

Product Disclosure Statement Personal Accident Insurance

This Product Disclosure (PDS) Statement has been prepared to assist you in understanding the Personal Accident Insurance Policy 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.

Personnel Accident Policy Wordings

DEFINITIONS

For the purpose of this Policy, the following terms wherever used herein shall be held to mean:

Accident means a sudden, unexpected, unintentional, specific event, which occurs during the period of cover at an identifiable time and place including exposure resulting from a mishap to a conveyance in which the Policy Holder is travelling.

Beneficiary means the individual named by the Policy Holder and as mentioned in the Certificate to whom the benefits under the Policy would be paid in case of a Death of the Policy Holder. Otherwise the benefits will be paid directly to the Policy Holder. Beneficiaries shall be the Spouse or Children or parents.

Bodily Injury means identifiable physical injury which is caused by an Accident and solely and independently of any other cause, except illness directly resulting from, or medical or surgical treatment rendered necessary by such injury.

Certificate means the certificate setting out the schedule of benefits of the Policy duly signed by the Company and including the certificate number, the name of the Policy Holder, the benefits, limits as well as the Policy's Effective Date and Premium payable.

Child or Children means a child or children of the Policy Holder having a valid Qatar residence visa and named in the Certificate. .

Effective Date means the date the Policy Holder has given consent to the Company to start the cover of the risk.

Deductible means the amount of expenses to be paid or supported by the Policy Holder, in excess of which the benefit becomes payable.

He/She – where the context admits, words importing the masculine gender shall include the feminine gender and words importing singular member shall include the plural and vice versa.

Hospital means an establishment which shall meet all of the following requirements: (a) holds a license as a hospital, if licensing is required in the country or governmental jurisdiction; (b) operated primarily for the reception, care and treatment of sick, ailing or injured persons as in-patients; (c) provides a 24-hour a day nursing service by registered or graduate nurses; (d) has a staff of one or more physicians available at all times; (e) provides organized facilities for diagnosis and major surgical procedures; (f) is not primarily a clinic, nursing, rest or convalescent home or similar establishment and, other than incidentally, a place for alcoholics or drug addicts; (g) maintains X-ray equipment and operating room facilities.

Insured Persons or IP means the individuals identified as insured persons mentioned in the Certificate.

Licensed Common Carrier means any public transport conveyance which is deemed to include: aircraft, ships, trains, buses and taxis licensed by the appropriate governmental authority to carry passengers on a permitted route with scheduled ports, terminals or stations of embarkation and disembarkation.

QAR means the lawful currency for the time being of the Qatari Riyal.

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

Policy Period means the period for which premium is fully paid by the Policy holder, taking into account any Grace Period applicable under Uniform Provisions 2 provided below.

Policy Holder means the customer who has taken the policy for himself and / or his Spouse or Children and who pays the premium.

Premium means the premium payable by the Policy Holder to the Company.

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

- a. Permanent Loss of sight of both eyes.
- b. Physical severance/amputation of two limbs
- c. Complete and Permanent Paralysis

When the Policy holder is permanently disabled from performing any occupation or employment for which he will be reasonably fitted by qualification, experience, training or occupation for compensation or profit, Provided that the Company is satisfied that the Policy Holder will be so rendered indefinitely.

Spouse means legal husband or wife having a valid Qatar visa named in the Certificate.

Terrorism means the use or threatened use of force or violence against person or property, or commission of an act dangerous to human life or property, or commission of an act that interferes with or disrupts an electronic communication system, undertaken by any person or group, whether or not acting on behalf of or in any connection with organization, government, power, authority or military force, when the effect is to intimidate, coerce or harm a government, the civilian population or any segment of the economy.

War means war, whether declared or not, or any warlike activities, including use of military force by any sovereign nation to achieve economic, geographic, nationalistic, political, racial, religious or other ends.

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

Waiting Period means the period during which the policy holder cannot lodge a claim under the policy from the effective date

SCOPE OF COVER

SECTION I: DEATH DUE TO AN ACCIDENT

In the event of a Bodily Injury which results in death of an Insured Person within 365 days after the date of the Accident the Company shall pay the Beneficiary the sum as stated in the Certificate of or any endorsement in accordance with the terms and conditions, less any other amount paid or payable under Section IV.

In addition to the above in respect of death of an Insured Person whilst travelling in Licensed Common Carrier the Company shall pay the Beneficiary the additional sum as stated in the Certificate of or any endorsement in accordance with the terms and conditions less any other amount paid or payable under Section IV.

SECTION II: PERMANENT TOTAL DISABILITY (PTD)

In the event of a Bodily Injury which results in Permanent Total Disability of an Insured Person within 180 days of the date of Accident, the Company shall pay the sum as stated in the Certificate or any endorsement in accordance with the terms and conditions of this Policy, less any amount paid or payable under Section IV

SECTION III: PERMANENT PARTIAL DISABILITY (PPD)

In the event of a Bodily Injury, which results in Permanent Partial Disability of an Insured Person within 180 days of the date of Accident, the Company shall pay a percentage of the sum as stated in the Certificate or any endorsement in accordance with the Scale of

Disabilities (percentage) mentioned hereunder (subject to a deductible of 10% of the payable amount), less any amount paid or payable under Section IV.

Scale of Disability Benefits (percentage):

Nature of Disability	RIGHT	LEFT
For Total:		
Loss of an upper member	70%	60%
Loss of the hand or forearm	60%	50%
Loss of a lower member above knee	60%	60%
Loss of a lower member at the level of the knee or below	50%	50%
Loss of a foot	40%	40%
Loss of the thumb	18%	16%
Loss of the index finger	14%	12%
Loss of the pinky	12%	10%
Loss of the middle finger	8%	6%
Loss of the ring finger	8%	6%
Loss of the big toe		5%
Loss of any other toe		3%
Deafness of one ear		10%
Deafness, both ears		40%
Loss of visual acuity of one eye		25%
Loss of visual acuity, both eyes		100%
Loss of speech		100%

For ankylosis of the fingers (other than the thumb) and of the toes (other than the big toe) 50% only of the compensation, which would be due for the loss of the said members, shall apply.

The total compensation payable in respect of several disablements due to the same accident is arrived at by adding together the various sums, but shall not exceed the total sum stated in the Certificate.

If an Insured Person is left-handed, the percentage set out above for the various disabilities of the right upper limb and left upper limb will be transposed.

Percentage of benefits in respect of any other Permanent Partial Disability will be assessed by the medical advisers of the Company.

SECTION IV: HOSPITAL CASH BENEFIT (HCB)

In the event of hospitalization as an in-patient for a minimum period of 24 Hours consequent upon the Insured Person sustaining injury arising out of a cause not specifically excluded under this policy the Company shall pay a daily indemnity as stated in the Certificate in accordance with the terms and conditions.

In addition to Hospital Cash Benefit claim when the Insured Person is hospitalised for a minimum period of 7 days the Company shall pay a flat sum as stated in the Certificate in order to take care of any emergency expenses.

SECTION V: REPATRIATION EXPENSES

Repatriation expenses means and includes the costs of repatriation following bodily injury of an injured employee and/or the return to his/her place of employment with the insured following recovery, or in the case of death, the costs repatriating his/her mortal remains and/or ashes, and in either case including the costs of an escort if necessary, but not exceeding the limit specified in the schedule in all per employee/per occurrence subject to certification by a qualified medical practitioner as to the absence of adequate treatment facilities in the State of Qatar necessitating such repatriation or that recovery will be substantially expedited thereby.

CONDITIONS

1. **Contract:** This Policy, and any endorsements (if any), the application form (if any) and the Certificate shall constitute the entire contract between the parties. All statements made by the Policy Holder shall, in the absence of fraud, be deemed representations and not warranties. No such statement shall void this Policy or be used in defense of a claim hereunder, unless such statement is contained in the said Certificate.

No agent but only a duly authorised Officer of the Company has the power on behalf of the Company to extend the time for the payment of Premium or in any way to modify this Policy.

Each Policy Holder and the Company agree and acknowledge that the Bank is not at any time an agent of the Company. Any claims, disputes or contestations of a Policy Holder in connection with this Policy shall be the full responsibility of the Company. The Company will manage all matters of the administration of the Policy directly with the Policy Holder or through an appointed agent.

2. **Eligibility:** Each Insured Person is eligible for the benefits under the Policy only if he holds a valid Qatar residence visa.

3. **Age Limits:** 18 years to 65 years but not more than 64 at the time of enrolment but for children 6 months to under 19 years of age (or 23 years if a full time student, unmarried and primarily dependent on the Policy Holder).

If only the year of birth of a Policy Holder provided to the Company then the date of birth for this Policy shall be January 1st of such Policy holder's year of birth unless it is mentioned & confirmed by passport or National ID.

4. **Notice of Claim:** Notice of any claim under this Policy shall be given by an Insured Person or Beneficiary to the Company to the Bank or through its appointed agent, as soon as practicable but in any event within 30 days

5. **Sufficiency of Notice:** Such notice given to the Company or to any authorized agent of the Company, with sufficient particulars shall be deemed to be notice to the Company. Failure to give notice within the time provided in this Policy shall not invalidate any claim if it shall be shown by the Insured Person or Beneficiary that it was not reasonably possible to give such notice within the time provided and that notice was given as soon as reasonably possible thereafter.

6. **Fraudulent Claims:** If the claim is in any respect fraudulent or if any fraudulent means or devices are used by the Insured Person or his representatives or by anyone acting on his or their behalf to obtain any benefit under this Policy, all benefits hereunder shall be forfeited.

7. **Cancellation :** The Company may cancel the Policy at any time by written notice delivered to the Policy Holder or mailed to the last address as shown by the records of the Company stating when not less than fifteen (15) days thereafter such cancellation shall be effective. Such cancellation shall be without prejudice to any valid claim-originating prior thereto.

8. **Assignment:** Neither party to this Policy shall directly or indirectly assign this Policy or any of its rights and obligations, without the prior written approval of the other party. The right of designation or change of Beneficiary is reserved to the Policy Holder. No assignment of interest shall be binding upon the Company until the Company receives written notice of the change of Beneficiary in a form satisfactory to the Company. The Company assumes no responsibility for the validity of such designation or change of Beneficiary or assignment.

Consent of the Beneficiary, if any, shall not be requisite to change of Beneficiary or to any other changes in the Policy.

9. **Arbitration:** Any dispute, difference or controversy arising under this Policy shall be referred to arbitration under the State of Qatar Arbitration Rules. The arbitrator shall be appointed by the parties in accordance with the relevant statutory provisions in force at the time. Where any dispute, difference or controversy to be resolved by this provision, the making of an award shall be a condition precedent to any right of action against the Company.

10. **Jurisdiction:** This Policy is governed by the Qatar laws and & all claims and/or disputes shall be subject to the exclusive jurisdiction of the Competent Courts of Qatar.

11. **Compliance with Policy Provisions:** Failure to comply with any of the provisions contained in the Policy shall invalidate all claims hereunder.

12. 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;
- your age;
- your existing physical status;
- your insurance history;
- Adventure/Extreme Sports you play;
- Your profession;

UNIFORM PROVISIONS

1. **Premiums:** All Premiums and applicable taxes are payable in advance by the Policy Holder.

2. **Cooling-off Period:** The Policy Holder is entitled to a full refund of premium if coverage under this policy is cancelled upon written request to the Company within thirty 21 days from the effective date. The Company reserves the right to decline a second

application following the cancellation of the first application under this plan, from the same Policy Holder.

3. Termination: The coverage shall terminate immediately on the earliest of:

1. The date the Policy is terminated;
2. The date the Insured Person is no longer eligible within the definition of Policy holder;
3. The Premium due date if the required Premium is not paid within the Grace Period;
4. the date the Death or Permanent Total Disability benefit is paid in respect of the Insured Person; or
5. The date the Insured Person has attained the age of 65 years of age

Any such termination shall be without prejudice to any valid claim originating prior to the date of termination.

4. Renewal Conditions: The Policy may be renewed with the consent of the Company from term to term by payment of the Premium in advance at the Company's rate in force at the time of renewal. Subject to provisions 6 and 7 of the Uniform Provisions, the coverage in respect of the Policy Holder will be automatically renewed, subject to payment of Premiums unless cancelled in writing by the Policy Holder / the Company.

5. Reinstatement of Policy: When the Policy terminates by reason of non-payment of Premium, any subsequent acceptance of a Premium and reinstatement of the Policy by the Company shall solely be at the Company's option and the scope of cover, shall be limited to sections II, III and IV, resulting from Bodily Injury sustained after the date of such reinstatement.

6. Age Correction: If only the year of birth of an Insured Person is provided to the Company then the date of birth for this Policy shall be January 1st of such Insured Person's year of birth unless it is mentioned and confirmed by the passport or National ID.

7. Claims Procedure:

1. Documents to support a claim in respect of various benefits under this Policy that may be required by the Company include but are not limited to, the following:
2. The Company may, if need be, insist on the above documents to be provided in original for verification.
3. Documents in respect of death should be submitted within a maximum period of 90 days or any extension provided by the Company from the date of death and documents in respect of Hospital Cash benefit should be submitted within a maximum period of 60 days from the date of discharge from the Hospital

i. Accidental Death (including common carrier)

1. Certificate
2. Death Certificate
3. Police Report
4. Post-mortem report if it is legally required
5. Copy of Passport or National Identity Certificate with valid visa page of the relevant Policy Holder
6. Any other document as may be required by the Company

ii. Permanent Total & Partial Disability

1. Certificate
2. Disability Certificate from an authorized medical practitioner to assess disability
3. Police Report (where legally required)
4. Medical Report* with Detailed Diagnosis, Cause of Disability and Details of Treatment given (if any)
5. Copy of Passport or National Identity Certificate with valid visa page of the relevant Policy Holder
6. Any other documents as may be required by the Company.

iii Hospital Cash Benefit

1. Police Report (where legally required)
2. Medical Report
3. Discharge Summary.
4. Any other document as may be required by the Company

Claim Payment: Any amount payable to a Beneficiary on the death of an Insured Person is payable to the Beneficiary as evidenced in the Certificate, who shall be the legal beneficiary provided such beneficiary survives the Policy Holder by thirty (30) days, otherwise to the estate of the Insured Person. In respect of other claims i.e. other than death claims the claim amount will be directly settled to the Certificate Holder. Any

payment made by the Company in good faith pursuant to this provision shall fully discharge the Company to the extent of the payment.

In case of Beneficiary name is not mentioned in the Certificate the payment will be paid to the legal heir as identified by the court of law.

9. Medical Examination: The Company, at its own expense, shall have the right and opportunity to examine an Insured Person when and as often as the Company may reasonably require during the pendency of a claim hereunder, and also the right and opportunity to make an autopsy in case of death where it is not forbidden by law.

10. Change in Premium Rates at the Policy Anniversary Date: The Company may, at any time, change the Premium rates effective each anniversary of the Policy's Effective Date, by advance written notice delivered to the Policy

Holder or mailed to his or her last address as shown on the records of the Company, no later than thirty (30) days prior to such anniversary of the Policy's Effective Date.

11 Conformity with Statutes: Any provision of the Policy which, on the Effective Date, is in conflict with statutes of the jurisdiction in which the Policy is issued, is hereby amended to conform to the minimum requirements of such applicable statutes.

12 Legal Actions: No action at law or in equity shall be brought to recover on the Policy prior to the expiration of sixty (60) days after written proof of loss has been furnished in accordance with the requirements of the Policy. No such action shall be brought after the expiration of three (3) years after the time written proof of loss is required to be furnished

13 Territorial Limits: 24 hours worldwide. Emergency Hospitalisation is covered worldwide.

EXCLUSIONS

No payment shall be made under this Policy on the Accident incurred by an Insured Person, if such Accident occurs as a result of:

1. Aviation risks other than as a passenger embarking, travelling in or disembarking from any fully licensed passenger carrying aircraft and not being a member of the crew.
2. Personal Accident benefits under motor policies
3. Injury or accident to professional sports-men and -women.
4. Injury or accident professional divers.
5. Losses other than those caused solely and directly by violent, accidental, external and visible means.
6. Ship's crew, and stevedores.
7. Radioactive contamination.
8. Kidnap and ransom.
9. Members of Military Security services or operations (navy, army, air force, and police).
10. Dangerous sports activities such as hang-gliding or parasailing , parachuting , rock climbing or mountaineering , bungee or base jumping , scuba-diving , wrestling , boxing , or similar kinds of body-contact sports , hunting , horse-riding or participation in any kind of motor racing .
11. Active and passive war risks.
12. Mountaineering or rock climbing that uses ropes or guides, bungee jumping, scuba diving, pot holing or organised team sports.
13. Big Game Hunting, BMX Stunt Riding, Boxing, Free Climb Mountaineering, Go Carting, Gymnastic, High Diving (other than from a purpose built diving board over a man-made swimming pool), Jousting, Martial Arts, Micro-lighting, Motor Rallies or Competitions, Outdoor Endurance, Outward Bound Courses, Safaris with guns, Show Jumping, Stunt Events, Underground Activities (other than as a part of an organised excursion or tour), Water Ski Jumping, White Water Rafting, Wrestling or any variations thereof.
14. Competing in or practicing for speed or time trials, sprints or racing of any kind.
15. Taking part in expeditions or being a crewmember on a vessel.
16. Losses sustained or contracted in consequence of an Insured Person/Policy holder being intoxicated or under the influence of any narcotic or drug unless administered on the advice of a physician.
17. **Special Exclusions Applicable to Hospital Cash Benefits:**
 1. Treatment of chronic alcoholism, drug addiction, allergy or nervous or mental disorders; venereal disease; infection by any Human

- Immunodeficiency Virus (HIV) or the Life Insured carrying any antibodies to such a virus;
2. Rest cures, sanatorium or custodial care or period of quarantine or isolation;
3. Cosmetic or plastic surgery, unless necessitated by an accidental injury occurring on or after the Effective Date stated in the Policy's Schedule/Certificate;
4. Dental examinations, X-Rays, extractions, fillings or general dental care; supply or fitting of eye glasses, lenses or hearing aids;
5. Any medical condition, abnormality or deformity which originated prior to the later of the date on which this Additional Benefit as most recently added to the Policy or the Effective Date stated in the Policy's Schedule/Certificate;
6. Pregnancy, including resulting childbirth, abortion or miscarriage;
7. Treatment not recommended or undertaken by a Physician or Surgeon;
8. Routine or other medical examinations or vaccinations or inoculations which are not required for the treatment of an illness or injury;
9. Injury or illness caused by nuclear fission, nuclear fusion, or radioactive contamination;
10. Participation in or training for any dangerous or hazardous sport or competition or riding or driving in any form of race or competition;
11. No claim is payable if the hospitalisation due to sickness within 90 days from the commencement date of the Policy.
12. Hospitalisation other than emergency hospitalisation whilst travelling outside the State of Qatar.

General Exclusions Applicable to this Policy: No payment shall be made under this Policy on the death of IP or on the Accident incurred by an Insured Person, if such death or Accident occurs as a result of:

1. War
2. Passive War
3. Invasion
4. Act of an enemy foreign to the nationality of the Policy holder or the country in, or over, which the act occurs
5. Civil war
6. Riot
7. Rebellion
8. Insurrection
9. Revolution
10. Overthrow of the legally constituted government
11. Terrorist activity of any kind
12. Explosions of war weapons
13. Release of weapons of mass destruction that do not involve an explosive sequence
14. Murder or assault subsequently proved in a legally constituted court to have been the act of agents of a state foreign to the nationality of the Insured Person whether War be declared with that state or not.
15. Pre-Existing Illness.
16. Engaged in aviation, gliding, or any other form of aerial flight other than as a fare paying passenger pilot or crew in a commercially licensed aircraft of a recognized airline or charter service operating on a regular route;
17. Any breach of criminal law by the Policy Holder/Insured Person or an assault provoked by him or her.
18. Loss resulting from accidental or deliberate spread or use of Nuclear, Biological or Chemical material including loss, damage, cost or expense of whatsoever nature directly or indirectly caused by, resulting from or in connection with any action taken in controlling, preventing, suppressing or in any way relating to any event where Nuclear, Biological, and Chemical material is involved.
19. Attempted suicide or self-inflicted injury whilst sane or insane;

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 Fes 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 Insurance Policy issued 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 a 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 *authorised firm* sufficient to cover that firm's costs; and

(c) a proportion of any **Fees** charged by *Sharq Insurance LLC* that, when totalled 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>	7/8
<i>Not exceeding 2 months</i>	6/8
<i>Not exceeding 3 months</i>	5/8
<i>Not exceeding 4 months</i>	4/8
<i>Not exceeding 5 months</i>	3/8
<i>Not exceeding 6 months</i>	2/8
<i>Not exceeding 7 months</i>	1/8
<i>Exceeding 7 months</i>	NIL

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 adjuster appointed by us. We may also appoint Investigator/s should we deem it fit for an Independent finding of the circumstances of any Claim.

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 endeavour 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 PERSONAL ACCIDENT 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)
- 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: complaintssharg@sharqinsurance.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