

AIG Asia Pacific Insurance Pte. Ltd.

AIG Building
78 Shenton Way, #07-16
Singapore 079120
Tel: 65 64193000
www.AIG.com.sg
Co. Reg. No. 201009404M



Complimentary Purchase Protection

Citibank Prestige Card

The following is a description of the group insurance policy (Master Policy Number 1000140968 or "Master Policy") held by Citibank Singapore Ltd ("Citibank"), the Policyholder, at 1 Temasek Avenue #11-01 Millenia Tower Singapore 039192 for the benefit of Citibank Prestige Cardholders ("Cardholders").

The Master Policy is underwritten by AIG Asia Pacific Insurance Pte. Ltd., 78 Shenton Way, #07-16 Singapore 079120.

The benefits under the Master Policy:

- are provided by Citibank free of charge to Cardholders.
- can be changed from time to time by AIG at its sole discretion. In such a case, Citibank shall then notify the Cardholder of such change.
- can be discontinued altogether following a decision by Citibank or AIG. Citibank shall then notify the Cardholder of such discontinuation.
- are available in accordance with the terms of Citibank's Master Policy with AIG, an extract of which is reproduced below. AIG has reviewed the extract and confirms that it is an accurate reproduction of the terms of the Master Policy.

As insured persons of the Master Policy, Cardholders will have the right to make claims on their own behalf with AIG within the relevant Terms, Conditions and Exclusions as identified therein.

PURCHASE PROTECTION (SCHEDULE)

Sum Insured:	S\$5,000 maximum in the aggregate per Cardholder for whole Period of Insurance
Coverage:	Loss of item(s) purchased by the Cardholder and charged in full using their Citi Prestige Credit Card where such loss arises from theft or accidental damage occurring within 30 days from the date of purchase.
Excess:	The first 15% of the claim amount or S\$50 for each and every item, whichever sum is higher.
Territorial Limit:	Worldwide excluding Albania, Crimea Region of Ukraine, Libya, Cambodia, Laos, Myanmar, North Korea, Cuba, Iran, Iraq, Sudan, Kuwait, and all other sanctioned countries.

INTRODUCTION

This Policy sets out the terms of a contract of insurance between AIG Asia Pacific Insurance Pte. Ltd. and You. We have written the terms in plain English, so that You may better understand it. Please read the Policy carefully as this is a legal document. This Policy and the attached Schedule should be read together as one contract.

In consideration of the payment of the premium(s) as specified in the Schedule, and on the basis of the truth of the declarations, representations and statements made and submitted by You to Us, We will provide coverage under this Policy, while the Policy is in force, subject to the terms, conditions and exclusions stipulated in this Policy.

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PART I: DEFINITIONS

“Accidental Damage” means a sudden, unforeseen and fortuitous event that result in loss or damage to property.

“Cardholder” means any individual natural person who has been issued with a Credit Card by You including holders of additional or supplementary cards issued by You on the same account.

“Credit Card” means a current and valid credit card as more specifically defined in the Schedule issued in Singapore by You to a Cardholder (including such card issued to an additional cardholder on the same such account).

“Domestic Worker” means any house, stable or garden servant or motor car driver, employed in or in connection with the domestic services of any private premises as defined under the Employment Act (Cap. 91).

“Lost or Stolen” means having been inadvertently lost or having been stolen by a third party without Your assistance, consent or co-operation or without the assistance, consent or co-operation of the Cardholder.

“Member of the Cardholder’s Family” means any member of the Cardholder’s family related to them by blood, through marriage or by adoption under any written law.

“Policy Period” means the period of time You are covered by this insurance commencing from the effective date to the expiration date of this Policy.

“Purchase Price” means the amount paid by the Cardholder for the purchase of any item of property using their Credit Card and which amount is reflected in their Credit Card statement and in the receipt from the store from which the item was purchased. For any item of property purchased on installment plan via Cardholder’s Credit Card where the full amount paid by the Cardholder is not reflected in their Credit Card Statement, the Purchase Price will be the amount as reflected in the receipt from the store from which the item of property was purchased.

“Theft” means the dishonest and illegal act of stealing, burglary or robbery committed against the Cardholder and for which occurrence an official report is lodged or made to a recognised government law enforcement agency within 24 hours of its occurrence.

“Vehicle” means any motor vehicle such as car, truck, jeep, motorcycle, recreational vehicle, camper, boat or airplane.

“We / Us / Our” means AIG Asia Pacific Singapore Insurance Pte. Ltd.

“You / Your” means Citibank Singapore Limited.

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PART II: SCOPE OF COVER OF THE POLICY

SECTION I: PURCHASE PROTECTION

What is Covered?

We will cover Your Cardholder, up to the Purchase Price of an item, subject to a maximum sum insured of S\$5,000 per Cardholder, for loss of such items purchased entirely with Your Cardholder's Credit Card where such loss arises from Theft of or Accidental Damage to the items, occurring within 30 days from the date of purchase.

Coverage Exclusions

We will not pay for:

- a) the first 15% of the claim amount or S\$50 (whichever is higher), for each and every item lost or Stolen or damaged;
- b) items that were Lost or Stolen from a Vehicle;
- c) losses occurring to item(s) that the Cardholder purchases online and which are stolen or damaged prior to their taking possession of such item(s);
- d) losses due to or arising from any process of cleaning, repairing, dyeing, altering or restoring;
- e) losses due to or arising from the effect of light, climatic or atmospheric conditions or changes, and the effects of storm, wind, water, hail, snow or any other excluded event under this Policy;
- f) losses that are caused by or arise from vermin, insects, damp, mould, mildew, fungi, wet or dry rot, bacteria or rust;
- g) items damaged due to normal wear and tear, inherent product defect or depreciation;
- h) 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;
- i) items purchased for resale or items which are used goods, damaged goods or second-hand goods at the time of purchase;
- j) permanent household and/or business fixtures, including but not limited to carpeting, flooring and/or tiling, air conditioners, refrigerators, or heaters;
- k) items used for, or intended to be used for, commercial, retail, property rental, or other business purposes;
- l) items that the Cardholder has rented or leased;
- m) items that were, at the time of purchase, used, rebuilt, refurbished, or remanufactured;

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- n) items left unattended in a place to which the general public has access;
- o) any Vehicle and any equipment and/or parts necessary for the operation and/or maintenance of such Vehicle, equipment and/or parts;
- p) travelers check(s), cash, tickets of any kind, negotiable instruments, bullion, rare or precious coins or stamps, plants, animals, consumables, perishables and services;
- q) art, antiques, firearms and collectable items;
- r) furs, jewelry, gems, precious stones and articles made of or containing gold (or other precious metals and/or precious stones);
- s) the cost of reproducing images, sounds or data on tapes, compact disks, film or other magnetic medium;
- t) loss arising from Theft of a pedal cycle that was not securely locked to a fixed object or whilst it was not in a securely locked building when not in use and for any accessory of such pedal cycle unless the whole pedal cycle is Stolen at the same time;
- u) losses that do not occur during the Policy Period;
- v) the costs or charges for any services paid for using the Credit Card; and
- w) unexplained loss or mysterious disappearance.

Coverage Conditions

- 1) The damage or loss of the items must have occurred within 30 days from the purchase date.
- 2) Items must be purchased solely and entirely with the Credit Card.
- 3) We will, at Our sole discretion, decide whether to reimburse the Cardholder with the Purchase Price of the item or to have the item repaired or replaced provided that any payment made by Us shall not exceed the Purchase Price for that particular Stolen or damaged item, subject to the maximum sum insured under this Policy.
- 4) Where an item lost or damaged forms part of a pair or set, We will not pay more than the value of any particular part which may be lost or damaged nor more than a proportionate value that the lost or damaged item bears to the value of the pair or set. Our payment will be without reference to any special value which such item may have as a pair or set.
- 5) For Theft claims, the Cardholder must provide an official police report regarding the incident no later than 7 days from the date of occurrence.

PART III: GENERAL EXCEPTIONS

The following exclusions apply over and above the coverage exclusions set out under Section 1 of the Policy.

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We will not pay for:

1. War and Terrorism

Any loss, damage, injury or liability directly or indirectly caused or contributed to by:

- a) war, invasion, act of foreign enemies, hostilities or warlike operations (whether war be declared or not), civil war, mutiny, rebellion, revolution, insurrection, military or popular uprising, or usurpation of power; or
- b) any Act of Terrorism and any action taken in controlling, preventing, suppressing or in any other way relating to any Act of Terrorism.

2. Nuclear Risks

Any loss, damage, injury or liability directly or indirectly caused or contributed to by:

- a) ionizing radiation or contamination by radioactivity from any nuclear fuel or any nuclear waste from the combustion of nuclear fuel, including any self-sustaining process of nuclear fission; or
- b) the use of any nuclear weapons material.

3. Confiscation or Detention by Government Authorities

Any loss (whether temporary or permanent) of the Cardholder's property or any part thereof by reason of confiscation, requisition, detention or legal or illegal occupation of such property or any premises, vehicle or thing containing the same by any government authorities.

4. Gross Negligence, Dishonest, Fraudulent, Criminal, Malicious or Wilful Conduct

Any loss, damage or injury arising from or contributed to by gross negligence, dishonest, fraudulent, criminal, malicious or wilful act or omission on the Cardholder's part or on the part of a Member of the Cardholder's Family, employer, employee, legal representative, or Domestic Worker, house/room-mates or anyone who is authorised to gain access to the Cardholder's residence.

5. State of Emergency

Any loss, damage or other contingency happening during the existence of a state of emergency as declared by the local authorities (whether physical or otherwise) which is occasioned by or through or in consequence directly or indirectly of any of the said occurrences except to the extent that You shall prove that such loss, damage or other contingency happened independently of the existence of the state of emergency as declared by the local authorities.

6. Consequential loss

Consequential or incidental loss or damage of any kind.

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7. Exclusions of Third Party Rights

A person who is not a party to this contract will have no rights under the Contracts (Rights of Third Parties) Act 2001 (Cap.53B) to enforce any of its terms.

8. Economic Sanctions

If, by virtue of any law or regulation which is applicable to Us, Our parent company or Our ultimate controlling entity, at the inception of this Policy or at any time thereafter, providing coverage to You is or would be unlawful because it breaches an applicable embargo or sanction, We shall provide no coverage and have no liability whatsoever nor provide any defense to You or make any payment of defense costs or provide any form of security on Your behalf, to the extent that it would be in breach of such embargo or sanction.

PART IV: GENERAL CONDITIONS

The following conditions apply over and above the coverage conditions set out under Section 1 of the Policy.

1. Geographical Coverage

The insurance coverage is worldwide excluding the geographical areas of Albania, Libya, Cambodia, Laos, Myanmar, North Korea, Cuba, Iran, Iraq, Sudan, Kuwait and all other sanctioned countries.

2. Interpretation

This Policy and the Schedule with attaching Sections 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 Schedule will bear such specific meaning wherever it may appear.

3. Currency Clause

Where a Cardholder makes a claim for loss or expenses incurred in a foreign currency, We will indemnify them in Singapore dollars based on the prevailing currency exchange rate determined and adopted by Us.

4. Due Diligence

You shall, and insofar as it applies to the Cardholder You will ensure that the Cardholder shall, observe, comply and fulfill the terms, provisions, conditions and endorsements of this Policy in so far as they relate to anything to be done or complied with. If You or the Cardholder fails to observe, comply or fulfill any of the terms, provisions, conditions and endorsements of this Policy, We are not liable to make any payment under this Policy.

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5. Other Insurance

If there are insurance with other insurers providing the same or similar cover, We will only pay You Our proportion of the cover limit of Your claim based on the total number of policies covering such claim against the proportion of the cover limit of the other insurer(s) subject always to the limit under this Policy and any other policy(ies) You have with Us.

6. Notice and Your Obligation In the Event of an Occurrence

In the event of an occurrence that may lead to a claim under this Policy, You will ensure the following:

- a) The Cardholder will take necessary measures to prevent and avoid further loss or damage;
- b) The Cardholder will give Us immediate notice of the occurrence, in any case, not later than 7 days after the occurrence of the event;
- c) The Cardholder will, in the case of a loss or damage by Theft, immediately but no later than 24 hours after such loss or damage by Theft lodge an official report with the Police or where appropriate, a recognised governmental law enforcement agency. You and the Cardholder will also co-operate with Us to secure the conviction of the offender;
- d) The Cardholder will at their own expense within 30 days after the occurrence of such loss or damage deliver to Us the completed requisite Claim Form in writing, with such detailed particulars and proof as We may reasonably require;
- e) The Cardholder must notify and forward Us every letter, claims, demand, writ of summons and process which is received in connection with the claim immediately upon receipt. They will also notify Us immediately of any impending prosecution, inquests, court proceedings or offers of settlement;
- f) The Cardholder will provide Us with the original invoice, receipt or other proof of payment evidencing the Purchase Price and the original warranty for the item, if any;
- g) The Cardholder will give Us particulars of any other insurances covering the event.

7. Admission Offer, Promise or Payment

You and/or the Cardholder will not make any admission, offer, promise or payment without Our prior written consent. We are entitled to take over and conduct in Your and/or the Cardholder's name the defence of any claim or prosecution or to prosecute in Your and/or the Cardholder's name for Our benefit any claim for indemnity or damages or otherwise against any third party, and will have full discretion in the conduct of any proceedings in the settlement of any claim. You and the Cardholder will, at Our request and at Your and/or the Cardholder's expense, give all such information and assistance as We may require.

8. Fraud

If You and/or the Cardholder make any claim under this Policy which is in any respect fraudulent or, if You or the Cardholder or any one acting on Your or on their behalf shall use any fraudulent means or devices to obtain any benefits under this Policy, all such benefits under this Policy shall be forfeited.

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9. Cancellation of Policy

This Policy may be cancelled:

- a) by You at any time at Your written request to Us; or
- b) by Us by sending 7 days' written notice to You to Your last known address.

We will not make any refund of premiums upon the cancellation of the Policy.

10. Governing Law

This Policy is governed by the laws of Singapore.

11. Dealing with Disputes

Any disputes arising out of this Policy shall first be referred to the Financial Industry Disputes Resolution Centre Ltd (FIDREC), where it falls within FIDREC's jurisdiction. If the dispute cannot be referred to or resolved by FIDREC, it shall be referred to and finally resolved by arbitration in Singapore in accordance with the Arbitration Rules of the Singapore International Arbitration Centre ("SIAC Rules") for the time being in force, which rules are deemed to be incorporated by reference in this clause. The Tribunal shall consist of one (1) arbitrator.

12. Our rights after an event

After an event in respect of which a claim has arisen or, may be made under this Policy, We may:

- a) take or keep possession of the damaged item(s) and deal with it in any reasonable manner as we may deem appropriate;
- b) take over and conduct in Your and/or the Cardholder's name the settlement of any claim or commence legal proceedings at Our expense and for Our benefit in Your and/or the Cardholder's name to recover any payment We have made under this Policy. You and the Cardholder must give us all necessary information and assistance in this regard;
- c) take any action We deem necessary to enforce Our rights by way of subrogation either prior or subsequent to Our paying a claim.

13. Data Use

You have agreed and consented that We may collect, use and process Your personal information (whether obtained in the Application Form or otherwise) and disclose such information (whether in or outside of Singapore) to the following:

- (a) Our group companies;
- (b) Our (or Our group companies') service providers, reinsurers, agents, distributors, business partners;
- (c) brokers, Your authorised agents or representatives, legal process participants and their advisors, other financial institutions;
- (d) governmental/regulatory authorities, industry associations, courts, other alternative dispute resolution forums, for the purposes stated in Our Data Privacy Policy which include:

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- Processing, underwriting, administering and managing Your relationship with Us;
- Audit, compliance, investigation and inspection purposes and handling regulatory governmental enquiries;
- Compliance with legal or regulatory obligations, risk management procedures and Our internal policies;
- Managing Our infrastructure and business operations; and
- Carrying out market research and analysis and satisfaction surveys.

Note: Please refer to the full version of Our Data Privacy Policy found at http://www.aig.com.sg/sg-privacy_1030_237853.html.

If You have not opted out, then You have consented to Us, Our group companies, service providers and business partners using, processing and disclosing Your personal information to:

- enrol You in contests, prize draws and similar promotions; and
- contact You to market other insurance, and/or Our, Our group companies' and/or Our business partners' financial products and/or services.

If You have any questions about Our collection, use and disclosure of personal information, You may contact Our Data Protection Officer at singaporedataprotectionofficer@aig.com.

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