

PRODUCT DISCLOSURE SHEET	Etiqa General Insurance Berhad (“We/Us/Our”)
Read this Product Disclosure Sheet before you decide to take up the <b>MHinsure Travel Insurance (Domestic)</b> . Be sure to also read the general terms and conditions.	<b>MHinsure Travel Insurance (Domestic)</b> <b>Date: 7 March 2023</b>

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

This product provides benefits to the insured person on the occurrence of specific events that may arise during Domestic travel either for business or leisure. It includes death or permanent disability due to accident, emergency medical & dental, emergency travel & accommodation and flight delay, trip cancellation and curtailment benefits. The full terms and conditions related to these benefits are set out in the policy contract.

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

The benefits vary by specific event and the level of plan cover selected, as set out in the following table:

TRAVEL INSURANCE BENEFITS (In MYR)	DOMESTIC BASIC PLAN	DOMESTIC VALUE PLAN	DOMESTIC PREMIER PLAN
<b>MEDICAL &amp; TRAVEL ACCIDENT BENEFITS</b>			
<b>1 Emergency Medical And Dental Expenses</b>	Up to 25,000	Up to 30,000	Up to 35,000
Emergency Dental Expenses	Up to 1,000	Up to 1,000	Up to 1,000
<b>Emergency Medical Hospital Expenses due to COVID-19 (Category 3 to 5) (Not Applicable to Annual Plan)</b>			
<b>Individual</b>	Up to 10,000	Up to 20,000	Up to 30,000
<b>Family</b>	Up to 30,000	Up to 60,000	Up to 90,000
<b>Quarantine Allowance due to COVID-19 (Not Applicable to Annual Plan)</b>			
<b>Individual</b>	Up to 3,500	Up to 3,500	Up to 3,500
<b>Family</b>	Up to 10,500 (RM250 for every complete 24 hours period, subject to maximum to 14 days)	Up to 10,500 (RM250 for every complete 24 hours period, subject to maximum to 14 days)	Up to 10,500 (RM250 for every complete 24 hours period, subject to maximum to 14 days)
<b>2 Emergency Medical Assistance Or Evacuation in Malaysia</b>	Up to 200,000	Up to 200,000	Up to 250,000
<b>Emergency Medical Evacuation &amp; Repatriation due to COVID-19 (Not Applicable to Annual Plan)</b>			
<b>Individual</b>	Up to 100,000	Up to 100,000	Up to 100,000
<b>Family</b>	Up to 300,000	Up to 300,000	Up to 300,000
<b>3 Hospital Confinement Allowance</b>	-	Up to 1,000 100 per day	Up to 1,500 150 per day
<b>4 Repatriation of Mortal Remains</b>	Up to 150,000	Up to 150,000	Up to 150,000
<b>5 Emergency Travel And Accommodation Expenses</b>	Up to 500	Up to 1,000	Up to 1,500
<b>6 Compassionate Visit</b>	Up to 2,000	Up to 2,000	Up to 2,000
<b>7 Return of Minor Children/ Child Care Benefit</b>	Up to 10,000	Up to 10,000	Up to 10,000
<b>8 Accidental Death &amp; Disablement</b>			
Adults	Up to 100,000	Up to 125,000	Up to 150,000
Seniors (over 70 years)	Up to 50,000	Up to 50,000	Up to 50,000
Insured Dependant	Up to 6,250	Up to 6,250	Up to 6,250

TRAVEL INSURANCE BENEFITS (In MYR)		DOMESTIC BASIC PLAN	DOMESTIC VALUE PLAN	DOMESTIC PREMIER PLAN
<b>TRAVEL INCONVENIENCE BENEFITS</b>				
9	Luggage & Personal Effects	Up to 2,500	Up to 2,750	Up to 3,000
10	Loss of Travel Documents	Up to 1,500	Up to 1,500	Up to 2,000
11	Luggage Delay	Up to 500 250 per 5 hours	Up to 500 250 per 5 hours	Up to 750 250 per 5 hours
12	Travel Delay	Up to 1,750 175 per 5 hours	Up to 1,750 175 per 5 hours	Up to 2,000 175 per 5 hours
13	Common Carrier Delay	Up to 1,750 175 per 5 hours	Up to 1,750 175 per 5 hours	Up to 2,000 175 per 5 hours
14	Travel Misconnection	Up to 1,000 250 per 5 hours	Up to 1,000 250 per 5 hours	Up to 1,000 300 per 5 hours
15	Trip Cancellation	Up to 3,500	Up to Trip Value	Up to Trip Value
	<b>Trip Cancellation due to COVID-19 (Not applicable tpo Annual Plan)</b>			
	<b>Individual</b>	Up to 2,000	Up to 2,000	Up to 2,000
	<b>Family</b>	Up to 6,000	Up to 6,000	Up to 6,000
16	Trip Curtailment	Up to 3,500	Up to Trip Value	Up to Trip Value
17	Hijacking	Up to 1,000 250 per 5 hours	Up to 1,000 250 per 5 hours	Up to 1,000 250 per 5 hours
18	Personal Liability	Up to 500,000	Up to 750,000	Up to 1,000,000
<b>24 HOUR EMERGENCY ASSISTANCE</b>				
19	24 Hour Travel Assistance	Included	Included	Included
20	24 Hour Medical Assistance	Included	Included	Included

**Important subjectivity**

- (i) Benefits are payable only if the insured person is declared COVID-19 positive by a Medical Adviser.
- (ii) The maximum limit of liability in respect of the above COVID-19 resulting from any single claimable occurrence impacting more than one policy or insured person will be an aggregate total of RM1,000,000.
- (iii) Emergency assistance is available through our 24-Hour Emergency Assistance toll free on telephone number +603 2263 5700/1800 888 777.
- (iv) Please refer to the policy contract for further details of the above benefits.

**Important subjectivity for COVID-19 cover:**

1. This extension is to be read together with the MHinsure policy issued to you and subject to the general terms and conditions therein.
2. Benefits are payable only if the insured person is declared COVID-19 positive by a Medical Adviser.
3. The maximum limit of liability in respect of the above COVID-19 extension resulting from any single claimable occurrence impacting more than one policy or insured person will be an aggregate total of RM1,000,000.

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

The premiums payable in Ringgit Malaysia (RM) are as set out in the following tables:

No. of Days	MHINSURE TRAVEL INSURANCE DOMESTIC					
	INDIVIDUAL			FAMILY		
	Basic	Value	Premier	Basic	Value	Premier
Up to 30 days	50	66	90	55	73	101

Price is inclusive of Sales and Service Tax

**Geographical Area Covered: Within Malaysia only**

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

Type	Amount (RM)
Commission paid to the agent	25% of the premium
Sales and Service Tax	6% of the premium

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

**Importance of Disclosure**

- a. Pursuant to Paragraph 5 of Schedule 9 of the Financial Services Act 2013, if you are applying for this insurance wholly for purposes unrelated to your trade, business or profession, you have a duty to take reasonable care not to make a misrepresentation in answering the questions in the application form (or when you apply for this insurance). You must answer the questions fully and accurately.
- b. Failure to take reasonable care in answering the questions may result in avoidance of your contract of insurance, refusal or reduction of your claim(s), change of terms or termination of your contract of insurance.
- c. The above duty of disclosure shall continue until the time your contract of insurance is entered into, varied or renewed with us.
- d. In addition to answering the questions in the application form (or when you apply for this insurance), you are required to disclose any other matter that you know to be relevant to our decision in accepting the risks and determining the rates and terms to be applied.
- e. You also have a duty to tell us immediately if at any time after your contract of insurance has been entered into, varied or renewed with us any of the information given in the application form (or when you applied for this insurance) is inaccurate or has changed.

**Trip Duration** – The duration for each trip shall not exceed 30 consecutive days. Cover begins when you leave your home to go directly to the airport

**Cash Before Cover** – The premium due must be paid to us or our authorized agent before the effective date of the policy.

**Claims** – If an accident occurs which give rise to a claim, you must notify us as soon as possible, within 30 days from the date of accident.

**Note:** This list is non-exhaustive. Please refer to the policy contract for the full list of terms and conditions.

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

**General Exclusions**

- a. Pre-existing conditions;
- b. Self-inflicted injury, attempted suicide, mental disorder;
- c. Complications of pregnancy, sexually transmitted disease, HIV, alcohol or drugs;
- d. Claim arises from or is related to professional sport;
- e. Claim under Benefit 1,2,3,4, 5, 6, 7, 8, 9, 10, 11 or 16 arises directly or indirectly from an act of terrorism or the threat or perceived threat of an act of terrorism where you and/or the person covered participated directly or indirectly in such act or threat.

**Section on Medical & Dental Benefits**

- a. Damage to dentures, dental prostheses, bridges or crowns;
- b. Expenses on dental treatment involving the use of precious metals or for cosmetic dentistry;
- c. Treatment that can be reasonably be delayed until you return to your home;
- d. Expenses due to the covered person being quarantined;
- e. Additional expenses that you can claim from any other party;
- f. Injury or accident whilst riding a motorcycle

**Section Inconvenience Benefits**

- a. Loss or damage arises from ordinary wear and tear, deterioration, atmospheric or weather conditions, insects, rodents or vermin;
- b. Expenses incurred due to the fraudulent use of credit cards.
- c. For portions of a delay that are less than 5 hours, following the initial 5 hours delay;
- d. Costs caused by or relating to the insolvency of any transport, tour or accommodation provider;
- e. Claim arises directly or indirectly from an act of terrorism or the threat or perceived threat of an act of terrorism;
- f. Any fine, penalty or aggravated, punitive or exemplary or liquidated damages;
- g. Liability arising from a contract that imposes on you a liability which you would not otherwise have;
- h. Property loss or damage, where owned or in possession of an employee, yourself or family member;

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

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

You may cancel your policy at any time by giving written notice to us. Such termination shall become effective on the date the notice is received, or on the date specified in such notice, whichever is later. Refund of premium, however, is subject to the terms and conditions stipulated in the policy contract.

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

It is important that you inform us of any changes in your contact details to ensure that all correspondence reaches you in a timely manner.

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

If you have any enquiries, please contact us at:

**Etiqa General Insurance Berhad (197001000276)**

(Licensed under Financial Services Act 2013 and regulated by Bank Negara Malaysia)

Level 13, Tower B, Dataran Maybank

No. 1, Jalan Maarof

59000 Kuala Lumpur

Telephone Number: +603 2297 3888

Facsimile Number: +603 2297 3800

Etiqa Online 1300 13 8888

E-mail: info@etiqa.com.my

Homepage: www.etiqa.com.my

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

Please refer to us or our agents for other similar types of cover available.

**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 INSURANCE POLICY AND DISCUSS WITH OUR AGENT OR CONTACT US DIRECTLY FOR MORE INFORMATION.**

The information provided in this disclosure sheet is valid as 7 March 2023.

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