

Product Disclosure Statement

Home Insurance (Home &/or Contents)

This Product Disclosure (PDS) Statement has been prepared to assist you in understanding the Home Insurance Policy for the Home &/or Contents owned by you and in making an informed choice about your insurance requirements.

The PDS sets out the **significant features** of the aforesaid Policy including its **benefits, risks** and information about **how the premium is calculated**. It also summarizes our status in the market.

For a full description of this insurance product, you will still need to read the Policy Wordings attached to this document for terms, conditions and limitations of the insurance policy.

The PDS also explains:

- Details required by us for issuing a Policy as sought by you
- What is Covered in the Scope of the Policy
- What is Not covered in the Scope of the Policy by way of Exclusions
- Deductions that are to be made in the Event of a Claim
- The Circumstances under which you are Not covered.
- What to do, who to contact if you have a Complaint regarding the Policy
- Your Policy Cancellation Rights/ cooling-off period after you have entered into a contract of insurance
- Policy Renewal processes

Our Status:

We, Sharq Insurance LLC are a general insurer authorised by the Qatar Financial Centre Regulatory Authority. As a 100% owned subsidiary we issue non life insurance policies to our Clients and Customers in the State of Qatar.

Definitions (The meaning of some words)

Some words and expressions in this policy have a specific meaning which is given below.

Term	Definition
Building	building and outbuildings and permanent fixtures
Collection	an object of real or intrinsic value collected as an investment, hobby or general interest purpose and the item is not used as a household good or personal effect.
Collision	an accident directly caused by the sudden impact of a moving body or object.
Computer equipment	a desktop or portable personal computer including peripherals such as printers, modems, data projectors and speakers and standard purchased computer software but no data of any kind or custom written software.
Contents	items described under the heading "What we will cover as your contents" which you or a family member own or have legal responsibility for located in your home or at the site.
Damage or damaged	when an item insured by this policy is physically harmed but does not include wear and tear.
Depreciation	the reduction in the value of the item or property due to wear and tear.
Endorsement	a written alteration to the terms, conditions and limitations of this policy which is shown in the schedule.
Entertainment equipment	one or more sound or visual entertainment systems in your home including each individual item like a television, radio, video player or projector, CD player, entertainment disc playing devices, amplifier or speakers and all accessories.
Excess	the amount you must pay towards a claim.
Family	any of the following people who normally live with you: spouse or partner; • children, step children; • parents;

	<ul style="list-style-type: none"> • grandparents; • grandchildren; • brothers, sisters; • domestic staff; <p>a person who normally resides with you, BUT does not include a person with whom you may share a house for any financial consideration.</p>
Fire	a fire producing flames, but not charring, melting or scorching without flames.
Fixtures	an item that is permanently attached to or fixed to your building or the site, but not carpets, internal blinds, curtains, swimming pool or spa covers or pool or spa accessories.
Flash flood	what occurs when there are heavy, intense bursts of rainfall, usually during thunderstorms where so much water falls in a very short time that it cannot get away quickly enough and collects and flows into your home, but does not include when rainwater on the site: <ul style="list-style-type: none"> • cannot run off into a water catchment system, because it is overflowing in flood; and • mixes with the flood water coming from the water catchment system and then flows into your home.
Fusion	the process of fusing or melting together the windings of an electric motor following damage to the insulating material as a result of overheating caused by an electric current.
Incident	an event neither expected nor intended from the standpoint of you or your family which results in a claim on this policy.
Insured event	one of the events
Market value	the replacement cost of a similar item to the one stolen or damaged taking into account the age of the item.
Open air	anywhere at the site not fully enclosed by walls and a roof, including a vehicle, tent, trailer or caravan and which is not able to be secured and also any outbuildings on the site not able to be secured.
Outdoor furniture	furniture and domestic equipment that is designed to be used in an outdoor environment for domestic purposes.
Period of insurance	the period for which you are insured. It commences at the time we agree to give you insurance and finishes at 4pm on the day of expiry. The expiry date is shown on the schedule.
Proof of ownership	evidence of ownership and value of an item. The evidence can be a combination of: <ul style="list-style-type: none"> • receipts, valuations, instruction manuals; • guarantee certificates, catalogues; • make model and serial number; • photographs or video film of item.
Properly maintained	that your building is structurally sound, secure and in a good state of repair and its roof guttering regularly cleaned.
Rain	water that has fallen from the sky onto your building and site but not water from flash flood.
Schedule	• the policy schedule;
Secured	locked so as to prevent entry other than by using violent force.
Site	the land at the address shown on the schedule on which the building is built, including the yard or garden used only for domestic purposes.
Specified contents	your items that are listed in the 'Schedule of Specified Contents' section of your schedule.
Specified valuables	your items that are listed in the 'Schedule of Specified Valuables' section of your schedule.
Storm	violent weather and high winds, sometimes accompanied by rain, hail or snow including a cyclone, tornado.
Sum insured	the amount you have insured either your building, your contents (including specified contents) or your valuables as shown on the schedule.
Unfurnished	the building at the site does not have enough furniture or furnishings for normal living needs.
Unoccupied	that either: <ul style="list-style-type: none"> • no-one is living in the building at the site, or • someone is living in the building at the site without your consent.
Valuables	• miscellaneous valuables, and

	• specified valuables shown on the schedule.
We, our and us	Sharq Insurance LLC
Wear and tear	damage or a reduction in value through age, ordinary use or lack of maintenance.
Work of art	a piece of fine art such as a painting or picture, Persian carpet, rug or wall hanging, tapestry, vase, ornament, sculpture or other creation.
You and your	the person(s) named in the schedule as the insured including a family member.

Insuring your building and/or contents

Policy coverage summary

You can choose to insure your building, your contents or both under the Sharq Insurance LLC Home Insurance policy and if this policy insures your contents, you can also choose to insure your valuables away from the home. Your building and/or contents will be covered for loss or damage caused following events. In addition, there are also standard benefits you may be entitled to at no extra cost. You can extend your cover by paying extra premium for options we offer. A summary of cover available under this Sharq Insurance LLC Home Insurance policy is listed in the table below.

Territorial Scope: State of Qatar(Onshore Only)

Insured Event	Building	Contents
Fire	✓	✓
Explosion	✓	✓
Lightning or thunderbolt	✓	✓
Storm or Tempest or Flood	✓	✓
Bursting and or over flowing of water tanks	✓	✓
Collision (Impact Damage)	✓	✓
Earthquake	✓	✓
Air Craft Damage	✓	✓
Damage by animals- As per Impact Damage	✓	✓
Riot	✓	✓
Burglary	✓	✓
Vandalism and malicious damage	✓	✓

Standard benefit	Building	Contents
Architects, consultants Fee for repair and rebuild	✓	✗
Damage by Fire Fighters and Fire brigade	✓	✓
Cash Payment for accidental breakage of sanitary fittings	✓	✓
Cash Payment for accidental breakage of water tank	✓	✓
Cash Payment for accidental breakage of satellite dish	✓	✓
Cash Payment for accidental breakage of fixed glass	✓	✓
✓ = Covered		
✗ = Not Covered		

Limits for Standard benefits

- Architects, consultants Fee for repair and rebuild - Limited to 10% of the Building Value
- Damage by Fire Fighters and Fire brigade -Limited to QAR 100,000 in the aggregate
- Cash Payment for accidental breakage of sanitary fittings / water tank / water tank / fixed glass - Limited to QAR 100,000 in the aggregate

Who we will cover

We cover:

- you, and
- a family member who normally resides with you.

What we will cover as your building

Your building means;

- ✓ the main residential building;
- ✓ outbuildings; and
 - Fixtures (items permanently attached to or fixed to your building or the site) such as:
 - a fixed spa, sauna, barbecue, clothes line, room heater, stove, air conditioner, ceiling fan, lighting fixtures permanently secured to
 - the building, hot water system;
 - kitchen cupboards, built in furniture;
 - exterior blinds and awnings;
 - carport, pergola, garden, shed, gazebo;
 - path, driveway, terrace, well, bore;
 - in-ground swimming pool, water tank;
 - garage doors;
 - television aerial, radio mast or aerial and fittings;
 - fixed floor coverings and floating floor coverings except carpets;
 - solar panels (but not plastic solar heating systems for pools or spas);
 - water in a tank;

at the site.

What we will cover as your contents

We insure items which you or a family member own or have legal responsibility for located in your building or at the site.

Your contents means

- ✓ furniture, furnishings, carpets (whether fixed or unfixed), floor rugs, internal blinds, curtains;
- ✓ household goods;
- ✓ light fixtures not permanently secured to the building and which are relocatable;
- ✓ white goods;
- ✓ clothing and other personal effects;
- ✓ swimming pool or spa that is not in-ground;
- ✓ swimming pool or spa covers and accessories;
- ✓ items used in connection with your business or occupation used in an office or surgery in your home, but not if a high risk item listed

Specified valuables

Items that are listed in the 'Schedule of Specified Valuables' section of your schedule.

Miscellaneous valuables means

- ✓ clothing (not sporting clothing) and personal belongings designed to be worn or carried in normal use;
- ✓ gold and silver articles, jewellery and watches;
- ✓ musical instruments, prescription spectacles, sunglasses, portable typewriters, binoculars;
- ✓ the following battery operated or solar powered equipment:
 - MP3 or other portable media playing equipment,
 - CD players,
 - pocket calculators,
 - radios, record players,
 - tape recorders, television sets and
 - tape recorders, television sets and
 - video equipment;
- ✓ photographic equipment;
- ✓ Sporting equipment.

How much you are covered for

Sum insured (shown on your schedule).

Important note: We ask you to nominate your required sum insured. Your building sum insured should be adequate to replace your building and its fixtures and fittings using new materials as well as other necessary costs in the event of a claim. Sum insured (shown on your schedule).

Important note: We ask you to nominate your required sum insured. Your contents sum insured should be adequate to replace all your contents with new items.

High risk items with limits

Because we consider the items listed below to be high risk, there are limits on what we will pay. If a claim is made for a high risk item we will pay no more than the prescribed limit unless the item is specifically shown on the schedule as specified contents. The table below also shows if you have the option to increase the limit for that item by listing the item as specified contents on your schedule.

Please note that the most we will pay in total on a claim for unspecified high risk items is the amount shown in the table below.

High risk items with limits	The most we will pay is:
Cash, bullion or negotiable securities	Up to QAR 1,500 in total
A document	Up to QAR 1,000 per item
A curio	Up to QAR 1,500 per item
Each gold or silver article (but not Bullion)	Up to QAR 2,500 per item
Each item of jewellery	Up to QAR 2,500 per item
Photographic equipment	Up to QAR 5,000 in total for all photographic equipment
Sporting equipment	Up to QAR 2,500 per item
A bicycle	Up to QAR 2,500 per item or set
A video camera, portable musical instrument, portable television or other sound or visual entertainment equipment designed to be portable	Up to QAR 2,500 per item
A watch	Up to QAR 2,500 per item
Compact discs, DVDs, video tapes and electronic games media	Up to QAR 7,500 in total
Work of art or collection	Up to QAR 7,500 per item or collection
Computer equipment	Up to QAR 7,500 in total

Your sum insured

Making the wrong assumptions about your sum insured, or the costs to rebuild your home at today's prices, can lead to under insurance and could cost you dearly.

Your home is unique so when considering how much to insure your home for, it is important to remember that even homes identical in size will not have identical rebuilding costs. Costs such as removal of debris, replacement of new for old materials or items and the preparation of the land and foundations will all vary from home to home.

Remember that the cost of replacing your home and contents varies over time, so it's important to re-evaluate your cover each year, taking into consideration home renovations and new purchases. Although we make an average adjustment to your sum insured for inflation each year, we suggest you review this increase to ensure it's enough for you.

When your home is unoccupied

If your home is left unoccupied, cover may be reduced. Please see the table below for details:

If your building is	Unoccupied for up to 30 days	No Cover for home being Unoccupied for more than 30 days
furnished	no change to your coverage.	no cover for: ✖ Fire; ✖ Explosion; ✖ Water or other liquid; or ✖ Glass breakage.
unfurnished	no change to your coverage.	no cover for: ✖ Fire; ✖ Explosion; ✖ Water or other liquid; or ✖ Glass breakage.

The above will apply unless you have advised us and we agree to provide full policy cover in writing. Our agreement will take the form of an endorsement. We will send you a schedule to confirm your policy has been extended to insure you for a greater period of time.

Your proof of ownership

At the time of making a claim if this policy insures your contents, you will need to provide evidence of value. We will also require evidence of value for

high risk items or valuables whether specified on the policy or not. This evidence can be a combination of:

- receipts;
- a recent valuation provided by an qualified valuer;
- instruction manuals;
- guarantee or warranty certificate;
- catalogues;
- make, model and serial number;
- photographs or video film of the item.

Proof of valuation – Jewellery, gold or silver articles

Jewellery, gold or silver articles, regardless of whether they are specified contents or specified valuables, must have the valuation as listed in the table below. If the evidence required by us is not provided, your claim will not be processed.

Your premium

What is premium?

Premium means any amount we require you to pay under the policy

You pay the premium – We insure you

Provided we receive the premium, we will insure you as set out in this policy and the schedule in respect of an incident occurring during the period of insurance. When you apply for this insurance, you will be advised of the premium. If you choose to effect cover, the amount will be set out in the schedule.

How your premium is calculated

We take various factors into consideration when calculating your premium including:

- the sum(s) insured;
- the address of your building and/or contents and/or valuables covered;
- any no claim bonus discount to which you may be entitled to on your building and/or your contents;
- your insurance history;
- the security features of your home;
- the construction and age of your home;
- the level of excess you choose to pay;
- the frequency with which you choose to pay your premium;
- the cost of any optional benefits you have selected.

When you pay your premium at least twice a year or more, your premium may be increased by an amount to cover certain costs associated with installment payments.

Ways to reduce your premium

You may be eligible for the following discounts we offer:

• No Claim Bonus Discount

No Claim Bonus is a premium discount awarded for not making a claim. A No Claim Bonus discount increases each year that you remain claim free until you reach our maximum discount. However, the No Claim Discount will not be available once the premium reaches the minimum premium levels or the maximum discount allowed whichever is greater. Based on the claims lodged during the period of insurance, your policy's No Claim Bonus will be adjusted when you renew your policy and this can either:

- increase (up to our maximum No Claim Bonus),
- decrease, or
- remain the same.

Valuables insurance

If this policy insures your contents, this insurance is available to you for an additional premium.

Your policy schedule will indicate if you have selected valuables insurance.

We will not cover:

- ✗ Deductible/ Excess mentioned in the schedule of the policy
- ✗ theft from a motor vehicle left unattended (except when in a locked garage) unless the theft is a result of forced entry into the locked motor vehicle;
- ✗ when the item is misplaced or disappears and where you cannot establish the cause;
- ✗ electrical or mechanical breakdown or over-winding;
- ✗ Burglary or theft of any nature
- ✗ theft of a bicycle left unattended in a public place unless secured by a padlock chain or a cable to a fixed object, bicycle rack or a motor vehicle carry rack;
- ✗ sporting equipment accidentally lost or damaged while physically in use or play;
- ✗ bicycles accidentally lost or damage while physically in use or play;
- ✗ any motorcycle apparel lost or damaged while being worn;
- ✗ scratching, denting;
- ✗ power surges caused by anything other than lightning.

When you are not insured

You are not insured under any section of this policy if the incident arises from or is connected with:

- ✗ lawful seizure, repossession or other operation of law;
- ✗ invasion, war, civil war or rebellion;
- ✗ nuclear weapons, nuclear fuel, waste or material;
- ✗ acts of terrorism where such an act is directly or indirectly caused by, contributed to by, resulting from, or arising out of or in connection with biological, chemical, or nuclear weapons, pollution or contamination;
- ✗ a deliberate act by you, your family or another person with your express or implied consent to cause the item to be lost or damaged;
- ✗ wear and tear, depreciation, deterioration;
- ✗ damage caused by atmospheric conditions, mould, mildew, insects, vermin, action of light, rot or inherent defect;
- ✗ a process of cleaning, repairing, restoring or altering.

How to make a claim
What you must do

✓ Prevent further loss or damage by taking all reasonable steps to reduce the loss or damage and prevent any further loss or damage.
✓ Inform the police immediately following theft or vandalism.
✓ Call us as soon as possible when you discover that an incident likely to result in a claim has occurred. We'll explain the claims process so you can understand what you need to do next. The person calling to notify us of a claim must be a person listed as an insured person on the policy. If the person calling is not a listed insured person, we must obtain written authority from the listed insured before calling.
✓ Complete a claim form, if we require it. Generally we do not require claim forms, however we may require you to complete a claim form for complex claims.
✓ Provide information that we request to support your claim including letters, documents, valuations, receipts or proof of ownership, otherwise we cannot process the claim.
✓ Assist us with your claim. Before we will pay anything under this policy, you and any relevant family member must have complied with all the requirements of this section and given us information and assistance which we have requested.
✓ Provide proof of ownership or value. Where this policy insures your contents, whether you have specified them on the schedule or not, or if this policy insures your valuables, we will require proof of ownership for each item
✓ Pay the deductible/excess as specified in the schedule
✓ Provide every notice or communication from another party. You and any relevant family member must provide us as soon as possible with every notice or communication received concerning a claim by another person or concerning any prosecution, inquest or other official inquiry arising from the incident.

What you must NOT do

✗ Dispose of any damaged items without first seeking our approval.
✗ Authorise repairs.
✗ Except for essential temporary repairs under standard benefit 'Essential temporary repairs' you are not authorised to commence repairs without our approval.
✗ Do not delay contacting us.
✗ Whenever possible you must notify us of an incident which could lead to a claim on this policy. You may have to contribute towards

	your claim if your late notification results in higher costs for us or harms our investigation opportunities.
✗	Provide us with false or misleading information. We may deny part or all of your claim if you or your family are not truthful and frank in any statement you make in connection with a claim or if a claim is fraudulent or false in any respect. We will report any suspected fraudulent fact to the Police for further investigation.

How we settle your claim
Your building
What we pay

If this policy insures your building and we accept your claim, at our option we will pay for the reasonable cost of:

- ✓ repairing,
- ✓ rebuilding or
- ✓ replacing,

your home at the site to its condition when new or to its condition when last renovated, altered or restored.

We will only pay for damaged parts.

If we accept a claim, we will only pay for the part of the home that has been damaged. We will not pay for undamaged parts of the home in order to achieve a uniform appearance.

We will repair up to the nearest archway, doorway or similar entry and exit point. We will not pay for undamaged materials in any adjoining rooms.

How much we will pay

The maximum we will pay is:

- the sum insured shown in the schedule; plus
- the other benefits we have agreed to pay; less
- your excess.

We will not pay:

- ✗ for the portion of these building costs which relate to the undamaged parts of your building;
- ✗ to upgrade your building if it is over insured;
- ✗ to modify your building to rectify a fault that is causing loss or damage to your building under this policy.

Matching materials

When we pay to repair or rebuild your building we will match the existing materials, however where these materials are unavailable locally or it is not possible to match them we reserve the right to pay for the nearest equivalent or similar materials.

Mortgagee's rights

If a mortgagee is named on the policy and we are settling the claim on a cash basis, we reserve the right to pay all or part of the proceeds to the mortgagee.

The amount we pay to the mortgagee will be:

- the amount outstanding under the mortgage, with any balance being paid to you; or
- the amount we agree to pay in settlement of the claim.

A payment made to a mortgagee will satisfy our obligation to you for the amount paid.

Your contents and/or valuables
What we pay

If this policy insures your contents or your valuables and we accept your claim, at our option we will pay for the reasonable cost of:

- repairing,
- replacing or
- pay you what it would cost us to repair or replace, your contents.

How much we will pay

Repairing	Where we choose to repair damaged contents, we will pay the reasonable cost of repairing the item that can be economically repaired. If the item is a specified contents item or a valuables item, we will pay up to the specified limit.
-----------	---

Replacing	If an item cannot be economically repaired we will replace the item with a new one substantially the same, regardless of the age of the item.
Specified valuables	a specified valuables item, we will replace the item with one worth up to the sum insured for that item listed on the schedule;
Carpet	carpet, we will only replace the carpet in the room, hallway or passageway where the loss or damage occurred;
Computer equipment	computer equipment, insured either as your contents or as your valuables, we will not replace it if it is over 10 years old but we will pay the market value;
Monetary settlement	When the item cannot be replaced If we agree that the item cannot be replaced, we will pay the lesser of: the retail value of the item; or if the item is a specified contents item, the sum insured for that item listed on the schedule; When you do not want a replacement item Important note: An insurance policy is designed to repair or replace items which are stolen or damaged. If you would like us to pay you instead of replacing the item we will only pay you the amount you would have received if you had sold the item. If you do not want us to replace the item, we will pay the price you would have received for that item from a licensed second-hand dealer.
Pairs, sets and collectibles	If the item for which you are claiming forms part of a pair, set or collection, we will only pay the reasonable cost of replacing or repairing that item. We do not pay for any special value the item may have as part of the pair, set or collection. We will not pay for: x any special value an item may have as part of a pair, set or collection; x where an item is a specified item, either as a part of your contents or your valuables, we will pay no more than the proportion of the specified sum insured equal to the proportion which the item represents of the pair or set.
Sporting equipment	Where an item of sporting equipment is designed to complement other items of sporting equipment and neither item is used without the other, then we will treat all items as one.

Your building, contents and valuables

We will not pay

to upgrade your building, contents and/or valuables if they are over insured;

for modifications to rectify a fault that is causing loss or damage to your building, contents and/or valuables under this policy.

Repairer information

We have the right to nominate the repairer or supplier to be used.

Your deductible/ excess

Deductible/excess is the amount you must pay each time you make a claim. We deduct the deductible/excess from the amount of your claim. If we agree to pay a claim, the deductible/excess applied will be either the excess set out in your schedule or the deductible/excess applicable to the section of this policy you are claiming under.

If you make a claim on your policy, we will deduct the deductible/excess from the amount of your claim.

After we have paid a claim

If we pay a claim for the total sum insured

Where we pay a claim on more than one cover from the same incident, you will only have to pay one excess. Whichever combination of insurance is provided by this policy, the excess applicable will always be the highest excess amount.

If we pay a claim on specified valuables

If we pay a claim on specified valuables for the total specified sum insured, then that item is no longer insured under this policy. Any replacement item must be added to this policy for it to be insured and an extra premium paid to us.

Important note: Following a claim on a specified item you should make sure that the replacement item is added to your schedule.

No claim bonus discount

If you make a claim under your policy, we will reduce your no claim bonus discount by one level at the next renewal date of your policy.

Salvage

We are entitled to any salvage value on recovered items and damaged items that have been replaced.

Contribution

Where the incident insured by this policy is also insured under another policy elsewhere and we have paid more than our reasonable share of your claim, we may exercise our right to seek contribution from the other insurer or insurers.

Our Post Contractual Obligations

1. Time to review and consider our Offer (Quotation and Terms):

We shall give you, our customer adequate advance notice of the end of the term of the contract to allow you sufficient time (up to 21 days from submission of our Policy) to consider whether continuing cover is required.

2. Renewal of Policy:

We shall send you a Renewal Notice in respect of current Policy at least **twenty days prior to the Expiry of the current Policy that you have opted from us.**

This Renewal Notice shall include:

This Renewal Notice may not be sent you in case:

- we have reasons to believe that you are not inclined to renew the Policy with us
- we have informed you that we are not willing to renew your Policy
- for short term policies less than 12 Months

Client Classification:

We classify of clients as under:

Commercial Client: corporate or commercial entities in the State of Qatar with a Companies Registration or its equivalent issued by the Competent Authorities whose subject matter to be insured is solely for Commercial Usage/Purpose and declared as such in writing

Market Counterparty: inter-governmental or governmental agencies

Business Customer: Individual customers who willingly relinquish their rights as a retail customer and hold USD 1 million in liquid assets and confirms this in writing and has the sophistication in terms of knowledge and experience to evaluate the risks associated with products opted from the financial services market.

Retail Customers: Individuals whose subject matter to be insured is solely for Personal usage and declared as such in writing

Policy Cancellation Rights available to our Retail Customers:

As an individual retail customer, you have the right to cancel the policy that you opt from us; through- out the Policy Period and on each Renewal of the contract.

It is *not* compulsory for you to cite any reason for Cancellation of such Policy/ies.

In case we, choose to instruct us to cancel your policy you shall be entitled a refund of premium on a pro rata basis wherein the Premium (and Fees if any), for the period for which we have been on risk, shall be retained by us and the balance of the total premium paid shall be paid to you as Refund in lieu of cancellation.

We shall pay you the Refund amount in lieu of cancellation of the Policy not later than 21 days after the day on which you have intimated us in writing your instruction to cancel the Policy.

This proviso does not apply to the following contracts:

- (a) a Policy issued by us that provides cover for less than 1 month;
- (b) a Policy issued by us that has been fully Performed, i.e., a Claim preferred by you has been Registered/Settled by both parties at the *your* express request before the you have intimated your intent in writing to exercise the right to cancel;

Policy cancellation rights shall not apply in the following circumstances:

- (a) an Insurance Policy issued by us that provides cover for less than 1 month;
- (b) this issued Insurance Policy has been fully performed by both parties at the *your* express request as our individual Retail customer before you intend to exercise the right to cancel;

To remove any doubt, as our individual *retail customer* you have the right to cancel any of the Policies that you opt from us when the contract is initially entered into and on each renewal of the contract. A contract is not fully completed only because an event has happened that allows a claim to be made under the contract; and contract is fully completed if a claim has been made that leads to the contract being terminated.

Cancellation under this part applies only during the initial period of cover. It does not refer to mid-term cancellation that we may choose to offer you as our retail customer

The cancellation rights described in this part apply to all renewals and not just those where there have been significant changes.

When cancellation right can be exercised:

As our individual *retail customer* you may exercise a cancellation right under any of our insurance Policies opted by you, only during the cancellation period for the contract.

In respect of our Insurance Policies which are *general insurance/non life insurance contract*, the **Cancellation Period**—

(a) **Starts on the day we issue and deliver to you (receipt to be acknowledged by you) our insurance policy document and information required by in a durable medium;**

&

(b) **Ends at the end of 14 days after that day.**

Exercising cancellation right

As our individual retail customer you may exercise the cancellation right by giving notice of the exercise of the right to—

- (a) us , Sharq Insurance LLC
- (b) an *approved representative* of Sharq Insurance LLC
- (c) any agent of the firm with authority to accept notice for the firm.

The cancellation notice may be given orally. This notice need not use any particular form of words and it is sufficient if the intention to exercise the right is reasonably clear from the notice or the notice and the surrounding circumstances. The notice need not give reasons for the exercise of the right.

If as our individual *retail customer* exercise the cancellation right by sending notice to us at the address given to the you by us for the exercise of the right and the notice is in a durable form accessible to the firm, the notice

shall be taken to have been given us at Sharq Insurance LLC when it is sent to the firm at the following address of our Company:

SHARQ INSURANCE LLC

PO BOX. 55953. DOHA, QATAR

You can also email us at: enquiry@sharqinsurance.com.qa

Consequences of cancellation:

(1) Consequences of cancellation shall apply if as our retail customer you exercise a right to cancel any of our Policies effected by us upon your instructions

(2) The insurance contract under the Policy issued by us is Terminated.

(3) We shall pay to as our individual retail customer an amount equal to the total of the amounts paid by you as our customer for the Policy that you have decided to opt from us

The amount shall be paid not later than 21 days after the day the cancellation right is exercised.

You must, pay us an amount of no more than the total of AC plus CC as under:

AC means the total of the costs (other than costs for the cover provided under the insurance policy) actually incurred by the firm in relation to the insurance policy.

CC means the cost to the firm of the cover actually provided to the customer under the insurance policy.

However, please note that we shall not charge the aforesaid amounts upon your request to cancel the policy that you have opted from us in the event of:

(a) the performance of the insurance contract commencing before the end of the cancellation period your request; and

(b) we are in position to demonstrate that the you were given by us details of the amount that the you may be required to pay in the event of you cancelling the Policy

We shall not require you as our individual retail customer to pay an amount that could be taken to be a penalty or that exceeds an amount calculated as follows:

AC + CC

An amount that we shall requires you to pay shall **not take into account or include an amount received, or the value of any property or services received, by you as our retail customer in relation to a Claim under the insurance policy.**

An amount payable by the *retail customer* under must be paid to us without delay and no later than 30 days after the day you receive written notice from us, Sharq Insurance LLC requiring payment of the amount.

Any amounts payable under this rule are simple contract debts and may be set off against each other. The amount calculated may include—

(a) an amount for the cover provided; and

(b) a proportion of the *Commission* paid to another *authorized firm* sufficient to cover that firm's costs; and

(c) a proportion of any **Fees** charged by **Sharq Insurance LLC** that, when totaled with any commission to be repaid, would be sufficient to cover the firm's costs.

The proportion of the insurance contract's exposure that relates to **the time on risk shall be a proportional apportionment**. But, if there is material unevenness in the incidence of risk, Sharq Insurance LLC shall employ a more accurate method, which may result in a lower or higher charge to you as our individual customer:

However, in case you instruct (in writing or orally) us to cancel the Annual policy opted by you, we shall upon requesting from you the reason thereof Retain the premium on short period scales and refund the balance to you as per the following (This is not applicable for insurance policy period less than 12 Months):

Period of Insurance	Proportion of Annual Premium to be Refunded
<i>Not exceeding 1 month</i>	<i>7/8</i>
<i>Not exceeding 2 months</i>	<i>6/8</i>
<i>Not exceeding 3 months</i>	<i>5/8</i>
<i>Not exceeding 4 months</i>	<i>4/8</i>
<i>Not exceeding 5 months</i>	<i>3/8</i>
<i>Not exceeding 6 months</i>	<i>2/8</i>
<i>Not exceeding 7 months</i>	<i>1/8</i>
<i>Exceeding 7 month</i>	<i>NIL</i>

Any refund on account of cancellation shall be contingent upon you having paid us the full premium under the policy on or before commencement of cover.

Oral requests of Policy Cancellation from you shall be recorded by us in writing and intimated to you in writing as to the date and time of the Policy cancellation instruction received by us from you

Claims Processing

As your *insurer* we shall respond promptly to any notification of a claim intimated by you. If the claim relates to a risk that is clearly outside the scope of the policy, we shall officially intimate you about the same.

If the claim does not relate to a risk that is clearly outside the scope of the policy, we shall:

- ✓ communicate the action that shall be taking response to the claim, and when the action will be taken
- ✓ intimate the Documents that you are required to be submitting to us as part of our Claims process
- ✓ if we have appointed, or is to appoint, another *person* to contact you on our behalf —include the following information, if known, for each *person* appointed or to be appointed:
 - (i) the *person's* Name
 - (ii) the *person's* Function and Purpose of Appointment
 - (iii) the work the *person* is to carry out in relation to the claim.

Normally such work related to Survey by our appointed Independent or In-house (Sharq Insurance LLC Employee) Loss Adjusters. Please note that all claims are subject to physical verification of loss/damage by on in-house surveyor or an external independent loss adjustor appointed by us. We may also appoint Investigator/s should we deem it fit for an Independent finding of the circumstances of any Claim.

iii.

We may also appoint an authorized Investigator to the purpose of the appointment is to investigate the validity of the claim.

We shall provide you with a Claim Form, if we required the completion by you as the insured preferring a claim under the policy that you have opted from us

We shall keep you reasonably informed about the progress of the claim including in case of Investigations, periodic progress or status reports, when appropriate, including any relevant update.

We shall strive to also respond to any reasonable request from you promptly, subject to the policy terms and conditions

We shall intimate, in writing, to you as soon as practicable whether we—
(a) reject all of Claim preferred by you and the reasons thereof
(b) reject the customer's claim and the reasons thereof but, without prejudice to the rejection, makes an offer in compromise; or
(c) accept all or part of the customer's claim.

It is our endeavor to make comprehensive and fair disclosure by communicating to our Policyholder's consistent, credible information in line with the Laws and Regulations, which govern our company.

Kindly read this Disclosure Document carefully. Should you have any query/clarification, we shall be pleased to respond to the same.

We shall be pleased to receive your Feedback/ Suggestions in the Drop Box kept in our Offices. You may also write to us with your Feedback/ Suggestions about our quality of service at our email address: enquiry@sharqinsurance.com.qa

Data Protection Disclosure:

Sharq Insurance LLC considers that protecting personal information is very important and recognize that its clients and customers have an interest in how it collects, users and shares such information. This information will be processed in accordance with data protection rules of Qatar Finance Centre Authority.

All Sharq Insurance LLC customers shall have the right to access to the personal data held about them by Sharq Insurance LLC by sending a written request to Sharq Insurance LLC. They shall also have the right to require Sharq Insurance LLC to correct any inaccuracies in the information Sharq Insurance LLC holds about them.

Sharq Insurance LLC may retain your detail or our customer in order to provide them other general insurance solutions. However, in case you do not wish to be contacted, may we seek an Email with the word 'Opt Out' in the subject line at enquiry@sharqinsurance.com.qa

Premium Warranty Statement

It is both a term and condition of this insurance policy that (unless specifically amended in writing by Sharq Insurance LLC authorized personnel to the contrary), the Premium identified within the Policy terms, **must be paid in full by the insured at the inception date of the policy**.

Should any **additional extension/s to the policy period endorsement or adjustment endorsement/s be issued under this policy of insurance**, then the premium payable for such endorsement/s must also be paid in fully by the insured at the inception date.

Sharq Insurance LLC shall have the specific right to deny the contract from the supposed inception date or policy period endorsement date or adjustment endorsement/s date and repudiate and disavow all known or unreported losses that may occur, should the terms of this premium warrantee statement not be complied with by the policy holder or his authorized agents or intermediaries, in full.

DETAILS AND RELATED SIGN OFFS REQUIRED BY US TO ISSUE OUR HOME INSURANCE POLICY & BIND COVER

We would be requiring the following documents & copies of **Identity Proofs** to comply with **Anti Money Regulations and as part of the "Know Your Customer" requirements**. We shall also require the **Originals** of the same for Verification:

- i. Qatar ID
- ii. Passport Policy (if Required)
- iii. Source of Funds in respect of Purchase of the Subject Matter to be Insured and payment of Insurance Premium for the same
- iv. Duly Filled Proposal/online application Form

Complaints Handling Procedures

We aim at getting it right, first time, every time. If we make an inadvertent error, we will try to put it right promptly.

We will always confirm to you the receipt of your complaint within 24 working hours and do our best to resolve the problem within 4 weeks.

Should you have any Complaint please contact us at:

Sharq Insurance LLC
P.O. Box.55953, 4th Floor, Doha Bank Tower, Al Corniche Street, West Bay,
Doha, Qatar
Telephone: +974 4015 4000, Fax: +974 4015 4099
Email: complaintsshraq@shraqinsurance.com.qa

We also invite your kind attention to the **Customer Dispute Resolution Scheme set up by our Regulator, QFCRA** for the benefit of Retail Customers of all insurance companies regulated by them.

As our Retail Customer, you have the right to access this Customer Dispute Resolution Scheme, in case our in house complaints resolution scheme does not solve your complaint.

You may contact as under:

Postal Address:
The Customer Dispute Resolution Scheme
PO Box: 22989
Doha, Qatar
Email address: complaints@cdrs.org.qa

Please note that using our complaints procedure or referral to the Qatar Financial Centre Regulatory Authority does not affect your legal rights.

Note:

- (i) This policy is for "State of Qatar" National/s & Resident Visa holder only
- (ii) Please keep a copy of policy for your records
- (iii) Always mention our reference/policy number for any communication with us