

# ALLIANZ CYBER INSURANCE MASTER POLICY

## STANDARD CHARTERED BANK (SINGAPORE) LIMITED SPREE CARDHOLDERS POLICY WORDING

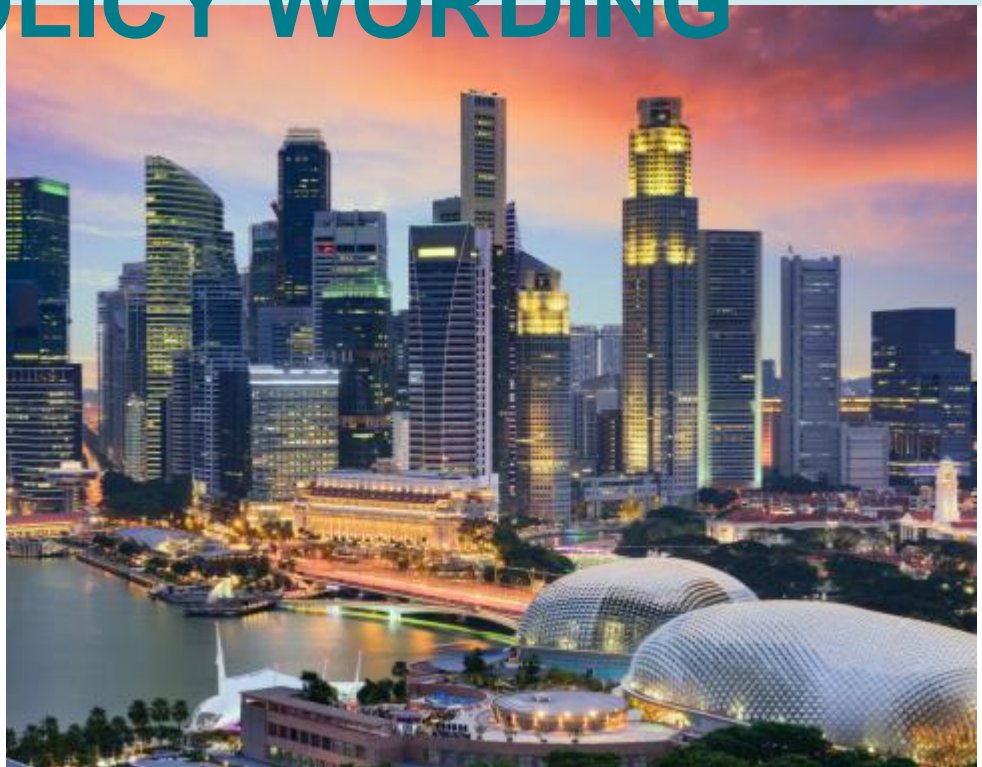
Allianz Global Corporate  
& Specialty SE  
(incorporated in the Federal Republic  
of Germany with limited liabilities)  
Singapore Branch.

This Insurance is underwritten by  
Allianz Global Corporate & Specialty  
SE Singapore Branch, with services  
provided by AWP Services Singapore  
Pte Ltd trading as Allianz Worldwide  
Partners.

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## POLICY WORDING

This policy wording serves to disclose the terms & conditions of this insurance policy underwritten by Allianz Global Corporate & Specialty SE Singapore Branch (AGCS) with assistance services provided by AWP Services Singapore Pte Ltd.

To understand this policy's significant features, benefits and risks, **We** advise that **You** read the following:

- **Table of Benefits** outlines the maximum amounts payable and applicable sub limits for each policy benefit
- Important Matters contains important information on **Your** Eligibility for cover, Use of your personal Data, Information about **Your Insurer** and Jurisdiction
- Policy Definitions defines words with special meanings
- Policy Benefits sets out what "**We** will pay" as well as what "**We** will not pay"
- General Exclusions that are applicable to all Sections
- **Claims** sets out certain obligations that **You** and **We** have, which may determine the outcome of **Your** claims settlement

## INTRODUCTION

### ABOUT THE INSURANCE COVER

This policy consists of the following two modules that provide cover for different types of **Events**:

- Digital Online Shopping Protection
- Online Price Guarantee

## CONTACT US

### For any General Enquiries call

1800 222 1818 (Toll Free) or +65 6222 1919

Mon – Fri, 09:00 – 17:00 (Singapore Time)

E-mail: [scb.enquiry@allianz.com](mailto:scb.enquiry@allianz.com)

### For Claims Enquiries call

1800 222 1818 (Toll Free) or +65 6222 1919

Mon – Fri, 09:00 – 17:00 (Singapore Time)

E-mail: [scbclaims@allianz-assistance.com.sg](mailto:scbclaims@allianz-assistance.com.sg)

## TABLE OF BENEFITS – STANDARD CHARTERED BANK (SINGAPORE) LIMITED SPREE CARD

	MAXIMUM AMOUNT PAYABLE PER PERIOD OF INSURANCE	Limits
1	<b>SECTION 1 – DIGITAL ONLINE SHOPPING PROTECTION</b>	1,000
	Limit per Item	500
2	<b>SECTION 2 – ONLINE PRICE GUARANTEE</b>	1,000
	The minimum price difference between the Purchased Covered Item and the same exact item found on another website with a lower price	50

\*Our maximum liability per **Cardholder** for the **Period of Insurance** is SGD 1,000 for both Section 1 and Section 2 benefits in aggregate.

\*All limits are in local currency (SGD).

# IMPORTANT MATTERS

## About this Policy Wording

By virtue of **You** holding a SCB Spree Credit Card, the benefits provided under this policy are enabled by the master insurance policy held by Standard Chartered Bank (Singapore) Limited (hereinafter called SCB) and issued by Allianz Global Corporate & Specialty SE Singapore Branch (AGCS).

AWP Services Singapore Pte Ltd (AWP) has been appointed by AGCS to arrange the policy and provide other services in relation to this policy.

SCB is the only **Policyholder** under the insurance policy and only they have direct rights under the policy against the **Insurer**. This agreement does not give **You** direct rights under the policy of insurance. Strict compliance with the terms and conditions of this agreement is required if **You** are to receive its benefit.

To help **You** understand the benefits provided under this policy, **You** should carefully read these **Policy Terms and Conditions** which set out what is covered under this policy, how to claim and how this insurance policy may change and/or finish.

## Eligibility

The benefits summarised in this document are dependent upon **You** buying a **Covered Item** from the Internet and pay for it in full using **Your** SCB Spree Credit Card, for both Digital Online Shopping Protection & Online Price Guarantee modules. SCB will give **You** notice if there are any material changes to these terms and conditions or if the policy supporting the benefits available under this agreement is cancelled or expires without renewal on equivalent terms.

This is **Your** benefit guide and contains details of benefits, conditions and exclusions relating to SCB Spree Credit Card **Cardholders** and is the basis on which all claims **You** make will be settled.

Benefits set forth in this document are to be asserted, in accordance with the terms and conditions provided for each of the available benefits. These individual terms and conditions complement the Special Obligations and Conditions stated below.

## Use of your Personal Data

In using these benefits **You** also agree **We** may:

- a) disclose and use information about **You** and **Your** benefits – to companies within the Allianz Group of companies worldwide, **Our** partners, service providers and agents in order to administer and service **Your** benefits, process and collect relevant payments and for fraud prevention;
- b) monitor and/ or record **Your** telephone calls in relation to cover to ensure consistent servicing levels and account operation.
- c) use advanced technology and well defined employee practices to help ensure that **Your** information is processed promptly, accurately and completely and in accordance with applicable data protection law.

For further information on our Privacy Policy, please visit:

<https://www.agcs.allianz.com/global-offices/singapore/bancassurance/>

If **You** want to know what information is held about **You** by the Allianz Group, please write to:

Name: AWP Services Singapore Pte Ltd  
Address: 12 Marina View, #14-01 Asia Square Tower 2, Singapore 018961

## Who is your Insurer?

This insurance policy is underwritten by Allianz Global Corporate & Specialty SE Singapore Branch (AGCS). The **Insurer** may be referred to as “**We**”, “**Our**” “**Company**” and “**Us**” in this policy wording.

## Jurisdiction and Choice of Law

This insurance policy document is subjected and interpreted in accordance to the laws of the Republic of Singapore.

## POLICY DEFINITIONS

“**Allianz Worldwide Partners**” means the trading name of the service provider, AWP Services Singapore Pte Ltd located at 12 Marina View, #14-01 Asia Square Tower 2, Singapore 018961.

“**Arises**” or “**Arising**” means directly, indirectly or in any way connected with.

“**Table of Benefits**” means the table listing the benefit amounts on page 4.

“**Business Item**” means goods or services (but not real estate) sold or traded in the normal course of a firm's business; or customarily used by the general public or offered to it for lease, license, or sale.

“**Cardholder**” means the holder of a **Covered Card**.

“**Claim**” means all damaging consequences of an **Event** falling within the scope of one of the types of cover taken out. All damages **Arising** from the same initial cause constitute one and the same claim.

“**Covered Card**” means a SCB Spree Credit Card, including primary, supplementary and replacement cards, issued in Singapore, the card being valid and the account balance having been paid in accordance with the **Cardholder** agreement at the time of any incident giving rise to a claim.

“**Covered Item**” means any retail product that is purchased new from the Internet and paid for entirely with the **Covered Card** at the point of purchase. The item must be purchased from a **Third Party** retail business registered with a valid business license according to the jurisdiction of the country which it is situated in and which accepts payment for goods through a secured online payment gateway.

*Exclusions may apply. We recommend **You** to read carefully the General Exclusions section.*

“**Event**” means an **Occurrence**, including continuous or repeated exposure to the **Occurrence**.

“**Home**” means the place where **You** normally live in Singapore.

“**Insured Person(s)**” means each Standard Chartered Bank (Singapore) Limited's valid Spree Credit Card **Cardholder** and his/her legal spouse.

“**Occurrence**” means a single incident or **Event** causing a loss.

“**Period of Insurance**” means the period of cover between the **Policy Start Date** and the **Policy Expiry Date**.

“**Policyholder**” means Standard Chartered Bank (Singapore) Limited (SCB)

“**Policy Expiry Date**” means the date of termination of the insurance contract.

“**Policy Start Date**” means the date from which the insurance contract commences.

“**Policy Terms and Conditions**” means the terms set out in this document.

“**Purchase Price**” means the lower of the amounts shown on either the **Covered Card** billing statement or the store receipt for the **Covered Item**.

“**Reasonable**” means the actions that a reasonable person could be expected to take in a given scenario, as determined by **Us**.

“**Third Party**” means any person or entity who deals at arm's length with **You** and which neither controls nor is controlled by **You**. It should not be:

- a) Any person covered under this **Covered Card**; or
- b) Any person or entity who is in an employer-employee relationship with **You**; or
- c) Any member of **Your** family (regardless with **You** or not) and/or their authorized representatives.

“**We**”, “**Us**”, “**Our**”, “**Company**” and “**Insurer**” means Allianz Global Corporate & Specialty SE Singapore Branch (AGCS) or its appointed assistance provider, AWP Services Singapore Pte Ltd

“**You**” and “**Your**” means all **Insured Persons** under the policy.



## POLICY BENEFITS

### Section 1 – Digital Online Shopping Protection

In the event that **You** buy goods (new goods or gifts) from the Internet that turn out to be “Non-delivery of the goods” or “Non-compliant goods”, then insurance cover is provided.

“Non-delivery of the goods” is expressed as:

- a) The goods are not delivered, or are only delivered in part (this refers to a scenario in which the goods have not been received (in full) within 2 weeks of the agreed delivery date),
- b) **You** have contacted the seller/ e-merchant and asked him to deliver within a period of a further two weeks (this can be done in writing, by e-mail or by fax – evidence of having contacted the seller/ e-merchant needs to be provided) and
- c) The seller fails to fulfil his obligations in a timely manner.

“Non-compliant goods” is expressed as:

- a) the item received does not correspond to the item initially ordered from the Online Merchant in that the **Covered Item** being delivered is damaged, different, or incomplete.
- b) **You** have contacted the seller/ e-merchant and asked him to repair or replace with a new one within a period of a further two weeks (this can be done in writing, by e-mail or by fax – evidence of having contacted the seller/ e-merchant needs to be provided) and
- c) The seller fails to fulfil his obligations in a timely manner.

In the event that the goods delivered to **Your** doorstep have disappeared or gone missing, then insurance cover is provided, with the conditions as below:

- a) The purchased goods are left on **Your** doorstep without **Your** consent.
- b) The seller / e-merchant refused to replace the goods or reimburse **You** the substantiated losses.

The benefits that **You** will receive in an insured **Event** are:

- a) Assistance service to help you recover the substantiated losses
  - Advice and support on how to solve the case with the seller/ e-merchant
- b) Indemnification of the substantiated losses (including shipment & return cost) if the seller/ e-merchant does not replace the goods or reimburse **You** after **Your** request

- Financial compensation for purchased / sold items and reimbursement of delivery / return shipment costs.
- c) Total loss amount of up to SGD 1,000
  - The benefit components provided under the "Digital Online Shopping Protection" are limited to loss amount of SGD 500 per item and/ or a total combined loss amount of SGD 1,000 per **Cardholder** within a given **Period of Insurance**.
- d) Reimbursement will be provided if it is a delivery of damaged, different or incomplete goods, with condition that the reimbursement will not be greater than the cost of particular part(s) that are affected.

**You must check “Special Obligations & Conditions” section which continue to apply in this Policy.**

### Section 2 – Online Price Guarantee

During the **Period of Insurance**, in the event that **You** buy a **Covered Item** from the Internet and pay for it using the SCB Spree Credit Card and within 14 calendar days of the date of purchase, find the exact item being offered at a lower price on another website, **We** will reimburse the price difference up to SGD 1,000 per **Covered Item** to the **Cardholder**, provided always that:

- a) The minimum price difference between the **Purchase Price** paid for the **Covered Item** and the lower price of the same exact item found on another website is SGD 50.
- b) The benefit components provided under the "Online Price Guarantee" are limited to loss amount of SGD 1,000 per **Cardholder** within a given **Period of Insurance**.
- c) The cheaper item must have the same model number, same model year and produced by the same manufacturer as the **Covered Item**.

**You must check “Special Obligations & Conditions” section which continue to apply in this Policy.**

### Overall Compensation Limit

**Our** maximum liability per **Cardholder** for the **Period of Insurance** is SGD 1,000 for both Section 1 and Section 2 benefits in aggregate.

## GENERAL EXCLUSIONS

The **Company** will not be liable for any losses **Arising** from:

- a) The following online purchases and amounts;
- Any goods purchased that do not satisfy our definition of a **Covered Item**,
  - Any goods/gifts with original **Purchase Price** lower than SGD 100,
  - Any goods purchased on a peer-to-peer or auction platform,
  - Any amount recoverable from a logistics company or the e-merchant,
  - Any amount recoverable from other insurance policies,
  - Boats, automobiles, motor boats, airplanes or any other motorized vehicles and their integral parts and installed accessories,
  - Consumable or perishable items (including but not limited to food, drugs, electricity, fuel or oil),
  - Animals or plant material,
  - Real estate and its affiliated equipment which are, or are intended to form, part of any **Home** or real estate,
  - Items of contraband,
  - **Business items** with an original **Purchase Price** in excess of SGD 3,000,
  - Items acquired for the purpose of re-supply/re-sale,
  - Items acquired for transformation in a business (ie: components/ parts of a product for any profit making sales like metals, plastics, etc),
  - Computer software, information stored on electronic devices, electronic applications or non-tangible items,
  - Cash, bullion, negotiable instruments, vouchers, gift cards, trading cards, lottery tickets or other gambling related items, tickets of any description, travelers cheques, or collections such as stamps, coins and cards,
  - Second-hand items, including antiques,
  - Movable fixtures or fittings purchased in one package which can't be separated into pieces (ie: fully equipped kitchen items like furniture, oven, freezer, dishwasher),
  - Any refurbished items,
  - Services,
  - Copyrights,
  - Any loss of use or consequential loss.
- b) The following capital transactions, speculative transactions and bets;
- gaming or wager contracts,
  - forward or speculative transactions, or

- the purchase of securities, book-entry securities, participating interests.
- c) The following willful intent and prohibited, unethical transactions;
- losses that **You** cause with willful intent or for transactions that either violate a statutory ban or are unethical.
- d) Any sanctioned countries such as Iran, North Korea, Syria, Sudan or Cuba;
- For the avoidance of doubt no (re)insurer shall be deemed to provide cover and no (re)insurer shall be liable to pay any claim or provide any benefit hereunder to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose that (re)insurer to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, United States of America and/or any other applicable national economic or trade sanction law or regulations.

## SPECIAL OBLIGATIONS & CONDITIONS

### Digital Online Shopping Protection

The special obligations that you have to observe for an insured **Event** in relation to the Digital Online Shopping Protection benefit only, is described as such:

- Reporting Obligation,
- Investigation of the Loss **Event**,
- Duty of Minimize Loss.

After the occurrence of an insured **Event**, **You** must

- inform **Us** of the loss within 30 days,
- allow **Us** to conduct any reasonable investigations into the cause and amount of the loss and the scope of the indemnification obligation,
- provide any useful information and furnish supporting evidence including but not limited to: A screenshot of the original printed sales receipt related to the **Claim**, and; A proof of non-reimbursement and non-replacement of goods from **Your** e-merchant,
- do everything in **Your** power to prevent and minimize the loss when it occurs.

The legal consequence of a breach of the obligation is that **We** may be released, either in full or in part, from



our duty to indemnify or may have the right to terminate the policy.

## Online Price Guarantee

Specifically for the Online Price Guarantee benefit only, there are conditions which apply to this policy coverage, as per below;

- a) The **Covered Item** must be paid entirely with the Credit Card.
- b) The item with the lower price must be exactly the same as the **Covered Item** that the **Cardholder** has bought, including its size, make and model number and produced by the same manufacturer, attachments and accessories.
- c) The item with the lower price must be discovered from the Internet within 14 days of the date of purchase of the **Covered Item** as indicated on the Credit Card receipt.
- d) The online advertisement of the item with the lower price must be printed or screenshot on the same day of discovery and submitted as proof of loss at the point of claim. The advertisement must show the date it is printed or screenshot, the merchant's Internet address, the advertised price and details of the item, including the make and model number and the manufacturer.
- e) The price difference must not include any applicable taxes, storage, shipping, handling and postage charges.
- f) Where the **Covered Item** is purchased in a foreign currency from the online store, the item with the lower price on another website must also be published in that same foreign currency, notwithstanding the amount reflected in the Credit Card statement is in Singapore dollars.
- g) A **Covered Item** that the **Cardholder** buys as a gift is covered under the Policy. In the event a price difference is discovered, only the **Cardholder**, not the recipient of the gift, shall be entitled to a claim under this Policy.

## CLAIMS

AWP Services Singapore Pte Ltd (AWP) is authorized by Allianz Global Corporate & Specialty SE Singapore Branch (AGCS) to provide claims handling services. AWP acts under an agreement with the **Insurer** which means that AWP can handle claims and make recommendations of claim settlements to the **Insurer** and is jointly referred to as "**We**", "**Our**" and "**Us**" in this policy wording for this purpose only.

## Reasonable Precautions

**You** must do everything reasonably possible to prevent a loss from occurring, or when a loss has occurred, ensure that the loss is minimized. If **You** do not, **We** can reduce **Your** claim by the amount of prejudice **We** have suffered, or reject **Your** entire claim.

## How to Make a Claim

As soon as practicable, and in any case within 30 days after the date of an **Event** which may give rise to a claim, **You** must give written notification to **Us**.

If **You** do not, **We** can reduce **Your** claim by the amount of prejudice **We** have suffered because of the delay.

**You** must co-operate with **Us** at all times in relation to the provision of supporting evidence and such other information as **We** may reasonably require. At a minimum, we may request:

- a) **Your** first name and **Your** last name
- b) Evidence that your insured product is insured with **Us**
- c) A description of the incident that caused you to submit a claim
- d) A screenshot of the original printed sales receipt related to the purchase
- e) A screenshot of proof from **Your** e-merchant that **You** did not provide consent for the purchased goods to be left on doorsteps.
- f) A proof of non-reimbursement and non-replacement from **Your** e-merchant
  - This could include a written document from **Your** e-merchant such as an email indicating that the e-merchant refuses to reimburse and replace the item for **You**. If **You** do not have any proof of non-reimbursement and non-replacement from **Your** e-merchant, **We** may decline **Your** claim.

**We** may ask **You** to provide translations of **Your** documents into English at **Your** expense to enable **Us** to assess **Your** claim.

If **You** cannot provide the requested support document, then **We** can reject **Your** claim.

Please note that **We** will never pay more than **Your** actual loss.

## Claims Processing

**We** endeavour to process **Your** claim within 10 working days of **Us** receiving a completed claim form and all necessary documentation. If **We** need additional information, a written request will be sent to **You** within 10 working days. **We** will pay all claims in Singapore Dollars. The rate of currency exchange that will apply is the rate at the date of loss **Occurrence**. No indemnity from **Us** will carry any interest.

## You Must Not Admit Fault or Liability

In relation to any claim under this policy **You** must not admit that **You** are at fault, and **You** must not offer or promise to pay any money, or become involved in litigation, without **Our** approval.

## You Must Help Us to Recover any Money We Have Paid

If **We** have a claim against someone in relation to the money **We** have to pay under this policy, **You** must do everything **You** can to help **Us** do that in legal proceedings. If **You** are aware of any third party that **You** or **We** may recover money from, **You** must inform **Us** of such third party.

If **You** intend to commence legal proceedings to recover **Your** costs or seek compensation against a third party, **You** must inform **Us** as soon as possible.

**We** will apply any money **We** recover from someone else under a right of subrogation in the following order:

1. To **Us**, **Our** administration and legal costs **Arising** from the recovery.
2. To **Us**, an amount equal to the amount that **We** paid to **You** under the policy.
3. To **You**, **Your** uninsured loss (less **Your** excess).
4. To **You**, **Your** excess.

Once **We** pay **Your** total loss **We** will keep all money left over.

If **We** have paid **Your** total loss and **You** receive a payment from someone else for that loss or damage, **You** must pay **Us** the amount of that payment up to the amount of the claim **We** paid **You**.

If **We** pay **You** for permanently lost, stolen or damaged property and **You** later recover the property or it is replaced by a third party, **You** must pay **Us** the amount of the claim **We** paid **You**.

If **We** pay **Your** claim and **You** receive a payment from someone else for the same costs, fees or expenses,

**You** must pay **Us** the amount of that payment up to the amount of the claim **We** paid **You**.

**We** may seek reimbursement from **You** if **You** receive a payment from any other source for any amount of the claim **We** paid **You**.

## If You Can Claim from Anyone Else, We Will Only Make up the Difference

If **You** can make a claim against someone in relation to a loss or expense covered under this policy and **You** do not get paid the full amount of **Your** claim, **We** will make up the difference. **You** must claim from them first.

## Subrogation

At **Our** discretion, **We** may start, control and settle legal proceedings for **Our** own benefit in **Your** name to recover compensation or secure indemnity from any party in respect of anything covered by this policy. **We** may do so in **Your** name and on **Your** behalf. **You** also consent to **Us** seeking to recover any money **We** have paid to **You** from a third party.

**You** must help **Us** to do this, even if **We** have not yet paid **Your** claim, and even if the amount **We** pay is less than full compensation for **Your** loss.

## Duplication of Cover

In the event that **You** are covered under more than one policy for the same loss underwritten by other companies, including **Us**, **You** must seek compensation from other companies before submitting **Your** claim to **Us**. **We** will reimburse the balance if **You** do not get full compensation from other companies.

## Arbitration

If **We** admit liability for a claim but there is a dispute as to the amount to be paid, the dispute will be referred to an arbitrator. The arbitrator will be appointed jointly by **You** and **Us** in accordance with the law at the time. **You** may not take legal action against **Us** over the dispute before the arbitrator has reached a decision.

**IMPORTANT- The Policyholder is requested to read this policy and if any error or misdescription be found, the policy should be returned to the issuing office for correction.**