



**PRODUCT DISCLOSURE SHEET**

**Product: AIG Snatch Theft Insurance**

**Date: 01st March 2024**

**Read this Product Disclosure Sheet before you decide to take out the AIG Snatch Theft Insurance policy. Be sure to also read the general terms and conditions.**

**1. What is this product about?**

This policy provides you with 24-hour worldwide coverage against loss of cash and/or personal valuables due to snatch theft or robbery outside your private residence, protection against loss of cash due to assault, snatch theft or robbery at ATMs, and reimbursement of medical expenses incurred as a result of snatch theft, robbery or assault.

This product is exclusively available for sale at [www.lazada.com](http://www.lazada.com).

**2. What are the covers/benefits provided?**

This policy covers:

**a) Loss of Cash & Personal Valuables due to Snatch Theft and/or Robbery.**

We will reimburse you for loss of cash and/or personal valuables due to snatch theft and/or robbery that occurs outside your private residence.

**b) ATM Withdrawal Protection**

We will reimburse you against the loss of:

i) cash withdrawn by you; or

ii) cash you are forced to withdraw;

from your account via the use of an ATM provided such loss took place within 15 minutes immediately after the withdrawal and is due to assault, snatch theft or robbery.

**c) Medical Reimbursement for Injury due to Snatch Theft, Robbery or Assault**

We will reimburse you against actual expenses you incur for in-patient and out-patient treatment which is required due to an injury sustained from snatch theft, robbery or assault.

**Our liability in respect of any one (1) claim under this policy shall not exceed RM1,500 and is limited to a maximum of two (2) claims in any 12-month period.**

Please refer to the policy contract for the complete details of the benefits.

**3. How much premium do I have to pay?**

The premium payable is RM21.60 and is inclusive of 8% Service Tax

**4. What are the fees and charges that I have to pay?**

No additional charges or fees will be applicable.

**5. What are some of the key terms and conditions that I should be aware of?**

**(a) IMPORTANT: ACTIVATE YOUR POLICY**

**YOUR COVERAGE WILL NOT COMMENCE UNTIL THE DAY AFTER YOU HAVE ACTIVATED THE INSURANCE POLICY WITH US.**

**PLEASE FOLLOW ACTIVATION STEPS AT [WWW.LAZADA.COM](http://WWW.LAZADA.COM)**

**YOU MUST ACTIVATE YOUR INSURANCE POLICY WITHIN FOURTEEN (14) DAYS OF PURCHASE FROM [WWW.LAZADA.COM](http://WWW.LAZADA.COM) FAILING WHICH YOU WILL NOT BE ENTITLED TO ANY COVER UNDER THE POLICY.**

**(b) Claims:**



All claims must be made notified to us within 30 days from the date of loss. No claim will be admissible if notified after 1 year from the date of loss.

All supporting documents proving the loss that are required by us must be submitted to us within 90 days from the date of loss. This includes, but is not limited, to the following:-

- i) completed notification of claim form;
  - ii) police report(s);
  - iii) relevant ATM withdrawal slip/receipt at the time and date when Assault, Snatch Theft or Robbery occurred;
  - iv) medical report(s); and
  - v) original receipts and/or bills.
- (c) All benefits under this policy are subject to the lodging of a formal police report within 7 days of an occurrence.
- (d) **Age to qualify for cover** – 18 to 65 years old.
- (e) **Importance of disclosure** – You have a duty to take reasonable care not to make a misrepresentation in answering our questions or when applying for this insurance, to answer all questions fully and accurately and to disclose any matter that you know to be relevant to us in accepting the risks and determining the rates and terms to be applied otherwise it may result in avoidance of the policy, refusal or reduction of claims, change of terms or termination of the policy. This duty of disclosure shall continue until the time the policy is entered into, varied or renewed. You also have a duty to tell us immediately if at any time after the policy has been entered into, varied or renewed with us, any of the information given when you applied for this policy is inaccurate or has changed.

#### 6. What are the major exclusions under this policy?

- Losses caused by illegal acts of yours or the direct actions of your relatives;
- Losses that are intentionally caused by you;
- 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;
- Losses due to the order of any government, public authority, or customs' officials.
- any claim or benefit hereunder to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose us, our parent company or our ultimate controlling entity to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union or the United States of America.

For the Loss of Cash and/or Personal Valuables due to Snatch Theft and/or Robbery benefit,

- Loss, damage or deterioration of personal valuables arising from normal wear and tear or other gradually operating causes or occasioned by any process of cleaning, dyeing or renovating or climatic or atmospheric conditions;
- Loss due to any fraudulent, dishonest or criminal act committed by you, persons known you, or your family members, whether acting alone or in collusion with others;
- Loss of or damage to personal valuables of the Insured arising directly or indirectly from:
  - Intentional or malicious acts or gross negligence or carelessness of yours;
  - Mislaying, misplacing or mysterious disappearance;
  - Marring, scratching, peeling of paint or any other damage to the appearance of the personal valuables not resulting in loss of its function.
- Loss as a result of pick-pocketing;
- The loss of, loss of use of, damage to, corruption of, inability to access or inability to manipulate any computer system or electronic data within your Personal Valuables as a result of unauthorized access or unauthorized use of such system or data, a denial of service attack or receipt or transmission of malicious code. Computer system means any electronic hardware or software, or components thereof, that are used to store, process, access, transmit or receive information. Electronic data means any data stored on a computer system.



For the ATM Withdrawal Protection benefit,

- Loss due to any fraudulent, dishonest or criminal act committed by you, persons known you, or your family members, whether acting alone or in collusion with others;
- Loss resulting from unauthorized use of your payment cards by a member of your family or persons known to you;
- Liability for any debt arising due to the loss of your payment cards;
- Liability for any debt arising from the unauthorized use of any supplementary payment cards issued to your family members or persons known to you.
- The loss of, loss of use of, damage to, corruption of, inability to access or inability to manipulate any computer system or electronic data within your Payment Card as a result of unauthorized access or unauthorized use of such system or data, a denial of service attack or receipt or transmission of malicious code. Computer system means any electronic hardware or software, or components thereof, that are used to store, process, access, transmit or receive information. Electronic data means any data stored on a computer system.

Benefits under this policy will not be payable in the event of any situation involving any criminal activity, violation of law or the usage of drugs by you.

The entire policy shall be voided whether before or after a loss, if any material fact or circumstance is willfully concealed, or misrepresented, or fraudulent information is provided to us whether concerning this insurance or any claim filed thereunder.

**7. Can I cancel my policy?**

You may only cancel this policy at [www.lazada.com](http://www.lazada.com) within 14 days from date of purchase, provided that you have not made a claim on this policy.

**8. What do I need to do if there are changes to my contact/personal details?**

It is important that you inform us of any change in your contact details to ensure that all correspondences reach you in a timely manner.

**9. Where can I get further information?**

Should you require additional information about AIG Snatch Theft insurance, or have any enquiries, please contact us at:

AIG Malaysia Insurance Berhad (200701037463)

P O Box 11768, 50756 Kuala Lumpur

Telephone : 1800 88 8811 / 603 2118 0188 Facsimile : 603 2118 0288

Email: [AIGMYCare@aig.com](mailto:AIGMYCare@aig.com)

Microsite: <http://www.aig.my/lazada>

**10. Other types of insurance cover available.**

Please refer to our website at [www.aig.my](http://www.aig.my)

**IMPORTANT NOTE:**

**YOU SHOULD SATISFY YOURSELF THAT THIS POLICY WILL BEST SERVE YOUR NEEDS. YOU SHOULD READ AND UNDERSTAND THE INSURANCE POLICY AND CONTACT THE INSURANCE COMPANY DIRECTLY FOR MORE INFORMATION.**

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