

Fraud Protect360

YOUR FRAUD PROTECT360 POLICY

Here is Your Fraud Protect360 Policy (the "Policy"). Please examine this Policy, to ensure that You understand the terms and conditions and that the cover You require is being provided. It is important that the documents and any amendments are read together to avoid misunderstanding.

We recommend that You keep this Policy in a safe place.

If You have any questions after reading these documents, please contact Your insurance agent, broker or Us.

If You need to change anything, please contact Us immediately.

IMPORTANT NOTICE

All information provided in Your application form, including declarations made over the phone or internet, forms the basis of this Policy. You must answer all the questions in Your application accurately and tell Us everything You know or could reasonably be expected to know that is relevant to Our decision to give You the Policy. Otherwise, You may receive no benefit from the Policy.

HOW YOUR INSURANCE POLICY OPERATES

This Policy is a contract of insurance between You and Us.

This Policy, the application, declaration or any statement of facts, any clauses endorsed in the Policy, the Master Policy Schedule and any changes highlighted in Your renewal notice, form the contract of insurance between You and Us.

The insurance We provide in this Policy is subject to the terms, conditions, exclusions contained in this Policy, the Master Policy Schedule and any Endorsement to this Policy (hereinafter collectively referred to as the "Terms of this Policy").

POLICY DEFINITIONS

This Policy and the Master Policy Schedule shall be read together as one contract and any word or expression to which a specific meaning has been attached in any part of this Policy or the Master Policy Schedule shall bear such meaning whenever it may appear.

"Benefit Limit" means the Maximum Benefit Payable as stated in the Coverage Outline of the Master Policy Schedule.

"Computer System" means any computer, hardware, software, router, communications system, electronic device (including but not limited to, smart phone, laptop, tablet, wearable device), server, cloud infrastructure or microcontroller including any similar system or any configuration of the aforementioned and including any associated input, output, data storage device, networking equipment or back up facility which is not the Insured Person's Computer System.

"Coverage Period" means in relation to the Insured Person, the period commencing from the date the Insured Person successfully enrol in Fraud Protect360 via AXS m-station; the Commencement Date as specified in the AXS m-station and ending six (6) months from the Commencement Date during the Period of Insurance, which the Policy is effective and has not been cancelled or otherwise terminated.

"Cryptocurrency" means a digital or virtual currency operating independently of a central bank that uses cryptographic functions for security.

"Cyberterrorism" means the premeditated use of disruptive activities against the Insured Person's Computer System or Digital Assets by an individual or group of individuals, or the explicit threat by an individual or group of individuals to use such activities, with the intention to cause harm, further social, ideological, religious, political or similar objectives, or to intimidate any person(s) in furtherance of such objectives. Cyberterrorism does not include any such activities which are part of or in support of any War or Cyber War

"Cyber Operation" means the use of a Computer System by, at the direction of, or under the control of a State to:

1. disrupt, deny access to, or degrade functionality of a Computer System, and/or
2. copy, remove, manipulate, deny access to or destroy information in a Computer System.

"Cyber War" means the use of a Computer System by or on behalf of a State to disrupt, deny, degrade, manipulate, or destroy information in a Computer System of or in another State.

"Data Protection Legislation" means the Personal Data Protection Act 2012 and applicable laws, codes, regulations and guidelines in Singapore related to the protection of personal data.

"Death" means the cessation of all of the Insured Person's biological functions occurring within twelve (12) calendar months of the date of the accident.

"Digital Assets" means software, programmes, the Insured Person's personal electronic data, digital photos, digital music or digital video stored on the Insured Person's Computer System.

“Digital Wallet” means an e-wallet associated with a user account with an Online Merchant intended for effecting payment for the purchase of goods through the Online Merchant’s website.

“Effective Date” means the date from which the Policy shall become effective and will be with reference to the date and time specified in the Master Policy Schedule.

“Electronic Communication” means any information sent between particular parties over a phone line or internet connection:

1. Emails; or
2. SMS and WhatsApp messages received by mobile phone.

“Expiry Date of the Policy” means the last day of every annual period starting from the Effective Date of the Policy stated on the Master Policy Schedule.

“Home” means the Insured Person’s primary residential property that the Insured Person ordinarily reside in and which is used solely for domestic purposes.

“Insured Person” means a person who is an AXS m-Station User and who has successfully signed up via AXS mobile app to be covered under Fraud Protect360 Policy.

“Loss Event” means Fund Transfer Protection Event as defined in section 2 of this Policy.

“Mass Cyber-Attack” means a coordinated and large-scale attack targeting multiple individuals or entities simultaneously to gain malicious and unauthorized access, steal data or cause damage to Computer Systems or computer networks that result in losses or damages.

“Master Policy Schedule” means the Master Policy Schedule that will be notified to You in the manner provided, which reflects details of You, the Effective Date and/or any terms and conditions that are specific to the Policy, to be read together with and deemed to be incorporated into this Policy as one contract.

“Online Merchant” means a Third Party retail business, which operates on a digital platform and registered with a valid business license if any is required according to the jurisdiction of the country within which it is situated and which accepts payment for goods through a secured online payment gateway.

“Payment Card” means any credit, debit, charge or store card that is registered to the Insured Person.

“Period of Insurance” means the period commencing from the Effective Date and ending on the Expiry Date during which this Policy is effective and has not been cancelled or otherwise terminated.

“Personal Data” means any information relating to an identified or identifiable natural person being a person who can be identified, directly or indirectly, in particular

by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person as defined under Data Protection Legislation.

“Policy” means this Fraud Protect360 Policy, Your declarations made electronically, the Master Policy Schedule and any Endorsements We have issued under this Policy.

“Policyholder” means AXS Pte Ltd whose registered address is at 61 Mohamed Sultan Road #01-11 Sultan Link Singapore 239001.

“Personal Account” means the Insured Person’s account with a financial institution used for personal purposes.

“State” means sovereign state.

“The Insured Person’s Computer System” means any a personal or home based Computer System used by the Insured or the Insured’s family for personal purposes.

“Third Party” means any natural person or entity other than the Insured Person, the Insured Person’s family or the Insured Person’s relative.

“War” means armed conflict involving physical force:

- i. by a State against another State, or
- ii. as part of a civil war, rebellion, revolution, insurrection, military action, or usurped power, whether War be declared or not.

“We, Our, Us or the Company” means HL Assurance Pte. Ltd.

“You or Your” means the Policyholder.

POLICY COVERAGE

Section 1. Online Shopping Protection

If during the Coverage Period, the Insured Person first discovered that the Insured Person has been dishonestly induced to purchase goods from an Online Merchant resulting in the goods paid for by the Insured Person not being delivered by the Online Merchant to the Insured Person:

- 1) within thirty (30) days of the scheduled arrival date (or such later date as the Online Merchant may inform the Insured Person) or within sixty (60) days from the first date of purchase if a scheduled arrival date is not provided; and
- 2) the Online Merchant has not provided the Insured Person with a full or partial refund or taken any remedial action within sixty (60) days of the

scheduled arrival date, or such later date as informed by the Online Merchant,

We will pay the Insured Person, up to the Benefit Limit, for the:

- (a) loss of funds from the Insured Person's Personal Account or from the Insured Person's Digital Wallet;
- (b) any associated fees, penalties or interest incurred by the Insured Person which have been levied by the financial institution with whom the Insured Person holds the Personal Account or the Online Merchant;
- (c) Payment Card charges that the Insured Person have incurred, including any penalties or interest which have been levied by the financial institution with whom the Insured Person holds the Personal Account; or
- (d) reasonable and necessary legal costs and expenses the Insured Person incurs, with Our prior written consent, in pursuing or defending any legal action against the Insured Person.

Exclusions Applicable to Section 1

No benefit will be payable under Section 1:

1. If the goods were eventually delivered; regardless of whether the goods were incomplete, damaged, faulty, or wrongly delivered.
2. If the goods are not delivered to the Insured Person due to misshipments or was lost in transit during delivery by the logistic company.
3. For any portion of the payment made via cash, in-store credits, coupons, vouchers, points redemption, loyalty or bonus points.
4. If payment of the goods is not paid in full.
5. If the Insured Person have not tried to reverse or cancel the charge made to the Insured Person's Payment Card or Digital Wallet by contacting the bank or financial institution.
6. If the goods are:
 - a) Food and beverages, medicines and dietary supplements;
 - b) Animals or living plants;
 - c) Cash, or its equivalent, traveller's cheques, tickets or any negotiable instrument;
 - d) Items purchased for resale, business, retail, property rental or for professional and/or commercial use;
 - e) Counterfeit, imitation or fake products;
 - f) Rental of leased products;
 - g) Paintings, antiques, artifacts, objects of art or gemstones;
 - h) Furs, watches, jewellery and precious metal;
 - i) Second-hand or pre-owned products that were, at the time of purchase, used, rebuilt, refurbished or remanufactured; and
 - j) Prohibited goods or goods deemed to be illegal by local government authorities.

Section 2. Fund Transfer Protection

If during the Coverage Period, the Insured Person first discovered the occurrence of any of the following Fund Transfer Protection Event:

- 1. Personal Account Theft**
the fraudulent electronic transfer of funds or property Your Personal Account by a Third Party;
- 2. Electronic Communication Fraud**
any Electronic Communication first received by You to defraud You and You acted in good faith upon request in the said Electronic Communication, transferred funds or property from the Your Personal Account, to the account of a Third Party; or
- 3. Digital Wallet Theft**
the fraudulent unauthorised use of or electronic transfer of funds stored in Your personal Digital Wallet held by an Online Merchant;

We will pay the Insured Person, up to the Benefit Limit, for the:

- (a) loss of funds from the Insured Person's Personal Account or from the Insured Person's Digital Wallet;
- (b) any associated fees, penalties or interest incurred by the Insured Person which have been levied by the financial institution with whom the Insured Person holds the Personal Account or the Online Merchant;
- (c) Payment Card charges that the Insured Person have incurred, including any penalties or interest which have been levied by the financial institution with whom the Insured Person holds the Personal Account; or
- (d) reasonable and necessary legal costs and expenses the Insured Person incur, with Our prior written consent, in pursuing or defending any legal action against the Insured Person.

Exclusions Applicable to Section 2

No benefit will be payable under Section 2:

1. If the Insured Person have not tried to reverse or cancel the charge made to the Insured Person's Payment Card or Digital Wallet by contacting the bank or financial institution.
2. If the Insured Person have not tried to reverse or cancel the transfer of funds or property from the Insured Person's Personal Account by contacting the bank or financial institution.
3. If a request for the Insured Person's confidential banking information and/or a transfer of funds or property was through any mode of communication other than through an Electronic Communication.

SPECIAL CONDITIONS TO CYBER

To be eligible for cover under this Policy, the Insured Person must:

- (a) Make sure that the Insured Person's Computer System is used and maintained as recommended by the manufacturer or supplier.
- (b) Take measures to safeguard the Insured Person's Computer System, including the installation of anti-malware software, and the updating of software including anti-malware software in accordance with the manufacturers' and suppliers' recommendations.
- (c) Take back-ups of the Insured Person's Digital Assets at least every thirty (30) days. If a Third Party processes or stores the Insured Person's Digital Assets for the Insured Person, the Insured Person must make sure that the terms of the contract between the Insured Person and the Third Party allow the Insured Person's Digital Assets to be backed up.
- (d) Change the passwords on the Insured Person's Computer System from the default password that existed on the Insured Person's Computer System.
- (e) Take reasonable measures to safeguard the Insured Person's Personal Data, Payment Cards, Personal Accounts and accounts with the Online Merchants.
- (f) Take reasonable measures to authenticate and verify the identity of the sender of any Electronic Communication to the Insured Person requesting the transfer of funds, prior to such funds being transferred from the Insured Person to an account of a Third Party.
- (g) Not disclose, either personally or through any person or entity acting on the Insured Person's behalf or at the Insured Person's direction, to any Third Party the existence and Terms of this Policy but the Insured Person may disclose the existence of this Policy to the extent that the Insured Person are required to do so by law or where We consent to the disclosure in writing.

GENERAL EXCLUSIONS

(Applicable to the whole Policy)

This Policy does not cover any loss or any other costs directly or indirectly arising from:

- 1. Betterment**
Any upgrade or increase of speed, capacity or functionality of the Insured Person's Computer System beyond the level that existed prior to a Loss Event occurring.
- 2. Bodily Injury**
Any physical injury, sickness, disease, disability, shock, mental anguish, mental injury, or Death at any time resulting therefrom.

3. Business activities

Any activities carried out by the Insured Person for trade, business or professional purposes, including any access through the Insured Person's Computer System to the Computer System of a Third Party for trade, business or professional purposes, and any loss connected to an account with a financial institution that is used for trade, business or professional purposes.

4. Business Costs

Any costs incurred to a business that is associated with the Insured Person as a result of any Loss Event.

5. Confidence Scam

Any loss based upon, arising from or as consequence of a confidence trick involving feigned intentions towards the Insured Person, such as but not limited to romantic intentions, investments, contracts, loans and the like, gaining the Insured Person's confidence or affections, and then using that goodwill to commit fraud.

6. Confiscation by Public Authority

Any seizure, confiscation, nationalisation, requisition or destruction of the Insured Person's Computer System, the Insured Person's Digital Assets, or any other electronic equipment or any other property by or under the order of any government or public authority.

7. Corporate Cyber Liability

Any losses related to corporate cyber liability or arising from a commercial cyber-attack and any losses where a legal corporate entity of any sort is the subject of a cyber-attack. Legal corporate entities here refer to but are not limited to NGOs or any registered or unregistered business entity.

8. Cyber Operation

Any loss, damage, liability, cost or expense of any kind arising from a Cyber Operation.

Notwithstanding Our burden of proof, which shall remain unchanged by this clause, in determining attribution of a Cyber Operation to a State, the Insured Person and the Company will consider such objectively reasonable evidence that is available to both. This may include but is not limited to formal or official attribution by the government of the State in which the Computer System affected by the Cyber Operation is physically located in another State or those acting at its direction or under its control.

9. Default password

Any failure by the Insured Person to change the default or original password of the Insured Person's Computer System.

10. Defective Equipment

Any defective equipment, ordinary wear and tear or deterioration, faulty design or construction, software error, or by internet speed, bandwidth or data

allowance or digital memory or processing power that is insufficient to meet the needs of the Insured Person's Computer System.

11. Digital Currency

Any unregulated digital currency of any kind, unregulated virtual currency of any kind or unregulated Cryptocurrency of any kind.

12. Electromagnetic

Any electromagnetic field, electromagnetic radiation or electromagnetism.

13. Infrastructure

- a) Any satellite failure, electronic or mechanical failure including (without limitation) blackout, failures of overhead or subterranean transmission and distribution lines; or
- b) Any total, partial, temporary or intermittent outage to utility infrastructure including gas, water and electricity; or
- c) Any total, partial, temporary or intermittent outage of telecommunications infrastructure including certificate authorities, content delivery network providers, domain name system service providers, internet exchange point providers, satellites, satellite network providers, timing services, and any transmission systems or services which support transfer of data between network termination points.

14. Legal Liability, Fines and Penalties

Any amount owed by the Insured Person to a Third Party for damages, fines or penalties.

15. Legal Proceedings

Any costs incurred by the Insured Person to institute or defend legal proceedings against a person or entity without Our prior written consent.

16. Maintenance Costs

Any maintenance of the Insured Person's Computer System or the Insured Person's Digital Assets, not attributable to a Loss Event including any costs the Insured Person have paid or have agreed to pay as part of any maintenance contract.

17. Nuclear or Radioactive Contamination

Nuclear weapons material or ionizing radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel. For the purpose of these Exclusions, combustion shall include any self-sustaining process of nuclear fission.

18. Abnormal Conditions/State of Emergency/Mass Cyber Attack

Any loss based upon, arising from or as consequence of any abnormal conditions or state of emergency as declared by the local authorities (whether physical or otherwise) or Mass Cyber-Attack except to the extent that the Insured Person is able to prove that such loss happened independently of such abnormal conditions or state

of emergency as declared by the local authorities or Mass Cyber-Attack.

19. Natural Perils

Any lightning, wind, windstorm, tornado, cyclone, hurricane, flood, storm, surge, sinkhole collapse, earthquake, volcanic eruption, wave, tidal waves, landslide, hail, snow, geomagnetic storm or any other physical event however caused.

20. Online Gambling and Online Auction

- Any:
- a) use of any online auction; or
 - b) lottery, gambling or a game of chance.

21. Prior Matters

Any matter that the Insured Person was aware of or reasonably ought to have been aware of prior to the inception of this Policy.

22. Property Damage

Any physical damage to, or destruction of, any tangible property including the Insured Person's Computer System and personal property.

23. Physical Perils

Any fire, explosion, implosion, smoke, electrostatic build up or static electricity, electrical or mechanical failures including blackout, aircraft impact, vehicle impact or water damage.

24. Reimbursable Fraud Loss

Any financial loss that is reimbursable by the Insured Person's Personal Account, Payment Card company, bank or other financial institution.

25. Terrorism

Any act of terrorism, strike or similar labour action, mutiny, civil commotion assuming the proportions of or amounting to a popular rising, military rising, insurrection, rebellion, revolution, military or usurped power, or any action taken to hinder or defend against these actions; including all amounting to, directly or indirectly caused by, resulting from or in connection with any action taken in controlling, preventing, suppressing, or in any way relating to the above. However, this exclusion shall not apply to Cyberterrorism.

26. Theft

Any physical theft of any of the Insured Person's possessions including Computer System, Payments Card, Digital Assets or any other property.

27. War

War, invasion, acts of foreign enemies, hostilities, or warlike operations (whether War be declared or not), civil war, mutiny, rebellion, revolution, insurrection, conspiracy, civil commotion assuming the proportions of or amounting to an uprising, military or usurped power.

This endorsement also excludes 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 the above.

If We allege that by reason of these Exclusions any claim is not covered by this Policy, then the burden of proving that the claim is covered shall be on the Insured Person.

28. Willful, Malicious, Criminal or Unlawful Acts

Any willful, malicious, criminal or unlawful acts committed by the Insured Person and/or any person acting on the Insured Person's behalf.

GENERAL CONDITIONS

(Applicable to the whole Policy)

1. Arbitration

If there is any dispute as to the amount to be paid under this Policy (liability being otherwise admitted), the validity of the claim and/or the extent of cover, such dispute shall be first referred for mediation by Financial Industry Disputes Resolution Centre Ltd.

If the parties are unable to reach a settlement, the dispute shall be referred to and finally resolved by arbitration administered by the Singapore International Arbitration Centre ("SIAC") in accordance with the Arbitration Rules of the SIAC for the time being in force, which rules are deemed to be incorporated by reference in this Clause.

The seat of the arbitration shall be Singapore and the tribunal shall consist of one arbitrator.

The language of the arbitration shall be English.

2. Automatic Termination of Coverage

The Insured Person coverage under this Policy will automatically terminate on the earliest of the following events:

- i. On the date the Insured Person attain sixty-six (66) years of age;
- ii. Upon the Insured Person's Death;
- iii. The Insured Person ceased to be a Singapore Citizen, Singapore Permanent Resident, or expatriate or foreigner who is holding a valid employment pass, work permit, dependent pass, student pass or long term visit pass and who is ordinarily residing in Singapore.

3. Cancellation of the Policy

- i. This Policy may be cancelled at any time by Us giving fourteen (14) days' notice by email or registered mail to Your last known address Such cancellation shall become effective from the first day of the month following the date of such notice issued and in such event.
- ii. The Policy may be cancelled by You by giving notice to Us in writing.

4. Contract (Rights of Third Parties) Act 2001

A person who is not a party to this Policy shall have no right under the Contracts (Rights of Third Parties) Act 2001 to enforce any of its terms.

5. Currency

All amount shown are in Singapore dollars. All claims will be paid in Singapore dollars.

6. Data Privacy

It is hereby declared that as a condition precedent to the liability of Us, You and the Insured Person have agreed that any personal information in relation to You and/or the Insured Person provided by or on behalf of You and/or the Insured Person to Us may be held, used and disclosed to enable Us or individuals / organisations associated with Us or any independent Third Party (within or outside of Singapore) to:

- (a) process and assess the insurer's application or any matter arising from the Master Policy Schedule and/or Insured Person and any other application for insurance cover and/or;
- (b) provide all services related to this Policy.

7. Due Observance

The conditions that appear in the Policy or in any Endorsement are part of the contract and must be complied with. The due observance and compliance of these conditions by You, the Insured Person or the claimant and the truth of the statements and answers in the proposal shall be conditions precedent to any liability of Us to make any payment under this Policy.

8. Eligibility

The Insured Person is eligible for cover under this Policy if:

- (a) The Insured Person is between the ages of eighteen (18) to sixty-five (65) years old.
- (b) The Insured Person must be a Singapore Citizen, Singapore Permanent Resident, or expatriate or foreigner who is holding a valid employment pass, work permit, dependent pass, student pass or long term visit pass and who is ordinarily residing in Singapore, if the Insured Person is away from Singapore for no more than 183 days during the Coverage Period.

9. Fraud, Misstatement or Concealment

Any fraud, misstatement or concealment in respect of this Policy or of any claim hereunder shall render this Policy null and void and any benefit due hereunder shall be or become forfeited.

10. Governing Law

Any interpretation of this Policy relating to its construction, validity or operation shall be made in accordance with the laws of Singapore.

11. Jurisdiction

Notwithstanding anything stated herein to the contrary, the indemnity provided by this Policy shall not apply in respect of judgments which are not in the first instance delivered by or obtained from a court of competent jurisdiction within the Republic of Singapore nor to orders obtained in the said court for the enforcement of judgments made outside the Republic of Singapore whether by way of reciprocal agreements or otherwise.

12. Legal Personal Representative

The terms, exceptions and conditions of this Policy, so far as applicable and with any necessary modifications, shall apply to You and/or the Insured Person's legal personal representative.

13. Maximum Liability

- a) Our maximum liability in the aggregate to an Insured Person covered under this Policy shall not exceed \$1,000.00.
- a) In the event more than one Insured Person covered under this Policy is involved in the same event, Our maximum liability in respect of all Insured Persons shall not exceed \$5,000,000.00 per event ("the Aggregate Limit").
- b) If Our maximum liability should exceed \$5,000,000.00 per event, the Aggregate Limit per Event will be apportioned among the Insured Persons, but the sum shall not be greater than the maximum sum insured of each Insured Person.

14. Non-Assignment and Discharge

We will not recognize or be affected by any notice of trust, charge or assignment relating to this Policy. The receipt of the Insured Person, or the Insured Person's legal personal representatives or of any person(s) to whom any benefit is expressed to be payable shall in all cases effectively discharge Our liability.

15. Other Insurance

If at the time any claim arises under this Policy there is any other insurance policy effected by or on behalf of the Insured Person with other insurance company covering the same loss, damage, expenses or liability, We shall not be liable to pay or contribute more than its ratable proportion of any claim for such loss, damage, expense or liability.

16. Payment of Benefits

All benefits payable under this Policy shall be paid to the Insured Person or the Insured Person's legal representative or the Insured Person's beneficiary (if any), or otherwise to the Insured Person's estate in the event of Death. Any payment made by Us in accordance with this condition shall in all cases be deemed final and a complete discharge of all Our liability.

17. Sanction Limitation and Exclusion Clause

Notwithstanding any provision to the contrary within this Policy or any endorsement thereto, this Policy

shall, in no case, be deemed to provide cover and be liable to pay any claim or provide any benefit hereunder to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose the Company to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union or United Kingdom or United States of America.

23. Subrogation

The Insured Person shall at Our expense do and concur in doing and permit to be done all such acts and things as may be necessary or reasonably required by Us for the purpose of enforcing any rights and remedies or of obtaining relief or indemnity from other parties to which We shall be or would become entitled to or subrogated upon its paying for or making good any loss, destruction or damage under this Policy whether such acts and things shall be or become necessary or required before or after their indemnification by Us.

CLAIMS CONDITIONS

If the Insured Person do not comply with the following claims conditions, We may refuse to pay a claim in whole or in part. The Insured Person must comply with the following conditions if the Insured Person discover a Loss Event or the Insured Person believe the Insured Person have a claim under the Policy.

- (a) Notice shall be given to Us as soon as possible but in any case, within forty-eight (48) hours after the Loss Event is first discovered by the Insured Person.
 - For Online Shopping Protection within forty-eight (48) hours of sixty (60) days from the first date of purchase or scheduled arrival date, or such later date as informed by the Online Merchant.
- (b) The Insured Person must report to the police and where applicable, the issuers of the Insured Person's Payment Card and/or the financial institution which provides the Insured Person's Personal Account within twenty-four (24) hours after the loss event is first discovered by the Insured Person.
- (c) The Insured Person must do everything reasonably possible to preserve evidence that would enable Us to properly assess and investigate the claims.
- (d) The Insured Person must fully cooperate with Us, with Our technical response team and with any providers We appoint.
- (e) The Insured Person must do everything reasonably possible to assist in the reduction or mitigation of a loss and costs claimed under this Policy.
- (f) The Insured Person must provide Us with the information We need to assess a claim.

- (g) We must approve in writing any financial loss and assistance costs; before they are incurred. Consent will not be unreasonably withheld.

In the event that We pay a claim for Online Shopping Protection and the goods are eventually delivered to or received by the Insured Person, the Insured Person is required to return the claim amount paid to Us.

CARING FOR OUR CUSTOMERS

HL Assurance Pte. Ltd. will make every effort to provide a high level of service expected by all Our policyholders. If on any occasion Our service falls below the standard of Your expectation, the procedure below explains what You can do:

Your first point of contact should always be Your insurance agent or broker. Alternatively, You may submit Your feedback to the manager in charge of the matter You are raising.

We will acknowledge receipt of Your feedback within seven (7) working days whilst We look into the matter You have raised. We will contact You for further information if required within seven (7) working days and provide You with a full reply within fourteen (14) working days.

If the outcome of Your complaint is not handled to Your satisfaction, You can write to:

Chief Executive Officer
HL Assurance Pte. Ltd.
11 Keppel Road #11-01
ABI Plaza
Singapore 089057

We will respond to Your appeal within fourteen (14) working days. If you are dissatisfied with the CEO 's response, We will refer You to a dispute resolution organization, Financial Industry Disputes Resolution Centre Ltd (FIDReC) which is an independent organization. FIDReC's contact details are:

Financial Industry Disputes Resolution Centre Ltd
36 Robinson Road #15-01
City House
Singapore 068877

Telephone : (65) 6327 8878
Fax : (65) 6327 8488
Email : info@fidrec.com.sg
Website : www.fidrec.com.sg

Important – Please remember to quote Your Policy number / reference in Your communication.