



Group Life Insurance – Emirates NBD Value Account Holders
Terms and Conditions

Provided By

Abu Dhabi National Insurance Company (ADNIC)

In association with

Emirates NBD PJSC

We welcome you as a Value Accountholder to enjoy the benefits offered under the Group Life Insurance Policy No. H1L13000004 (hereinafter referred to as “the Policy”) issued by Abu Dhabi National Insurance Company (hereinafter referred to as “the Company”) in favour of Emirates NBD PJSC (hereinafter referred to as “the Policyholder”). As a valued Emirates NBD Value Accountholder, you are automatically warranted a cover that equals to maximum of AED 100,000/- for Life Insurance Cover. We request you to read the cover details in order to understand the scope of the cover offered.

IMPORTANT NOTICE

- The cover includes protection for AED 100,000/- per accountholder irrespective of the number of accounts held in respect of Death due to any cause of the accountholder subject to terms and conditions detailed herein
- In the event of Death due to any cause, the Company would pay the compensation to the Policyholder. All the claims under the cover will be coordinated with / by the Policyholder and will be settled through the Policyholder
- Minimum age at entry should be at least 18 year old, while the Maximum age at entry should be less than 70 years. The cover will cease once the insured attains the age of 70 years.
- The geographical limit of this policy is ‘worldwide /24 hours basis’
- This policy shall be governed by and construed in accordance with the laws of the Emirate of Dubai and United Arab Emirates. Any claims and or dispute arising out of or relating to this policy shall be subject to the exclusive jurisdiction of the competent courts of the Emirate of Dubai.
- **No legal action for a claim can be brought against the Company until sixty (60) Days after proof of loss are received. No legal action for a claim can be brought against the Company more than three (3) years after the occurrence of the assured event.**
- **Any false declaration, non-disclosure or misrepresentation made by the insured member in the medical questionnaire shall render his cover null & void.**
- The Company reserves the right, at any time, to amend the terms and conditions and/or to reject, discontinue or cancel the Cover/benefits applicable, either wholly or partially, without assigning any reason thereof
- An account holders coverage shall terminate from the date the member is no longer eligible to participate as per the Policyholder’s rules
- The Policyholder is not at any time considered as an agent of the Company.

DEFINITIONS

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

Accident means a sudden, unintended, fortuitous, violent, visible and external event and does not include any naturally occurring condition or degenerative process, which occurs during the period of insurance at an identifiable time and place including exposure resulting from a mishap to a conveyance in which the Insured Account Holder is travelling.

Agreement means a period Value Account agreement made on or after the policy date, between the Policyholder and an Insured Account Holder

Benefit means the Sum Insured payable under the scope of this cover in respect of Death of the Insured Member.

Bodily Injury means bodily injury which:

- (a) is sustained by an Insured Member during the Period of Insurance.
- (b) is caused by an accident, and
- (c) solely and independently of any other cause, except illness directly resulting from, or surgical or medical treatment rendered necessary by, such injury, occasions the disablement of the Insured Account holder within 120 days from the date of the accident by which such injury is caused.

Commencement Date means the date the Insured Member is enrolled for this policy by the Policyholder or the date of commencement of this policy whichever is later.

Death means death any cause except as stated under the List of Exclusions mentioned under this policy.

Date of Event means any one of the following:

- I. In respect of Death the date of death resulting from any cause except those expressly excluded, happening or manifesting after the Commencement Date and during the Period of Insurance.

Enrollment Form shall mean, unless otherwise arranged by mutual agreement between the Policyholder and Company, the Value Account application form with the necessary legal Insurance requirements & information included, as to make it valid as a single form for both account & insurance application.

Free Cover Limit (FCL) means the maximum amount of insurance cover per Insured Account Holder and as per the defined maximum age of the Insured Account Holder that does not require any evidence of insurability from participating Account holders

Insured Account Holder/Member means the customers of the Policyholder who have been granted the Value Account facility by virtue of an agreement and who meet the conditions of eligibility mentioned hereunder.

Existing Members are the insured members who have been granted Value Account Facility before the Policy Commencement Date as mentioned in the schedule of this policy. This is inclusive of all Existing Value Account holders availing additional Value Account Facility post Policy Commencement Date.

New Account Holder Members are the insured members who have been granted Value Account facility after the Policy Commencement Date as mentioned in the schedule of this policy.

Value Account means an account by the Insured member with the Policyholder through a written agreement between the Policyholder and the Insured Member, which entails deposit in accordance with the agreement with the Policyholder

Policy shall mean this agreement, any supplementary contracts or endorsements herein, amendments signed by the Company and the Policyholder, along with any insurance application, health declaration, medical questionnaire, medical evidences of the insured Account holders and summaries of cover, which together constitute entire contract between the Company and Policyholder.

Policy Year means any period of twelve months commencing on any Policy Anniversary Date

Policyholder means the financial institution granting the Value Account Facility to the Insured Members.

Period of Insurance means the period commencing from the Commencement date of insurance for which the Premium is fully paid, taking in to account the Grace Period applicable.

Sickness means sickness or disease of the insured member which commences and manifests itself after he/she meets the eligibility requirements, the date of endorsement or reinstatement of this benefits whichever is later.

Scheduled Airline means any civilian aircraft operated by a civilian scheduled air carrier holding a certificate, license or similar authorization for a civilian scheduled air carrier transport issued by the country of the aircraft's registry, and which in accordance therewith flies, maintains and publishes tariffs for regular passenger service between named cities at regular and specified times, or regular or chartered flights operated by such carrier.

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, civilian population or any segment of the economy.

Travel means any transport conveyance which is deemed to include private motor vehicle as well as public aircraft, ships, trains and busses licensed by the appropriate governmental authority to carry passengers on a permitted route with scheduled ports, terminals or stations of embarkation and disembarkation.

UAE means United Arab Emirates

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

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

In this policy unless the context otherwise requires words and phrases cognate to those defined herein or under the Schedule attached hereto and shall be construed in accordance with those definitions and the singular includes the plural and the masculine the feminine and vice versa.

ELIGIBILITY

Eligible insured are all new and existing Account Holders who become a Value Account Holder after the Commencement Date of the Policy agreed between the Policyholder and Company, as per the age criteria mentioned in the schedule of this policy

Type of Account: **Value Account:** All new and existing Value Accounts initiated by the Policyholder to natural persons.

Joint Account Holders – are covered and reimbursed at 100% in case of the death of one Account Holder or both Account Holders, subject to payment of agreed Joint Account Holder premium rate as defined in the Schedule.. Such additional joint Account Holders are restricted to only one person per account.

In case of joint life policies, all joint lives shall undergo underwriting according to the full account balance at the time of entry into the scheme. That is, for underwriting purposes, all individual members of a joint life policy are treated as having deposited into the accounts individually.

ELIGIBILITY CONDITIONS:

Eligible Account Holders are individuals who have Value Deposit Account with the Policyholder and meet the following criteria at time of completing their Account/ Insurance Enrolment form/ medical questionnaire/medical evidences:

- I. At the date of Enrolment the Insured Account holder should be within the Age Limits as specified in the Schedule of this policy.
- II. Account Holder named in the Account Opening form
- III. acting as a private customer, not as a representative of a legal body, company or organization, nor for any professional or commercial purpose,
- IV. Insured Value Account Holder should be a resident of UAE.
- V. Any other eligibility conditions as stipulated by the Policyholder

LOAN COVERAGE EFFECTIVE DATE:

The individual insurance cover shall become effective on the latest of these two dates:

- ✓ The date the individual Account Holder(s) application has been accepted by the Company
- ✓ The date the account opening agreement between the Account Holder and the Policyholder comes into effect and is legally binding on the Insured Account Holder.

Maximum Sum Insured: AED 100,000 per accountholder irrespective of the number of accounts held

Free Cover Limit (FCL): AED 100,000

All Insured Account Holders will be covered up to the free cover limit without any underwriting evidences and any excess in Sum Insured above the free cover limit will be subject to satisfactory medical underwriting evidences. Free Cover Limit is not applicable to lives aged 69 and above. .

TERMINATION OF COVER

The insurance of an Insured Value Accountholder shall automatically terminate at the earliest time below:

- 1) The Insured Account holder completes his 70th birthday
- 2) Premium is not paid when due,

- 3) Upon maturity/closure of the Value Account of the Insured Member
- 4) Upon cancellation by the Policyholder of the value account agreement of the Insured Member, whatever the reason;
- 5) Upon notification of a Death claim of the Insured Member or one of the Insured Members in case of joint account holders
- 6) Cancellation of this Policy by the Policyholder or company at any time in accordance with the policy terms & conditions.

LIST OF EXCLUSIONS

This Insurance does not cover death as consequences of:

1. Self-inflicted bodily injury regardless of its date and of its cause, or Suicide within 12 months of enrolment to this scheme
2. A Sickness directly or indirectly attributed to HIV and/or any related illness including AIDS, or
3. Chronic alcoholism or, abuse of alcohol or, abuse or addiction to drugs; or
4. Civil war, war, invasion or warlike operations, act of foreign enemy, hostilities, revolt, mutiny, riots, strike, civil common, rebellion, revolution, insurrection, acts of terrorist to such a degree and extent of the involvement or engagement of the insured in these conditions without any cause; or
5. Exposure of the body voluntarily, or not, to nuclear power or radioactivity in war or warlike operations or in peace; or Military service in the armed forces or security forces of any country or any authority; however if a Account Holder who is a policeman or armed forces personnel dies or becomes permanently disabled while performing day-to day course of duty, the life benefit under this policy shall be payable, No benefit will be payable for members of the police or armed forces if the claim is due to any of the following events: civil war, war, invasion or warlike operations, act of foreign enemy, hostilities, revolt, mutiny, riots, strike, civil commotion, rebellion, revolution, insurrection, acts of terrorism, any kind of training, exercise or assignment involving the use of ammunition or explosives of any kind.
6. The commission of or attempted commission of an assault or any unlawful act, or being engaged in any illegal activity or felony, or
7. Flight of the insured in any kind of aircraft except as a fare-paying passenger in an aircraft operated on a regular schedule by an incorporated common carrier for passenger service over its established air route, or he is transported as a patient or injured or attendant or hostess with an ambulance or rescue – aircraft or helicopter.
8. Especially for the case of Death, suicide while sane or insane shall be excluded during the first year of the insurance coverage
9. Nuclear Radiation, Nuclear Fission, Nuclear Fusion and/or Radioactive Contamination. However, medical professionals in the field of radiology are covered
10. Insured Account Holder engaging or taking part in any hazardous sports or activities involving a motor engine (including rallies), boxing, scuba / sky diving, parachuting or hang-gliding

HOW TO CLAIM

Any and all communications related to a claim should be addressed to the following address, marked to the attention of the Company's claims department:

Abu Dhabi National Insurance Company

P. O. Box: 839, Abu Dhabi, United Arab Emirates.

Telephone : 02 4080100/fax no: 02 2 6268600

You may contact Abu Dhabi National Insurance Company (ADNIC) at the toll free no. 8008040/or send an email to LifeClaims@adnic.ae

Insured member or insured member's representative will contact the Company and submit all the applicable claim documents as advised by ADNIC's claim department.

GENERAL CLAIMS PROCEDURE

The claims handling procedure for the insurance effected with Company, as below:

1. Written notice of accident/ death/ injury/illness which could result in a claim being made under the policy must be given to Company immediately.
2. Such notification, apart from stating name of the employee in respect of whom the claim is reported, should provide basic details including date of death/ accident/sickness and the type of benefit claimed.
 - I. Upon receipt of claim notification, Company shall:
 - (i) Register the claim and allocate a claim number, to be quoted in all subsequent communications relating to that claim.
 - (ii) Advise the claim number to the insured and request documentation considered necessary and reasonable for processing of the claim.
 - II. Upon receipt of the above, the corresponding claim form complete in all respects shall be submitted to the Company together with all supporting documents requested.
 - III. Upon receipt of the documented claim from the insured, Company shall advise any further documentation required to substantiate the claim or process the claim for settlement.
 - IV. For all valid claims payable in accordance with the terms and conditions of the policy, the discharge receipt would be issued within fourteen (14) working days of receipt by the Company of all necessary supporting documents.

Settlement of the claim would be effected to within twenty one (21) working days of receipt by the Company of the duly signed and stamped discharge receipt

DOCUMENTATION CHECKLIST

Death Claims:

- i. Claim Form duly completed and signed by authorized signatory
- ii. Accident Report (in case of Accident)
- iii. Death Certificate (in original). In case of death taking place outside U.A.E., such original Death certificate issued abroad should be attested by U.A.E Embassy
- iv. Post Mortem Report (wherever required)
- v. Police Report – if death due to accident/Road Traffic Accident
- vi. Medical Report from a hospital with a detailed diagnosis, history of illness (if natural death) and cause of death, if the same is not clearly mentioned in death certificate.
- vii. Copy of Passport including visa page (for expatriates)
- viii. Value Account Application Form/s
- ix. Any other document found necessary

Abu Dhabi National Insurance Company (herein after called the Company) certifies that they have issued a Master policy To Emirates NBD PJSC under which the Emirates NBD Value Account Holder who is a resident of the UAE and meeting the eligibility criteria for this cover will be insured under the said master policy.

Note: The above is only an outline of the terms under this master policy. Full terms and exclusions of the master policy will apply to all Emirates NBD Value Account Holders .