



MSIG Insurance (Vietnam) Company Limited

Head Office: 10th Floor, CornerStone Building, No.16, Phan Chu Trinh Street,

Phan Chu Trinh Ward, Hoan Kiem District, Hanoi, Vietnam

Tel: (84.24) 3936 9188 ~ 3936 9200, Fax: (84.24) 3936 9187

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ONLINE PURCHASE PROTECTION INSURANCE POLICY

I. DEFINITIONS

- a. Online banking account holders means the persons whose online banking account is valid and in good standing, not in delinquency, collection, or cancellation status.
- b. MSIG Vietnam means MSIG Insurance (Vietnam) Company Limited who is providing the insurance under this Policy.
- c. Money means currency, coins and bank notes in current use in Vietnam and having a face value.
- d. Lost or Stolen means having been inadvertently lost or having been stolen by a third party without Online banking account holder's assistance, consent or co-operation.
- e. Residence means the place where the Online banking account holder permanently stays in Vietnam, and it is used solely for residential purpose.
- f. Business means:
 - a. A trade, profession or occupation engaged in on a full-time, part-time or occasional basis; or
 - b. Any other activity engaged in for money or other compensation.
- g. Robbery means the unlawful taking of money or other property from Online banking account holder's care and custody by one who has caused or threatened Online banking account holder with bodily harm and has committed an illegal or violent act.
- h. Deductible means the monetary amount that this policy does not cover in respect of each and every loss as specified in the Policy Schedule.
- i. Accidental Damage means the event occurs involuntarily, unexpectedly and accidentally, and is entirely caused by external force, result in unexpected, accidental damage which occurs independently with the other causes.
- j. Trip means a journey undertaken by a Policy holder/ an Insured at the time the Insured leaves the place of residence to the intended destination(s) for business and/or holiday vacation purpose.
- k. Authentic means something that is real or genuine and not counterfeit.

II. SCOPE OF COVER

PURCHASE PROTECTION

1. What MSIG Vietnam cover

MSIG Vietnam covers items that the Online banking account holder purchases entirely from lost or stolen occurrence and Accidental Damage for thirty (30) days from the date of purchase provided that the loss occurs within the insurance period applicable to such Online banking account.

2. Coverage Exclusions

MSIG Vietnam will not pay for:

- a. Items the Online banking account holders carried with during a trip;
- b. Items that were lost or stolen from a vehicle;
- c. Any motor vehicle including automobiles, boats and airplanes, and any equipment and/or parts necessary for their operation and/or maintenance;
- d. Permanent household and/or business fixtures



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- e. Travelers cheque(s), cash, tickets of any kind, negotiable instruments, bullion, rare or precious coins or stamps, plants, animals, consumables, perishables and services;
 - f. Foods, drinks and beverages;
 - g. Art, antiques, firearms, and collectable items;
 - h. Furs, jewelry, gems, precious stones and articles made of or containing gold (or other precious metals and/or precious stones);
 - i. Items the Online banking account holders have rented or leased;
 - j. Used, rebuilt, refurbished, or remanufactured items at the time of purchase;
 - k. Shipping and handling expenses or installation, assembly related costs;
 - l. Items purchased for resale, professional, or commercial use;
 - m. Losses that are caused by vermin, insects, termites, mold, wet or dry rot, bacteria or rust;
 - n. Losses due to mechanical failure, electrical failure, software failure, or data failure including, but not limited to any electrical power interruption, surge, brownout or blackout, or telecommunications or satellite systems failure;
 - o. Items damaged due to normal wear and tear, inherent product defect or normal course of play (such as, but not limited to sporting or recreational equipment);
 - p. Items that Online banking account holder damaged through alteration and/or repair (including but not limited to cutting, sawing, and happing);
 - q. Items left unattended in a place to which the general public has access;
 - r. Losses due to or related to nuclear, biological or chemical event;
 - s. Items lost, damaged or stolen from a place other than the residence mentioned in the policy schedule;
 - t. Losses from any distributor that does not have official and/or legal operations in Vietnam;
 - u. Losses from unsuccessful or wrong transfer and/or remittance and/or payment from online banking accounts.
3. Coverage Conditions
- a. The damage or loss of the items must be within 30 days from the date of purchase.
 - b. Items must be authentic.
 - c. Items given as gifts are included.
 - d. MSIG Vietnam will decide whether to have the item repaired or replaced, or to reimburse Online banking account holder (cash or credit) up to the amount charged to Online banking account holder not exceeding the original purchase price.
 - e. If the item is part of a pair or set, Online banking account holder will only receive compensation for the value of the stolen or damaged item unless the articles are unusable individually and/or cannot be replaced individually; the lost or stolen or accidentally damaged item that is part of a pair or set will be viewed as one occurrence and the coverage limitation still applies.
 - f. Product rebates, discounts or money received from Price Protection will be deducted from the original cost of the item.
 - g. For lost or stolen claims, Online banking account holder must provide an official police report regarding the incident to us within the required time frame.



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4. Duties After An Accident

- a. Online banking account holder shall call us or provide written intimation within twenty-four (24) hours of discovering the loss to make a claim and obtain the proper forms and instructions;
- b. Online banking account holder shall file a police report within twenty-four (24) hours of discovering a covered incident.
- c. Online banking account holder shall fill out and return any claims forms and accompanying documents including police reports (where necessary), receipts for replacing locks and/or keys, and any other documents we may ask Online banking account holder to provide;
- d. The claims form and accompanying documents must be returned to us within 3 days of making the original claim.

DOCUMENTS REQUIRED:

- a. Duly completed claim form;
- b. Receipt showing payment entirely with Online banking account payment
- c. Itemized store receipt;
- d. In the case of lost or stolen occurrence, report made to police or appropriate authority within twenty-four (24) hours of its occurrence;
- e. In the case of Accidental Damage, evidence that the item has been Accidentally Damaged.

III. CLAIMS PROCEDURE

In the event of an occurrence of a claim, Online banking account holder shall:

1. Report to the Police within twenty-four (24) hours from time of the occurrence involving robbery or theft.
2. Immediately notify MSIG Vietnam/ Policyholder by telephone of the event/ loss (see contact details below), provide following information:
 - a) Time and Date of the event
 - b) The Online banking account name and the Online banking account number.
 - c) Telephone number of Online banking account holder (this is to enable us to fix an appointment or to obtain more information on the claim to decide the next course of action)
 - d) Brief description how the event occurred or how the loss or damaged was discovered
 - e) Name of the items damaged or lost or stolen (if any)
3. MSIG Vietnam/Policyholder will provide Online banking account holder with a claim form or an acknowledgment of Online banking account holder's notification.
4. A list of documents will be requested by MSIG Vietnam with the claim form. The required document must be submitted to MSIG Vietnam within thirty (30) days of making the original claim.
5. Appointment of Adjuster: At the discretion of MSIG Vietnam if necessary.
6. MSIG Vietnam will disburse payment on valid claims to the Online banking account holder within fifteen (15) days after receiving all required documents.
7. In the case of MSIG Vietnam will require Policyholder's assistance in confirming the status of the Online banking account holder in the case of a claim incurred before MSIG Vietnam receives Online banking account holder details, Policyholder will provide necessary assistance to MSIG Vietnam within the reasonable timeline.



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IV. GENERAL EXCLUSIONS

MSIG Vietnam will not cover the following:

1. Losses that do not occur within this Policy period;
2. Losses that result from or related to business pursuits including Online banking account holder work or profession;
3. Losses caused by illegal acts against Vietnam applicable laws;
4. Losses that Online banking account holder has intentionally caused;
5. Losses that result from the direct actions of a relative, or actions that a relative knew of or planned.
6. Losses due to war, invasion, act of foreign enemy, hostilities or warlike operations (whether war has been declared or not), civil war, rebellion, revolution, insurrection, civil commotion, uprising, military or usurped power, martial law, terrorism, riot or the act of any lawfully constituted authority;
7. Losses due to the order of any government, public authority, or customers' officials;
8. Losses from the Online banking account holder for whom Online banking account holder did not pay the premium.

V. GENERAL CONDITIONS

1. Arbitration, governing laws

Any dispute arising under or in connection with this contract shall be resolved by MSIG Vietnam and the Insured through amicable settlement. If both parties fail to resolve amicably within thirty (30) days from the date of notice on dispute, the dispute shall be referred to the Vietnam International Arbitration Centre at the Vietnam Chamber of Commerce and Industry (VCCI) in accordance with its rules, or another arbitration body and rules at the option of the Insurer, for final settlement. The dispute shall be referred to the competent court for settlement if the choice of arbitration shall not be available between the parties under the applicable law.

2. Valid Account

Online banking account must be valid and in good standing for coverage to apply. Benefits will not be paid if, on the date of occurrence, on the date of claim filing, or on the date of would-be claim payment, Online banking account holders' payment account is in delinquency, collection, or cancellation status.

3. Excess of Other Insurance Coverage

Online banking account must be valid and in good standing for coverage to apply. Benefits will not be paid if, on the date of occurrence, on the date of claim filing, or on the date of would-be claim payment, Online banking account holders' payment account is in delinquency, collection, or cancellation status.

Coverage provided by this Policy are EXCESS; this means that if, at the time of occurrence:

- (1) Online banking account holders have other valid and collectible insurance - such as but not limited to homeowner's or renter's insurance - this Policy will only cover that amount not covered by such other insurance, up to the limits of the specific coverage.



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(2) If the event is covered by more than one of the coverage within this Policy, MSIG Vietnam will only pay the amount from the coverage under which Online banking account holders first filed the claim.

4. Law and Practice

This Policy shall be governed by the law of Vietnam.

5. Policy Period

The maximum policy period for this Policy is one (01) year.

6. Concealment or Fraud

The coverage will be voided, whether before or after the loss, if Online banking account holders willfully concealed or misrepresented any material fact or circumstance concerning this insurance, or provided fraudulent information to MSIG Vietnam. Online banking account holder must use all reasonable means to avoid future loss at and after the time of loss.

7. Duties After an Accident or Loss

MSIG Vietnam has no duty to provide coverage under this policy unless there has been full compliance with the duties that are detailed in each coverage section. Online banking account holder are required to cooperate with MSIG Vietnam in investigating, evaluating and settling a claim.

8. Our Cancellation

MSIG Vietnam may cancel this policy or any part of it at any time by giving Online banking account holders sixty (60) days prior written notice. When this Policy is canceled, the premium for the period from the date of cancellation to the expiration date will be refunded using prorated methodology listed below.

Coverage Period	Short-term Rate % over annual premium
Less than 1 month (%)	85%
1 - 2 month (%)	75%
2 - 3 month (%)	65%
3 - 4 months (%)	55%
4 - 5 months (%)	45%
5 - 6 months (%)	35%
6 - 7 months (%)	25%
7 - 8 months (%)	20%
8 - 9 months (%)	15%
9 - 10 months (%)	10%
10 - 11 months (%)	5%
11 - 12 months (%)	0%

9. Online banking account holder cancellation

In the event that the Online banking account holder cancels the covered Payment during the coverage period, the premium for the period from the date of cancellation to the payment expiration date will be refunded using the prorated methodology mentioned above.



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10. Subrogation

If MSIG Vietnam shall make any payment or otherwise make good any loss applying under this Policy, it shall be subrogated to all the rights of recovery against any other person or persons and shall complete, sign and deliver any documents necessary to secure such rights. Online banking account holder shall not take any action following a loss to prejudice such rights of subrogation.

11. Burden of Proof

In any action, suit or other proceedings where the MSIG Vietnam alleges that, by reason of the provisions of any exclusion which may be applicable, any loss, destruction or damage is not covered by this policy, the burden of proving that such loss, destruction or damage is covered shall be upon the Online banking account holders.

12. Sanction Clause

MSIG Vietnam is not liable to make any payments for liability under any coverage sections of this Policy or make any payments under any extension for any Claim arising in, or where any beneficiary under the Policy is a citizen or instrumentality of the government of, any country/countries against which any laws and/or regulations governing this Policy and/or MSIG Vietnam, its parent company or its ultimate holding entity have established an embargo or other form of economic sanction which have the effect of prohibiting MSIG Vietnam from providing insurance coverage or transacting business with or otherwise offering economic benefits to the Online banking account holders or any other beneficiary under the Policy.

It is further understood and agreed that no benefits or payments will be made to any beneficiary/beneficiaries who is/are declared unable to receive economic benefits under the laws and/or regulations governing this Policy and/or the MSIG Vietnam, its parent company or its ultimate holding entity.