

# ALLIANZ TRAVEL INSURANCE MASTER POLICY

STANDARD CHARTERED BANK  
PRIORITY BANKING VISA INFINITE CARDHOLDERS

## POLICY WORDING

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

This Travel 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.

12 Marina View, 14-01  
Asia Square, Tower 2  
Singapore

Telephone: 1800 222 1818 or  
+65 6222 3350

[www.agcs.allianz.com](http://www.agcs.allianz.com)



## POLICY WORDING

This policy wording serves to disclose the terms & conditions of the travel 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:

- **Benefits Table** 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**, Jurisdiction, and matters relating to **Hospitalization** or medical evacuation
- 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

## CONTACT US

### For any General Enquiries call

1800 222 1818 (Toll Free) or +65 6222 3350

Mon – Fri, 09:00 – 17:30 (Singapore Time)

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

### For Claims Enquiries call

1800 222 1818 (Toll Free) or +65 6222 3350

Mon – Fri, 09:00 – 17:30 (Singapore Time)

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

### For 24 hour Emergency Assistance call

+65 6222 3350

(Reverse call for those outside Singapore)

## TABLE OF BENEFITS

	MAXIMUM AMOUNT PAYABLE PER PERSON	Travel Comprehensive All sum in Singapore \$
<b>SECTION 1 – MEDICAL / DENTAL TREATMENT EXPENSES</b>		
<b>1.1</b>	<b>Medical/Dental Treatment Expenses **</b>	
	Insured Person (aged up to 69 years old)	50,000
	Insured Person (aged 70 years old and above)	25,000
<b>1.2</b>	<b>Emergency Dental Treatment Expenses</b>	500
<b>SECTION 2 – BAGGAGE</b>		
<b>2.1</b>	<b>Delayed Baggage</b>	
	Reimbursement of <b>Emergency</b> Purchase of Essential Clothing or Toiletries	1,000
<b>SECTION 3 - LOSS OF PURCHASES</b>		
<b>3.1</b>	<b>Pay for Accidental loss or damage to property or goods purchased via Standard Chartered Bank eligible credit card</b>	10,000
<b>SECTION 4 - TRAVEL ASSISTANCE SERVICES ***</b>		
<b>4.1</b>	<b>Emergency Medical Evacuation and Repatriation</b>	100,000
<b>4.2</b>	<b>Repatriation of Mortal Remains</b>	10,000
<b>4.3</b>	<b>Compassionate Visit</b>	100,000
	Hotel Room Accommodation for Compassionate Visit	1,000
<b>4.4</b>	<b>Hotel Room Accommodation for Convalescence</b>	1,000
<b>4.5</b>	<b>Trip Curtailment</b>	100,000
	<b>Other assistance services</b> <ul style="list-style-type: none"> <li>- Travel Information</li> <li>- Telephone Medical Advice</li> <li>- Emergency Message Transmission</li> <li>- Hospital Admission Deposit Guarantee</li> <li>- Luggage Retrieval</li> <li>- Emergency Rerouting Arrangements</li> <li>- Administration Assistance</li> <li>- Legal Assistance</li> </ul>	Included – any costs incurred to be borne by <b>Insured Person</b>

\*\* Excess SGD \$150 on each and every claim, other than emergency dental treatment.

\*\*\* Maximum Aggregate Limit: up to SGD \$100,000 per **Event** for all the services and benefits under Section 4 except for those costs specifically stated to be borne by the **Insured Person**.

## IMPORTANT MATTERS

### ABOUT THIS POLICY WORDING

By virtue of **You** holding a SCB eligible credit card, the provision of these benefits is 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) as the **Insurer**.

AWP Services Singapore Pte Ltd (AWP) has been appointed by AGCS to arrange the policy and provide general advice and 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.

This policy wording and any endorsements written by **Us** make up **Your** contract with the **Insurer**. Please retain these documents in a safe place. Under this policy wording, the maximum amount **We** will pay for the total of all claims under each policy benefit is detailed in the **Table of Benefits**, subject to the applicable **Conveyance Limits**, deductibles and excess.

### ELIGIBILITY

The benefits summarised in this document are dependent upon **You** being a valid SCB Priority Banking Visa Infinite Credit Card **Cardholder** at the time of any incident giving rise to a claim. SCB will give **You** notice if there are any material changes to these terms and conditions or if the policies supporting the benefits available under these agreements are cancelled or expire without renewal on equivalent terms.

This is **Your** benefit guide and agreement with **Us**. It contains details of benefits, conditions and exclusions relating to SCB Priority Banking Visa Infinite 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 in this document, against the **Insurer** exclusively.

### USE OF YOUR PERSONAL DATA

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

- disclose and use information about **You** and **Your** benefits – including information relating to **Your** medical status and health – 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;
- monitor and/ or record **Your** telephone calls in relation to cover to ensure consistent servicing levels and account operation.
- 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.

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*

### PRE-EXISTING MEDICAL CONDITIONS

**Pre-existing Medical Conditions** are not covered under this policy (see General Exclusions applicable to all Sections). The term “**Pre-existing Medical Condition**” has a special meaning and is defined in “**Policy Definitions**”.

### EMERGENCY ASSISTANCE AND HOSPITALISATION

AWP Services Singapore Pte. Ltd. is a travel assistance service company with its registered address at 12 Marina View, #14 - 01 Asia Square Tower 2, Singapore 018961 and has been appointed by **Us** to administer all **Emergency** assistance and claims services and benefits of this insurance. **You** may contact them in an **Emergency** 24 hours a day, 7 days a week.

If **You** are **Hospitalized**, **You** or a member of **Your** travelling party, **MUST** contact **Our** assistance team at **Allianz Worldwide Partners** as soon as possible. If **You** do not, **We** will not pay for these expenses or for any evacuation or airfares that have not been approved or arranged by **Us**.

If **You** are not **Hospitalized** but **You** are being treated as an outpatient and the total cost of such treatment will exceed SGD 2,000 **You** **MUST** contact the **Allianz Worldwide Partners** medical team. **You** will at **Your** expense furnish **Us** with all such certificates, information and evidence as **We** may require.

### WHO IS YOUR INSURER?

This travel 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

“**Accident**”, “**Accidental**” or “**Accidentally**” means an unexpected, unintended, unforeseeable and external event causing injury, disablement, or death.

“**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 or indirectly **Arising** or in any way connected with.

“**Assistance Company**” means AWP Services Singapore Pte Ltd.

“**Assistance Event**” means any **Event** or **Occurrence** with respect to the **Insured Person** who is entitled to receive Assistance pursuant to these terms and conditions and subject to Exclusions listed in Section “General Exclusions”.

“**Baggage**” means **Baggage** that an **Insured Person** has given over to the care of the **Carrier** or other responsible party, and includes **Personal Effects** contained within.

“**Benefits Table**” or “**Table of Benefits**” means the table listing the benefit amounts on page 1.

“**Bodily Injury**” means an identifiable physical **Injury** caused by a sudden, violent, external, unexpected specific **Event**. **Injury** as a result of **Your** unavoidable exposure to the elements shall be deemed to be a **Bodily Injury**.

“**Cardholder**” means the holder of a covered card.

“**Carrier**” means any bus, coach, ferry, cruise ship, train (including underground train, light rail and magnetic train companies) operated by a carrier duly licensed from relevant government authorities for the regular transportation of fare-paying passengers, including any fixed, wing aircraft provided by a regular flight operating airline or an air charter company; and any helicopter provided and operated by an airline operating only between established commercial airports or licensed commercial heliports.

“**Close Relative**” means the **Insured Person’s** spouse, parent(s), his/her child(ren), brother(s) or sister(s) excluding parent(s)-in-law, brother(s)/sister(s)-in-law.

“**Conveyance Limit**” means the maximum amount that may be claimed as the result of a single **Occurrence**

“**Country of Residence**” means the country in which you are granted rights of citizenship or permanent residence by the government authorities or is a country where you spend more than 90 days in any one year.

“**Covered Card**” means a SCB eligible 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.

“**Depreciation**” means the loss in value due to age and / or wear and tear that will be applied to claims for lost or damaged belongings, including **Luggage** and **Personal Effects**, golfing equipment, and others. The rate of **Depreciation** is 15% of the original value of each item per complete 365 days of ownership.

“**Dollar**” means the lawful currency of Singapore.

“**Emergency**” means a sudden and unforeseen situation or condition requiring immediate action, assessment or treatment.

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

“**Family**” means **Your** legal spouse, legally recognized de facto son, daughter.

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

“**Hospital**” means an institution which meets all of the following requirements: 1) it must be operated according to law; 2) it must give 24 hour medical care, diagnosis and treatment to the **Sick** or **Injured** on an inpatient basis; 3) it must provide diagnostic and surgical facilities supervised by **Medical Practitioner**; 4) registered nurses must be on 24 hour call or duty; and 5) the care must be given either on the **Hospital’s** premises or in facilities available to the **Hospital** on a pre-arranged bases.

A **Hospital** is not a rest, convalescent, extended care, rehabilitation or other nursing facility; a facility which primarily treats mental **Illness** alcoholism, or drug addiction (or any ward, wing, or other section of the **Hospital** used for such purposes); or a facility which provides hospice care (or wing, ward, or other section of a **Hospital** used for such purposes).

“**Illness**” means a physical condition marked by a pathological deviation from the normal healthy state manifesting itself during **Your** period of cover, excluding any **Pre-existing Medical Condition**.

“**Injure**” or “**Injured**” or “**Injury**” bodily injury caused solely and directly by violent, accidental, visible and external means, which occurs during your period of cover, and occurs independently and does not result from any **illness**, **sickness** or other bodily disease.

“**Insured Person(s)**” means each Standard Chartered Bank (Singapore) Limited’s valid eligible credit card holder and his/her legal spouse.

“**Insurer**” means Allianz Global Corporate & Specialty SE Singapore Branch (AGCS).

“**Luggage (and/or) Personal Effects**” means personal items owned by **You** and that **You** take with **You**, or buy, on **Your Journey**.

“**Medical Condition(s)**” means any medical or psychological disease, **Sickness**, condition, **Illness** or **Injury** that has affected **You**.

“**Medical Practitioner**” means a qualified doctor of medicine or dentist registered in the place where you received the services/ or treatment or who is licensed and legally entitled to practice medicine in the applicable field for which services are delivered. A medical practitioner cannot be related to you.

**“Money”** means current coin bank and currency notes, cheques, postal notes and **Money** orders, bank drafts, credit card sales, vouchers, current postage and revenue stamps, bonds, bills of exchange, promissory notes, postage and revenue franking tickets or other redeemable vouchers or any other negotiable instrument, the **Insured Person’s** own or the property of others in the **Insured Person’s** custody or control.

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

**“Overseas”** means any country outside of Singapore.

**“Policyholder”** or **“Insured”** means Standard Chartered Bank (Singapore) Limited (SCB) (the “Bank”).

**“Pre-existing Medical Condition”** means:

1. An ongoing **Injury**, medical or dental condition of which **You** are aware, or related complication **you** have, or the symptoms of which **You** are aware;
2. A medical or dental condition that is currently being, or has been investigated, or treated by a health professional (including dentist or chiropractor) at any time in the past, prior to policy purchase;
3. Any condition for which **You** take prescribed medicine;
4. Any condition for which **You** have had surgery;
5. Any condition for which **You** see a medical specialist;

This definition of **Pre-existing Medical Condition** applies to **you**, **your** travelling companion(s) or any other person.

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

**“Reasonable”** means:

- the standard level of medical or dental care given in the country **You** are in;
- the standard level of accommodation and travel that **You** have booked for the rest of **Your Journey** or, as determined by **Us**;
- the actions that a **Reasonable** person could be expected to take in a given scenario, as determined by **Us**.

**“Serious Medical Condition”** means a condition which in the opinion of **Our** appointed **Assistance Company** constitutes a serious medical **Emergency** requiring urgent remedial treatment to avoid death or serious impairment to the **Insured Person’s** immediate or long term health prospects. The seriousness of the **Medical Condition** will be judged within the context of the **Insured Person’s** geographical location, the nature of the medical **Emergency** and the local availability of appropriate medical care or facility.

**“Sick”** or **“Sickness”** means a medical condition that is not an injury or not a pre-existing medical condition, which first occurs during your period of cover.

**“Strike”** or **“Industrial Action”** means any form of **Industrial Action** which is carried out with the intention of stopping, restricting or interfering with the production of goods or provision of services.

**“Terrorism”** means an act or acts, of any person or group(s) of person, committed for political, religious, ideological or similar purposes with the intention to influence any government and/or to put the public, or any section of the public, in fear. **Terrorism** can include, but not be limited to, the actual use of force or violence and/or the threat of such use. Furthermore the perpetrators of **Terrorism** can either be acting alone, or on behalf of, or in connection with any organization(s) or governments(s).

**“Trip”** or **“Journey”** means any overseas holiday, or journey for business or pleasure made by you worldwide, during the period of cover. **Trips** must begin and end in Singapore and may not exceed a duration of 90 days. **Trips** using one way or open tickets are not covered unless the outbound and inbound travel tickets have been purchased before the trip begins. All trip related expenses must be paid for in full using the covered card including but not limited to transportation and accommodation.

**“Usual Country of Residence”, “Country of Residence”, “Home Country”** means the country that the **Insured Person** has taken residency in. A permanent change in the **Usual Country of Residence** is deemed to occur when an **Insured Person** lives or intends to live in another Country for a period in excess of three (3) consecutive months.

**“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.

## TRAVEL INSURANCE CONDITIONS

1. The policy and the covered card must still be in force at the time you commence your **Trip**. Cover will commence if **Your Covered Card** is used at least once overseas, at the time of your **Trip**.
2. **Your** legal spouse is covered provided a payment is made during the **Trip** using the **Covered Card**.
3. All benefit amounts listed in the Benefit Table are per beneficiary per **Trip** unless otherwise noted.
4. These benefits will be governed by the law of Singapore.

### PERIOD OF COVER

Period of cover refers to the period between

- Trip start date and
- Trip end date or the date when the card account is terminated or when these benefits are cancelled or expire, whichever comes first

Cover will end when the card account is terminated or when these benefits are cancelled or expire. The period of any **Trip** may not exceed 90 consecutive days.

Except for benefits mentioned under Section 4.9, the benefits commence when **You** leave **Your Home** or hotel, or **Your** place of business (whichever is the later) to commence the **Trip** and terminates at the time **You** return to **Your Home**, hotel or place of business (whichever is the earlier) on completion of the **Trip**.

### EMERGENCY ASSISTANCE AND HOSPITALISATION

AWP Services Singapore Pte Ltd is a travel assistance service company located at 12 Marina View, #14-01 Asia Square Tower 2, Singapore 018961, and has been appointed by **Us** to administer all **Emergency** assistance services and benefits of this insurance. **You** may contact them in an **Emergency** 24 hours a day, 7 days a week.

### TERRITORIAL LIMITS

Except for benefits mentioned under Section 4, the benefits mentioned in this policy wording apply to countries worldwide outside the **Country of Residence**. However, **We** and **Our** appointed **Assistance Company** shall not be required to provide services under Section 4 to the **Insured Person** located in areas which represent war zones or war risks or political or civil conditions such as to make such services impossible or reasonably impracticable.

### LIMITS OF INDEMNITY

The **Company** will reimburse **Our** appointed **Assistance Company** for all payments made by **Our** appointed **Assistance Company** in accordance with Section 4.

## POLICY BENEFITS

### SECTION 1 – MEDICAL / DENTAL TREATMENT EXPENSES

**We** will reimburse the **Reasonable Emergency** medical or **Hospital** expenses **You** incur until **You** get back to Singapore if **You** become **Sick** or **Injure Yourself Overseas** whilst on your **Journey**.

- a) The medical or **Hospital** expenses must have been incurred on the advice of a **Medical Practitioner**.
- b) If **We** determine that **You** should return **Home** to Singapore for treatment and **You** do not agree to do so then **We** will

pay **You** the amount, which **We** determine would cover **Your** medical expenses and/or related costs had **You** agreed to **Our** recommendation. **You** will then be responsible for any ongoing or additional costs relating to or **Arising** out of the **Event You** have claimed for.

- c) In the case of **Emergency** dental treatment due to an **Injury**, the treating dentist must certify in writing that treatment was for the relief of sudden and acute pain to sound and natural teeth.

**We** will also reimburse **You** for local outpatient medical expenses incurred in relation to **Injury** and **Sickness** which **You** suffered **Overseas** during **Your Journey** provided treatment had already been sought **Overseas**. **You** have up to a maximum of 30 days from the date that **You** returned to Singapore to continue treatment in Singapore. The treatment must be carried out at any **Hospitals** or clinics that are legally registered under Singapore Ministry of Health

**We** will not pay for expenses:

- a) When **You** have not notified us as soon as practicable of **Your** admittance to **Hospital**, or **You** do not take our **Reasonable** advice following the notification.
- b) Relating to treatment by a chiropractor or physiotherapist unless approved by **Us**.
- c) Relating to dental treatment involving the use of precious metals or for cosmetic dentistry.
- d) Incurred for donation of anybody organ by you and costs of obtaining the organ including all costs incurred by the donor during organ transplant.
- e) Relating to any treatment that can reasonably be delayed until **Your** return to Singapore.
- f) For local outpatient expenses that are not related to an **Injury** or **Illness** incurred whilst **Overseas** during your **Journey**, or are not related to an incident that can be claimed under section 1.

**You must check “General Exclusions Applicable to All Sections” for other reasons why we will not pay.**

**Our** maximum liability per **Accident** resulting in **Injury** or **Sickness** is as follows:

- up to S\$50,000 per **Insured Person** (Below 70 years old)
- up to S\$25,000 per **Insured Person** (70 years old and above)

**Our** liability in respect of **Emergency** dental treatment expenses for any one **Accident** resulting in **Injury** for any one **Insured Person** shall not exceed S\$500.

**We** shall not be liable for the first S\$150 of each and every claim other than **Emergency** dental treatment expenses.

### SECTION 2 – BAGGAGE

If **Your** checked in **Luggage** is delayed, misdirected or misplaced by the **Carrier**, and it does not reach **You** within 4 hours of arrival, **We** will reimburse **You** for the **Emergency** purchase of essential clothing and toiletries. Delays will be calculated from the time the responsible **Carrier** arrives at the travel destination.

**We** will not pay for expenses:

- a) If **You** do not report the delay within 24 hours to an appropriate authority, and provide **Us** with a written statement from whomever **You** reported it to.
- b) If **Your Luggage** is delayed on the flight returning **You** to **Your Country of Residence**.

**Our maximum liability per Event is up to S\$1,000 per Insured Person**

**You must check “General Exclusions Applicable to All Sections” for other reasons why we will not pay.**

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### SECTION 3 – LOSS OF PURCHASES

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In the **Event** of an **Accidental** loss or damage whilst on a **Trip** to property or goods purchased by **You** with a valid Standard Chartered Bank (Singapore) Limited's eligible credit card, other than living organisms, food, perishable, **Money**, motor vehicles and business property, **We** will, subject to the terms exceptions and conditions contained herein, indemnify **You** up to the **Purchase Price** subject to a maximum of S\$10,000 any one article per **Event**.

The cover granted under this Section shall apply from and including the date of purchase of the Your Property until the

- i. 15th day if purchased in **Your Usual Country of Residence**, which must be brought along with **You** on **Your Trip**; or
- ii. 30th day if purchased elsewhere outside of **Your Usual Country of Residence** during your **Trip**.

The cover expires should you return to **Your Usual Country of Residence** earlier than the given coverage period.

**We** will not pay for

- a) the willful act or willful negligence of the **Insured Person** or any employee of the **Insured Person**
- b) the covered property were being sent unaccompanied by you or under a freight contract;
- c) the loss or damage **Arises** from any process of cleaning, repair or alteration;
- d) the loss or damage **Arises** from ordinary wear and tear, deterioration, atmospheric or weather conditions, insects, rodents or vermin
- e) theft or any attempted threat by **You** and/or damages in circumstances that cannot be explained to our **Reasonable** satisfaction;
- f) **Your** claim **Arises** from a government authority confiscating, detaining or destroying anything;
- g) the covered property were left unsupervised in a public place
- h) any consequential losses due to damages or liabilities of any kind
- i) Loss or damage covered by a Guarantee given in respect of property and goods purchased.

**You must check “General Exclusions Applicable to All Sections” for other reasons why we will not pay.**

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### SECTION 4 – TRAVEL ASSISTANCE SERVICES

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#### CONDITIONS OF PROVIDING ASSISTANCE

By using **Allianz Worldwide Partners**, you accept that solely **Allianz Worldwide Partners** makes decisions and organization of the appropriate and necessary assistance measures.

- a) **Allianz Worldwide Partners'** decisions are taken solely in **Your** medical interest.
- b) **Allianz Worldwide Partners** doctors contact the local medical facilities and, if needed, **Your** usual doctor to collect information allowing **Allianz Worldwide Partners** to take the decisions best suited to your health condition.
- c) Any refusal on your part to comply in part or in full with the decisions taken by **Allianz Worldwide Partners** means **You** exempt us from any liability concerning the consequences of such an initiative and **You** will then lose all rights under this policy from the point you refused to comply with the decisions taken by **Allianz Worldwide Partners**.
- d) **Allianz Worldwide Partners** is entitled to the right to decide the means of evacuation and repatriation and the final destination according to your health condition and the treatment needed by **You**.
- e) The means of evacuation and repatriation assistance are based on **Allianz Worldwide Partners** opinion of **Your Medical Condition** and will include the arrangement of necessary transportation vehicles, necessary medical escorts and any other medically necessary items, at the discretion of **Allianz Worldwide Partners**. Necessary transportation vehicles can be air ambulance, road ambulance, commercial airline, railway or any other appropriate means.
- f) Expenses incurred in the repatriation of mortal remains include service and material fees for embalming, preservation, cremation, delivery and cinerary casket.
- g) **Allianz Worldwide Partners** interventions are carried out under the national and international laws and regulations. **Allianz Worldwide Partners** services are subject to the required authorizations by the relevant authorities.
- h) **Allianz Worldwide Partners** and the **Insurer** cannot be held liable for delays in, or prevention of, the agreed services resulting from a case of force majeure or from **Events** such as **Strikes**, riots, civil commotion, restrictions to free circulation, sabotage, terrorist attacks, civil or foreign war, and any consequences of a source of radioactivity or of any other Act of God.
- i) **You** must transfer ownership of any transport tickets to **Allianz Worldwide Partners** and **You** must undertake to send the unused transport tickets back to **Allianz Worldwide Partners** or reimburse **Allianz Worldwide Partners** with the amount recovered from the organization having issued the transport tickets.
- j) **Allianz Worldwide Partners** reserves the right to amend or upgrade the transport tickets in order to deliver the assistance detailed under this section. Any benefits will be transferred to **Us**. **Allianz Worldwide Partners** at its option will deduct the value of the unused transportation ticket from any claim amount payable to **You**.

#### 4.1 Emergency Medical Assistance, Evacuation and Repatriation

**We** will arrange and pay (upon confirmation from the **Policyholder**) for the following assistance services if you **Injure** yourself or become **Sick** whilst **Overseas**:

- a) Access (including transportation costs) to a **Medical Practitioner** for **Emergency** medical treatment.
- b) Any urgent messages which needs to be passed on to your **Family** or employer in the case of an **Emergency**.



- c) Provide written guarantees up to S\$5,000 for payment of **Reasonable** expenses for **Emergency Hospitalization**.
- d) **Your** medical transfer or evacuation if you must be transported to the nearest **Hospital** for **Emergency** medical treatment.
- e) **Your** repatriation back to Singapore if you are **Sick** or **Injured Overseas** with appropriate medical supervision.
- f) If you require travel assistance, including:
  - rescheduling travel arrangements as a result of an **Emergency**,
  - Telephone Medical Advice
  - referral for legal advice **Arising** out of an incident during **Your Journey**,
  - lost **Luggage** retrieval,
  - contacting the issuer when passports, travel documents or credit cards are lost,
  - arranging translator/interpreter assistance in an **Emergency**, and/or
  - arranging overnight hotel accommodation following flight delay or travel misconnection.

The maximum aggregate limit payable by under Section 4 in respect of each **Insured Person** shall not exceed S\$100,000 per **Event** for all the services and benefits under Section 4, except for those costs specifically stated to be borne by **You**.

**We** will not pay for expenses:

- a) Incurred for services provided by another party for which **You** are not liable to pay, or any expenses already included in the cost of a scheduled **Trip**.
- b) For a service not approved and arranged by **Allianz Worldwide Partners**, or an authorized representative of **Allianz Worldwide Partners**, provided always that **We** reserve the right to waive this exclusion in the **Event** that you or your travel companion cannot for reasons beyond **Your** control to notify **Allianz Worldwide Partners** during an **Emergency** medical situation. In any **Event**, **We** reserve the right to reimburse **You** only for those expenses incurred for service which **Allianz Worldwide Partners** would have provided under the same circumstances.
- c) Incurred if you do not take the advice of **Allianz Worldwide Partners**.
- d) Incurred in Singapore.

**Allianz Worldwide Partners** will not be held liable for any delays in, or prevention of, the agreed services resulting from a case of force majeure or from **Events** such as **Strikes**, riots, civil commotion, and restriction to free circulation, sabotage, terrorist attacks, civil or foreign war, and any consequences of a source of radioactivity or of any act of God.

**You must check “General Exclusions Applicable to All Sections” for other reasons why we will not pay**

#### 4.2 Repatriation of Mortal Remains

**We** will arrange and pay for **Reasonable** costs of either an **Overseas** funeral or **Overseas** cremation or for the **Reasonable** costs for repatriating **Your** remains back to **Your Home Country**, in the **Event** of **Your** death while **Overseas** during **Your Journey**.

**We** will not pay for expenses:

- a) Relating to funeral services or cremation or bringing your remains back to **Your Home Country** unless it has been first approved by **Us**.
- b) Relating to the transportation of **Your** remains from **Your Home Country** to any other country.

**You must check “General Exclusions Applicable to All Sections” for other reasons why we will not pay**

#### 4.3 Compassionate Visit

**We** will pay the **Reasonable**, economy travel costs and hotel accommodation expenses necessarily incurred by one relative or designated person from **Your Country of Residence** to visit and stay with you in the **Event** **You** are **Hospitalized Overseas** for more than 7 consecutive days and **Your Medical Condition** forbids repatriation and no adult member of your **Family** is with **You**.

The hotel accommodation limit is up to S\$200 per day for a maximum period of five (5) consecutive days, but excludes the cost of drinks, meals and other room services.

**We** will not pay for expenses:

- a) Relating to travel arrangements that have not been first approved by **Us**
- b) That are not related to an **Injury** or **Illness** incurred whilst **Overseas** during **Your Journey**, or are not related to an incident that can be claimed under Section 1

**You must check “General Exclusions Applicable to All Sections” for other reasons why we will not pay.**

#### 4.4 Hotel Room Accommodation for Convalescence

In the **Event** of the **Insured Person** suffering from **Bodily Injury** or **Sickness** resulting in **Hospital** confinement, **We** will, arrange and pay for the cost of an ordinary room accommodation in any **Reasonable** hotel up to S\$200 per day for a maximum of five (5) consecutive days, incurred by **You** for the sole purpose of convalescence immediately following **Your** discharge from the **Hospital**, and if deemed medically necessary by both attending Physician and/or **Our** appointed medical center personnel.

**You must check “General Exclusions Applicable to All Sections” for other reasons why we will not pay.**

#### 4.5 Trip Curtailment

**We** will arrange and pay for the cost of a scheduled return airline ticket (economy class) for **Your** return to **Your Country of Residence** in the **Event** of the death of **Your Close Relative** in **Your Country of Residence** while the **You** are travelling **Overseas** (excluding the case of immigration) necessitating an unexpected return.

**You must check “General Exclusions Applicable to All Sections” for other reasons why we will not pay.**

### GENERAL EXCLUSIONS APPLICABLE TO ALL SECTIONS

The **Company** will not be liable for any claims, damages, losses, death or disablement, **Injury**, **Illness** or liability directly or indirectly caused by, or in connection with, or **Arising** from:

1. Any known **Event**.

2. Sexually transmitted disease, HIV (Human Immunodeficiency Virus) and/or any HIV related **Illness** including AIDS (Acquired Immune Deficiency Syndrome) and/or any mutant derivative or variations thereof howsoever caused. Any claims **Arising** from an **epidemic** or pandemic or a threat associated with an **epidemic** or pandemic.
  3. Pregnancy, childbirth, miscarriage, abortion or menopause.
  4. Suicide or attempted suicide, intentional self-inflicted **Injury** or any act which could reasonably be considered as exposure to danger (except when undertaken in an attempt to save human life), insanity, or whilst **You** are under the influence of intoxicating liquor, drugs or other substance abuse (other than drugs taken under medical supervision and not for the treatment of drug addiction).
  5. Any **Pre-existing Medical Condition** or physical conditions of any **Insured Person** which has required consultation or treatment including any recurring, chronic or continuing **Illness** or condition during the twelve (12) month period before the commencement of the **Journey**. Medical or physical conditions upon which a claim has been made on a previous **Journey** shall be deemed a **Pre-existing Medical Condition** with regard to subsequent **Journey**.
  6. **You** engaging in or practising for
    - a) Flying or other aerial activities except travelling as a fare paying passenger in a properly licensed, regular scheduled commercial airline operating between established and licensed commercial airports.
    - b) Rafting or canoeing involving white water rapids, bungee jumping, sky diving, paragliding, jet skiing, underwater activities involving artificial breathing apparatus, winter sports and activities including skiing, snowboarding, the use of bobsleigh or skeleton, hunting, pot-holing, **mountaineering** or rock climbing that ordinarily requires the use of ropes or guides and extreme sports which involve speed, height, danger, a high level of physical exertion, highly specialised gear or spectacular stunts.
    - c) Taking part in or practising for speed or time trials, competitions, sprints or racing of any kind, or as a professional sportsperson (where one could earn income, remuneration or sponsorship from engaging in such sport or activity) or any organised team football.
    - d) Manual work of any kind unless **You** inform **Us** when applying for the insurance and it is accepted by **Us** in writing.
    - e) Taking part in expeditions or the crewing of a vessel from one country to another or engaging in active service in the armed forces of any nation.
  7. **You** engaging in naval, military, air force, civil defence or police services or operations, testing of any kind of conveyance, whilst engaged in off-shore or in mining, aerial photography or handling of explosives, ammunitions or firearms, travelling as an operator or crew member of any public **Carriers**.
  8. Any wilful, malicious, criminal or unlawful acts committed by **You** and/or the **Insured Person** or any person acting on **Your** and/or the **Insured Person's** behalf.
  9. Any prohibitions or regulations by any government or local authority.
  10. Any consequential loss not specified in the Policy.
- Additionally:–
11. **We** will not pay for expenses:
    - a) The cost of any elective (non-**Emergency**) treatment or surgery, including exploratory tests, which are not directly related to the **Illness** or **Injury** which necessitated **Your** admittance into **Hospital**.
    - b) Any form of cosmetic surgery or treatment.
    - c) Any expenses in respect of normal dental inspection and/or treatment or in obtaining dentures or eye glasses or the like or hearing aids or prosthesis and corrective devices.
    - d) Treatment or service provided by a health spa, convalescent or nursing **Home** or any rehabilitation centre.
    - e) Any claim if **You** are under treatment not recommended by or undertaken by a **Medical Practitioner**.
    - f) Any claim if **You** are travelling against the advice of a **Medical Practitioner** or for the purpose of obtaining medical treatment during the **Journey**.
  12. **War & Terrorism Exclusion**  
 This Policy does not cover:  
 Death, disability, loss, damage, destruction, any legal liabilities, cost or expense including consequential loss of whatsoever nature, directly or indirectly caused by, resulting from or in connection with any of the following regardless of any other cause or **Event** contributing concurrently or in any other sequence to the loss;
    - a) War, invasion, act of foreign enemy, hostilities or warlike operations (whether war is declared or not), civil war, rebellion, revolution, insurrection, civil commotion assuming the proportions of or amounting to any uprising, military or usurped power; or
    - b) Any **Act of Terrorism** including but not limited to
      - (i) the use or threat of force, violence and/or
      - (ii) harm or damage to life or to property (or the threat of such harm or damage) including, but not limited to, nuclear radiation and/or contamination by chemical and/or biological agents, by any person(s) or group(s) of persons, committed for political, religious, ideological or similar purposes, expressed or otherwise, and/or to put the public or any section of the public in fear; or
    - c) Any action taken in controlling, preventing, suppressing or in any way relating to (a) or (b) above.

If the **Company** alleges that by reason of this Exclusion, any loss, damage, cost or expense is not covered by this insurance the burden of proving the contrary shall be upon the **Insured Person**.
  13. Institute Radioactive Contamination, Chemical, Biological, Biochemical and Electromagnetic Weapons Exclusion.
- This clause shall be paramount and shall override anything contained in this insurance inconsistent therewith:
- In no case shall this insurance cover loss damage liability or expense directly or indirectly caused by or contributed to by, or **Arising** from

- a) Ionising radiations from or contamination by radioactivity from any nuclear fuel or from any nuclear waste or from the combustion of nuclear fuel.
- b) The radioactive, toxic, explosive or other hazardous or contaminating properties of any nuclear installation, reactor or other nuclear assembly or nuclear component thereof.
- c) Any weapon or device employing atomic or nuclear fission and/or fusion or other like reaction or radioactive force or matter.
- d) The radioactive, toxic, explosive or other hazardous or contaminating properties of any radioactive matter. The Exclusion in this sub-clause does not extend to radioactive isotopes, other than nuclear fuel, when such isotopes are being prepared, carried, stored, or used for commercial, agricultural, medical, scientific or other similar peaceful purposes.
- e) Any chemical, biological, bio-chemical, or electromagnetic weapon.

#### 14. Political Risks Exclusion

This Policy does not cover loss or damage occasioned directly or indirectly by or through or in consequence of any of the following **Occurrences** namely:

- a) Permanent or temporary dispossession resulting from confiscation nationalisation commandeering or requisition by any lawfully constituted authority
- b) Permanent or temporary dispossession of any property resulting from the unlawful acquisition of such property by any person provided that the **Company** is not relieved of any liability to the **Insured Person** in respect of physical damage to the property **Insured** occurring before dispossession or during temporary dispossession which is otherwise covered by this Policy.
- c) The destruction of property by order of any public authority.

In any action suit or other proceeding where the **Company** alleges that by reason of the provisions above any loss destruction or damage is not covered by this insurance the burden of proving that such loss destruction or damage is covered shall be upon the **Insured Person**.

#### 15. Cyber Primary Exclusion

This Policy does not cover

- a) Damage to any computer or other equipment or component or system or item which processes stores transmits or retrieves data or any part thereof including loss or corruption of data whether tangible or intangible (including but without limitation any information or programs or software) and whether the property of the **Insured Person** or not, where such Damage is caused by programming or operator error, Virus or Similar Mechanism or Hacking;
- b) Consequential loss directly or indirectly caused by or **Arising** from programming or operator error, Virus or Similar Mechanism or Hacking; but this Exclusion shall not exclude any claim for subsequent loss or destruction of or damage to any property or consequential loss which itself results from a Defined Contingency (as defined hereunder), but only to the extent that such claim would otherwise be **Insured** under this Policy.

For the purpose of this General Exclusion Clause 15 only – “Defined Contingency” means fire, lightning, explosion, aircraft and other aerial devices or articles dropped therefrom, riot, civil

commotion, **Strikers**, locked out workers, persons taking part in labour disturbances, malicious persons other than thieves, earthquake, storm, flood, escape of water from any tank apparatus or pipe, impact by any road vehicle or animal, volcano, freeze or weight of snow.

“Virus or Similar Mechanism” means program code, programming instruction or any set of instructions intentionally constructed with the ability to damage, interfere with or otherwise adversely affect computer programs, data files or operations, whether involving self-replication or not. The definition of Virus or Similar Mechanism includes but is not limited to trojan horses worms and logic bombs.

“Hacking” means unauthorised access to any computer or other equipment or component or system or item which processes, stores, transmits or retrieves data.

#### 16. Sanction Exclusion

This policy does not cover any loss or expenses with respect to 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.

#### 17. Force Majeure

**Your** claim **Arises** from, or is anyway related to force majeure unless the benefit specifically offers coverage.

## GENERAL CONDITIONS

The Policy, the Schedule and any amendments thereto shall be read together as one contract and any word or expression to which a specific meaning has been attached in any part of the Policy or the Schedule shall bear such specific meaning wherever it may appear.

### 1. COMMUNICATION IN WRITING

Every notice or communication to be given or made under this Policy shall be delivered in writing to **Us**.

### 2. RENEWAL

This Policy may be renewed from year to year by mutual agreement between the **Policyholder** and the **Insurer**.

### 3. CLAIMS PROCEDURE

- a) Notice shall be given by **You** to **Us** as soon as possible of the happening of any **Event** in respect of which a claim is to be made.
- b) **You** shall at **Your** own expense furnish **Us** such certificates information and evidence as **We** may reasonably require.
- c) In respect of a claim under Section 1 of the Policy
  - i. **You** shall as soon as possible after the happening of any **Event** in respect of which a claim is to be made procure and follow medical advice from a duly registered **Medical Practitioner**.

- ii. As often as required, **You** shall submit to medical examination on behalf of **Us** at its own expense.

#### 4. FRAUD

If **You** or anyone acting for **You** makes a claim under this Policy knowing the claim to be dishonest, fraudulent or intentionally exaggerated in any way, **We** will not pay the claim and all benefits under this Policy shall be forfeited. **We** reserve the right to notify the Police of any such claim.

#### 5. NON-ASSIGNMENT AND DISCHARGE

**We** will not recognise or be affected by any notice of trust, charge or assignment relating to this Policy. The receipt of **You**, or **Your** legal personal representatives or of any person(s) to whom any benefit is expressed to be payable shall in all cases effectively discharge **Our** liability.

#### 6. OTHER INSURANCE

If any loss damage or legal liability covered under this Policy is also covered by any other insurance, **We** shall not be liable under this Policy except for any excess beyond the amount payable under such other insurance.

#### 7. PREMIUM ADJUSTMENT

If the premium for this Policy has been calculated on any estimates furnished by the **Policyholder**, the **Policyholder** shall keep an accurate record containing all particulars relative to it and shall at all times allow the **Insurer** to inspect such record. The **Policyholder** shall within one calendar month from the expiry date of each Period of Insurance furnish to the **Insurer** such particulars and information as the **Insurer** may require. The premium for such Period of Insurance shall then be adjusted and the difference paid by or allowed to the **Policyholder** as the case may be subject to receipt and retention of any minimum premium applicable.

#### 8. CANCELLATION

**We** may cancel this Policy by sending sixty (60) days' notice by registered letter to the **Policyholder** at its last known address and in such **Event** will return to the **Policyholder** the premium paid less the pro rata portion thereof for the period the Policy has been in force. The Policy may be cancelled at any time by the **Policyholder** by giving sixty (60) days' notice to **Us** and provided no claim has arisen during the then current Period of Insurance the **Policyholder** shall be entitled to a return of premium paid on a pro-rated basis less the period the Policy has been in force and subject to any adjustment of premium required by the terms or conditions of this Policy.

#### 9. TERMINATION OF AN INSURED PERSON'S COVER

The cover of an **Insured Person** under this Master Policy will terminate immediately in any of the following circumstances, whichever first occurs:

- When the Master Policy is terminated;
- When the Standard Chartered Bank (Singapore) Limited's eligible credit card Program is terminated; or
- When **You** (the holder of Standard Chartered Bank (Singapore) Limited's eligible credit card) cease to hold such credit card and whereupon the cover of **Your** legal spouse under this Master Policy (if any) will also terminate immediately.

The cancellation of the Policy under General Condition 8 or termination of an **Insured Person's** cover under General Condition 9 shall not prejudice a covered claim **Arising** prior to such cancellation or termination for the **Insured Person** concerned.

#### 10. ARBITRATION

If any difference shall arise as to the amount to be paid under this Policy (liability being otherwise admitted) such difference shall be referred to an arbitrator to be appointed in accordance with the statutory provisions on arbitration for the time being in force. Where any difference is by this condition to be referred to arbitration the making of an award shall be a condition precedent to any right of action against the **Insurer**.

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

#### 11. DATA PRIVACY NOTICE

It is hereby declared that as a condition precedent to the liability of the **Company**, the **Policyholder** and each **Insured Person** have agreed that any personal information in relation to the **Insured Person** provided by the **Policyholder** and the **Insured Person** to the **Company** may be held, used and disclosed to enable the **Company** or individuals / organisations associated with the **Company** or any independent third party (within or outside of Singapore) to

- process, assess or deal with any matter **Arising** from the Policy and/or
- provide all services related to this Policy.

#### 12. GOVERNING LAW & JURISDICTION

The policy is to be construed according to the laws of the Republic of Singapore. The parties submit themselves to the exclusive jurisdiction of the Courts of Singapore for the resolution of any conflict or dispute relating to the Policy save where the circumstances are governed by the Arbitration clause of the Policy.

#### 13. COMMENCEMENT OF ARBITRATION OR COURT ACTION

If the **Insurer** shall offer an amount in settlement or disclaim liability for any claim under this Policy and such claim shall not within twelve (12) calendar months from the date of such offer or disclaimer have been referred to arbitration under the provision contained in the Policy or where liability is in dispute, been made subject to pending court action then the claim shall for all purposes be deemed to have been abandoned and shall not then be recoverable under this Policy.

#### 14. DUE OBSERVANCE

The due observance and fulfilment of the terms provisions and conditions of this Policy insofar as they relate to anything to be done or not to be done by the **Policyholder** or **Insured Person** or other claimant and the truth of the statements and answers in the proposal shall be conditions precedent to any liability of the **Insurer** to make any payment under this Policy.

#### 15. EXCLUSION OF RIGHTS UNDER THE CONTRACTS (RIGHTS OF THIRD PARTIES) ACT

A person who is not a party to this Policy contract shall have no right under the Contracts (Rights of Third Parties) Act to enforce any of its terms. For avoidance of doubt, the **Insurer** and the **Policyholder** are the only parties to this Policy contract.

## 16. POLICY ALTERATIONS

**We** reserve the right to vary the terms conditions and exclusions of the Policy by giving the **Policyholder** 30 days' written notice of any such variation subject to the proposed amended terms being agreed by the **Policyholder**. The changes as agreed between **Us** and the **Policyholder** are binding on all the **Insured Persons** without notice.

## CLAIMS

AWP Services Singapore Pte Ltd (AWP) is authorized by Allianz Global Corporate & Specialty SE Singapore Branch (AGCS) to also provide claims handling services as **Our** agent, not as **Your** agent. 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 **Occurrence** 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 give **Us** any information **We** reasonably ask for to support **Your** claim at **Your** expense, such as but not limited to police reports, valuations, medical reports, car rental agreement, car insurance policy and claim result, original receipts, proof of ownership, or proof of an item's age. If required, **We** may ask **You** to provide translations of **Your** documents into English at **Your** expense to enable **Us** assess **Your** claim.

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

**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.

- a) For all claims, provide the transaction of the **Covered Card** to prove the purchases
- b) For **Hospital** claims, contact **Us** as soon as possible. **We** will require **You** to submit a medical report clearly outlining the diagnosis of the **Medical Condition**, any relevant past medical history and the required treatment plan.
- c) For damage or permanent loss of **Your Luggage** report it immediately to the police or the **Carrier** within 24 hours and obtain a written statement of **Your** report including any offer of settlement that they may make.

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.

## TO WHOM INDEMNITIES ARE PAYABLE

Indemnity for **Your** loss of life is payable to **Your** estate. All other indemnities of this Policy are payable to **You**. All the relevant claim forms should be completed and submitted by **You**. If not, an authorization letter signed by **You** is required to proof that others have the right to make a claim instead of **You**.

Under Section 1 – Medical Expenses, in the **Event** funds for **Emergency** medical treatment are guaranteed to the provider of healthcare by **Allianz Worldwide Partners** or their authorized representative, indemnities will be payable directly to the provider of healthcare.

In the **Event** upon investigation, AWP discovers that the individual whom AWP has rendered assistance to is not a valid SCB eligible credit card **Cardholder** and/or is not eligible for the benefits. AWP reserves the right to demand for payment from **You**, the **Cardholder** for the full costs of assistance rendered to said recipient of benefits.

## 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.

### **AGE**

In the **Event** of any claim, the age of the **Insured Person** will be determined as at the date of **Injury** or **Illness** with reference to their date of birth.

### **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 Insured and Insured Person are requested to read this Policy. If any error or misdescription be found, the Policy should be returned to the issuing office for correction.**

### **CONTACT DETAILS**

**For any General Enquiries call**

1800 222 1818 (Toll Free) or +65 6222 3350  
Mon – Fri, 09:00 – 17:30 (Singapore Time)  
E-mail: [scbtravel@allianz-assistance.com.sg](mailto:scbtravel@allianz-assistance.com.sg)

#### **For Claims Enquiries call**

1800 222 1818 (Toll Free) or +65 6222 3350  
Mon – Fri, 09:00 – 17:30 (Singapore Time)  
E-mail: [scbclaims@allianz-assistance.com.sg](mailto:scbclaims@allianz-assistance.com.sg)

#### **For 24 hour Emergency Assistance call**

+65 6222 3350  
(Reverse call for those outside Singapore)

