

DEEM DOUBLE SECURE TERMS AND CONDITIONS

We welcome you as a Deem Customer to enjoy the benefits of this Double Secure Protection provided by Union Insurance Company (P.J.S.C). We request you to go through the Cover details thoroughly, in order to understand the extent and terms of the Cover offered.

IMPORTANT NOTICE

1. The Cover automatically starts from the Commencement Date. You have the option to opt out of the Cover at any time.
2. The Cover is applicable only for Primary cardholders.
3. You will be eligible for Cover from the age of 18 until 65 for Death, Permanent Total Disablement and Critical Illness and from the age of 18 until 60 in respect of Involuntary Loss of Employment Cover.
4. The Geographical Limit in respect of Death or Permanent Total Disablement or Critical Illness Cover is 'Worldwide', and in respect of Involuntary Loss of Employment Cover is 'United Arab Emirates'.
5. The Cover is subject to the Jurisdiction of the competent courts of United Arab Emirates.
6. In order to claim the Benefits in the event of Involuntary Loss of Employment you shall notify Deem immediately upon re-employment but not later than thirty (30) days from the date of re-employment. Failure to notify Deem within the stipulated time period shall be deemed as a waiver by you of the Benefits provided under this Cover without contestation.
7. You consent and authorize the Insured to disclose and report any financial or non-financial information related to your credit card accounts with the Insured to the Company, in compliance with the terms and conditions of the Cover. You agree and declare that you will not assert any claim, against the Insured for any loss, damage or injury suffered or alleged as a result of any such disclosure or reporting to the Company.

DEFINITIONS

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

Accident means where the bodily injury is sudden, unexpected and unforeseeable which results directly or through an unbroken chain of events in the Customer's Death or Permanent Total Disablement not attributable to the Customer's intentional self-injury or suicide.

Benefit(s) means the indemnity payable under the scope of this Cover in respect of Death or Permanent Total Disablement or Critical Illness or Involuntary Loss of Employment of the Customer.

Customer means a Primary holder of the Credit Card Facility with the Insured who has not unsubscribed to the Benefits under this Cover and has not been disqualified by the provisions of this Cover to be eligible to receive the Benefits under this Cover.

Commencement Date means the date the Customer is enrolled for this Cover by the Insured or the date on which existing Customers are migrated to the deem product. Customers are automatically enrolled for this Cover on issuance of a deem credit card.

Company means Union Insurance Company (P.J.S.C), P.O. Box 119227 Dubai, United Arab Emirates.

Cover means the Benefit offered by the Insured in association with the Company.

Cover Period means the period from the Commencement Date during which the Benefits under this Cover shall apply.

Credit means the credit or other form of financial accommodation provided by the Insured to the Customer under the Credit Card Facility.

Credit Card Facility means the Insured's Credit Card Facility for its Customer including additional/ supplementary cards which have been nominated as the facilities to which the Benefits under this Cover are to apply.

Critical Illness means any of the following:

1. Cancer: a malignant tumour characterised by the uncontrolled growth and spread of malignant cells and the invasion of the tissue. This includes leukaemia (except chronic lymphocytic leukaemia), lymphomas and malignant melanomas, but excludes non-invasive cancers in situ, all skin cancers and tumours in the presence of a human-immune-deficiency virus.
2. Heart attack: the Death of a portion of heart muscle as a result of inadequate blood supply, which must occur with prolonged chest pain, new electro cardio graphic changes and an elevation in cardiac enzyme levels.
3. Kidney failure: end stage renal disease due to chronic irreversible failure of both kidneys to function as a result of which the person insured must be required to undergo regular peritoneal dialysis or haemodialysis or renal transplantation.
4. Stroke: any cerebrovascular incident producing neurological sequel lasting more than 24 hours and including infarction of brain tissue, haemorrhage from an intra-cranial vessel and embolization caused by an extra cranial source. Evidence of permanent neurological deficit must be produced. Transient ischaemic attacks are specifically excluded.
5. Coronary artery disease requiring surgery: open heart surgery undergone to correct narrowing or blockage of two or more coronary arteries by the use of saphenous vein grafts or internal mammary grafting but excluding all non-surgical procedures such as balloon angioplasty or laser techniques. Angiographic evidence of the underlying disease must be provided.
6. Major organ transplantation: the actual undergoing as a recipient of a transplant of a heart, lung, liver, pancreas or bone marrow.
7. Multiple sclerosis: unequivocal diagnosis of multiple sclerosis made by a consultant neurologist holding such an appointment at a major hospital. The claimant must exhibit neurological abnormalities that have existed for a continuous period of at least 6 months or have had at least one relapse of such abnormalities. The typical symptoms of demyelination and impairment of motor and sensory function must evidence this.

Date of Event means any one of the following:

1. *In respect of Death the date of Death* resulting from any cause except those expressly excluded, happening or manifesting on or after the Commencement Date and during the Cover Period.
2. *In respect of Permanent Total Disablement*, the date of recognition of Permanent Total Disablement by a certified medical practitioner resulting from any cause except those expressly excluded, happening or manifesting on or after the Commencement Date and during the Cover Period.
3. *In respect of Critical Illness*, the date of diagnosis of Critical Illness by a certified medical practitioner resulting from an Accident or Illness happening /manifesting on or after the Commencement Date and during the Cover Period.
4. *In respect of Involuntary Loss of Employment*, the Date of Event (DOE) will be the last working day of the Customer, on or after the Commencement Date and during the Cover Period. The claim amount will be calculated based on the card outstanding amount as on the Date of Customer's Termination.

Date of Customer's Termination (DOT) means the date when the termination was communicated to the Customer. For a claim to be admissible, the Date of Event has to be within the Cover Period.

Death means death due to any cause except those expressly excluded under the Cover.

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

Indebtedness means the total amount outstanding on the Credit Card Facility as on the Date of Event but excluding any Credit Card Facility availed after the Date of Event subject to a maximum of the Customer's credit limit.

Insured means Deem Finance LLC.

Involuntary Loss of Employment means unemployment of the Customer arising out of the unilateral decision of the employer to terminate the employment contract without citing any reason or for any reason other than those excluded.

Maximum Coverage Age means sixty-five (65) years. However, in case of Involuntary Loss of Employment it means sixty (60) years.

Permanent Total Disablement means either of the below as a result of the injury or illness arising out of a cause not specifically excluded under this Cover :

- a. Permanent loss of sight of both eyes or loss of both eyes
- b. Physical severance/amputation of two or more limbs
- c. Complete and permanent paralysis
- d. Totally disabled and the Customer is rendered unable to earn income in any occupation, trade or profession for which the Customer could reasonably be expected to be suited through education, training or experience,

Provided that the disability shall be for a period of six consecutive months and that the Company is satisfied that the Customer will be so rendered indefinitely. However, this time limit shall not apply to cases of physical severance/amputation of limbs.

Passive War means a situation where the Customer is not actively involved in war, whether declared or not, or any warlike operations, including use of military force by any sovereign nation to achieve economic, geographic, nationalistic, political, racial, religious or other ends.

Re-employed means accepting and starting work for a new employer or the same employer under a new employment contract within nine (9) months from the date of actual unemployment.

SCOPE OF COVER

SECTION 1 – DEATH BENEFIT

In the event of the Death of a Customer due to injury or illness arising out of any cause not specifically excluded under this Cover after the Commencement Date and during the Cover Period, the Company shall indemnify the Insured twice the Customer's Indebtedness as on the Date of Event, subject to a maximum of 100% of the credit limit and subject to overall cap of AED 100,000/-.

SECTION 2 – PERMANENT TOTAL DISABLEMENT BENEFIT

In the event of the Permanent Total Disablement of a Customer due to injury or illness arising out of a cause not specifically excluded under this Cover after the Commencement Date and during the Cover Period, the Company shall indemnify the Insured twice the Customer's Indebtedness as on the Date of Event, subject to a maximum of 100% of the credit limit and subject to overall cap of AED 100,000/-.

SECTION 3 – CRITICAL ILLNESS BENEFIT

In the event of a Customer being diagnosed with one or more of the Critical Illnesses covered hereunder and arising out of a cause not specifically excluded under this Cover after the commencement date and during the Cover Period, the Company shall indemnify the Insured twice the Customer's Indebtedness as on the Date of Event, subject to a maximum of 100% of the credit limit and subject to overall cap of AED 100,000/-.

SECTION 4 – INVOLUNTARY LOSS OF EMPLOYMENT

In the event of Involuntary Loss of Employment of a primary Customer due to a cause not specifically excluded under this Cover after the Commencement Date and during the Cover period, the Company shall indemnify the Insured 10% of the Customer's Indebtedness as at the DOT, for that month, subject to a maximum of AED 4,000/- for every month of unemployment up to a maximum of 9 months, AED 36,000 /- in all. The Benefit shall not be payable for the first 30 days of unemployment. This section is applicable only for salaried Customers.

For a claim to be admissible, the Date of Event has to be within the Cover Period.

Provided That:

1. The Benefit payment is subject to a waiting period of 90 days from the Commencement date.
2. The Benefit will cease upon returning to employment.
3. No payment will be made during the notice period.
4. The Customer remains unemployed during the period for which the Benefit under this Cover is paid and shall provide all necessary evidence as may be called upon by the Company in order to substantiate his/her unemployment.
5. The Customer/Insured shall inform the Company as soon as the Customer accepts an alternative job within nine (9) months from the Date of Event. In case, the Company discovers that the Customer is Re-employed within nine (9) months from the Date of Event, then the Company has the right to recover the difference between the admissible claim amount based on notification of re-employment to Deem Finance and the actual claim paid (proportionately).
6. The Customer has been continuously employed with the same employer for a minimum of 6 months or until the date of confirmation whichever is later.

GENERAL CONDITIONS

- 1) The Customer/Insured shall furnish the Company with any information the Company may require (including details of the state of health) in respect of the Customer for the Benefits hereunder. Prior to acceptance, the Company may, at its sole discretion, require the Customer to undergo a medical examination by a legally qualified medical practitioner in the manner the Company deems required or fit.
- 2) The Benefits under this Cover shall be extended only to the primary cardholder and not to an additional or supplementary cardholder.
- 3) **Age Limits**
Minimum age at entry – 18 completed years
Maximum age at entry –64 years, however 59 years in respect of ILOE Benefit
Maximum Coverage Age – 65 years, however 60 years in respect of ILOE Benefit
- 4) **Termination of Benefits**
Notwithstanding anything contained herein to the contrary, the Benefits under this Cover in respect of the Customer shall terminate upon the happening of any one or more of the following:
 - a) Cancellation of the Customer's Credit Card Facility;
 - b) The Customer having attained the Maximum Coverage Age specified herein;
 - c) The Customer becomes a defaulter for a period of 180 consecutive calendar days. However, this Cover will be automatically reinstated once the Customer has paid his dues;
 - d) Upon the Customer becoming unemployed voluntarily he/she will no longer be eligible for the Involuntary Loss of Employment Benefit. The Customer will, however, remain eligible for Death, Permanent Total Disablement and Critical Illness Benefits.
 - e) the Customer's Death or Permanent Total Disablement or Critical Illness;
 - f) 6 months prior to the Customer's normal retirement date depending upon the age of the Customer and the law of the land where he is employed. However, the termination of Cover in respect of the particular Customer in such event shall be only in respect of Involuntary Loss of Employment.
 - g) Cancellation of the Benefits under this Cover by the Insured or the Customer at any time in accordance with the terms and conditions of this Cover.
- 5) **Observance of Conditions**
The observance by the Customer of the terms of this Cover and the truth of the statements and the answers by the Customer in the proposal and other material information provided by the Customer shall be condition precedent to any liability of the Company. If the circumstances in which the insurance contract was entered into are materially altered without the written consent of the Company, the Cover shall become null and void in respect of the particular Customer.
- 6) **Forfeiture**
If any claim under this Cover is in any way fraudulent or unfounded, all Benefits under this Cover shall be forfeited in respect of the particular Customer.
- 7) **Governing Law**
This Agreement shall be governed by and construed in accordance with the applicable laws in force in the United Arab Emirates. Both Parties agree and submit to the exclusive jurisdiction of the Courts of the United Arab Emirates.
- 8) **Sanction Clause**
No insurer shall be deemed to provide cover and no insurer shall 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 would expose that insurer to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, France or Germany.

EXCLUSIONS

1. The Benefits under this Cover shall not be payable to the Customer where the Customer has received or has applied to receive a similar Benefit covering the same interest under any other product or insurance in respect of the period for which the indemnity under this Cover shall apply.
2. No Benefits under this Cover shall be payable in respect Death & Permanent Total Disablement Benefit of a Customer where the event giving rise to a claim under this Cover occurs as a result of:

Section 1 – Death Benefit

1. Suicide while sane or insane during the first six months since the Commencement Date.
2. A sickness directly or indirectly attributed to HIV and / or any related illness including AIDS.
3. Abuse of alcohol or drugs.
4. War, or riot, or civil commotion, acts of terrorism, however passive war risk is covered.
5. Radioactive contamination.
6. Illegal act / criminal activity.
7. Flight in a non-scheduled aircraft, Participation in any sport involving a motor engine (including rallies), professional sports, boxing, scuba / sky diving, parachuting or hang-gliding, horse racing and mountain climbing.

Section 2 – Permanent Total Disablement Benefit

1. Self-inflicted bodily injury while sane or insane,
2. A sickness directly or indirectly attributed to HIV and/or any related illness including AIDS,
3. Abuse of alcohol or drugs,
4. War, or riot, or civil commotion, acts of terrorism, however passive war risk is covered.
5. Radioactive contamination,
6. Service in armed forces, whether in peace or in war,
7. Illegal act / criminal activity,
8. Flight in a non-scheduled aircraft,
9. Participation in any sport involving a motor engine (including rallies), professional sports, boxing, scuba/sky diving, parachuting or hang-gliding, horse racing and mountain climbing.

Section 3 – Critical Illness Benefit

1. Critical Illness which the Customer was known to have suffered, or surgery which has been diagnosed as being required or has been undergone, prior to the application date (the suffering or undergoing of a heart attack, coronary artery disease requiring surgery, heart transplant or stroke is considered to be the same condition),
2. Critical Illness or surgery which arises directly or indirectly from any condition from which the Customer was known to be suffering prior to the application date.

Section 4 – Involuntary Loss Of Employment

1. The severance or the natural expiry of a fixed term contract of employment or of an interim contract.
2. Early retirement.
3. If the Customer does not have a valid UAE/Gulf resident or employment visa (ex-pats)
4. If the Customer is not able to claim the Tanmia National unemployment benefit (for UAE Nationals only),

5. Dismissal or redundancy when the employer is a next of kin of the claimant, or when the claimant is a shareholder of the company or a member of its board,
6. Resignation or voluntary retirement, including cases of rejection of other suitable job in company due to organizational changes,
7. Dismissal by reason of misconduct,
8. Strikes, lockouts or other organized labor disputes or any unlawful acts, partial, seasonal or casual employment.

CLAIMS PROCEDURE

Upon happening of an event giving rise to a claim under this Cover, the Customer's legal representatives / Insured shall follow the following procedure:

- (a) Giving immediate written notice to the Company but not later than:
 - ❖ Death & PTD Claims - 90 days from Date of Event
 - ❖ Critical Illness Claims – 30 days from date of diagnosis of Critical Illness
 - ❖ ILOE Claims – 180 days from the DOT.
- (b) The Insured or the Customer's legal representative shall produce 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 and shall submit all documents as soon as possible but not later than 180 days from Date of Event.
- (c) The Customer or his/her legal representative or the Insured shall submit the following documents:

For Death claims

1. Death certificate
2. Post mortem report (wherever legally required)
3. Police report (if Death was due to an accident)
4. Medical report from a certified medical practitioner with detailed diagnosis and cause of Death if required by the Company when the actual cause of Death is not clearly mentioned in the death certificate.
5. Copy of passport with valid visa page (in case of Expatriates)/ National Identity Card (in case of Nationals)
6. Credit card outstanding statement for preceding six (6) months from the date of the event
7. Any other documents as may be required to substantiate the claim.

For Permanent Total Disablement claims

1. Disability certificate from an authorised medical board to assess disability.
2. Police report (if disability is due to an accident).
3. Medical report* from a certified medical practitioner with detailed diagnosis, cause of disability and details of treatment given (if any).
4. Copy of passport with valid visa page (in case of Expatriates)/ National Identity Card (in case of Nationals).
5. Credit card outstanding statement for the preceding six (6) months from the Date of Event.
6. Any other documents as may be required to substantiate the claim.

For Critical Illness Claims

1. Medical report* from acertified medical practitioner diagnosing Critical Illness and course of treatment
2. Police report (if Critical Illness is due to an accident)
3. Copy of passport with valid visa page (in case of Expatriates)/ National Identity Card (in case of Nationals)
4. Credit card outstanding statement for the preceding six (6) months from the Date of Event
5. Any other documents as may be required to substantiate the claim.

**from an Certified Medical Practitioner.*

For Involuntary Loss of Employment Claims

1. Notice of termination from the Customer's employer with cause of termination.
 2. Copy of passport with valid visa page (in case of Expatriates)/ National Identity Card (in case of Nationals)
 3. Salary slips for the preceding six (6) months from the date of notice of termination
 4. The Company may also request a copy of the Labour Contract from the Employer if it is required to verify the period and terms of employment contract.
 5. Credit card outstanding statement for the preceding six (6) months from the Date of Event.
 6. Any other documents as may be required to substantiate the claim.
- ❖ All documents 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 Customer shall appoint a nominee who will be authorized to receive an amount equivalent to the card outstanding else the legal heir will be the beneficiary of the amount.