



Allianz Insurance Company Lanka Limited
(Company No. PB 5179)
No. 675, Dr. Danister De Silva Mawatha (Baseline Road), Colombo 09, Sri Lanka
Tel: 011 2303300/ Email: info@allianz.lk

PROPOSAL FOR SECURE WALLET INSURANCE

Full name of proposer :

Postal Address :

NIC/Passport No :

Telephone/Fax Nos. /E-mail :

Home Telephone		E-mail
Mobile No		

Policy Commencement :

Day	Month	Year

Type of Card :

Gold	Platinum	Signature



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BENEFITS : As per Table of Benefits stated below

Item No /Description of Covers	Limit of Cover / Liability Per Credit Cardholder		
	Gold	Platinum	Signature
1 Credit card fraud resulting from loss of credit card with wallet	Maximum payable up to LKR 300,000.00 or claim/ loss amount whichever is lower	Maximum payable up to LKR 650,000.00 or claim/ loss amount whichever is lower	Maximum payable up to LKR 900,000.00 or claim/ loss amount whichever is lower
2 Loss of Passport/ Driving License/ National Identity Card	Maximum payable up to LKR 10,000.00 or claim/loss amount whichever is lower if Passport, Driving License, National Identity Card are lost together	Maximum payable up to LKR 10,000.00 or claim/loss amount whichever is lower if Passport, Driving License, National Identity Card are lost together	Maximum payable up to LKR 10,000.00 or claim/loss amount whichever is lower if Passport, Driving License, National Identity Card are lost together
3 Loss of cash at ATM due to burglary following withdrawal of cash	Maximum payable up to LKR 10,000.00 or claim/loss amount whichever is lower	Maximum payable up to LKR 25,000.00 or claim/loss amount whichever is lower	Maximum payable up to LKR 50,000.00 or claim/loss amount whichever is lower
4 Loss of or theft of SIM card due to loss of wallet	Maximum payable up to LKR 1,000.00 or claim/loss amount whichever is lower	Maximum payable up to LKR 1,000.00 or claim/loss amount whichever is lower	Maximum payable up to LKR 1,000.00 or claim/loss amount whichever is lower
5 Loss of car keys due to loss of wallet following a burglary	Maximum payable up to LKR 2,500.00 or claim/loss amount whichever is lower	Maximum payable up to LKR 5,000.00 or claim/loss amount whichever is lower	Maximum payable up to LKR 10,000.00 or claim/loss amount whichever is lower
6 Accidental Medical Expenses resulting from Bodily Injury caused solely by violent/ accidental external and visible means, resulting from a hold up at an ATM	Maximum payable up to LKR 20,000.00 or claim/loss amount whichever is lower	Maximum payable up to LKR 30,000.00 or claim/loss amount whichever is lower	Maximum payable up to LKR 50,000.00 or claim/loss amount whichever is lower

Declaration

I/We hereby confirm and agree that:

- All information and particulars given are true and complete, and that no information has been withheld which might influence the Company's decision regarding this insurance.
- This proposal shall form the basis of contract with Allianz Insurance Company Lanka Limited.
- Immediate notice shall be given to the Company of any alteration in the circumstances described herein.
- No insurance shall be in force until this proposal has been accepted by the Company and the full premium has been paid.

.....
Proposer's Signature

.....
Date



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Policy Terms and Conditions:

Definitions

1 Policyholder: Union Bank of Colombo PLC

2 Insured: All Union Bank credit cardholders and supplementary card holders only

3 Beneficiary: means the Insured

4 Credit Card(s): Any type of credit card (including supplementary cards) issued to the Insured by Union Bank

5 Fraud: Unauthorized/ fraudulent transaction(s) (the amounts charged to the account of the Insured resulting from transactions due to theft or robbery of the Credit Card without the knowledge or consent/ intention of the Insured.) done on the Credit Card incurred within first forty eight (48) hours after the loss of or theft of the Credit Card.

6 Issuing Bank: Union Bank of Colombo PLC

7 Underwriter: ALLIANZ Insurance Lanka Limited

8 Identification Papers: National Identity Card (NIC), Passport and Driving License

9 SIM : Subscriber Identity Module used for Mobile Phones only

10 Wallet: A purse, a handbag, wallet or briefcase commonly used for carrying cash, identification papers and Credit card(s).

11 Loss of Wallet: Actual loss/ disappearance/ theft with or without violence, of the cardholder's wallet resulting in the cardholder being permanently deprived of same.

12 ATM : a self-service machine which serves to make bank transactions with the use of the Card

13 Accident: Bodily Injury caused solely by violent/ accidental external and visible means, resulting from a hold up at an ATM.

1 Credit Card Fraud

Coverage:

A. The subject insurance policy covers financial losses, damages, cost of reissuing of Union Bank Credit Card and claims up to the amount of the sum insured (As per the Schedule, Item No. 1 of Sum Insured) arising due to fraudulent/ unauthorized transaction(s) made on the Credit Card(s) issued to the Insured and such fraudulent and/or unauthorized transaction(s) were made during the first forty eight (48) hours prior to reporting the loss to Union Bank. The Insured shall be responsible to notify Union Bank immediately after occurrence of theft, robbery or loss



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of the Credit Debit Card according to the terms and condition governing the Credit Card, however in any event within first forty (48) eight hours likely to give rise to a claim.

B. All fraudulent transactions committed as a result of a loss or theft of a Credit Card(s) is considered as one single loss and subject to the maximum limit of sum insured.

C. Indemnification is paid in Sri Lanka Rupees, based on the actual amount debited to the Credit Card.

Exclusions:

This insurance policy does not cover and specifically excludes any financial losses, damages and claims caused intentionally (if proven by reasonable evidence) by the Insured and/or his/her family members.

2 Loss and Theft of Identification Papers

Coverage:

A. In case of the loss or theft of Identification Papers along with the wallet of Insured the Underwriter refunds the expenses incurred on the replacement of Identification Papers. The maximum amounts payable by the Underwriter in such circumstances is as per the Schedule (Item No 2 of Sum Insured).

The coverage is within the sum insured of financial loss.

B. The Underwriter shall not be responsible, in any manner whatsoever, for indirect and consequential losses, damages, actions and claims arising due to loss or theft of documents.

Exclusions:

This insurance policy does not cover and specifically excludes any financial losses, damages and claims caused intentionally (if proven by reasonable evidence) by the Insured and/or his/her family members.

3 Loss of Cash at ATM's

Coverage:

A. The Underwriter shall indemnify the Insured, in the event of a loss of cash resulting from violent or forcible hold up, during or soon after withdrawal from an ATM using a Union Bank Credit Card. The maximum amount payable by the Underwriter in such circumstances is as per the Schedule (Item No. 3 of Sum Insured)

The coverage is within the sum insured of financial loss.



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B. The Underwriter shall not be responsible, in any manner whatsoever, for indirect and consequential losses, damages, actions and claims arising due to loss or theft of cash at ATM's.

Exclusions:

This insurance policy does not cover and specifically excludes any financial losses, damages and claims caused intentionally (if proven by reasonable evidence) by the Insured and/or his/her family members

4 Loss and theft of Subscriber Identity Module (SIM) used for Mobile Phones

Coverage:

A. In case of the loss or theft of SIM along with the Wallet of Insured the Underwriter refunds the expenses incurred on the replacement of SIM. The maximum amounts payable by the Underwriter in such circumstances is as per the Schedule (Item No. 4 of Sum Insured)

The coverage is within the sum insured of financial loss.

B. The Underwriter shall not be responsible, in any manner whatsoever, for indirect and consequential losses, damages, actions and claims arising due to loss or theft of SIM.

Exclusions:

This insurance policy does not cover and specifically excludes any financial losses, damages and claims caused intentionally (if proven by reasonable evidence) by the Insured and/or his/her family members.

5 Loss and theft of keys

Coverage:

A. In case of the loss or theft of keys along with the Wallet of Insured the Underwriter refunds the expenses incurred on the replacement of keys and locks of similar make and model . The maximum amounts payable by the Underwriter in such circumstances is as per the Schedule (Item No. 5 of Sum Insured)

The coverage is within the sum insured of financial loss.

B. The Underwriter shall not be responsible, in any manner whatsoever, for indirect and consequential losses, damages, actions and claims arising due to loss or theft of keys.



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Exclusions:

This insurance policy does not cover and specifically excludes any financial losses, damages and claims caused intentionally (if proven by reasonable evidence) by the Insured and/or his/her family members.

6 Accidental Medical Cover

Coverage:

A. The Underwriter shall indemnify the Insured, for Accidental Medical expenses incurred in the event of Bodily Injury caused solely by violent/accidental external and visible means, resulting from a hold up at an ATM.

The maximum amount reimbursable by the Underwriter in such circumstances is as per the Schedule (Item No. 6 of Sum Insured)

The coverage is within the sum insured of financial loss.

The Underwriter shall not be responsible, in any manner whatsoever, for indirect and consequential losses, damages, actions and claims arising due to Bodily Injury caused solely by violent/accidental external and visible means, resulting from a hold up at an ATM.

Exclusions:

This insurance policy does not cover and specifically excludes any financial losses, damages and claims caused intentionally (if proven by reasonable evidence) by the Insured and/or his/her family members.

Claims settlement Process:

A. Process required for claims under Credit Card Fraud

1. As soon as the Insured becomes aware of the fact that his/her Credit Card has been lost or stolen, the Insured shall be responsible to do the following:

- Immediately notify loss, theft or robbery of the Credit Card to Union Bank according to the terms and conditions governing the Credit Card and retain proof thereof.
- In case of theft or robbery immediately file a complaint with the concerned police authorities within forty eight (48) hours from the time of theft or robbery.
- Immediately notify in writing through Union Bank the loss, theft or robbery of the Credit Card to the Underwriter.



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2. Union Bank should immediately notify the Underwriter in writing:

- The claim intimation received from the Insured in the event of theft, robbery or loss of the Union Bank Credit Card, which results in fraudulent/unauthorized transactions.
- A confirmation of, the last authorized transaction and all fraudulent/unauthorized transactions thereafter.
- A confirmation as to precise date and time of blockage of Credit Card.

3. The Insured shall provide the following documents to the Underwriter for processing of claim of loss(s) and damage(s) arising due to loss, theft or robbery of the Credit Card:

- A duly completed Claim Form/ Declaration to the Underwriter to effect that the Credit Card has been lost or stolen. In the event where claim amount is less than LKR 25,000.00, the Underwriter may not require a claim form, however this is subjected to the sole discretion of the Underwriter.
- A copy of the statement of the Credit Card and/ or letter of confirmation by Union Bank confirming the fraudulent/ unauthorized transaction (s) during the first forty eight (48) hours prior to reporting the loss to Union Bank.
- In case theft or robbery, a copy of the complaint submitted to the concerned police station specifying all necessary information about the loss or theft of the Credit Card.

B. Process required for claims under theft or loss of Identification Papers

1 The Insured shall be responsible to do the following:

- Immediately notify in writing the loss of identification papers to the Underwriter.

2 The Insured shall provide the following documents to the Underwriter for processing of claim of loss(s) and damage(s) arising due to loss of Identification Papers:

- A duly completed Claim Form.
- A copy of the receipt stating the actual amount spent on the re-issuance of Identification Papers
- A copy of the complaint submitted to the concerned police station in case of loss or theft of Identification Papers
- A confirmation of replacement of Identification papers

C. Process required for claims under Loss of Cash at ATM's

1 The Insured shall be responsible to do the following:

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- Immediately notify in writing the loss of cash at ATM's to the Union Bank and the Underwriter.

2 The Insured shall provide the following documents to the Underwriter for processing of claim of loss(s) and damage(s) arising due to loss of cash at ATM's:

- A duly completed Claim Form.
- Copy of the receipt stating the actual amount withdrew from the ATM
- Copy of the complaint submitted to the concerned police station in case of loss of cash at ATM's

3 Confirmation in writing by Union Bank as to precise date and time of Transaction details.

D. Process required for claims under theft or loss of SIM.

1 The Insured shall be responsible to do the following:

- Immediately notify in writing the loss of SIM to the Underwriter.

2 The Insured shall provide the following documents to the Underwriter for processing of claim of loss(s) and damage(s) arising due to loss or theft of SIM:

- A duly completed Claim Form.
- A copy of the receipt stating the actual amount spent on the replacement of SIM.
- A copy of the receipt stating the actual amount spent on the replacement of SIM.

E. Process required for claims under theft or loss of keys.

1 The Insured shall be responsible to do the following:

- Immediately notify in writing the loss of keys to the Underwriter.

2 The Insured shall provide the following documents to the Underwriter for processing of claim of loss(s) and damage(s) arising due to loss or theft of keys :

- A duly completed Claim Form.
- A copy of the receipt stating the actual amount spent on the replacement of keys.
- A copy of the complaint submitted to the concerned police station in case of loss or theft of keys.



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F. Process required for claims under Accidental Medical Cover

1 The Insured shall be responsible to do the following:

- Immediately notify to Union Bank and the Underwriter in writing the Bodily Injury caused solely by violent/ accidental external and visible means, resulting from a hold up at an ATM

2 The Insured shall provide the following documents to the Underwriter for processing of claim Medical Expenses

- A duly completed Claim Form.
- Cash withdrawal confirmation
- Bills of accidental medical expenses
- Medical Certificate issued by a Hospital and a Doctor
- Copy of the complaint submitted to the concerned police station.

3 Confirmation in writing by Union Bank as to precise date and time of Transaction details.

Indemnity Clarification

1. In case of financial loss the Insured will be indemnified up to the extent of limit. Double indemnity will be applicable if both the cards (Visa and Master Card credit cards) are lost/stolen at the same time.

2. In case of Identification Papers the Insured will be indemnified once (irrespective of the number of Union Bank Credit Cards held by the Insured) only up to the extent of limit.

3 In case of keys the Insured will be indemnified once (irrespective of the number of Union Bank Credit Cards held by the Insured) only up to the extent of limit.

Indemnification

1 Indemnity shall be paid to the Insured, in the event of loss or theft of Identification Papers and loss or theft of keys and/or SIM.

2 The indemnity value paid of all insured events during the period of insurance shall not exceed the Sum Insured as defined in the respective coverage to these terms of insurance.



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Settlement of claims

The expected time for settlement of the claims under this policy may extend up to a maximum of fifteen (15) days subject to the condition that all requisite documents have been submitted to the Underwriter and the Policyholder and/or Beneficiary have complied with all terms and conditions, as the case may be.

Double Insurance Coverage

1. If the insured event which constitutes a basis for a claim under these terms of insurance is covered by one or more other insurers, the indemnity paid under these terms of insurance shall supplement the indemnity paid by one or more other insurers, unless the paid indemnity has fully covered the value of the loss resulting from the given event.
2. With reservation for the provisions of section 1 above, the value of supplementary indemnity to the indemnity paid by one or more other insurers shall not exceed the limit defined coverage herein.

Arbitration

Any doubt, difference dispute controversy or claim arising from, out of or in connection to the amount to be paid under this policy (liability to be otherwise admitted), or on the interpretation thereof or on the operation, breach, termination, or invalidity thereof, shall be settled by arbitration in accordance with the provisions of the Arbitration Act No. 11 of 1995 of Sri Lanka. The Arbitral Tribunal shall be composed of a sole arbitrator and the place of Arbitration shall be Colombo. The language to be used shall be English.

Cancellation

Insurer may cancel this policy at any time by giving 30 days written notice delivered to Policyholder, or mailed to Policyholder's last address as shown by our records, stating when such cancellation shall be effective.

Jurisdiction

This Policy is subject to the laws of Sri Lanka whose courts shall have sole jurisdiction to the exclusion of the courts of any other country. Where payment is to be made to or by the Insurers it shall be made in the currency of Sri Lanka at the Insurers' head offices unless otherwise allowed.



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Other Condition

This cover will provide twenty four (24) hours round the clock worldwide coverage under all the four options as stated above.