

Summary of Product and Service Information (RIPLAY) General Version

Publisher Name	: PT Great Eastern General Insurance Indonesia (GEGI)		
Product Name	: Electronic Equipment Insurance	Product Type	: Engineering
Product Description	: Provides comprehensive protection for electronic and computer equipment and applies to such equipment when it is working or at rest or is dismantled for cleaning, repair or moving purposes within the insured premises and can also cover external data media such as tapes and disks.		

KEY FEATURES ELECTRONIC EQUIPMENT INSURANCE

Insurance Term	: 12 months from the agreed date
Sum Insured and Object	: As much as the new replacement price for the insured object, namely electronic equipment or devices
Deductible / Own Risk	: xx% of minimum claim value IDR xxxxxxxx <i>*Deductible can also be determined based on the underwriting policy and agreed upon by the Insured</i>
Premium Fee	: <ul style="list-style-type: none"> - Premium Fee = Premium (Sum Insured x Rate) - Stamp Duty = Rp. 10,000 / Rp. 20,000 or its equivalent - Policy Fee = Rp. 50,000 or its equivalent

BENEFITS (COVERAGE)

This product is an insurance product that provides protection to the insured against the insured object at work or at rest, or is being disassembled for the purpose of cleaning, thorough maintenance or when being moved in a location, or during a series of operations, or during reassembly, but in the case of anything only after a successful trial.

The following are covered risks such as:

- Fire, including all necessary measures to deal with the fire.
- Natural disasters such as earthquakes, hurricanes, by attaching expansion
- Lightning strikes, Explosion
- Short Circuit, Over voltage
- Burglary / Robbery – *with attached expansion*
- Looting, and Crime/Vandalism
- All forms of damage caused by water
- Operational errors: negligence, carelessness, incompetence of personnel

RISK

Liquidity Risk

Risks related to the ability of Great Eastern General Insurance Indonesia to pay obligations to customers. Great Eastern General Insurance Indonesia will continue to maintain its performance to increase its capital adequacy as determined by applicable regulations.

Operational Risk

- Risks caused by the ineffectiveness or failure of internal processes, human resources and systems, as well as external conditions that affect internal operational conditions.
- Claims are rejected because the claims submitted are caused by the matters that are excluded from the coverage (exclusion).
- Unilateral cancellation/closed by Insurer if the premium is not paid during the grace period.

FEE

All Fees are included in the premium component, except for policy printing costs if the policy holder wants the policy in printed form and stamp duty in accordance with applicable tax provisions.

EXCLUSIONS

General Exclusion

The insurer will not indemnify the insured in respect of any loss or damage caused by directly or indirectly caused by, arising out of or aggravated by:

- a) War, invasion, act of a foreign enemy, hostilities (whether war is declared or not), civil war, rebellion, riot, strike, obstruction work, chaos, military force or takeover of power, a group of criminals or persons acting on behalf of or in connection with a political organization, conspiracy, seizure, detention, takeover or destruction by order of the government de jure or de facto or by authorities;
 - b) Nuclear reaction, nuclear radiation or radioactive contamination;
- Willful act or omission by the Insured or his representative

Special Exclusion to Section 1

The Insurer will not, however, be liable for:

- a) Own risk stated in the summary that must be borne by the Insured for each incident; if more than one item is lost or damaged in one incident, the insured will not, however, assume more than one own risk which is the highest applicable to such items;
- b) Loss or damage directly or indirectly caused by or arising from an earthquake, volcanic eruption, tsunami, hurricane, whirlwind or typhoon;
- c) Loss or damage directly or indirectly caused by theft;
- d) Loss or damage caused by an error or defect that existed at the time this Policy came into force with the knowledge of the Insured or his representative, whether such error or defect known to the Insurer or not;
- e) Loss or damage directly or indirectly caused by failure or interruption supply or service of gas, water or electricity;
- f) Loss or damage as a direct result of continuous operating effects (e.g. wear loss, erosion, corrosion, erosion) or gradual deterioration due to atmospheric conditions;
- g) Any cost incurred in connection with the elimination of a functional failure, unless the failure caused by a loss or damage that can be compensated for the goods insured;
- h) Any cost incurred in connection with the maintenance of the goods insured, the exclusion also applies to parts exchanged during the operation of such maintenance;
- i) Loss or damage for which the manufacturer or supplier of the goods insured is liable either under law or contract;
- j) Loss of or damage to the leased equipment for which the owner is liable under either law or a lease and /or maintenance agreement;
- k) Further loss or liability of any kind or description;
- l) Loss of or damage to light bulbs, valves, tubes, bands, fuses, seals, belts, wires, chains, rubber tires, interchangeable equipment, engraved cylinders, articles of glass, porcelain or ceramics, filters or fabric, or any operating medium (e.g. lubricating oil, fuel, chemical);
- m) Aesthetic defects, such as scratches on painted, polished or coated surfaces;

Special Exclusion to Section 2

The insurer, however, will not be liable for:

- a) own risk stated in the summary that must be borne by the Insured in each event;
- b) any costs arising from programming errors, perforation, labeling or insertion, cancellation accidental information or data storage media disposal, and from loss of information caused by a magnetic field;
- c) continued loss of any kind or description.

Special Exclusion to Section 3

The Insurer, however, is not responsible for any additional expenses that arise as a result of:

- a) restriction imposed by public authorities regarding the reconstruction or operation of EDP equipment that insured;
- b) the necessary funds are not available to the Insured in time to repair or replace damaged or destroyed equipment.

REQUIREMENTS AND PROCEDURE

Procedure On How to Purchase the Product:

- The purchase of this insurance can be done through Agency Marketing Channels, Brokers, Bancassurance or direct marketing
- Could also contact PT Great Eastern General Insurance Indonesia's agents, broker, or office.

Documents or information required for policy closure:

- a. Proposal Form (SPPA)
- b. List of insured items along with their new replacement value, location, and risk occupation
- c. Photographs of the insured risk and survey report (if necessary)
- d. Claim Experience for the last 3 years

Obligation to disclose material facts:

Insured must:

1. Disclose material facts, namely information, explanation, circumstances and facts that influence the Insurer's consideration in accepting or rejecting an application for insurance coverage and in determining the premium rate if the application is accepted;
2. Make true statements on matters regarding insurance coverage;

which submitted both at the time of making the insurance agreement and during the coverage period:

- a. If the Insured does not carry out the obligations as stipulated in paragraph (1) above, the Insurer is not obliged to pay for the loss incurred and has the right to terminate the coverage and is not obliged to return the premium.
- b. The provisions in paragraph (2) above do not apply in the event that the undisclosed or incorrectly stated material facts have been known by the Insurer, but the Insurer does not exercise their right to terminate the coverage within 30 (thirty) calendar days after the Insurer becomes aware of the violation.
- c. If the Insured has not paid the premium to the Insurer within the stipulated period after the policy provisions and/or within the stipulated time period, this Policy will be cancelled automatically without having to issue a cancellation recommendation starting from the expiration date of the grace period and the Insurer is released from all liability for losses from that date.

Premium Payment Procedure

1. If the insurance period is less than 30 days, the premium must be paid in full before the policy is issued and specifically for the Insurance Period that are 30 days or more or an annual policy, the premium must be paid and actually received in full by Great Eastern (or the intermediary through whom this policy is enforced) within 30 days from:
 - a. the date on which the coverage under the policy, renewal certificate or insurance memorandum takes effect, or
 - b. the effective date of any endorsement, if any, issued under the said policy, certificate of renewal or insurance memorandum.
2. Premium payment can be made by cash, cheque, bilyet giro, transfer or by other means agreed between the Insurer and the Insured. The Insurer is deemed to have received premium payment, when:
 - a. receipt of cash payment, or
 - b. the relevant premium has been received at the Insurer's Bank account, or
 - c. The Insurer has agreed to pay the relevant premium in writing.
3. In the event that the premium payable is not paid and is not actually received in full by Great Eastern (or the intermediary through whom this policy is applied) within the period referred to above, then
 - a. Coverage under the policy, renewal certificate, insurance note or endorsement is automatically terminated immediately after the expiration of the said payment limitation period;
 - b. Automatic termination of coverage will not reduce any liability incurred during the premium payment period; and Great Eastern is entitled to a premium for the time spent by calculating the prorated premium

Procedure for Submitting a Claim

- 1) The Insured first reports the occurrence of an event that causes a loss to the Insurer within 7X24 hours after the event that causes a loss occurs,

- 2) The Insured immediately sends claim documents to the Insurer within 30 days from the event that gave rise to the claim in the form of:
 - a. claim report form;
 - b. photocopy of Policy;
 - c. Minutes from the local Police Chief or a Certificate from the Village Head or Ward Head regarding the incident;
 - d. report as detailed and complete as possible on the matter which according to his knowledge caused the loss or damage;
 - e. information and other relevant evidence, which is reasonable and appropriate to be requested by the Insurer.
- 3) Provide the Insurer with all information and documentation that the Insurer requests. If the Insurer requests it, the Insured must provide the Insurer with a statement that verifies the truth of the Insured's claim and matters relating thereto; and promptly send the Insurers any court documents or other communications the Insured has received regarding the claim.
- 4) The Insured could contact the Head Office:

PT Great Eastern General Insurance Indonesia
MidPlaza 2, 23rd Floor. Jl. Jenderal Sudirman Kav.10-11, Jakarta 10220, Indonesia
Operational Hours: 9.00 AM– 5.00 PM from Monday to Friday (except for holidays)
Phone. +6221 5723737
Fax +6221 5710547-48
WhatsApp +62 819 15723737
Email: wecare-id@greateasterngeneral.com

Claim Payment

The Insurer is obliged to complete the payment of claim within 30 (thirty) calendar days from the date of written agreement between the Insurer and the Insured or certainty regarding the amount of claim to be paid.

Service and Complaint Procedure

If the Insured is not satisfied with the Insurer's products and services and wants to submit a complaint, please contact the Insurer via:

PT Great Eastern General Insurance Indonesia
MidPlaza 2, 23rd Floor. Jl. Jenderal Sudirman Kav.10-11, Jakarta 10220, Indonesia
Operational Hours: 9.00 AM– 5.00 PM from Monday to Friday (except for holidays)
Phone. +6221 5723737
Fax +6221 5710547-48
WhatsApp +62 819 15723737
Email: wecare-id@greateasterngeneral.com

24-Hours Service Terms

Please submit questions and complaints to our Customer Service Email or Official Whatsapp Account. We will respond to questions and complaints on Monday - Friday, 09.00 - 17.00 WIB.

Please complete the Insured's complaint submission by including personal data and the Insured's Policy No. or Certificate No. and other information related to the complaint submitted by the Insured. The service and complaint procedures are as follows:

- Fulfillment of incomplete documents by the Insured (if any) - maximum 10 working days
- Recording receipt of complaints (in writing) - 2 working days
- Follow-up to verbal resolution - 5 working days
- Follow-up to written resolution - 10 working days

Handling of consumer complaints will be carried out in accordance with the provisions of the applicable OJK Regulations.

In the event that a dispute arises between the Insurer and the Insured as a result of the interpretation of the responsibility or amount of compensation from this Policy, the dispute will be resolved through a reconciliation or deliberation by the Insurer's internal unit which handles Services and Complaints

for Consumers. Disputes arise since the Insured has stated in writing his disagreement on the matter in dispute. Settlement of disputes through reconciliation or deliberation is carried out within a maximum period of 60 (sixty) calendar days from the onset of the dispute.

If the settlement of the dispute through reconciliation or deliberation as regulated in paragraph 1 does not reach an agreement, then the disagreement must be stated in writing by the Insurer and the Insured. Furthermore, the Insured can choose dispute resolution out of court or through court by selecting one of the dispute resolution clauses as set out below.

A. ALTERNATIVE FINANCIAL SERVICES SECTOR DISPUTE SETTLEMENT INSTITUTIONS

It is hereby stated and agreed that the Insured and the Insurer will settle the dispute through the Financial Services Sector Alternative Dispute Resolution Institution under the Financial Services Authority.

B. COURT

It is hereby stated and agreed that the Insured and the Insurer will settle the dispute through the District Court in the territory of the Republic of Indonesia.

SIMULATION

Premium and Rate Simulation

The Rate is based on the type of risk occupancy and the type of goods insured, for immovable insured objects, the rate must be in accordance with SE OJK Number 6/SEOJK.05/2017 on Determination of Premium Rates or Contributions to the 2017 Property Insurance Business Line. As for Goods moves, the rate provisions are based on the underwriting Policy.

- a. There is an officer server (immovable property) of PT ABC which will be insured of Rp. 25.000.000.000 with details of the object of coverage as attached
- b. The Rate for this Occupation is 0.25%
- c. The Premium is paid Rp. 25.000.000.000 x 0.25% = Rp. 62.500.000
- d. Plus the cost of Policy and Stamp Duty Rp. 70.000

Claim Payment Simulation

- a. Server damaged occurred due to an electrical short circuit that caused damage to several parts of the server, and required repair costs of Rp. 250.000.000
- b. After analysis by the insurance company, the claim is covered in the policy.
- c. Deductible / Own Risk of 10% (ten percent) of the agreed loss value Rp. 10.000.000
- d. Total payment of claims after deducting Deductibles/Own Risk is Rp 225.000.000

ADDITIONAL INFORMATION

Important Definitions:

- a. "Insured" means the insured listed in the Schedule of Insurance.
- b. "Insurance Period" means the period specified in the Schedule for which the insurance coverage provided by this Policy applies.
- c. "Policy" includes this Policy Agreement, Schedule of Coverage and documents issued at a later date to the Insured, which amend the Policy Agreement or Schedule of Coverage.
- d. "Business" means Insured's trade or occupation, which is described in the Schedule and is carried out in and from the Location

Product Terms and Condition:

- a. The minimum age for the insured is 18 years and has a personal identity (KTP).
- b. There is no policy review period (free-look) available.
- c. The sum insured varies according to the agreed replacement value.

Disclaimer (important to read):

1. Electronic Equipment Insurance product owned by PT Great Eastern General Insurance Indonesia
2. You have read, received an explanation, and understand the Electronic Equipment Insurance product according to the Product and Service Information Summary.
3. This summary of product and service information is not part of the insurance and policy application

4. You are required to read, understand, and sign the application for insurance and policy applications.
5. The information included in this Product and Service Information Summary is effective as of the date of printing of the document.
6. You must carefully read this Summary of Product and Service Information before agreeing to purchase the product and have the right to ask the employees of the Insurance Company for all matters related to this Summary of Product and Service Information.
7. The information contained in this summary is subject to the terms, conditions and exclusions to the wording of the Policy, a copy of which can be obtained from PT Great Eastern General Insurance Indonesia.
8. If an agreement is not reached for the settlement of the complaint, we will assist you to be able to resolve the dispute either through the courts or through a mediation body, or you can submit an application to the Otoritas Jasa Keuangan to facilitate the settlement.

PT Great Eastern General Insurance Indonesia
Licensed and supervised by Otoritas Jasa
Keuangan (OJK)

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