

Disclaimer: Commercial Bank of Dubai is acting as a distributor for Credit Shield and shall not be responsible for the insurance company's actions or decisions nor shall Commercial Bank of Dubai be liable regarding payment of claims under the policy/Insurance contract issued by Orient Insurance.

Group Credit Shield Insurance / Certificate of Insurance

COMMERCIAL BANK OF DUBAI

This is to certify that all eligible cardholders under the Group Credit Shield Insurance are insured under the Scheme

Issued by

ORIENT INSURANCE PJSC

For the following benefits

(i) DEATH DUE TO ACCIDENT

Primary cardholder: In case of death due to accident to the primary credit cardholder, the Policyholder will be relieved of 100% of the credit card account outstanding balance or credit limit whichever is lower up to a maximum Sum Insured of AED 100,000/- .

(ii) PERMANENT TOTAL DISABILITY DUE TO ACCIDENT & SICKNESS

Primary cardholder: In case of permanent total disablement of a primary credit cardholder due to accident or sickness, the Policyholder will be relieved of 100% of the credit card account outstanding balance or credit limit whichever is lower up to a maximum Sum Insured of AED 100,000/-

(iii) CRITICAL ILLNESS : In the event of the Primary Cardholder contracting any of the diseases as stated below after the enrollment date and during the policy period, the **Company** shall relieve the **Policyholder** of 100% of the credit card account outstanding balance or credit limit whichever is lower up to a maximum Sum Insured of AED 50,000/- per Cardholder:

COVERED CRITICAL ILLNESS : "Critical Illness condition" shall mean the insured cardholder having suffered or developed one of the following Critical Illness during the period of cover of this benefit.

1. Cancer
2. Stroke
3. Heart Attack
4. Coronary Artery (Bypass) Surgery
5. Major Organ Transplant
6. Kidney Failure (End Stage Renal Disease)
7. Multiple Sclerosis

(iv) INVOLUNTARY LOSS OF EMPLOYMENT (ILOE): In respect of Involuntary Loss of Employment for the Primary Cardholder, the company would pay 10% of outstanding amount subject to a maximum of AED 3,000/- per month with a maximum indemnity period of 6 months. The benefits are payable only if the Date of event falls after 365 days of the inception/commencement date of cover for the cardholders.

- a. This Insurance Certificate is valid as long as the insured member remains a valid cardholder covered under the Policy No. P/01/CS/20/0016414/01.
- b. Policy Period – 01/05/2020 to 30/04/2021 (both days inclusive)
- c. This Certificate of insurance witnessed that subject to the terms, exclusions, provisions and conditions contained in the credit shield policy issued to Commercial Bank of Dubai, Insurance Company will indemnify the certificate holder to the extent thereafter provided.
- d. General Conditions: An Insured member can have only one certificate under his/her name. Any additional Certificates are invalid.
- e. The Insurance coverage under the Policy will cease immediately upon closure of the card facility or attaining age-limit as specified in Policy or non-renewal of Group Credit Shield Insurance Policy by the Policyholder with the Company.
- f. Exclusions as per enclosure (Annexure A)
- g. Claims procedure / documentation (Annexure B)
- h. Minimum and Maximum age at entry including termination age are as below :

| | | |
|---------------------------------|---|----------------------------|
| Minimum Age at Entry : 18 years | } | |
| Maximum Age at Entry : 64 years | } | Death due to accident & |
| Termination Age : 70 years | } | Permanent Total Disability |
| | | |
| Minimum Age at Entry : 18 years | } | |
| Maximum Age at Entry : 59 years | } | Critical Illness & ILOE |
| Termination Age : 60 years | } | |
- i. Claims Notification period : In the event of a claim the same must be notified to the Company as soon as possible but in any event not more than
 - 180 days from date of death/ disability
 - 90 days from date of Critical Illness
 - 30 days from ILOE
 all required documents to be submitted within 180 days maximum to Orient Insurance Company

Orient Insurance PJSC
Place and Date: Dubai 21.01.2021

ANNEXURE A

Exclusions applicable for Group Credit Shield

1. DEATH DUE TO ACCIDENT BENEFIT ONLY
- 1.1 Active participation in a war or in warlike operations.

Cover is excluded if a member is an Active Participant and/or directly or indirectly involved in war (whether declared or not) or war like operations.

“Active Participant” in Warlike Operations means an active member of a military force e.g. army, navy, air force, territorial army or police or any other special forces activated by the government of a country 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.

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

The above exclusion shall not apply if a Member is non-participant and is an innocent bystander. However, above exclusion shall apply for Insurance coverage including Passive War Cover in a) Iraq, Afghanistan, Yemen, Libya, Palestine, Israel, Syria, Iran, Sudan and any other country where war or war like operation takes place; b) Where a member remains in a country for more than 28 days following an outbreak of war in that country; and c) Where a member is travelling to or visiting 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 the USA, U.K. or the EU or any other competent International Agencies or if Foreign Offices advice against all travel in that country or where there are war like operations.

1.2 TERRORISM EXCLUSION

This policy does not insure against loss or damage (including death) and any associated cost or expense resulting directly or indirectly from an act or multiple or related acts of Terrorism, regardless of any other cause or event contributing concurrently or in any other sequence thereto.

The term “Terrorism” as used herein, shall mean an activity that:

- 1.2.1. Involves a violent act or an act dangerous to human life, tangible or intangible property or infrastructure, causing damage to property or injury to persons, or a threat thereof; and
- 1.2.2. Appears to be intended to:
 - i). Intimidate, coerce or incite a civilian population; or
 - ii). Inflict economic loss or disrupt any segment of a local, national or global economy; or
 - iii). Influence or protest against the policy or conduct of a government by any means, including mass destruction, murder, kidnapping, hijacking, hostage-taking, intimidation or coercion.

This exclusion (1.2) shall not apply if the Member is a non-participant and is an innocent bystander to an act of terrorism. However, above terrorism exclusion shall strictly apply to claims arising a) as a result of Nuclear Weapons or Devices, Chemical or Biological Agents and b) occurring in Travel restricted zones / War zones as mentioned above in Exclusion 1.1.

1.3 Destructive Agents Exclusion

This policy does not insure against loss or damage (including death) and any associated cost or expense resulting directly or indirectly from the discharge, explosion or use of any device, weapon or material employing or involving nuclear fission, nuclear fusion or radioactive force, or chemical, biological, radiological or similar agents, whether in time of peace or war, and regardless of who commits the act, regardless of any other cause or event contributing

concurrently or in any other sequence thereto. This exclusion shall apply to non-participant & innocent bystander too.

2. DISABILITY BENEFITS EXCLUSIONS

2.1 War Risk Exclusion

2.1.1. This policy does not insure against loss or damage (including death or injury) and any associated cost or expense resulting directly or indirectly from any of the following, regardless of any other cause or event contributing concurrently or in any other sequence thereto:

2.1.2 Hostile or warlike action in time of peace or war, including but not limited to action in hindering, combating, or defending against an actual, impending, or expected attack by:

- a. military, naval, or air forces; or
- b. any government or sovereign power (de jure de facto) or by any authority maintaining or using military, naval, or air forces;
- c. an agent of such government, power, authority or forces.

2.1.3 Insurrection, rebellion, revolution, civil war, usurped power or action taken by governmental authority in hindering, combating or defending against any of these.

2.1.4 Insurance coverage including Passive War Cover in a) Iraq, Afghanistan, Libya, Palestine, Israel Syria, Iran, Yemen and any other country where war or war like operation takes place; b) Where a member remains in a country for more than 28 days following an outbreak of war in that country; and c) Where a member is travelling to or visiting 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 the USA, U.K. or the EU or any other competent International Agencies or if Foreign Offices advice against all travel in that country or where there are war like operations, as described in 1.1.

2.2 Destructive Agents Exclusion

This Policy does not insure against loss or damage (including death or injury) and any associated cost or expense resulting directly or indirectly from the discharge, explosion or use of any device, weapon or material employing or involving nuclear fission, nuclear fusion or radioactive force, or chemical, biological, radiological or similar agents, whether in time of peace or war, and regardless of who commits the act, regardless of any other cause or event contributing concurrently or in any other sequence thereto. This exclusion shall apply to non participant & innocent bystander too.

2.3 Terrorism Exclusion

This policy does not insure against loss or damage (including injury) and any associated cost or expense resulting directly or indirectly from an act or multiple or related acts of Terrorism as defined below regardless of any other cause or event contributing concurrently or in any other sequence thereto.

The term "Terrorism" as used herein, shall mean an activity that satisfies both of items 2.3.1 and 2.3.2 below:

2.3.1. involves a violent act or an act dangerous to human life, tangible or intangible property or infrastructure, causing damage to property or injury to persons, or a threat thereof; and

2.3.2. Appears to be intended to:

- a. intimidate, coerce or incite a civilian population: or
- b. inflict economic loss or disrupts any segment of a local, national or global economy; or
- c. influence, protest, intimidate or coerce against the policy or conduct of a government by any means, including mass destruction, murder, kidnapping, hijacking, hostage-taking.

This exclusion (2.3) shall not apply if the Member is a non-participant and is an innocent bystander to an act of terrorism. However, above terrorism exclusion shall strictly apply to claims arising a) as a result of Nuclear Weapons or Devices, Chemical or Biological Agents and b) occurring in Travel restricted zones / War zones as mentioned above in Exclusion 1.1.

2.4 Attempted suicide or self-inflicted injury whilst sane or insane.

- 2.5 Any breach of the law by the Member of any assault provoked by him
- 2.6 Accidents caused by the use of intoxicating liquor or drugs, other than drugs taken in accordance with treatment prescribed and directed by a qualified medical practitioner, but not for the treatment of drug addiction.
- 2.7 Aviation, gliding or any other forms of flight other than as a fare paying passenger of a recognized airline or charter service.
- 2.8 Deliberate exposure to exceptional danger (except in an attempt to save human life), or the Insured Person's own criminal act.
- 2.9 Participation in, or training for, any hazardous sport of competition or riding or driving in any form of race or competition except in the case for leisure / pleasure.
- 2.10 Involvement in any professional underwater activity.
- 2.11 Injury caused by nuclear fusion, nuclear fission or radioactive contamination.
- 2.12 Serving in any capacity for any military forces (navy, army or air force).
- 2.13 Mental illness or disease.
- 2.14 Pregnancy, childbirth or abortion or any complications arising there from.
- 2.15 Any disease or medical impairment from which the insured was suffering or had a serious past history at the commencement of the cover or his date of entry if later, for new members only.
- 2.16 Infection from any Human Immuno-deficiency Virus (HIV), Acquired Immuno-deficiency Syndrome (AIDS) or any AIDS-related condition.

General exclusions (Critical Illness)

The Cedant shall not be liable and shall not pay any claim under this policy connected directly or indirectly with or arising from:

- a) Flying in any form of aircraft, unless the insured is travelling as a fare-paying passenger in a civilian aircraft which is certified for transporting passengers.
- b) The insured actively participates in war, rebellion, anarchy, sabotage and the intensity events defined as a crime or actively participates in illegal events causing illnesses/ accidents which is covered by the policy.
- c) Chronic alcohol abuse or the use of drugs (excluding at doctor's orders).
- d) Intentionally self-inflicted injury, regardless of whether or not the Insured is sound of mind and committing suicide.
- e) Boxing, wrestling, or any kind of physical combat, skiing (water or on snow), gliding, parachuting, bungee jumping, mountaineering, professional sports activities, diving using equipment.
- f) Illnesses or conditions which are mutations or variations of AIDS, HTLV and HIV.
- g) Injury from non conventional weapons (such as atomic, chemical or biological weapons) or from conventional ballistic missiles.
- h) Nuclear fusion, nuclear fission, nuclear waste, where the illnesses and injuries stem from radioactive or ionizing radiation.

Pre-existing conditions and underlying causes and symptoms (Critical Illness)

Pre-existing conditions

Pre-existing conditions are excluded. A pre-existing condition is a disease, surgery or condition covered under this Critical Illness cover that was present, had occurred or was diagnosed in any grade of severity before the member joined the scheme – regardless from any severity conditions set out for the covered Critical Illnesses in the policy wording.

Heart attack, coronary artery by-pass surgery, heart transplant or stroke are considered diseases of the cardio- and cerebrovascular system and therefore treated as one condition, for example if the

member has had a stroke before he/she joined the scheme, no benefit shall be payable for a future stroke, heart attack, coronary by-pass surgery or heart transplant.

No benefit will be paid for any specified condition which resulted from underlying causes or symptoms which were known to the member before joining the scheme.

This restriction only applies after the member has joined the scheme. The list of underlying causes or symptoms for each condition is given below. This exclusion will apply from the date the insured joins the scheme.

Such conditions will include the following:

Cancer:

Any previous cancer or pre-malignant conditions, papilloma of the bladder, polyposis coli, Crohn's Disease, ulcerative colitis, haematuria, blood in stools, haemoptysis, lymphadenopathy, splenomegaly, cachexia.

Heart attack, Coronary By-pass surgery:

Hypertension, angina pectoris, arteriosclerosis and coronary artery disease, chest pain on exertion, diabetes mellitus, cardiac arrhythmias, abnormal ECG, hyperlipidaemia, obesity.

Stroke:

Hypertension, valvular disorders of the heart, transient ischaemic attacks, haemophilia, pulmonary embolus, embolism of any major vessel, diabetes mellitus, aneurysms of the intracranial blood vessels, arteriosclerosis, arteriovenous malformations, atrial fibrillation.

Major Organ Transplantation:

Heart and Heart/Lung: coronary artery disease, cardiac failure, cardiomyopathy, hypertension.

Lung: pulmonary failure, mucoviscidosis.

Liver: hepatitis B or C, end-stage chronic hepatitis, primary biliary cirrhosis, alcoholic liver disease, autoimmune hepatitis, hepatic vein thrombosis, metabolic disorders, tumours, cholangitis.

Pancreas: diabetes mellitus, pancreatitis, mucoviscidosis.

Kidney: Chronic glomerulonephritis, congenital disorders, polycystic disease of the kidneys, analgesic or reflux nephropathy, hypertension, diabetes mellitus, systemic lupus erythematosus

Bone marrow: All malign conditions, anaemias, leukopenias and/or thrombopenias

Kidney Failure:

Chronic glomerulonephritis, congenital disorders, polycystic disease of the kidneys, analgesic or reflux nephropathy, hypertension, diabetes mellitus, systemic lupus erythematosus.

Exclusions applicable to ILOE cover

1. Employees who have not been continuously employed with the same employer for a minimum of 1 year.
2. Employees who are on probation.
3. Employment on fixed term contract (less than 2 years) or part time or temporary employment.
4. Resignation or leaving by mutual agreement or voluntary unemployment or redundancy after voluntary breaks from employment in excess of normal holiday entitlement.
5. Disability, sickness or accident or any other medical reasons (mental and/or physical).
6. Involuntary Loss of Employment which starts within 365 days of the Commencement Date.
7. Where the insured person was aware of pending unemployment on or before the Commencement Date.
8. Where the unemployment is a normal seasonal part of the employment or due to non-renewal of employment contract by the authorities.

9. Where the Insured person has neither been terminated nor become redundant, but his/her salary or allowances are being withheld in part or in full for any reason of the employment contract.
10. Unemployment due to any of the following
 - i. Misconduct
 - ii. Criminal Conviction
 - iii. Dishonesty or Fraudulent Act
 - iv. Non-Performance or Underperformance
 - v. Refusal to accept orders from the superiors
11. Payment after the insured person reaches the age 60.
12. Voluntary retirement.
13. Company failure where a contributing cause was a natural catastrophic peril.
14. If the Insured is not able to claim under the Tanmia unemployment benefit (for UAE nationals only).
15. 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.
16. Self-employment / Any period of unemployment following self-employment.
17. Strikes, lockouts, or other organized labor disputes or any unlawful acts.
18. Employees of CBD.
19. Emiratization (localisation).
20. If the Insured does not have a valid UAE resident or employment visa (applicable for Expats).
21. Mass layoffs due to economic recession or company non-performance due to its inability to pay its debts, insolvency or liquidation proceedings.
22. Happens at a time while working outside UAE for more than 30 days in a row.
23. If the insured covered refuses any other reasonable employment offered by his/her Employer.
24. If the ILOE is in any way voluntary or results directly or indirectly from the individual covered own actions.
25. Any ILOE where the individual covered cannot prove it was involuntary and that none exclusions in this section apply.
26. Arising from war, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, terrorism, revolution insurrection, military or usurped power or confiscation or nationalization or requisition or destruction of or damage to property by or under the order of any government or public or local authority.
27. Directly or indirectly caused by or contributed to or arising ionizing radiation contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel or the radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.
28. If any misrepresentation or concealment is made by or on behalf of the individual covered to obtain cover in support of any claim hereunder.
29. If at a date of ILOE the individual covered was employed by a company of which he or his spouse, partner, parent, child, brother or sister were a director and or shareholder (other than by way of bon fide investment in a company quoted on a recognized stock exchange).
30. Where the individual covered was dismissed by his employer in accordance with the employer's right to do so under Article 120 of UAE labour law.
31. Any notification not reported to the company within 30 days.
32. If the individual covered is an Expatriate, any UAE resident visa obtained through sponsorship from a family member.
33. The period of which payment from the employer is received instead of working notice.
34. Any ILOE claim arising out, resulting from as a direct or indirect cause, contributed or caused directly or indirectly by the outbreak or epidemic or pandemic declared by the World Health Organization, or any Government or ruling body of a country that the outbreak or epidemic or pandemic has occurred in and the repercussions therefrom.

ANNEXURE A

ILOE Claims Procedure

Upon happening of an event giving rise to a claim under this policy, the Insured shall follow the following procedure:

- a) Give immediate written notice to the Company but not later than 30 days from the Date of Event.
- b) The Insured 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 Insured shall submit the following documents within 90 days from the Date of Event.
 - i. Letter of termination confirming that employee's (insured) contract was terminated indicating clearly the reason of termination, stamped and signed by the Employer
 - ii. Copy of employment contract
 - iii. Copy of Passport with valid Visa Page (expatriates) or National Identity Card (UAE nationals)
 - iv. Salary slips for 2 months preceding date of notice of termination
 - v. Requirements for validation of continuity of ILOE claim
 - vi. Any other document as may be required.

Evidence required for every monthly claim payment:

- Original passport including visa and termination letter from the company, showing the member/Life Assured is unemployed
- For UAE Nationals: certificate or other confirmation from Ministry of Labour confirming termination from current employment

The individual covered shall inform the Company as soon as he/she accepts an alternative job within six months period from the date of his actual unemployment. In case, it is found that the individual covered has been reemployed during the period he has been receiving the monthly benefits, the entire claim will be void and the company reserves the right to recover the full amount paid to the individual covered as monthly benefit since the beginning of his unemployment

Claimant must present himself with his original passport to get the claim payment

Claimant should have a valid employment and residency visa or permit to get the claim benefit. No benefit will be payable if the member exits country after cancellation of visa and returns to the country on visit visa and claims for the benefit.

Only one ILOE claim is payable under the ILOE rider during the term of the policy

Claims Settlement Procedure - first settlement

1. On receipt of all the documents, if the documents are in order the Company will forward the file for investigation or else the Insured Person will be requested for additional documents as may be required. Likewise if the claim is not admissible then the Insured Person will be notified accordingly.
2. Based on the investigation report the Company will process the claim and communicate the decision to the Insured Person accordingly.
3. The amount will be transferred to the CBD account.
4. Settlement for all claims submitted on or before 15th of the previous month will be made on 1st of the following month and settlement for all claims submitted on or after 16th of the previous month will be made on 16th of following month.

Claims Settlement Procedure - following settlements

The insured member has to visit the Company office or nearest branch office and provide his original passport for verification. On checking the unemployment status of the insured member, the Company will transfer the amount to the bank account.

Conditions

1. The Date of Event falls after a waiting period of 365 days from the Commencement Date
2. 1 month elimination period (this is a period where after losing job, no claim is paid, post 1 month, benefits are paid retroactively)

3. The Insured remains unemployed during the period for which the benefit under this policy is paid and shall provide all necessary proofs as may be called upon by the Company in order to substantiate his unemployment
4. The Insured has to submit the passport copy showing the visa page on a monthly basis where applicable.
5. The Insured shall inform the Company as soon as he accepts an alternative job within six months period from the date of his actual unemployment. In case, it is found that the Insured has been re-employed during the period he has been taking the monthly benefits, the entire claim will be void and the company reserves the right to recover the full amount paid to the Insured as monthly benefit since the beginning of his unemployment.
6. Notwithstanding anything contained herein to the contrary the ILOE benefit under this policy in respect of the Insured shall terminate upon the happening of any one or more of the following:
 - the Insured having attained the maximum coverage age specified of 60 years.
 - the Insured becoming unemployed voluntarily.
 - 6 months prior to the Insured's normal retirement date depending upon the age of the Insured and the law of the land where he is employed. However, the termination of cover in such event shall be only in respect of Involuntary Loss of Employment;
 - cancellation of the benefits under this policy by the Insured member at any time in accordance with the terms and conditions of this policy. After his cancellation, the insured member cannot re-enter.
 - cancellation of UAE resident visa
7. The ILOE benefit shall be reimbursed only once during the policy period.
8. The ILOE benefit is not payable to member / customer during the probationary period of employment.
9. Payment of ILOE benefit is allowed up to 6 months indemnity period if the members / customers in UAE are remaining unemployed in UAE up to 6 months. The payment of ILOE installments shall cease upon exit of member following cancellation of visa.

CLAIMS DOCUMENTATION

FOR DEATH AND DISABILITY CLAIMS:

- Original official death certificate or copy duly attested will be provided supporting the claim, provided death occurs within the UAE. In case of death occurring outside UAE, the original death certificate must be provided duly notarised, attested and legalized by the appropriate Authorities. The original Death Certificate must be verified and accepted by the Company for Death occurring outside UAE.
- In case of disability, a medical report from a licensed medical officer specifying the date and nature of accident to be submitted together with a Claim Form.
- In the event of inability of the Policy Holder to obtain the death certificate or the medical report as the case may be, the Company shall request for any other form of proof of death or disability as it may consider appropriate that can satisfy the Company as to (a) the date and (b) the cause, or death or disability of the insured person.
- Original or true copy of the death certificate
- Passport copy of deceased with valid visa page at the time of death.
- Wherever legally possible, a post mortem report will be required, along with a police report if death was due to an accident.
- A detailed medical report is to be submitted if the actual cause of death is not clearly mentioned on the death certificate.
- The reprint of last credit card statement of account showing the details of the repayment and outstanding amount of the Credit Card Holder's Account will be submitted along with details of any transactions and charges between the last statement and date of death.
- Any other documents pertaining to the claim which the Company may require

FOR CRITICAL ILLNESS CLAIMS:

- In case of a Critical Illness, Medical report from a Registered Medical Practitioner appointed by the Company diagnosing the Critical Illness. This must be supported by acceptable clinical, radiological , histological and laboratory evidence
- Police Report (If Critical Illness was a result of an Accident)
- Passport Copy with valid visa page .
- Original Full and complete Medical Report showing Diagnosis, Future Prognosis and specifying any percentage of disability from the treating Doctor or Hospital/Clinic.
- Original Discharge Summary if In-Hospitalization was involved from the treating Doctor or Hospital.
- Original Copies of results of any diagnostic tests

Any of above documents will have to be verified and accepted by the company.

ALTERNATIVE PROOF OF CLAIM (Last resort):

In the event of inability of the Company to obtain the death certificate or the medical report as the case may be, the Company shall request for any other form of proof of death or disability as it may consider appropriate that can satisfy the company as to:

- (a) The occurrence date of the event
- (b) The cause of the death or disability of the Member

All the above documents will have to be verified and accepted by the Company.