

# Credit Shield

## Cover Details

Provided by  
Oman Insurance Co PSC

In association with

**SAMBA FINANCIAL GROUP**

We welcome you as a SAMBA Credit Cardholder to enjoy the benefits of this Credit Shield Protection provided by Oman Insurance Company. We request you to go through the Cover details in order to understand thoroughly the extent and terms of the Cover offered.

### SCHEME HIGHLIGHTS

- ⇒ 24 hour worldwide cover for Death, Permanent Total Disablement, Terminal Illness and Temporary Total Disablement.
- ⇒ No medical certificate is required
- ⇒ Low monthly rate of 0.69% of your last credit card statement balances.
- ⇒ Credit spend by supplementary cardholders is also covered.
- ⇒ The Territorial Limit is 'worldwide' in respect of Death Disability, Terminal Illness but restricted to 'UAE ' in case Temporary Total Disablement Cover.

### IMPORTANT NOTICE

1. Cover commences on active positive consent of the cardholder.
2. The Cardholder has the option to opt out of the scheme at any time. However, once opted out, the Cardholder will not be allowed to re-join the scheme.
3. The cover is applicable only for Primary Cardholders and excludes Corporate Cards.
4. The Cardholder should be of age between 18 to 65 years.
5. The Territorial Limit is 'worldwide' in respect of Death Disability, Terminal Illness but restricted to 'UAE ' in case Temporary Total Disablement Cover.
6. The Cover is subject to the Jurisdiction of the competent courts Dubai of UAE
7. The Insured reserves the right, at any time, to change the terms, conditions, rates and/or reject, discontinue or cancel the Cover applicable without assigning any reason thereof.
8. Benefits payable under this scheme shall be adjusted against the Cardholder's total amount outstanding with the Insured on his credit card account.
9. The Insured is not at any time considered as an agent of Oman Insurance Company the "Insurance Provider". Any claims or contestations for any insurance coverage can however be negotiated directly with Oman Insurance Company, Dubai, through the Insureds offices.

### DEFINITIONS

'**Accident**' means where the bodily injury is caused solely and directly by external violent means, is unexpected, unforeseeable and not attributable to the Cardholder's intentional self-injury or suicide.

'**Benefit**' means the indemnity payable under the scope of this Cover in respect of Death or Permanent Total Disablement or Terminal Illness and Temporary Total Disablement of the Cardholder.

'**Cardholder**' means a Primary Account holder of the Credit Card Facility with the Insured who has not unsubscribed to the benefits under this cover and has not been disqualified by the provisions of this policy to be eligible to receive the benefits under this policy.

'**Commencement Date**' means the date the Cardholder is enrolled for this cover or the date of inception of this cover whichever is later. Cardholders are automatically enrolled for this cover on issuance of credit card.

'**Company**' means the Oman Insurance Company, Dubai, United Arab Emirates.

'**Cover**' means the Credit Shield Benefit offered by the Insured in association with the Company.

'**Cover Period**' means the period after Commencement Date during which the benefits under this Cover shall apply.

'**Credit**' means the credit or other form of financial accommodation provided by the Insured to the Cardholder under the Credit Card Facility.

'**Credit Card Facility**' means the Insured's Credit Card Facility including any Supplementary Cards, which have been nominated as the facilities to which the benefits under this Cover are to apply.

'**Date of Event**' means any one of the following:

1. In respect of *Death* the date of death resulting from any cause except those expressly excluded, happening or manifesting after the Commencement Date and during the Cover Period.
2. In respect of *Permanent Total Disablement* or *Temporary total Disablement* the date of recognition of PTD/TTD by a Competent Authority resulting from an accident or illness happening or manifesting after the Commencement Date and during the Cover Period.
3. In respect of Terminal illness the date of recognition of Terminal Illness by a competent authority resulting from an accident or sickness happening/manifesting after the Commencement Date and during the policy period.

'**Death**' means death by injury or illness except those expressly excluded.

'**Hospital**' means an establishment which meets all of the following requirements: (1) holds a license as a hospital, if licensing is required in the country or governmental jurisdiction; (2) operates primarily for the reception, care and treatment of sick, ailing or injured persons as in-patients; (3)

provides 24-hour a day nursing service by registered or graduate nurses; (4) has a staff of one or more physicians available at all times; (5) provides organized facilities for diagnosis and major surgical procedures; (6) is not primarily a clinic, nursing, rest or convalescent home or similar establishment and is not, other than incidentally, a place for alcoholics or drug addicts; and (7) maintains X-ray equipment and operating room facilities.

'Illness' means a disease or sickness first occurring after the Commencement Date.

'Indebtedness' means the total amount outstanding in the Credit Card Facility as on the Date of Event but excluding any Credit facility availed after the Date of Event subject to a maximum of the Cardholder's credit limit.

'Indemnity Period' means 12 months in respect of Temporary Total Disablement commencing from the date of hospitalization.

'Injury' means bodily injury resulting from an Accident occurring after the Commencement Date.

**Insured** means SAMBA Financial Group, Dubai, UAE

'Maximum Coverage Age' means 65 years.

**Minimum Payment Due** means the 'Minimum Payment Due' mentioned in the Credit Card billing statement issued for the period covering the Date of Event.

'Permanent Total Disablement' means either of the below as a result of the injury or illness arising out of a cause not specifically excluded under this policy:

1. Permanent Loss of sight of both eyes
2. Physical severance/amputation of two limbs
3. Complete and Permanent Paralysis
4. Totally Disabled and the Cardholder is rendered unable to earn income in any occupation, trade or profession for which the Cardholder could reasonably be expected to be suited through education, training or experience

Provided that the disability shall be for a period of six consecutive months and that the Company is satisfied that the Cardholder will be so rendered indefinitely. However this time limit shall not apply to cases of physical severance/amputation of limbs.

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

**Terminal Illness** means Any disease process which, in the opinion of specialist consultant holding such an appointment at an approved hospital and with the agreement of the Company's Chief Medical Officer, is highly likely to lead to death within 6 months"

**Temporary Total Disablement** Means total disablement caused by injury or illness arising out of a cause not specifically excluded under this policy and as a result of which the Cardholder is prevented from attending to his/her

own occupation and provided the Cardholder is not otherwise employed.

#### **SCOPE OF COVER**

1. Death, or
2. Permanent Total Disablement,
3. Terminal Illness
4. Temporary Total Disablement.

#### **AMOUNT COVERED**

1. In respect of **Death** or **Permanent Total Disablement** or **Terminal Illness** of the Primary Cardholder, the Cardholder's Indebtedness as on the Date of Event subject to a maximum of AED 150,000/-
2. In the event of the Temporary Total Disablement of a Cardholder due to injury or illness arising out of a cause not specifically excluded under this policy after the Commencement Date and during the policy period, 5 % of the Cardholder's indebtedness as on the Date of the Event or Minimum Payment Due or AED 7,500/- which ever is less per month for each month of the Cardholder's Temporary Total Disablement and the total period of such indemnity shall not exceed the Indemnity Period specified in the schedule of this policy.
- 3.

#### ***Provided that:***

Temporary Total Disablement Benefits shall not be payable for the first thirty days in respect of Sickness

#### **EXCLUSIONS**

1. No Benefits under this Cover shall be applicable in respect of a Cardholder where the Event giving rise to a claim under this Cover occurs as a result of:
  - (a) Death by suicide within 12 months of the Commencement Date;
  - (b) Illness occurring within 30 days of the commencement date
  - (c) Any deliberate self-inflicted injury and/or self-medication (without a proper prescription from a legally recognized medical practitioner);
  - (d) The effects or complications arising from pregnancy;
  - (e) Any accident occurring on or in or about any aircraft other than an aircraft in which the Cardholder was traveling as a bonafide passenger and which is operated by a licensed commercial or chartered airline; However this exclusion is not applicable to Cardholders who are air crew and pilots of airlines while on duty as paid employees.
  - (f) Nuclear Radiation, Nuclear Fission, Nuclear Fusion and/or Radioactive Contamination;
  - (g) Riot, civil commotion, strikes and war (whether war be declared or not), rebellion, insurrection, resurrection, popular rising, usurped power, terrorism; However, terrorism exclusion is not

applicable as long as the cardholder is not an active participant of the terrorist activity. Further Passive War cover is excluded only if the Cardholder is on permanent assignment (an assignment for a period of more than 28 days) to a country after war has been declared in that country or after it has been recognized as a war zone by the United Nations or where there are war like operations.

- (h) The influence of alcohol or drugs other than proper use of drugs prescribed by a legally qualified medical practitioner but this exclusion shall not apply to Natural Death claim.
  - (i) Due to Chronic Illness / Condition but this exclusion shall not apply to Death Claim resulting from this reason;
  - (j) Illness due to pre-existing condition but this exclusion shall not apply in respect of Death occurring after a continuous period of 6 months from the Date of Commencement. However, this exclusion is applicable only if the Company is able to substantiate 'pre-existing condition' within 1 month from the date of submission of all required claims documentation to the Company;
  - (k) Acquired Immune Deficiency Syndrome (AIDS), AIDS related Complex (ARC) as defined by the World Health Organisation from time to time or the presence of the Human Immunodeficiency Virus (HIV) as revealed by the positive HIV anti-body or HIV test.
2. Where the Cardholder has received or has applied to receive a similar benefit covering the same interest under any other product or insurance in respect of the period for which the indemnity under this policy shall apply.

#### **CONDITIONS APPLICABLE**

1. The Cardholder shall furnish the Company with any information the Company may require (including details of the state of health) in respect of the Cardholder for the benefits hereunder. The Company may, at its sole discretion, require the Cardholder to undergo a medical examination by a legally qualified medical practitioner in the manner the Company deems required or fit.
2. The benefits under this Cover are extended only to Primary Cardholders and not to any additional or supplementary Cardholder.
3. No Benefits shall be paid in respect of a Cardholder who attains the Maximum Coverage Age.
4. Cover commences on positive active consent of the cardholder. The Cardholder has the option to opt out of the scheme at any time. However, once opted out, the Cardholder will not be allowed to re-join the scheme.
5. The benefits under this Cover shall terminate upon the happening of any one or more of the following.

- (i) Cancellation of the Cardholder's Credit Card Facility;
  - (ii) the Cardholder having attained the Age - 65;
  - (iii) the Cardholder's Death ,Permanent Total Disablement or Terminal Illness.
  - (iv) the Cardholder becomes a defaulter for a period of 90 days. However, this policy will be automatically reinstated once the Cardholder has paid his dues;
  - (v) Cancellation of the benefits under this Cover by the Insured or the Cardholder at any time in accordance with the terms and conditions of this Cover.
6. The observance by the Cardholder of the terms of this Cover and the truth of the statements and the answers by the Cardholder in any material information provided by the Cardholder shall be condition precedent to benefits applicable under this Cover. If the circumstances in which this Cover was extended to the Cardholder are materially altered without the written consent of the Company, the Cover shall become null and void.
7. If any claim under this Cover is in any way fraudulent or unfounded, all benefits under this Cover shall be forfeited in respect of the particular cardholder.
8. All claims and/or disputes shall be subject to the jurisdiction of the competent courts Dubai of UAE
9. The maximum cumulative amount of benefits payable under this cover shall not exceed the amount mentioned herein irrespective of the number of policies in force or number of credit card facilities in respect of which the cardholder has obtained a similar benefit as provided herein.

#### **CLAIMS PROCEDURE**

1. Upon happening of an event giving rise to a claim under this policy, the Cardholder / Cardholder's Legal Representatives shall follow the following procedure:
- (i) Give immediate written notice to the Company but not later than 90 days from the Date of Event.
  - (ii) The Cardholder or the Cardholder's legal representative shall complete the standard claim form issued by the Company and submit the same with such evidence to substantiate the claim to the satisfaction of the Company as the Company may reasonably require;
  - (iii) The Cardholder or the Cardholder's legal representative shall submit the following documents within 120 days of the event:

##### **for Death Claims**

- a. Copy of Death Certificate
- b. Copy of Post Mortem Report (wherever legally required)
- c. Copy of Police Report (if death was due to an accident)

- d. Copy of Medical Report from a licenced and registered medical officer with Detailed Diagnosis and Cause of Death if required by the Company when the actual cause of death is not clearly mentioned in the Death Certificate.
- e. Copy of Passport with valid Visa page (expatriates) or National identity card (UAE nationals)
- f. Copy of the Card Card outstanding statement
- g. Any other documents as may be required.

##### **for Permanent Total Disablement Claims**

- a. Disability Certificate from an authorised medical practitioner to assess disability
- b. Police Report (if disability is due to an accident)
- c. Medical Report from a licenced and registered medical officer with Detailed Diagnosis, Cause of Disability and Details of Treatment given (if any)
- h. Copy of Passport with valid Visa page (expatriates) or National identity card (UAE nationals)
- i. Copy of the Card Card outstanding statement
- j. Any other documents as may be required.

##### **for Terminal Illness Claims**

- a. medical report\* diagnosing illness
- b. police report (if illness is due to an accident)
- c. copy of passport with visa page
- d. Attending physician's certificate
- e. Credit Card Outstanding Statement
- f. Any other documents as may be required.

##### **for Temporary Total Disablement Claims**

- a. Disability Certificate from an authorised medical practitioner to assess disability
- b. Police Report (if disability is due to an accident)
- c. Medical Report\* with Detailed Diagnosis, Cause of Disability and Details of Treatment given (if any), Period of Temporary Total Disablement
- d. Copy of passport with visa page
- e. Credit Card Statement

- f. Any other documents as may be required.

*\* from an Authorised Medical Practitioner.*

All documents as indicated above may be required to be produced as attested copies (other than those surrendered to the authorities or Employer) for verification before the final settlement of claim.

#### **CONTACT INFORMATION**

For any queries on coverage, benefits or claims procedure please contact 800 55000