

PRODUCT DISCLOSURE SHEET	
 <p><b>TOKIO MARINE</b> INSURANCE GROUP</p> <p><b>(Read this Product Disclosure Sheet before you decide to take up the Product. Be sure to also read the general terms and conditions. Seek clarification from us if you do not understand any part of this document or general terms)</b></p>	<p><i>Name of Insurance Company: Tokio Marine Insurance Singapore Limited (Brunei Branch)</i>  <i>Name of Product: All Risk Insurance</i>  <i>Date: 01/01/2021</i></p> <p>The information provided in this product disclosure sheet is valid as at 01/01/2021.</p>
<p><b>1. What is this product about?</b></p> <p>All Risk Insurance Policy provides broad protection against sudden and unforeseen physical loss or damage to insured property while situated at the designated location. It is designed to cover a wide range of perils not specifically excluded, offering reassurance for individuals or businesses who require comprehensive protection for their valuable equipment, assets, or portable items. The cover includes accidental damage and theft, subject to policy conditions.</p>	
<p><b>2. What are the coverage and exclusions provided?</b></p> <p><b>Coverage includes:</b></p> <ul style="list-style-type: none"> <li>• Sudden and unforeseen physical loss or damage to the insured property</li> <li>• Indemnity by repair, replacement, or cash payment at the insurer's discretion</li> <li>• Cover applicable while the property is at the designated location (as stated in the Schedule)</li> </ul> <p><b>Key exclusions:</b></p> <ul style="list-style-type: none"> <li>• War, terrorism, rebellion, civil unrest, and military or usurped power</li> <li>• Consequences of strike, riot, or civil commotion</li> <li>• Theft from an <b>unattended/unoccupied vehicle</b></li> <li>• Wear and tear, gradual deterioration, depreciation, vermin, corrosion</li> <li>• Mechanical or electrical breakdown or derangement</li> <li>• Losses due to cleaning, dyeing, repairing or restoration processes</li> <li>• Breakage of glass or fragile items unless caused by fire or theft</li> <li>• Confiscation, seizure or destruction by customs or authorities</li> <li>• Radiation, nuclear risks, and nuclear weapons</li> </ul>	
<p><b>3. How much premium do I have to pay?</b></p> <p>Premium will be dependent on the following factors:-</p> <ul style="list-style-type: none"> <li>• Sum Insured</li> <li>• Excess</li> <li>• Extension(s) if any</li> </ul>	
<p><b>4. What are the fees and charges that I have to pay?</b></p> <p>Compulsory stamp duty charges would be B\$0.25 per policy. When a policy is being sold to the Insured via an intermediary, there will be a percentage commission included in the total premium.</p>	

## 5. What are some of the important notes that customer should know?

- **Sum Insured:** The sum insured must reflect the full replacement value of the property. If underinsured, the claim amount will be proportionally reduced (Average Clause applies).
- **Claims Procedure:** Theft must be reported to the police within 24 hours. Accidental damage must be reported to the insurer in writing within 7 days, and fully documented within 14 days.
- **Basis of Indemnity:** The insurer may pay in cash, repair, or replace the lost/damaged item at their option. Only the value of the affected part of a set or pair will be compensated.
- **Other Insurance:** If other policies cover the same loss, this policy will pay proportionally.
- **Cancellation:** The insurer may cancel the policy by giving 7 days' written notice. Refunds will be based on time-on-risk, subject to minimum retained premium (BND 25).
- **Arbitration:** Disputes over claim amounts will be resolved through arbitration, which must be initiated within 12 months of the insurer's rejection of the claim.
- **Premium Payment:** Coverage is conditional upon full premium payment within Premium Payment Warranty as stated in the Schedule. Failure to do so voids coverage from the start.

## 6. What do I need to do if there are changes to my contact details?

Insured will be able to contact the office at 2236113/112 to inform of the changes

## 7. What happens in the event of cancellation?

Insured will be able to contact the office at 2236113/112 should they wish to cancel the policy. Otherwise, Tokio Marine will be sending a notice of cancellation to the Insured's provided address through registered mail and also inform their servicing agent.

Please note that Tokio Marine may cancel the Policy by giving (7) days notice by registered mail to the Insured at his last known address. In the event where the notice is not received by the Insured, the cancellation will still take effect. A pro-rated refund will be provided to the Insured.

In the event whereby the Insured wishes to cancel the policy, it is possible to do so by giving a written notice to the Company by either registered mail or by hand delivery to the company. The cancellation will only be effective when the Company receives the cancellation notice. In such case, should the policy already be in force, the cancellation refund will be based on short-term charges (as below):-

Policy Period not exceeding	Charges
1 month	25% of the annual premium
2 months	35% of the annual premium
3 months	55% of the annual premium
4 months	65% of the annual premium
5 months	75% of the annual premium
6 months	85% of the annual premium
7 months	100% of the annual premium

**8. What is a notice of expiry?**

A notice of expiry is a renewal notice and Tokio Marine will be providing the document either directly to the Insured via mail or to the servicing agent (if any).

**9. What happens in the event that insurance agent ceases to operate?**

The insurance will still be valid until the expiry date. Moving forward, the Insured will be able to contact the office at 2236100 or any other licensed Tokio Marine agents for any renewals, endorsements and cancellations.

**10. What are the documents that I need to submit to apply for this product?**

For new cases, Insured is expected to provide the following:-

- Copy of Insured's Identification Card / Business Licence
- Listing of Item Insured (Item, Year of Manufacture, Sum Insured)

For renewal cases, Insured is expected to provide the following:-

- Written instructions and/or signed renewal notice to the servicing agent or to Tokio Marine

**11. Where can I get assistance and redress?**

If you have difficulties, you must contact us the earliest possible. You may contact us at:

Name of Insurance Company: Tokio Marine Insurance Singapore Ltd

Address: Unit A1 & A2 1st Floor Block A Bangunan Hau Man Yong Complex Simpang 88 Kg Kiulap BE1518

Tel No: 22356112/2236113/100/112

Fax: 2236102

E-Mail: [bruneiitmis@tokiomarine.com.sg](mailto:bruneiitmis@tokiomarine.com.sg)

If your query or complaint is not satisfactorily resolved by us, you may contact Financial Consumer Issues, Brunei Darussalam Central Bank via email at [fci@bdcb.gov.bn](mailto:fci@bdcb.gov.bn) or walk in at their address as follows:

Level 7, Financial Consumer Issues

Brunei Darussalam Central Bank

Ministry of Finance and Economy Building

Commonwealth Drive Brunei Darussalam

Tel: 2380007

**12. Where can I get further information?**

Through our website, <https://www.tokiomarine.com/sg/en/brunei/home.html> or via phone call @ 2236115/108/113/100/112

**IMPORTANT NOTES:**

**YOU ARE ADVISED TO DISCLOSE FULLY AND FAITHFULLY, THE FACTS YOU KNOW OR OUGHT TO KNOW OTHERWISE YOU MAY NOT RECEIVE ANY BENEFITS FROM THIS POLICY. YOU SHOULD READ AND UNDERSTAND THE INSURANCE POLICY AND DISCUSS WITH THE AGENT OR CONTACT THE INSURANCE COMPANY DIRECTLY FOR MORE INFORMATION.**

*The terms and conditions indicated in this Product Disclosure Sheet are indicative and not binding on the insurance companies. The final terms and conditions are as stipulated in the insurance policy after the insurance company's assessment*

<i>I / We hereby confirm having explained the Product Disclosure Sheet (PDS) to Customer in their preferred language English/Malay/Other (delete as applicable)</i>	<i>I / We hereby confirm having received and understand the explanation given in my preferred language English/Malay/Other (delete as applicable)</i>
Name:	Name:
IC No:	IC No:
Date	Date