



## PRODUCT DISCLOSURE SHEET

Read this Product Disclosure Sheet before you decide to purchase the Redone Broken Bones Protection Plan Enhanced.  
Be sure to also read the general terms and conditions.

**Product: Redone Broken Bones Protection Plan Enhanced**

**Master Policyholder: redONE Network Sdn Bhd**

**Date Issued: 01<sup>st</sup> November 2024**

### 1. What is this product about?

- (a) This product provides compensation in the event of injuries, disability or death caused by a sudden and unforeseen accident. Coverage provided is worldwide and 24 hours a day.
- (b) This cover can be purchased by RedOne Network Sdn Bhd customer for themselves and coverage can be extended to include their legal spouse and/or parent(s).

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

This Policy covers:

- (a) Accidental Death And Permanent Total Disablement
- (b) Casualty Cash Benefit (due to Accident)
- (c) Daily Care Cash Benefit (due to Accident)
- (d) Hospital Relief Cash Benefit (up to max – 200 days due to Accident)

You may extend the policy to provide the following benefits by paying additional premium:

- (a) Accidental Medical Reimbursement
- (b) Ambulance Benefits

*Note: Please refer to the schedule of benefits which is attached in your policy contract for further details of the benefits.*

Duration of cover is for one month. Your coverage is renewed automatically upon payment of premium subject to the renewal condition as stated in your policy contract.

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

- (a) You may refer to the [premium table](#) for the relevant premium applicable to you.
- (b) Premium is payable on a monthly basis.
- (c) Please keep the proof of premium payment for any future reference.

### 4. Who is the insurance intermediary/agent?

Name: redONE Network Sdn Bhd

Address: A-3-42, Block A, 3rd Floor, IOI Boulevard, Jalan Kenari 5, Bandar Puchong Jaya, 47170 Puchong, Selangor, Malaysia.

### 5. What are the fees and charges that I have to pay?

Type	Amount
Commission paid to the insurance intermediary/agent (Included in the premium)	20% of premium. You may refer to the <a href="#">commission table</a> for the relevant commission applicable to you
Service Tax	8% of premium
Stamp Duty	RM10.00

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

#### (a) Importance of disclosure:

You must take reasonable care to ensure that all your answers to the questions are full, complete, correct, and honest and to the best of your knowledge.

You also have to duty to inform AIG Malaysia of any change in the information given to us earlier before we issue the policy schedule to you, before you renew or change any of the terms of your policy. If you don't, your policy may be cancelled, or treated as if it never existed, or your claim rejected or not fully paid.



- (b) **Claims:**
- (i) All claims must be notified to us within 30 days from the date of loss.
  - (ii) All supporting documents proving the loss must be submitted 90 days from the date of loss.
  - (iii) No claim will be admissible if notified after 1 year from the date of loss.
  - (iv) All claims will be paid to you. In the event of death, claims will be paid to your nominee or estate.
- (c) **Number of policies:** You can only be covered under 1 policy in respect of this insurance.
- (d) **Age:**
- (i) The insured person/s must be 18 years and above and below the age of 75 years to qualify for cover which is renewable at our discretion up to 85 years.
  - (ii) The age of the insured person/s is based on the age as of their last birthday.
- (e) **Sanction:**  
AIG Malaysia shall not be deemed to provide cover and AIG Malaysia 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 AIG Malaysia, AIG Malaysia's parent company or AIG Malaysia's 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.

**7. What are the major exclusions under this policy?**

This policy does not cover death or injury caused by or to:

- (a) Members of the armed forces and professional sportsmen;
- (b) Suicide or intentional self inflicted injuries;
- (c) During air travel unless as a fare-paying passenger;
- (d) Violation of law and any payment that would violate any government prohibition or regulation.
- (e) Drug-related accidents;
- (f) Mental or nervous disorders;
- (g) Any pre-existing conditions occurring prior to the policy effective date where the insured person/s;
  - has received or is receiving treatment;
  - has been given medical advice, diagnosis or where care or treatment has been recommended;
  - has clear and distinct symptoms that are or were evident; or
  - when its existence would have been apparent to a reasonable person in the circumstances,
- (h) Acquired Immune Deficient Syndrome (AIDS), Human Immune Deficiency Virus (HIV);
- (i) Driving or riding in any type of race using a motorized vehicle;
- (j) Nuclear, chemical or biological materials;
- (k) War;
- (l) Cover or service for:
  - any loss, injury, damage or legal liability arising directly from travel in, to or through Afghanistan, Cuba, Democratic Republic of Congo, Iran, Iraq, Liberia, Sudan or Syria; and
  - any loss, injury, damage or legal liability suffered or sustained directly or indirectly by an insured person if that insured person is a terrorist, a member of terrorist, a narcotics or a purveyor of nuclear, chemical or biological weapons.

*Note: This list is non-exhaustive. Please refer to the policy contract for the full list of exclusions under this policy.*

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

- (a) You may cancel your policy by giving us 30 days written notice. Your cover will continue for the duration which premium has been received and will terminate upon expiry of such period;
- (b) We can cancel this policy by giving you 30 days written notice. Your cover will continue for the duration which premium has been received and will terminate upon expiry of such period.

**9. 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 life profile which would affect the risk profile.

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

Should you require additional information about this policy, please refer to the insuranceinfo booklet on "Personal Accident Insurance", available at all our branches or you can obtain a copy from the insurance agent or visit [www.insuranceinfo.com.my](http://www.insuranceinfo.com.my)

If you have any enquiries, please contact us at:

AIG Malaysia Insurance Berhad (200701037463)

P O Box 11768,

50756 Kuala Lumpur

Phone : 1800 88 8811 / 603 2118 0188

Fax : 603 2118 0288

E-mail : [AIGMYCare@aig.com](mailto:AIGMYCare@aig.com)



**11. Other types of Personal Accident cover available.**

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

**IMPORTANT NOTE:**

**YOU ARE ADVISED TO NOTE THE SCALE OF BENEFITS FOR DEATH AND DISABLEMENT IN YOUR INSURANCE POLICY. YOU MUST NOMINATE A NOMINEE AND ENSURE THAT YOUR NOMINEE IS AWARE OF THE PERSONAL ACCIDENT POLICY THAT YOU HAVE PURCHASED.**

**YOU SHOULD READ AND UNDERSTAND THE CONTRACT TERMS AND DISCUSS FURTHER WITH THE COMPANY IF THERE ARE ANY TERMS THAT YOU DO NOT UNDERSTAND BEFORE ACCEPTING THE POLICY CONTRACT. IF THERE ARE ANY QUESTIONS REGARDING THE TERMS AND CONDITIONS OF THIS PRODUCT DISCLOSURE SHEET, THE INSURED PERSON MAY CONTACT THE COMPANY.**

**BY ACCEPTING THE POLICY CONTRACT, YOU ACKNOWLEDGE THAT THE KEY CONTRACT TERMS HAVE BEEN ADEQUATELY EXPLAINED BY THE AGENT OR COMPANY TO YOU AND THAT THE POLICY CONTRACT OFFERED IS SUITABLE FOR YOUR INSURANCE NEEDS.**

AIG Malaysia Insurance Berhad is licensed under the Financial Services Act 2013 and regulated by Bank Negara Malaysia.

The information provided in this disclosure sheet is valid as at 01<sup>st</sup> November 2024.