

**MASTERCARD SINGAPORE
WORLD CARDS**

EFFECTIVE DATE OF COVER

1 April 2018

SUMMARY OF COVER

Insurance Coverage	Maximum Benefit Amount (USD)
E-Commerce Purchase Protection	Per Occurrence: 200 Annual Aggregate: 200
Wallet Guard	Per Occurrence: 100 Annual Aggregate: 100

Each insurance benefit limit described in this Summary of Cover is in United States Dollars (USD). Payment of claims will be made in local currency where required by law, with the official Foreign Exchange Rates published on the date the payment is made.

PART A

**E-COMMERCE PURCHASE PROTECTION INSURANCE
TERMS & CONDITIONS FOR SINGAPORE CARDHOLDERS**

SECTION I GENERAL DEFINITIONS

Terms with a specific meaning are defined below and have this meaning wherever they appear with an initial capital letter.

Account means credit or bank account that is held with the Issuer.

Annual Aggregate Limit means the maximum amount of benefit per **Cardholder** under the e-Commerce Purchase Protect Insurance.

Cardholders/Insured Persons/ You/Your means all individuals who have been issued an **Eligible Card**, including secondary or additional cardholders on the same account, in Singapore and where such **Eligible Card** is issued by a participating Issuer.

Collectable Item(s) means an object suitable for a collection, originally a work of fine art or an antique, including also any of a wide variety of items collected as a hobby, for display, or as an investment whose value may appreciate that may include but not limited to antiques, toys, coins, comic books and stamps.

Courier means transportation company.

Covered Purchases means items, other than those listed in Section IV Exclusions, purchased entirely with the **Eligible Card** and/or have been acquired with points earned by a Rewards Program associated with the **Eligible Card**.

Credit Account means any credit arrangement, from a qualified financial institution, for personal use, such as a credit card account or a car/home loan account.

Damage means items that can no longer perform the function they were intended for due to broken parts or material or structural failures due to an accident.

Eligible Card means a participating Issuer's MasterCard World credit or debit cards.

Eligible Cardholders means those **Cardholders** with **Eligible Cards** that are valid, open and in good standing (not cancelled, suspended or delinquent) at the time of claim who shall be entitled to receive payment or such other benefit as is provided for in the Policy Schedule.

Excess means a monetary contribution **You** are required to pay towards a claim **You** make on this **Policy**.

Goods means items, other than those listed in Coverage Exclusions below, purchased entirely with the **Eligible Card** and/or have been acquired with points earned by a rewards program associated with the **Eligible Card**.

Issuer means a bank or financial institution or like entity that is authorized by MasterCard to operate a MasterCard card program in the **Territory** and is participating in the insurance offering to **Cardholders**.

Per Occurrence Limit means the maximum amount of benefit available under the e-Commerce Purchase Protect for any single Covered Purchase.

Policy means this contract of insurance.

Policy Period means 1 April 2018 to 31 March 2019

Seller means online entity legally selling goods via the internet.

Terrorist Act means the use or threatened use of force or violence against person or property, or commission of an act dangerous to human life or property, or commission of an act that interferes with or disrupts an electronic or communication system, undertaken by any person or group, whether or not acting on behalf of or in any connection with any organization, government, power, authority or military force, when the effect is to intimidate, coerce or harm a government, the civilian population or any segment thereof, or to disrupt any segment of the economy. Terrorism shall also include any act which is verified or recognized as an act of terrorism by the government where the event occurs.

Theft means the unlawful, intentional and dishonest taking of a **Covered Purchase** belonging to the **Cardholder** without their consent.

War means any declared or undeclared war or any warlike activities, including use of military force by any sovereign nation to achieve economic, geographic, nationalistic, political, racial, religious or other ends.

Natural Catastrophe means flood, windstorm, lightning, fire, explosion, landslide, volcanic action, earthquake and / or tsunami.

Territory means Singapore.

We/Us/Our/Insurer means AIG Asia Pacific Insurance Pte. Ltd.

SECTION II COVERAGE

Subject to the coverage, limits and conditions specified in the Summary of Cover, **We** will cover **You** under e-Commerce Purchase Protect, and reimburse **You** for the following:

- a. Non-delivery/and or incomplete delivery of **Goods** and shipping charges that are purchased on the internet: **Goods** are insured against non-delivery if the **Goods** have not been delivered within 30 days of the scheduled delivery, unless so otherwise stated by **Seller**, date and the **Seller** has failed to refund **You** to **Your Eligible Card** within 60 days of non-delivery, in excess of other applicable insurance.
- b. Improper functioning due to damage of delivered **Goods**: The delivered **Goods** are insured against improper functioning as a result of physical damage if the **Seller** or **Courier** has failed to refund to **Your Eligible Card** within 60 days of delivery, in excess of other applicable insurance.
- c. The **Goods** must have a value of at least USD50 including GST but excluding delivery or transportation costs.

In the event of a valid claim, **We** will pay **You** the purchase price for each item(s) of **Your** purchase, up to the amount as specified in the Summary of Cover.

SECTION III EXCLUSIONS

This Policy does not provide coverage for any of the following.

We will not pay for any claim, expenses or loss under this

section in connection with:

- lawful confiscation by the Police, Government Agencies, Courts or other empowered authorities;
- any fraudulent or willful act by **You**.
- any motor vehicle airplanes, boats, automobiles and motorcycles and any equipment, parts or accessories;

We shall not be liable to pay any claim under this Section for the non-delivery of or in connection with:

- animals or plant life;
- cash, bullion, negotiable instruments, shares, travellers checks, or tickets of any description (including but not limited to tickets for sporting and entertainment events, and travel) ;
- consumable or perishable items (including but not limited to, food, flowers, drink, drugs, nutrition supplements);
- motor vehicles, motor cycles or motor scooters, watercraft, aircraft and any equipment and/or parts necessary for its operation and/or maintenance;
- **Goods** purchased for commercial use including items purchased for re-sale or tools of trade or profession;
- access to internet websites, software or data files downloaded from the internet including music files, photos, reading material, books and movies;
- services provided via the Internet such as cinema tickets, air tickets, hotel bookings, car rental, financial advice;
- **Goods** purchased from a natural person either through a private transaction or an online auction website.
- counterfeit or fake goods
- loss or damage due to a natural catastrophe, atmospheric or climatic conditions, wear and tear, depreciation, gradual deterioration, water, pollution or contamination of any kind, manufacturing defects or inherent vice, vermin, insects, termites, mold, wet or dry rot, bacteria, rust, cleaning, servicing, maintenance, adjustment or repairs;
- losses due to mechanical failure, electrical failure; software or data failure;
- loss of data;
- **Goods** purchased for resale or items which are used goods, damaged goods or second-hand goods at the time of purchase;
- permanent household and/or business fixtures, including but not limited to carpeting, flooring and/or tiling, air conditioners, refrigerators, or heaters;
- **Goods** used for, or intended to be used for, retail and/or property rental, or other business purposes;
- items that **You** have rented or leased;
- items that were, at the time of purchase, used, rebuilt, refurbished, or remanufactured;
- art, antiques, firearms and **Collectable Items**;
- furs, watches, jewelry, gems, precious stones and articles made of or containing gold (or other precious metals and/or precious stones);
- the costs or charges which do not relate to any

- purchase, which **You** paid for using **Your Eligible Card**;
- misplacement;
- disappearance; or
- **Goods** deemed to be illegal by local government authorities

SECTION IV CONDITIONS

To be eligible for this coverage, the following needs to be present or to have occurred:

1. The delivery address for the **Goods** must be to **Your** postal address in Singapore as registered with the card **Issuer**.
2. A shipment tracking number must be assigned and

3. **You** must take all necessary reasonable action against the **Seller** to send replacement **Goods** or refund the purchase amount to **You**.
4. You must have informed the **Seller** in writing and by registered mail of the non-delivery of **Goods** and demanded replacement **Goods** or a full refund and the **Goods** have not been delivered.
5. In the event that a claim is submitted for improper functioning due to damage of delivered **Goods**, **You** shall notify the seller of the **Goods** and **Us** within 48 hours.

PART B

WALLET GUARD INSURANCE TERMS & CONDITIONS FOR SINGAPORE CARDHOLDERS

SECTION I GENERAL DEFINITIONS

Terms with a specific meaning are defined below and have this meaning wherever they appear with an initial capital letter.

Annual Aggregate Limit means the maximum amount per **Cardholder** for which the **Insurer** is liable during the **Policy Period**.

ATM means automatic teller machine

Bank Account means an account for personal use, with a qualified financial institution, against which the account holder can deposit and withdraw **Money**, or, deposit and draw **Checks**.

Burglary means the unlawful taking of **Your** property, or an attempt thereof, by a person or persons who illegally entered **Your** primary **Residence** using force or violence with visible signs of forced entry.

Business means (i) a trade, profession or occupation including those conducted on a full-time, part-time or occasional basis, or, any other legal activity in which one is engaged for **money** or other compensation.

Cardholder(s)/Insured Person(s)/You means all individuals who have been issued an **Eligible Card**, including secondary or additional **Cardholders** on the same account, in Singapore where such **Eligible Card** is issued by a participating **Issuer**.

Check means any bank draft, other than a draft with a stamped signature, drawn against deposited funds to pay a specific sum to a specified payee on demand.

Coverage Territory: Worldwide.

Covered Content means the **Payment Cards** and **Personal Papers** contained in **Your** wallet.

Credit Account means any credit arrangement, from a qualified financial institution, for personal use, such as a credit card account or a car/home loan account.

Eligible Card means a participating **Issuer's** MasterCard World credit or debit cards.

Identity Theft means the unauthorized and/or illegal use of **Your** personal information such as **Your** name or social security number to open **Credit accounts** and/or **Bank Accounts** that **You** did not authorize.

Issuer means a bank or financial institution or any entity that is in Singapore and is participating in the Wallet Guard offering to **Cardholders**.

Lost means no longer in **Your** possession due to having been (i) inadvertently misplaced, or, (ii) in an irretrievable place.

Money means currency, coins and bank notes in current use and having a face value

Payment Card means any **ATM** card, credit or charge card issued by a qualified financial institution or retailer for personal use only

Per Occurrence Limit means the maximum amount payable under the **Policy** for any single loss occurrence.

Personal Papers means any of **Your** official identification documents including, but not limited to, **Your** driver's license, employment papers and/or passport(s)

Policy holder means MasterCard Asia/Pacific Pte. Ltd.

Policy means this contract of insurance.

Policy Period means 1 April 2018 to 31 March 2019

Relative means the **Cardholder's** legally married spouse, parent, step-parent, parent in-law, grandparent, child, stepchild, legally adopted child, grandchild, brother, brother in-law, sister, sister in-law, son in-law, daughter in-law, uncle, aunt, niece, nephew or first cousin.

Replacement Cost means the current price of a similar item, with similar specifications.

Residence means the place in which the **Cardholder** principally resides the majority of the time and where the **Cardholder** keeps the **Cardholder's** personal belongings. **Residence**

includes, but is not limited to, a single family structure, condominium unit, cooperative or apartment.

Robbery means the unlawful taking of the **Cardholder's** property, by a person or person(s), using violence or the threat of violence and who has/have caused or threatened physical harm to the **Cardholder**, the **Cardholder's** spouse and/or children under age 21.

Terrorist Act means the use or threatened use of force or violence against person or property, or commission of an act dangerous to human life or property, or commission of an act that interferes with or disrupts an electronic or communication system, undertaken by any person or group, whether or not acting on behalf of or in any connection with any organization, government, power, authority or military force, when the effect is to intimidate, coerce or harm a government, the civilian population or any segment thereof, or to disrupt any segment of the economy. Terrorism shall also include any act which is verified or recognized as an act of terrorism by the Government of the country where the act of terrorism occurs.

Theft means the unlawful taking of property from **Your** care and/or custody, without consent, with the intent of gain, as a result of a **Robbery** or a **Burglary**.

Transportation Ticket means any ticket purchased for any type of public or private transportation.

War means any declared or undeclared **War** or any warlike activities, including use of military force by any sovereign nation to achieve economic, geographic, nationalistic, political, racial, religious or other ends.

We/Us/Our/Insurer means AIG Asia Pacific Insurance Pte. Ltd.

SECTION II COVERAGE

This **Policy** will cover the following, up to the **Cardholder's Per Occurrence Limit** and **Annual Aggregate Limits** listed in the Summary of Cover.

1. **Replacement Cost** for **Your** wallet or bag if **Your** wallet or bag is either **Lost** or the object of **Theft**;
2. Application fees for new **Personal Papers** and/or

Eligible Cards if they were in **Your** wallet when **Your** wallet was either **Lost** or the object of a **Theft**.

SECTION III EXCLUSIONS

This **Policy** will not cover:

1. Costs other than those listed in Section II, "Coverage";
2. **Money, Checks, Transportation Tickets** or any item other than **Your Covered Content** that were in **Your** wallet when **Your** wallet was either **Lost** or the object of **Theft**;
3. Losses caused by fire, water, normal wear and tear, manufacturing defects, abuse, vermin, insects, termites, mold, wet or dry rot, bacteria, rust, cleaning or repairs, or similar events;
4. Accidental damage to **Your** wallet and its **Covered Content**;
5. Any fraudulent/unauthorized charges and/or withdrawals on the **Payment Cards** that were in **Your** wallet when **Your** wallet was either **Lost** or the object of a **Theft**;
6. Any costs related to **Identity Theft**;
7. Losses that do not occur during the **Policy Period**;
8. Losses that result from, or are related to, **Your Business** pursuits, including any **Business** related travel;
9. Losses caused by **Your** or **Your Relatives'** illegal acts;
10. Losses that **You** have intentionally caused;
11. Losses that result from the intentional actions of a **Relative**, or actions that a **Relative** knew of or planned;
12. Losses due to **War**, invasion, act of foreign enemy, hostilities or warlike operations (whether **War** has been declared or not), civil **War**, rebellion, revolution, insurrection, civil commotion, uprising, military or usurped power, martial law, terrorism, riot or the act of any lawfully constituted authority or vandalisms of any kind; or
13. Losses due to the order of any government, public authority, or customs' official.

UNIFORM PROVISIONS

1. Valid Account: The **Eligible Card** must remain valid and in good standing for payments under this **Policy** to be made.

2. Notice of Claim: Written notice of claim must be given no later than thirty (30) days from the date of the loss incident. Failure to give notice within (30) days from the date of the loss incident may result in a denial of the claim. To file a claim, log on to <https://sg.mycardbenefits.com> or send a claim notification to:

AIG Asia Pacific Insurance Pte. Ltd.
78 Shenton Way
AIG Building
#09-16
Singapore 079120
Tel: +65 6419 1667

Business Hours: 08.30 – 17.30 Mon – Fri (except public holidays)

Telephone: +65 6419 1667

Languages supported: English

Email: APAC.Mastercard@aig.com

3. Duties after a Loss for each Insurance Coverage:

E-Commerce

The Cardholder must provide to the Insurer the following:

1. a signed claim form, if provided by AIG;
2. a copy of purchase receipt showing payment of the **Covered Purchases** which was made entirely with the **Eligible Card**;
3. The **Cardholder's** statement of account showing the **Credit Account** is valid and in good standing at the time of filing the claim.
4. **Non-delivery:** In the event that a claim for non-

delivery is paid to **You** and the original **Goods** eventually arrives, **You** should pay back any indemnity received to **Us**.

Wallet Guard

In the event of a covered loss, the **Cardholder** shall:

1. Contact the **Insurer** at the contact details set out in this **Policy** within twenty four (24) hours of **Your** discovery of a covered loss to obtain a claim form and instruction on what to do after a loss
2. File a police report within 24 hours of discovering a **Theft**
3. Notify **Your Issuer** within 24 hours of discovering that **Your** wallet or bag, with its **Covered Content**, was either **Lost** or the object of a **Theft**
4. Complete, sign and return the claim form to the **Insurer** with all the following documents, within thirty (30) days of making the original claim:
 - a) an original receipt showing the cost of **Your** wallet or bag at purchase;
 - b) in the event of a **Theft**, an official police report; and
 - c) all other relevant documents **We** may ask **You** to provide
5. Providing assistance cooperating with the **Insurer** in investigating, evaluating and settling the claim.

4. Payment of Claims: All payments to be made by the **Insurer** shall be paid to **Eligible Cardholders** in Singapore and such

payments shall be subject to the laws and regulations then in effect in Singapore.

5. Legal Rights: **You** will cooperate with **Us** and help **Us** to enforce any legal rights **You** or **We** may have in relation to **Your** claim.

6. Fraudulent Claims: **We** will not be liable if a claim is determined by the **Insurer** to be fraudulent and all payments made in respect of such fraudulent claims shall be forfeited at **Our** discretion.

7. Governing Law and Jurisdiction: This **Policy** is governed by and interpreted in accordance to the laws of Singapore. Any dispute will be subject to the exclusive jurisdiction of the courts of Singapore.

8. Sanctions: **We** will not be liable to provide any coverage or make any payment hereunder if to do so would be in violation of any sanctions law or regulation which would expose **Us**, **Our** parent company or its ultimate controlling entity to any penalty under any sanctions law or regulation.

9. Contracts (Rights of Third Parties) Act: A person who is not a party to this **Policy** contract will have no right under the Contracts (Rights of Third Parties) Act and to enforce any of its terms.

10. Legal Rights: **You** will cooperate with **Us** and help **Us** to enforce any legal rights **You** or **We** may have in relation to **Your** claim.