

## OCBC 365 CREDIT CARD COMPLIMENTARY TRAVEL INSURANCE

The following is a description of the group insurance policy (Master Policy Number A0568460) held by OCBC Bank Ltd ("OCBC"), the Policyholder, at 18 Church Street, #05-00 OCBC Centre South, Singapore 049479 for the benefit of OCBC 365 Credit Card Main and Supplementary Card Members (collectively "Card Members").

This policy of insurance is issued by Great Eastern General Insurance Limited ("Insurer") (a wholly-owned subsidiary of Great Eastern Holdings Limited), 1 Pickering Street #01-01 Great Eastern Centre Singapore 048659 and is also the underwriter of the Policy.

The benefits under this group insurance:

- Complimentary for OCBC 365 Principal and Supplementary Card Members
- Applicable when Card Member fully charged his/her scheduled round-trip air/sea/land travel ticket to his/her OCBC 365 Credit Card (Where the fare on the conveyance concerned is incorporated as part of the total cost of a package tour, this requirement is deemed to be satisfied if the total cost of that package tour was charged to Insured Person's OCBC 365 Credit Card.)
- Can be changed from time to time or discontinued altogether following a decision by OCBC or the Insurer

### 1. Summary of Benefits

Benefits	Capital Sum Insured Per Person (S\$)
<b>Part I – Travel Personal Accident</b> Section A: Personal Accident (Whilst travelling in a Common Carrier) Section B: Overseas Medical Reimbursement	200,000 500.00
<b>Part II – Travel Inconveniences</b> Section A: Flight Delay and/or Flight Mis-connection (more than 4hrs) Section B: Baggage Delay (more than 6hrs) Section C: Baggage Loss (more than 48hrs)	200.00 200.00 400.00

### 2. Benefits

#### Part I - Travel Personal Accident

##### Section A : Personal Accident (Whilst travelling in a Common Carrier)

The Insurer shall pay compensation when an Insured Person suffers from an Event, where the travel fare for the Insured's Person's travel in that conveyance has been fully charged to the Insured Person's OCBC 365 Credit Card, resulting in death or permanent disablement described in the Schedule of Benefits specified below within ninety (90) days from the date of the Accident caused.

SCHEDULE OF BENEFITS (Applicable to Section A only)	COMPENSATION
1. Death 2. Total & permanent disablement from engaging in or attending to employment or occupations of any and every kind 3. Total and permanent loss of all sight in one or both eyes 4. Total loss by physical severance or total & permanent loss of use of : (a) one or two limbs (b) one or both hands (c) arm above the elbow (d) arm at or below the elbow (e) leg above the knee (f) leg at or below the knee	100% of Capital Sum Insured

Note:

- a) Loss of sight shall mean total and irrecoverable loss of sight.
- b) The total benefit payable in respect of several disablements due to the same insured Accident is arrived at by adding together the various sums but shall not exceed the Capital Sum Insured.

### **Section B – Overseas Medical Reimbursement**

The Insurer shall reimburse the Insured Person, up to the maximum limit as specified in the Policy for the usual reasonable and customary medical expenses (excluding dental treatment) incurred whilst overseas during the Trip for injury or sickness suffered by the Insured Person solely and independently for any other cause whilst overseas during the Trip.

#### Maximum Policy Limit

Notwithstanding any provision to the contrary, the Insurer

- maximum conveyance limit under this Policy is S\$5,000,000 on any one Accident regardless of the number of Card Members travelling in a single conveyance under Section A: Personal Accident; and
- maximum liability under this Policy is S\$1,000,000 on any one Accident regardless of the number of Card Members involved for overseas medical expenses under Section B: Overseas Medical Reimbursement.

In the event where compensation payable under this Policy exceeds the conveyancing and overseas medical expenses limits of more than S\$5,000,000 and S\$1,000,000 respectively, the amount payable to each Insured Person shall be proportionately reduced so that the maximum conveyance and overseas medical expenses limit shall remain at S\$5,000,000 and S\$1,000,000 respectively.

## **Part II - Travel Inconveniences**

### **Section A - Flight Delay and/or Flight Mis-connection**

The Insurer will indemnify for OCBC Credit Card charges incurred in respect of hotel accommodation, telephone calls and restaurant meals or refreshments up to the specified sum insured as a result of :-

If the Insured person's confirmed schedule flight is delayed and/or cancelled and/or mis-connected at the transfer point for four (4) hours or more due to strike, industrial action, hijack, criminal act, bomb scare, riot, civil commotion, fire, flood, earthquake, landslide, avalanche, adverse weather conditions or mechanical breakdown.

The Insurer does not indemnify the Insured Person if the delay occurs in the Country of Residence.

### **Section B - Baggage Delay**

If the Insured Person's accompanied checked-in luggage with the common carrier is not delivered to him or her within six (6) hours of the Insured Person's arrival at the scheduled destination point (not point of origin) of his or her flight, the Insurer will indemnify the Insured Person for OCBC Credit Card charges incurred at such scheduled destination in respect of the emergency purchase of essential clothing and requisites to the specified sum insured.

The Insurer does not indemnify the Insured Person if the delay occurs in the Country of Residence.

### **Section C - Baggage Loss**

If the Insured Person's accompanied checked-in luggage is not delivered to him or her within 48 hours of the Insured Person's arrival at the scheduled destination point (not point of origin) of his or her flight, such luggage will be assumed to be permanently lost and the Insurer will indemnify the Insured Person for OCBC Credit Card charges incurred within 4 days of his or her arrival at such scheduled destination (not point of origin) in respect of the emergency purchase of essential clothing and requisites up to the specified sum insured.

The Insurer does not indemnify the Insured Person if the baggage loss occurs in the Country of Residence.

The specific sum insured is payable in addition to the amount for baggage delay in the event that the Insured Person has already been indemnified for baggage delay. However, if the indemnification is required for both Sections B and C, then the maximum amount payable for both Sections shall not exceed the limit of Section C.

### 3. Definition

**"Accident"**

A sudden, unexpected, unforeseen and fortuitous event which occurs at an identifiable time and place which result in the Insured Person's death or permanent disablement.

**"Common Carrier"**

Any public bus, taxi, ferry, hovercraft, hydrofoil, ship, train, or tram provided and operated by a carrier duly licensed for the regular transportation of fare-paying travellers, including any Common Air Carrier.

**"Common Air Carrier"**

Any fixed-wing aircraft provided and operated by a commercial airline or air charter company which is duly licensed for the regular transportation of fare-paying passengers, and any helicopter provided and operated by an airline which is duly licensed for the regular transportation of fare-paying travellers and operating only between established commercial airports or licensed commercial heliports, and any regularly scheduled airport limousine operating on fixed routes and schedules.

**"Country of Residence"**

Any country which the Insured Person has stayed in for the past six (6) months.

**"Event"**

Bodily injury caused solely by violent accidental external and visible means occurring during the Trip whilst the Insured Person was travelling in a Common Carrier as a full fare-paying passenger. The bodily injury shall directly, and independently of any other causes, be the sole cause of any death or permanent disablement described in the Schedule of Benefits.

**"Extreme Sports and Sporting Activities"**

Any sport or sporting activities that present a high level of inherent danger (i.e. involves a high level of expertise, exceptional physical exertion, highly specialised gear or stunts) including but not limited to big wave surfing, canoeing down rapids, cliff jumping, horse jumping, ultramarathons and stunt riding.

**"Insured Person"**

- (a) Any OCBC 365 Principal or Supplementary Card Member who has fully charged his/her return air/sea/land travel ticket for a scheduled conveyance on his/her OCBC 365 Card Account; or
- (b) Supplementary Card Member, if the Principal Card Member has fully charged the return air/sea/land travel ticket of the Supplementary Card Member to the Principal Card Member OCBC 365 Card or vice versa.

**"Period of Cover"**

Shall commence from the time the Insured Person leaves his/her house or workplace within Singapore or Country of Residence for the sole purpose of commencing the travel abroad, no longer than three (3) hours before the scheduled departure time as set out in Common Carrier ticket which is fully charged to the Insured Person's OCBC 365 Credit Card and shall terminate upon the expiry date specified in this Policy or within three (3) hours upon the Insured Person's arrival in Singapore or Country of Residence whichever occurs first.

The maximum duration of the Trip shall not exceed thirty (30) consecutive days.

**"Period of Insurance"**

The Period of Insurance specified in the Schedule. This Policy shall apply to coverage during that Period of Insurance notwithstanding the expiration of Period of Insurance, the coverage, which commenced before such expiration, shall continue till the end date of Period of Cover.

**"Trip"**

Journey taken by the Insured Person during the Period of Cover.

#### 4. Policy Extensions

a) **Terrorism Extension**

This Policy is extended to cover against terrorism but excluding injury or losses resulting directly or indirectly from, attributed to or accelerated by the utilization of nuclear, chemical or biological weapons of mass destruction howsoever these maybe distributed or combined.

For the purpose of this extension:

- (i) Terrorism means an act, or acts, of any person, or group(s) of persons, 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 government(s).
- (ii) Utilization of nuclear weapons of mass destruction means the use of any explosive nuclear weapon or device or the emission, discharge, dispersal, release or escape of fissile material emitting a level of radioactivity capable of causing incapacitating disablement or death amongst people or animals.
- (iii) Utilization of chemical weapons of mass destruction means the emission, discharge, dispersal, release or escape of any solid, liquid or gaseous chemical compound which, when suitably distributed, is capable of causing incapacitating disablement or death amongst people or animals.
- (iv) Utilization of biological weapons of mass destruction means the emission, discharge, dispersal, release or escape of any pathogenic (disease producing) micro-organism(s) and/or biologically produced toxin(s) (including genetically modified organisms and chemically synthesised toxins) which are capable of causing incapacitating disablement or death amongst people or animals.

b) **Exposure and Disappearance**

When by reason of any injury covered by this Policy an Insured Person is exposed to the elements and as the result of such exposure suffers an Event for which Compensation is otherwise payable hereunder, such Event will be covered under the terms of this Policy.

If the body of an Insured Person has not been found within one year after the date of the disappearance, sinking or wrecking of the aircraft or vessel in which he was travelling at the time of the Accident and under such circumstances as would otherwise, be covered hereunder, it will be presumed that he suffered loss of life resulting from injury at the time of such disappearance, sinking or wrecking.

#### 5. Policy Exclusions

This Policy does not cover any claims arising directly or indirectly from, caused by or in connection with:

a) Delay and or mis-connection arising directly or indirectly from:-

- (i) failure of the Insured Person to check in according to the booked itinerary supplied to him and obtain written confirmation from the carriers or their handling agents of the number of hours of delay and the reason for such delay
- (ii) late arrival of the Insured Person at the airport or port after check-in or booking-in time (except for the late arrival due to strike or industrial action)
- (iii) delay occurring in the Country of Residence
- (iv) Confiscation or requisition by Customs or other Government authority
- (v) Failure of the Insured Person to take reasonable measures to save or recover lost luggage
- (vi) Failure to notify the relevant airline authorities of missing luggage at the destination point and to obtain and complete a property irregularity report.

- b) War, invasion, act of foreign enemy, hostilities or war-like operations (whether war be declared or not), civil war, mutiny, civil commotion assuming the proportions of or amounting to popular rising, military rising, insurrection, rebellion, revolution, military or usurped power, martial law, ionizing, radiation, toxic or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel.
- c) Any illegal or unlawful act committed by the Insured Person or any claims arising from any government intervention, prohibition or regulation.
- d) Mental and nervous disorders, including but not limited to insanity, depression and anxiety.
- e) Intentional self-inflicted injury or suicide or attempted suicide (whether felonious or not), whether sane or insane, willful exposure to danger or the committing of any criminal acts.
- f) Pregnancy, or childbirth, and any injury, sickness or complications associated with pregnancy or childbirth.
- g) Air or sea travel other than as a passenger on a fully licensed passenger carrying airline or shipping line and not as a member of the crew or taking part in expeditions or for the purpose of undertaking any trade or technical operation therein or thereon.
- h) The direct or indirect consequences of any criminal act by the Insured Person.
- i) No compensation shall be paid when an Insured Person suffers from an Event, resulting in death or permanent disablement described in the Schedule of Benefits, 90 days after the date of the Accident caused.
- j) Participating, practicing, training or engaging in any speed or time trials, competitions, sprints or racing of any kind (other than on foot) or any organised team football, Extreme Sports and Sporting Activities, rafting or canoeing involving white water rapids, bungee jumping, jet skiing, underwater activities involving artificial breathing apparatus, ski racing, backcountry skiing or off-piste skiing, ski jumping, the use of bobsleigh or skeleton, expeditions, private hunting trips, ocean yachting or pot holing, mountaineering, rock climbing or trekking activities, scuba diving, hunting, riding or driving in any kind of race or all-terrain vehicles, motor sports, any sports activity involving the Insured Person being airborne (whether suspended or not).
- k) The Insurer shall not be deemed to provide cover and the Insurer shall not 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 insurer to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union or United Kingdom or United States of America.

## **6. Claims Conditions**

- a) Claims notification shall be given to the Insurer within thirty (30) days of the happening of any Event.
- b) All certificates account receipts and information and evidence required by the Insurer shall be furnished at the expense of the Insured Person or any legal representative hereunder and shall be in such form of such nature as the Insurer shall prescribe.
- c) The Capital Sum Insured payable shall not carry interest and financial charges.
- d) Compensation shall not be payable for any Sum Insured as listed in the Schedule unless occurring within twelve (12) months of the happening of the Event.
- e) Should Insured Person suffers any of the insured injuries prior to being eligible for benefits under this Scheme, such injury or injuries will be taken into consideration when calculating benefits under this cover and such benefits will be reduced accordingly.

- f) On the happening of any Event for which compensation is payable under this Policy the Insured Person shall employ the services of a registered medical practitioner and undergo any treatment such practitioner shall deem necessary.

## 7. General Conditions

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

- a) No assignee shall be entitled to any Compensation under this Policy.
- b) This Insurance shall not apply to any Event happening to an Insured Person who has attained the age of sixty-five (65) years.
- c) The Insured Person must be medically fit to travel and not be aware of any circumstances which could lead to cancellation or disruption of the Trip.
- d) The first premium will be the minimum deposit premium agreed between the Insurer and OCBC and subject to the declaration submitted to the Insurer within one (1) month from the expiry of this Policy for the adjustment of the actual annual premium for this Policy.

If the actual annual premium charged based on the agreed rate differs from the initial minimum deposit premium paid, any difference in premium shall be made by a further proportionate payment to the Insurer.

- e) The Insurer may cancel this Policy by sending ninety (90) days' notice before the anniversary date by registered letter to the Insured at his last known address. The Insured likewise shall give ninety (90) days' notice of cancellation before the anniversary date to the Insurer.
- f) All differences arising out of this Policy shall be referred to the decision of an arbitrator to be appointed in writing by the parties in difference or, if they cannot agree with the appointment a single arbitrator, to the decision of two arbitrators; one to be appointed in writing by each of the parties within one (1) calendar month after having been required in writing so to do by either of the parties or, in case the arbitrators do not agree with the appointment of an umpire, the umpire shall be appointed in writing by the president of the Singapore International Arbitration Centre ("**SIAC**"). The umpire shall sit with the arbitrators and preside at their meetings and the making of an award shall be a condition precedent to any right of action against the Insurer. If the Insurer shall disclaim liability to the Insured Person for any claim hereunder and such claim shall not within twelve (12) calendar months from date of such disclaimer have been referred to arbitration under the provisions herein contained then the claims shall for all purposes be deemed to have been abandoned and shall not thereafter be recoverable hereunder.

Save as provided herein, the SIAC rules shall be applicable. The seat of the arbitration shall be Singapore and the language shall be English.

- g) The due observance and fulfillment of the terms conditions and endorsements of this Policy by the Insured and the Insured Person or by any claimant under this Policy in so far as they relate to anything to be done or complied with by the Insured Person or by the Insured or by any claimant under this Policy and the truth of the statements and answers in the said proposal shall be conditions precedent to any liability of the Insurer to make any payment under this Policy.
- h) A person who is not a party to this Policy shall have no right under the Contracts (Rights of Third Parties) Act (Cap. 53B) to enforce any of its terms.
- i) This Policy shall be governed by and interpreted in accordance with the laws in Singapore.
- j) Card Members will have the right to make claims on their own with the Insurer as Insured Persons of this Policy within the Policy Terms, Conditions and Exclusions.