its cause and probable duration
- Evidence of payment of disability allowances (for sick leave, work injury) by the National Insurance Scheme if any
- Your official personal identity document
- Any other additional document that MetLife may request from time to time

Involuntary Loss of Employment:

- A letter by means of which dismissal or redundancy was notified to you by your employer, including the date, the cause and the effective date of dismissal
- A copy of your passport and visa
- Any other additional document that MetLife may request from time to time

All documents must be received by MetLife within 90 days of Date of Loss.

You must answer all questions from MetLife accurately and fully. If forms are being completed by someone on your behalf, that person must be duly authorized to do so.

All documents should be submitted in English or Arabic language. Documents in other languages (due to claims incurred overseas) must be translated by an official public translator prior to submission.

All x-ray films and any similar documents must carry the patient's name and the date they were taken on.

If the Terms and Conditions set out in this section are not met, your claim may be rejected by MetLife.

MetLife reserves the right to medically examine you if it has reason to suspect that a claim is not genuine.

18. When and how will payments be received after I claim?

There are Waiting Periods for certain types of claim.

If you have a claim for Involuntary Loss of Employment or Temporary Total Disability, there is a 30 day Waiting Period from the Date of Loss before any benefits are paid.

If you have a claim for Permanent Total Disability, there is a 12 month Waiting Period from the Date of Loss before any benefits are paid.

If your documentation is in order and acceptable to MetLife in accordance with section 17, MetLife will process your claim within 15 working days. For more details about how benefits are paid, please see section 19 below.

19. How will the benefit payment(s) be made?

All benefit payments will be made by MetLife directly to SCB who will then credit any benefits received to pay down the balance on your SCB credit card(s).

Additional benefit payments in case of Loss of Life, Critical Illness, ILOE or TTD, the amount will be credited to your account or that of your beneficiary.

20. What happens to my cover if I stop paying my credit card bill?

You must pay the monthly premiums, which form part of your monthly credit card bill, in order for cover to continue. If you stop paying your monthly bill (or you make a payment that is not sufficient to satisfy the premium charge in full) then your CSI cover will be terminated, and no benefits will be paid.

21. What is the scope of CSI cover?

The scope of CSI cover is 24 hours and worldwide.

However, if you wish to submit a Critical Illness, TTD or PTD claim because you are ill or disabled, your illness / disability will need to be diagnosed by a physician authorized by MetLife within the UAE, which may require you to be physically present in the UAE.

22. What if I don't want CSI anymore?

You can cancel your CSI cover at any time by calling SCB. The SCB telephone banking contact details are available on the SCB website at www.sc.com/ae

Your cover will stop from the date you notify SCB of your wish to discontinue the cover. Upon cancellation of your cover, premiums shall cease from your next monthly statement, but you will not be entitled to any refund of the premiums paid up to the point of cancellation except when you have notified SCB within 14 days of your Entry Date to CSI.

23. Are there any limitations or exclusions to CSI?

Yes, there are some exclusions that are applicable to CSI cover. The exclusions are set out in the table below and vary depending on the type of claim made.

If any of the exclusions listed below apply, then no benefits will be paid.

Type of Claim	Exclusions
Section 1: General Exclusions	<ul style="list-style-type: none"> Any claim due to Sickness occurring within thirty (30) days from the Entry Date, Suicide or any self- inflicted injuries during the first 12 months. Claims arising during the policy term due to the undertaking or an attempted undertaking of a felony or a deliberate misdemeanor. War, riots, invasion
Section 2: Permanent/ Temporary Total Disability	<p>In addition to the General Exclusions:</p> <ul style="list-style-type: none"> Normal pregnancy, childbirth, abortion or miscarriage, or any complications thereof; or Any mental condition, including but not limited to nervous breakdown, depression, anxiety or other stress related condition, backache and related conditions, unless there are definite clinical findings, such
Section 3: Critical Illness	<p>Same exclusions as Sections 1 & 2, plus:</p> <ol style="list-style-type: none"> Pre-existing conditions during the first year of enrolment to this insurance coverage
Section 4: Involuntary Loss of Employment for salaried cardholders	<p>Same as Section 2, plus:</p> <ul style="list-style-type: none"> ILOE which is notified during the deferral of coverage period, early retirement, resignation or voluntary redundancy, including cases of rejection of other suitable job in company due to organizational changes, self-employment, dismissal by reason of misconduct, strikes, lockouts or other organized labor disputes or any unlawful acts, partial, seasonal or casual employment, Termination known about or impending at the start of the coverage

24. Are there any other reasons why MetLife would not be able to insure me or pay out benefits?

MetLife will not cover you or pay any benefits if to do so would involve a breach of any laws or regulations or international sanctions.

25. What about my Data Confidentiality?

You hereby give MetLife unambiguous consent, to process, share, and transfer Your personal data to any recipient whether inside or outside the country, including but not limited to MetLife Headquarters in the USA, MetLife branches, affiliates, Reinsurers, business partners, professional advisers, insurance brokers and/or service providers where we believe that the

transfer or share, of such personal data is necessary for: (i) the performance of the Policy; (ii) assisting Us in the development of our business and products; (iii) improving our customers experience; (iv) for the compliance with the applicable laws and regulations; or (v) for the compliance with other law enforcement agencies for international sanctions and other regulations applicable to us. We will ensure that such recipients will have sufficient confidentiality obligations to procure the confidentiality of the personal information and provided that the Company complies with applicable laws in respect of such processing, sharing and transferring of that personal data. For clarity, personal data means any data/information related to you which might include any health, identity and financial information or contact details, disclosed to MetLife at any time.

26. What do I do if I am not happy with the service I receive in respect of CSI?

If SCB do not deliver the standard of service you expect, or if you think SCB has made a mistake, please let SCB know. SCB will then investigate the situation and, if necessary, set about putting matters right as quickly as possible. In addition, SCB will take steps, where appropriate, to prevent a recurrence.

Please allow your branch manager or the manager of the department concerned the first opportunity to answer your concerns and put matters right.

If you remain dissatisfied and would like further information about SCB’s process for resolving complaints, please contact SCB at 600 5222 88 for Personal Banking and 800 4949 for Priority Banking.

If your complaint relates to MetLife, SCB will pass your complaint to MetLife to enable them to respond to you directly. For instance, if you have a disputed claim, this is something you will need to resolve with MetLife directly at +9714-4154777 / +9714-4154800 or write to us at CS_DM Gulf@metlife.ae

27. What if we have a dispute?

In the event of a dispute between you and SCB or you and MetLife, you agree such dispute will be settled in the non-DIFC Courts of the UAE. The laws of the UAE and any local applicable Emirate laws will apply.

28. Are CSI, benefits, cover limits, etc. subject to change?

The premium for CSI, and all benefits, cover limits, conditions and exclusions for CSI are subject to change from time to time at SCB’s and/or MetLife’s discretion. SCB will give you 30 days’ notice of any changes unless the change is in your favour, in which case it will take effect immediately. SCB will use appropriate methods to update you about the changes, including by letter, email and other electronic communication channels.

The latest version of the Terms and Conditions (which includes details of the applicable premiums, charges, benefits, cover limits, conditions and exclusions) are available on SCB’s website at www.sc.com/ae.

Glossary

AIDS means Acquired Immune Deficiency Syndrome, as defined by the World Health Organization (please refer to MetLife for a copy of this definition). It includes but is not limited to: HIV; encephalopathy (dementia); and HIV Wasting Syndrome.

Applicable Law means the laws and regulations of United Arab Emirates

Accident shall mean a sudden and unexpected event, which results directly or through an unbroken chain of events in the Credit Cardholder's Death or Permanent Total Disability

Credit Card means your SCB Credit Card issued by Standard Chartered Bank in the UAE.

Credit card holders shall mean the persons who have been granted a Credit Card and fulfill the Policyholder's Credit Card requirements.

Critical Illness wherever used in this policy means the illnesses as listed and defined below or performance of any of the covered surgeries stated therein.

Critical Illness means the following: Cancer, Heart Attack and Stroke. MetLife defines these as follows:

Covered Diseases	Definitions
Cancer	A malignant tumour characterised by the uncontrolled growth and spread of malignant cells and the invasion of the tissue. This includes leukaemia (except chronic lymphocytic leukaemia), lymphomas and malignant melanomas, but excludes non-invasive cancers in situ, all skin cancers and tumours in the presence of a human-immune-deficiency virus.
Heart Attack	The death of a portion of heart muscle as a result of inadequate blood supply, which must occur with prolonged chest pain, new electro cardio graphic changes and an elevation in cardiac enzyme levels.
Stroke	Any cerebrovascular incident producing neurological sequel lasting more than 24 hours and including infarction of brain tissue, haemorrhage from an intra-cranial vessel and embolisation caused by an extra cranial source. Evidence of permanent neurological deficit must be produced. Transient ischaemic attacks are specifically excluded.

CSI means Credit Shield Insurance, which is the credit insurance cover offered under the terms of the Policy.

Diagnosis wherever used in this policy means the definitive Diagnosis made by a Physician as herein below defined, based upon such specific evidence, as referred to herein below in the definition of the particular Critical Illness concerned, or, in the absence of such specific evidence, based upon radiological clinical, histological or laboratory evidence acceptable to the Company. Such Diagnosis must be supported by the Company's Medical Director who may base his opinion on the medical evidence submitted by the Insured Person and / or any additional evidence that he may require.

Eligibility is for all credit cardholders who are granted credit cards aged between 18 and 64 years, on the date the credit card is granted by the Policyholder.

Entry Date shall mean the effective date of coverage of a Credit Cardholder hereunder, which shall be the Policy Date (date and time of confirmation by SCB on your enrolment to CSI) or the date of his/her becoming an Eligible Cardholder, whichever is later.

Involuntary Loss of Employment (ILOE): ILOE shall mean the unemployment of the credit card holder arising out of the unilateral decision of the employer to terminate his employment contract for any reason other than those mentioned under exclusions in the policy.

MetLife means American Life Insurance Company, Registered under U.A.E. Federal Law No. (6) of 2007, Registration no. 34, P.O. Box 371916, Dubai, U.A.E.

Outstanding Balance shall mean the outstanding debt in principal – net of any interests, of the Credit Cardholder towards the Policyholder on the claim date. The Insurance Company cannot be liable for more than the Outstanding Balance.

Permanent Total Disability shall mean disability from bodily injury, sickness or disease so as to prevent the Credit Cardholder to perform any kind of work, occupation or profession for compensation, profit or gain for the remainder of his lifetime.

Physician wherever used in this policy means a person legally licensed to practice medicine and/or surgery other than the Insured or a member of the Insured's immediate family member or an employer/employee of the Insured.

Policy means the group credit life insurance policy number 44056 issued to SCB by MetLife and any subsequent similar policies or endorsements that SCB has in place to provide insurance cover to its credit card holders (who opt for it) from time to time.

Policyholder: Standard Chartered Bank is the policyholder.

Policy Year shall mean a period of twelve (12) consecutive months beginning with the Entry Date and subsequent Policy Anniversary.

Pre-existing Condition shall mean illness, disease or sickness occurring or manifesting prior to the Entry Date, for which advice or treatment was sought or obtained from a medical practitioner, chiropractor, naturopath, or any other practitioner of a similar kind within twelve months immediately prior to the Commencement Date.

Sickness shall mean any pathological state or state of abnormal function of bodily organs of the Insured, not caused by an accident, and objectively diagnosable.

Temporary Total Disability (TTD) – shall mean insured person's total and temporary disability to perform his own work as a result of accidental bodily injury, sickness or disease. The state of TTD is exclusively recognized by a physician designated by the Insurance Company.

Unemployment shall mean the period which starts from the Unemployment Date and ends on the date the Insured Credit Cardholder resumes work in any type of employment (even if it is only a part-time employment).

Unemployment Date shall mean the day following the last working day of the Insured Credit Cardholder as stated in the notice of termination letter issued by the Insured Credit Cardholder's employer.

Waiting Period wherever used in this policy means a period of time accounted from the first day of a period of disability or unemployment, during which no benefit payment is made, although the coverage is effective and that a valid claim can be made later. The Waiting Period is specified in the Benefits Provision section.

metlife.ae

MetLife, Inc. (NYSE: MET), through its subsidiaries and affiliates (“MetLife”), is one of the world’s leading financial services companies, providing insurance, annuities, employee benefits and asset management to help its individual and institutional customers navigate their changing world.

Founded in 1868, MetLife has operations in more than 40 countries and holds leading market positions in the United States, Japan, Latin America, Asia, Europe and the Middle East. For more information, visit www.metlife.com.

MetLife is a pioneer of life insurance with a presence of nearly 65 years in the Gulf. Through its branches, MetLife offers life, accident and health insurance along with retirement and savings products to individuals and corporations.

For more information, visit www.metlife-gulf.com.



Navigating life together