

## CREDIT SHIELD TAKAFUL

### Terms and Conditions

## Plan Highlights

- ✓ **24 hour worldwide cover for:** Natural Death & Permanent Total Disablement (sickness), Accidental Death, Permanent Total Disablement (accident), Critical Illness, and U.A.E in respect of involuntary loss of Employment.
- ✓ Although only Primary cardholder/s is covered for the benefits under this Takaful, the credit card spend by supplementary cardholder is also covered.

## **DEFINITIONS**

For the purpose of this certificate, the following definitions shall apply unless the context otherwise requires:

**Accident** means where death/disablement is sustained by the Covered Borrower during the Period of Takaful caused solely and directly by external violent means, is unexpected, unforeseeable and not attributed to the Covered Member's intentional damage, self-inflicted injury or suicide.

**Bank/Certificate holder** means Abu Dhabi Commercial Bank, Abu Dhabi, U.A.E, who agrees to pay contribution to Company on behalf of Covered Member subscribed under this certificate.

**Bodily Injury** means bodily injury which:

- (a) is sustained by an Covered Borrower during the Period of Takaful.
- (b) is caused by an accident, and
- (c) solely and independently of any other cause, except illness directly resulting from, or surgical or medical treatment rendered necessary by, such injury, occasions the disablement of the Covered Borrower within 90 days from the date of the accident by which such injury is caused.

**Beneficiary** The Certificate Benefits in relation to Outstanding Credit Balance at the time of claim arising from Death due to any cause, Permanent Total Disability (accident/sickness), Critical Illness, Involuntary Loss of Employment shall be payable to the Bank as the exclusive and irrevocable beneficiary. The Bank commits to recognize such Benefits payments as payments made by the Covered Borrowers themselves to clear (or compensate for) his pending debt. The Certificate benefits for Top- Up Life cover will be paid to the legal heirs of the Covered Member.

**Company** means Noor Takaful Family PJSC authorized to transact Takaful business in consideration of payment of contribution by the Certificate holder/Bank on behalf of Covered member.

**Cardholder/covered member** means a primary and account holder of the credit card issued to the Covered who has not unsubscribed to the benefits under this certificate and has not been disqualified by the provisions of this certificate to be eligible to receive the benefits under this certificate.

**Charges** means amounts payable by the Cardholder arising from the use of the Card or the Card Number or the PIN or under the Terms and Conditions of the credit card agreement and includes without limitation all Card transactions, fees, finance charges, additional expenses, damages, legal costs, and disbursements, which will be debited to the Card Account and form part of Current Balance

**Commencement Date** means the date the Cardholder is enrolled for this certificate by the Bank or the date of inception of this Cover whichever is later. Cardholders are enrolled for this cover by checking the check box in the credit card application or providing their consent to bank on recorded telephone

**Death** means death any cause except as stated under the List of Exclusions mentioned under this certificate.

**Outstanding Credit Balance** means the total amount outstanding in the Credit Card Facility (that is, the amount outstanding in the primary card account alone or in both the primary and supplementary card account, in case a supplementary card exists) 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.

**Sickness** means a disease or sickness first occurring after the Commencement Date.

**Warlike operations** means hostilities, mutiny, riot, civil commotion, civil war, rebellion, revolution, insurrection, conspiracy, military or usurped power and martial law or state of siege.

**Permanent Total Disability (PTD)** means the total and permanent inability of the covered, due to accident or sickness, occurred prior the **70th** anniversary, and medically observed, to perform any activity. If at the time of the loss, the Covered is unemployed, PTD means the Permanent and Total inability to perform, without assistance of a third person, the daily acts of living. The deferment period for PTD is up to 12 months. The total and irrevocable loss of sight of both eyes or the loss by severance of i) two or more limbs or ii) one limb at or above the wrist or ankle and the loss of sight of one eye, by the covered will be considered a total permanent disability and thus any claim arising thereof is subject to settlement without delay.

The Company reserves its right to seek a second opinion at own cost to satisfy their decision prior to invoking the appropriate clause.

If at the time of the disability event, the Covered Borrower is unemployed or self-employed, PTD means the permanent and total inability to perform, without assistance of a third person, at least 5 out of 6 of the following acts of daily living:

**1. Washing:** the ability to wash in the bath or in a shower (including getting into and out of the bath or shower) or wash satisfactory by other means;

**2. Dressing:** the ability to put on, take off, secure and unfasten all garments and as appropriate, any braces, artificial limbs or other surgical appliances;

**3. Transferring:** the ability to move from bed/chair to an upright position or wheelchair and vice versa;

**4. Mobility:** the ability to move indoors from room to room on level surface;

**5. Toileting:** the ability to use the lavatory or otherwise manage bowel and bladder functions so as to maintain a satisfactory level of personal hygiene;

**6. Feeding:** the ability to feed oneself once food has been prepared and made available.

In the event of disablement either by accident or sickness, the 12 months deferred period is waived, If Takaful company are satisfied that based on detailed report from a UAE registered and recognized treating physician of a hospital or a clinic, which clearly and adequately prove beyond any doubt that the cardholder will never recover or recuperate from his / her Bodily Injuries or Sickness and that the status of the cardholder falls within the scope and definition

of the Permanent and Total Disablement benefit clause.

The Company reserves its right to seek a second opinion at own cost to satisfy their decision prior to invoking the appropriate clause.

**Involuntary Loss of Employment (ILOE)** means unemployment of the Covered Person arising out of the unilateral decision of the employers to terminate his employment contract without citing any reason or for any reason other than those mentioned under exclusions in the certificate.

**Re-employment** means accepting and starting work for a new employer or the same employer under a new employment contract within 6 months from date of actual unemployment.

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

1. In respect of Death the date of death was resulting from an accident happening after the Effective Commencement Date and during the Cover Period
2. In respect of Permanent Total Disablement the date of recognition of Permanent Total Disablement by a competent authority results from an accident/illness happening or manifesting after the Commencement date and during the cover period.
3. In respect of Involuntary Loss of Employment, the date of notice of termination served to the covered person after the Effective Date and during the Period of Takaful.
4. In respect of Critical Illness the date of diagnosis of Critical Illness by a competent authority results from an accident or illness happening/manifesting after the commencement date and during the cover period.

#### **Definition of Covered Critical Illness**

Critical illness condition shall mean the covered cardholder having suffered or developed one of the following critical illnesses during the period of cover of this benefit:

**Cancer** means a disease manifested by the presence of a malignant tumor characterized by the uncontrolled growth and spread of malignant

cells, and the invasion of tissue. The term cancer also includes leukemia and malignant disease of the lymphatic system such as Hodgkin's disease. Any non-invasive cancer in-situ, Hodgkin's disease stage I, prostate cancer stage A, all skin cancers except invasive melanoma (starting with Clark Level III) and any malignant tumor in the presence of any Human Immunodeficiency Virus are excluded.

**Coronary Artery (Bypass) Surgery** means the actual undergoing of open chest surgery for the correction of two or more coronary arteries, which are narrowed or blocked, by coronary artery bypass (CABG). The surgery must have been proven to be necessary by means of coronary angiography.

With regard to this cover angiography and/or any other intra-arterial procedure are excluded.

**Heart Attack (Myocardial Infarction)** means the death of a portion of the heart muscle as a result of inadequate blood supply to the relevant area. The diagnosis for this will be evidenced by all of the following criteria:

☑ A history of typical chest pain

☑ New electrocardiogram changes

☑ Elevation of infarction-specific enzymes

Non-ST-segment elevation myocardial infarction (NSTEMI) with elevation of Troponin I or T is excluded.

**Kidney Failure (End Stage Renal Disease)** means end stage renal disease presented as chronic irreversible failure of both kidneys to function, as a result of which either regular renal dialysis (hemo-dialysis or peritoneal dialysis) is instituted or renal transplantation is carried out.

**Stroke** means any cerebrovascular incident producing neurological sequel lasting more than 24 hours and including infarction of brain tissue, hemorrhage and embolism from an extra-cranial source. Evidence of neurological deficit for at least 3 months has to be produced.

**Major Organ Transplantation** means the actual undergoing of transplantation as the recipient of a heart, lung, liver, pancreas, kidney or bone marrow.

**Multiple Sclerosis** means unequivocal diagnosis of Multiple Sclerosis by a consultant neurologist holding such an appointment at an approved hospital. The Covered must exhibit neurological abnormalities that have existed for a continuous period of at least 6 months or must have had at least two clinically documented episodes. This must be evidenced by the typical symptoms of

demyelination and impairment of motor and sensory functions.

In this Cover unless the context otherwise requires words and phrases cognate to those defined herein or under the Schedule attached hereto and shall be construed in accordance with those definitions and the singular includes the plural and the masculine the feminine and vice versa

## ELIGIBILITY CONDITIONS

1. The Covered Member must meet the eligibility criteria stipulated by the Bank to become a Covered Member.
2. The Covered Member should have been employed with the same employer for at least 6 months.
3. The Covered Member should have a full time permanent employment contract with his employer.
4. The Covered Member shall be within the age criteria specified in the Cover.
5. Residing in the UAE, however, all Covered Members are covered whilst traveling anywhere in the world on a 24 hour basis.

Eligibility conditions 2 and 3 apply to Involuntary Loss of Employment benefit only.

## SCOPE OF COVER:

1. Death, or
2. Permanent Total Disablement, or
3. Critical Illness, or
4. Involuntary Loss of Employment
5. Top up Life Cover

## Amount Covered :

In respect of **Death, or Permanent Total Disablement**, arising out of a cause not specifically excluded herein, during the cover period, Company shall pay to the Bank 100% of the covered Primary Cardholder's account Outstanding Credit Balance or Credit Limit or Maximum Indemnity limit whichever is lower as on Date of Event. The bank shall in turn waive off the indebtedness of the cardholder accordingly.

## Critical Illness:

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In the event of Cardholder being diagnosed with one or more of critical illnesses covered hereunder and arising out of a cause not specifically excluded herein, during the cover Period, the Company shall pay to the Bank 100% of the covered Primary Cardholder's account Outstanding Credit Balance or Credit Limit or Maximum Indemnity limit whichever is lower as on Date of Event. The bank shall in turn waive off the indebtedness of the cardholder accordingly. Provided that:

1. The date of event falls after a waiting period of 120 days from date of enrollment of Primary Cardholder.
2. The Illness has not been contracted prior to the commencement date of this plan.
3. The Primary Cardholder should survive 30 days from the date of diagnosis for the claim to be paid.
4. Diagnosis must occur within UAE and by a recognized medical authority.
5. The date of recognition /diagnosis of Critical Illness by a competent Medical Authority resulting from an illness happening/ manifesting after 120 days from the enrollment date of the Primary Cardholder and during the Certificate Period.

## **Involuntary Loss of Employment:**

In the event of Involuntary Loss of Employment of the Primary Cardholder after the Commencement Date and during the Certificate Period, the Company shall pay 10 % of the credit card account Outstanding Credit Balance or credit limit whichever is lower but not exceeding a maximum amount payable of AED 4,000/- for each month of the Primary Cardholder's unemployment subject to the condition that the Total Period of such indemnity shall not exceed 12 months from the date of actual unemployment. The bank shall in turn waive off the indebtedness of the cardholder accordingly.

Provided that:

1. The benefits are payable only if the Date of Event, falls after a waiting period of 90 days from the commencement date of the credit cardholder being covered, In case of change in employer /occupation the waiting period will start again from the date of change in employment, however, the ILOE benefits will not be payable for the first 30 days from the date of event.
2. Continuance of the payments under Involuntary Loss of Employment (monthly indemnity) is subject to Covered Member remains as a resident of U.A.E, under a valid employment visa

provided by the employer terminating his/her employment and as declared in the claims notification documents.

3. For avoidance of doubt, the certificate benefits do not extend to members not residing in UAE.
4. The Primary Cardholder/Certificate holder shall inform the company as soon as the Primary Cardholder accepts an alternative job within twelve months period from the date of his actual unemployment. In case, it is found that the Primary Cardholder has been re-employed during the period he has been taking the monthly benefits the entire claim will be void and company reserves the right to recover the full amount paid to the primary cardholder/certificate holder as monthly benefit since the beginning of his/her unemployment.

## **Top up Life Cover:**

In addition to the above benefits protecting the Credit Card, the plan is extended to provide Top-Up cover to the credit card holders against the risk of Death by any Cause (either by Natural or Accident causes). The Company shall pay to *legal heirs of the Covered Member* the Maximum indemnity limit of the corresponding type of Covered card.

## **Maximum Indemnity Limit Per primary credit cardholder**

| Type of card                                    | Max Indemnity limit |
|---|---------------------|
| Infinite Cardholders                            | AED 200,000/-       |
| Platinum Cardholders                            | AED 100,000/-       |
| Gold/Titanium Cardholders                       | AED 75,000/-        |
| Classic Cardholders                             | AED 50,000/-        |
| Silver/Lulu standard/Smart traveler cardholders | AED 25,000/-        |

The maximum cumulative amount of benefits payable under this cover shall not exceed the amount mentioned herein irrespective if number of policies in force or number of credit card facilities in respect of which cardholder has obtained a similar benefit as provided herein.

## **List of Exclusions**

Notwithstanding anything contained in any of the Endorsements attached to the certificate, no benefit will be payable under any of those Endorsements if the incident or event occurs either directly or indirectly as result of any of the following causes.

## **1. Death Benefit**

- I. Active participation in warlike operation means an active member of the military forces e.g. Army, Navy, Air Force, Territorial Army or Police or any other special forces activated by government or other public authorities to defend law and order in case of a warlike operation or any other person who takes up arms in an active or defensive role. Passive War cover is excluded if a cardholder borrower is permanently assigned 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 warlike operations, as described above. Permanent, mentioned above, means an assignment of more than twenty-eight (28) days.
- II. Coverage does not cease when terrorist activity is involved as long as the covered cardholder is not an active participant.
- III. Directly or indirectly occasioned through war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, riot or strike or mutiny, martial law, state of siege or any of the events or causes which determine the proclamation or maintenance of martial law or state of siege, violence, looting, sacking or pillage and terrorism.
- IV. Directly or indirectly occasioned through accidental or deliberate spread or use of atomic, biological or chemical material including death directly or indirectly caused by, resulting from, or in connection with any action taken in controlling, preventing, suppressing or in any way relating to any event where atomic, biological and chemical material is involved.
- V. Nuclear Radiation, Nuclear Fission, Nuclear Fusion and/or Radioactive Contamination.
- VI. Suicide / self-inflicted injury within 12 months of the commencement date.
- VII. Directly or indirectly occasioned through any unlawful or criminal act of the Covered Person.

## **2. For Disability and Critical Illness Benefits, in addition to the above, shall be excluded in**

### **Consequence of:**

- I. Any breach of law by the cardholder or any assault provoked by him.
- II. Being under the influence of alcohol/drugs other than in accordance with the directions of a registered medical practitioner.
- III. Aviation, gliding or any other forms of flights other than as a fare paying passenger of a recognized airline or charter service
- IV. Participation in, or training for, any hazardous sport of competition or riding or driving in any form of race or competition.
- V. Involvement in any underwater activity.
- VI. Injury caused by nuclear fusion, nuclear fission or radioactive contamination.
- VII. Serving in any capacity of any Navy, Army or Air Force
- VIII. Mental Illness or disease.
- IX. Pregnancy, childbirth or abortion or any complications arising there from
- X. Any disease or mental impairment from which the covered was suffering or had a serious past history at the commencement of the cover or his date of entry if later.
- XI. Infection from any Human Immunodeficiency Virus (HIV), Acquired Immune deficiency syndrome (AIDS) or any AIDS-related condition.
- XII. Critical Illness has not been contracted or diagnosed prior to the enrolment of the primary cardholder under the plan.

## **3. Involuntary Loss of Employment**

The benefits under this cover shall not be applicable in respect of Involuntary Loss of Employment arising out of and/or attributable to and/or in connection with the following:

- I. Employment on a fixed term contract for less than 2 years or part time or temporary employment.
- II. Resignation or leaving by mutual agreement or voluntary unemployment or redundancy after voluntary breaks from employment in excess of normal holiday entitlement.
- III. Disability, sickness or accident or any other medical reason (mental and /or physical).
- IV. Involuntary loss of employment which starts within 90 days of the commencement date.

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- V. Where the primary cardholder was aware of pending unemployment on or before the commencement date.
- VI. Where the unemployment is a normal seasonal parts of the employment or due to non-renewal of Employment Contract by the authorities.
- VII. Where the Primary Cardholder has neither been terminated nor become redundant but his/her salary allowances are being withheld in part or full for any reason of Employment Contract.
- VIII. Employees of the Bank/Certificate holder or its subsidiaries/members of outsourced companies working for the Certificate holder.
- IX. Claims notified beyond 30 days from date of event.
- X. Unemployment due to any of the following :
  - a. Misconduct
  - b. Refusal to accept orders from the superiors
  - c. Convicted in crime
  - d. Dishonesty or Fraudulent Act.
  - e. The period for which payment from the employer is received instead of working notice.
  - f. Termination of employment due to voluntary retirement.
  - g. Company Failure where a contributing cause was a natural catastrophic peril
  - h. Emiratization
  - i. In the event that the Primary Cardholder no longer holds a valid UAE resident or Employment Visa.

|                      |          |          |
|----------------------|----------|----------|
| Maximum age at entry | 69 years | 59 years |
| Maximum age at Claim | 70 years | 60 years |

- XIII. Cover is applicable only for Primary cardholder subject to contribution payment to the Company.
- XIV. In the event of Involuntary Loss of Employment benefits being provided to the Cardholder, the Cardholder shall notify the Company immediately upon Re-employment but not later than 30 days from the date of Re-employment. Failure to notify the Company shall render the benefits provided under this Cover fully recoverable without contestation.
- XV. The Bank 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.
- XVI. The cover shall be governed by and construed in accordance with the laws of the Emirate of Abu Dhabi and United Arab Emirates. Any claims and or dispute arising out of or relating to this certificate shall be subject to the exclusive jurisdiction of the competent courts of the Emirate of Abu Dhabi.
- XVII. The Bank is not at any time considered as an agent of Noor Takaful Family PJSC the "Takaful Provider". Any claims or contestations for any takaful coverage can however be negotiated directly with Noor Takaful, through the Certificate holder's offices.
- XVIII. If a member has several number of cards, the aggregate limit payable under the Credit Shield plan is payable twice the Sum Covered as a maximum provided the outstanding balance of all cards are declared to the company.
- XIX. There will be no cumulative payment of benefits under Credit Shield Plan except in the case of Involuntary Loss of Employment benefit which shall be considered as an independent claim in addition to the benefits.

## Certificate Terms & conditions

### Important Notice

- XI. Cover automatically starts from the commencement date
- XII. Age limit (attained)

|                      |                               |                                 |
|----------------------|-------------------------------|---------------------------------|
|                      | Death and/ Disability Benefit | Involuntary Loss of Employments |
| Minimum age at Entry | 18 years                      | 18 years                        |

- XX. In the event of a claim it must be notified to the Company as soon as possible but in any event not more than 30 days after the occurrence of the incident giving rise to the claim, together with any supporting evidence required by the Company.
- XXI. If a claim upon this Certificate be in any respect fraudulent or if any false declaration is made or used in support thereof, or if any fraudulent means or devices are used by the Certificate holder or any one acting on his behalf to obtain any benefit under this Takaful Certificate or if the loss, destruction or damage be occasioned by the wilful act or with the connivance of the Covered all Benefits under this Certificate shall be forfeited.
- XXII. The due observance and fulfilment 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 a condition precedent to any liability of the Company.

## **TERMINATION OF COVER**

The benefits under this Cover shall terminate upon the happening of any one or more of the following.

1. Failure to pay the contribution to the Company;
2. Cancellation of the Cardholder's Credit Card Facility;
3. The Cardholder having attained the Age of 70 years for Death, Disability, Critical Illness benefit, however the cover shall terminate on Covered member having attained age of 60 years for Involuntary Loss of Employment ;
4. The Covered Members Death or Permanent Total Disablement or Critical Illness.
5. The Covered member (primary cardholder) becoming unemployed voluntarily. However, such termination shall be only in respect of Involuntary Loss of Employment;
6. Cancellation of the benefits under this Cover by the Company or Bank or the Covered Member at any time in accordance with the terms and conditions of this Cover.
7. Date on which the Credit card account becomes overdue by six months or a complaint is filed with

authorities about non-payment of the dues or the credit cardholder is declared absconding or a judgment is entered in any court with respect to the indebtedness there under.

8. Transfer of Cardholders indebtedness to another person.

### **How to Claim**

- Upon happening of an event giving rise to a claim under this certificate, the Covered Member /Covered Member's legal representative(s) shall give immediate written notice to the Company but not later than 30 days from the date of event.
- Any and all communications related to a claim should be addressed to the following address, marked to the attention of the Company's Claims Department:  
**Noor Takaful Family PJSC**  
P. O. Box: 48883, Dubai, United Arab Emirates.
- Covered Member or Covered Member's representative will contact the Company and submit all the applicable claim documents as advised by the Company's claim department.

## **GENERAL CLAIMS PROCEDURE**

- I. Written notice of accident/ death/ injury/illness which could result in a claim being made under the Certificate must be given to the Company immediately. Such notification, apart from stating name of the covered member in respect of whom the claim is reported, should provide basic details including date of death/ accident/sickness and the type of benefit claimed.
- II. Upon receipt of Claim Notification, the Company shall: Register the claim and allocate a claim number, to be quoted in all subsequent communications relating to that claim. Advise the claim number to the Covered and request documentation considered necessary and reasonable for processing of the claim.
- III. Upon receipt of the above, the corresponding Claim Form complete in all respects shall be submitted to the Company together with all supporting documents requested.
- IV. Upon receipt of the documented claim from the Covered, the Company shall advise any further

documentation required to substantiate the claim or process the claim for settlement.

- V. For all valid claims payable in accordance with the terms and conditions of the Certificate, the Discharge Receipt would be issued Settlement of the claim would be effected to within twenty one (21) working days of receipt by the Company of the duly signed and stamped Discharge Receipt.

## DOCUMENTATION CHECKLIST

### Death Claims:

- i. Claim Form duly completed and signed by authorized signatory
- ii. Accident Report of the Employer concerned (in case of Accident)
- iii. Death Certificate (in original). In case of death taking place outside U.A.E., such original Death certificate issued abroad should be attested by U.A.E. authorities concerned
- iv. Post Mortem Report (wherever required)
- v. Police Report – if death due to accident/Road Traffic Accident
- vi. Medical Report from a hospital with a detailed diagnosis, history of illness (if natural death) and cause of death, if the same is not clearly mentioned in death certificate.
- vii. Copy of Passport of the employee including visa page
- viii. Any other document found necessary

### **Permanent Total Disability/Temporary Total Disability Claims (due to Accident/Sickness)**

- i. Claim Form duly completed and signed by authorized signatory
- ii. Accident Report of the Employer concerned (in case of Accident)
- iii. Medical Report (in original) confirming exact degree of permanent disability issued by the Medical Board
- iv. Police Report – if disability is as a result of accident/Road Traffic Accident
- v. Medical Report from a Hospital with a detailed diagnosis, history of illness (if disability due to sickness) and cause of disability
- vi. Copy of Passport of the employee including visa page
- vii. Any other document found necessary

## Involuntary Loss of Employment Claims

- I. Notice of Termination from the Employer.
- II. Copy of Passport with Visa Page
- III. The Company may also request for a copy of the Labor Contract from the Employer if it is required to verify the period of employment contract.

ILOE CLAIMS PROCEDURE:

### Claims Procedure

Upon happening of an event giving rise to a claim under this certificate, the Borrower/Borrower's Representatives/Covered shall follow the following procedure:

If the Involuntary Loss of Employment claim is accepted the Plan Member shall report in person to the Company's Head Office each month as a pre-condition of future to confirm whilst the Monthly Benefit in respect of the Involuntary Loss of Employment.

a) Give immediate written notice to the Company but not later than 30 days from the Date of Event.

b) The Covered or the Borrower or the Borrower's representative shall complete the standard claim form issued by the Company and produced at no cost to the Company with such evidence to substantiate the claim to the satisfaction of the Company as the Company may reasonably require;

c) The Borrower or the Borrower's representative or the Covered shall submit the following documents within 90 days from the Date of Event.

i. Letter of termination confirming that employee's (individual covered) contract was terminated indicating clearly the reason of termination.

ii. Letter from the bank stating the outstanding amount on individual covered's finance account at the time of termination.

iii. Copy of employment contract and passport copy showing visa page.

iv. Copies of statement / history showing transactions, amount of instalments, instalment in arrears and the outstanding amount.

v. Copy of the personal finance application

vi. Salary slips for the 3 months preceding date of notice of termination.

vii. The Company may also request for a copy of the labor contract from the Employer if it is required to verify the period of employment contract.

viii. Monthly submission of passport copy showing visa page along with bank's stamp and date.

ix. Any other documents as may be required as per the prevailing Company policies.

x. Proof of fulltime employment on the employer's letterhead paper, including copy of the employment agreement between employer and employee, clearly stating that the employee was employed on a fulltime basis

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

The Company reserves the right to request for additional and/or detailed documents, beyond as stated above, which may additionally be necessary

(i) to establish circumstances surrounding the Involuntary Loss of Employment of the Covered Person should the said circumstances warrant it;

(ii) to investigate any suspected fraud or misuse of Certificate including when

a) the Indebtedness as on the Date of Event is not within the average preceding 6 months Indebtedness history of the Covered Person from the Date of Event,

b) there is a sudden increased Indebtedness within last 2 month preceding the Date of Event,

c) there are any additional circumstances in sole discretion of the Company which may lead the Company to suspect fraud or misuse of the Certificate,

If the claim is accepted the Plan Member shall report in person to the Company's Head Office each month as a pre-condition of future to confirm whilst the Monthly Benefit in respect of the Involuntary Loss of Employment.

If any claim under this Certificate is in any way fraudulent or unfounded, the Benefit under this Certificate shall be forfeited in respect of the particular Plan Member.

conditions of the certificate, and communicate the decision to the Plan Member.

**First Settlement (if valid):**

1. If the claim is valid a Monthly Benefit will be paid into the Plan Member's account with the Certificate holder.

2. Settlement for all claims submitted on or before 15th of the previous month, and once validated, will be made on 1st of the following month and settlement for all claims submitted on or after 16th of the previous month, once validated, will be made on 16th of the following month.

**Subsequent Settlements:**

1. The Company will conduct the internal investigation every month and the subsequent Monthly Benefit will be settled based on the internal investigation report. In case the Plan Member is not eligible for the next Monthly Benefit, the Company will advise the Plan Member accordingly.

2. The Plan Member has to visit the Bank every month with his original passport and declare his employment status. Subsequently, the Monthly Benefit will be paid to the Bank. The verification/attestation of documents are being done by Bank authority not less than the Branch Head.

**Internal Investigation Stage:**

1. On receipt of all the documents, if the documents are in order, the Company will forward the file for internal investigation or else the Plan Member will be requested for additional documents as may be required. At all times the Plan Member is required to cooperate with the Company where ever necessary to substantiate and justify their claim. If the claim is not admissible then the Plan Member will be notified accordingly.

2. Based on the internal investigation report, the company will process the claim in accordance with the terms and