

Summary of Product and Service Information (RIPLAY) General Version			
Producer Name	:	PT Great Eastern General Insurance Indonesia	
Product Name	:	Machinery Breakdown (MB)	Product Type : Engineering
Product Description	:	Munich Re	
KEY FEATURES MACHINERY BREAKDOWN			
Insurance Term	:	12 months from the agreed date	
Sum Insured and Object	:	Accoding to the new replacement value of the Insured machines.	
Deductible / Own Risk	:	xx% of claim amount, min. IDR xxxxxxxx	
		*Deductible can also be determined based on the underwriting policy and agreed upon by the Insured	
Premium Fee	:	- Premium Fee = Premium (Sum Insured x Rate) - Stamp Duty = Rp. 10,000 atau equivalentnya - Policy Fee = Rp. 50,000 atau equivalentnya	
BENEFITS (COVERAGE)			
Covers all risks of physical damage or loss that occur suddenly and unexpectedly to the object of coverage (except for some risks listed in the exception). The MB policy also guarantees damage or loss when the machines are at work, at rest, or being dismantled in the process or maintenance or overhauling. Machinery Breakdown (MB) Insurance Coverage includes:			
<ul style="list-style-type: none">- Coverage for Fire, Lightning, Explosion, Plane Crash and Smoke- Coverage for Riots, Strikes, Malicious Damage and Riot- Coverage for Typhoon, Storm, Floods, and Water Damage- Coverage for Earthquakes, Volcanic Eruptions and Tsunami- Coverage for Landslides and Land Movements- Coverage for Robbery and Theft- Coverage for faulty design – optional- Coverage for faults in erection- Coverage for other Accidents.			
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			
<ul style="list-style-type: none">• 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.			

EXCLUSION

The Insurer is not responsible for :

1. Own risk listed in the schedule borne by the Insured for each incident; if more than one item is lost or damaged in one incident, the insured will not, however, incur more than the highest own risk applicable to such items;
2. Loss of or damage to exchangeable equipment, e.g. moulds, castings, engraved cylinders, components which due to their use and/or their nature are subject to a high degree of wear and tear and depreciation, e.g. flame retardant coatings, crushing hammers, glassware, belts, ropes, wires, rubber tires, operating media, eg lubricant, fuels, catalysts;
3. Loss or damage due to fire, direct lighting, chemical explosion (except explosion of exhaust gases in a steam boiler), fire fighting or subsequent demolition, aircraft or other flying equipment or objects falling thereof, theft, burglary or attempts to that, collapse of buildings, floods, puddle, earthquakes, subsidence, landslides, avalanches, hurricanes, cyclones, volcanic eruptions or similar natural disasters;
4. Loss or damage for which the supplier, contractor or workshop is legally responsible or under contract;
5. 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 their representative, whether such error or defect known to the Insurer or not;
6. Loss or damage arising from willful acts or omissions exceeds the limit of the Insured for their representative;
7. All consequences of war, invasion, acts of foreign enemies, hostilities (whether war is declared or not), civil war, rebellion, revolution, popular uprising, insubordination, riot, strikes, obstruction of work, riots, military force or takeover of power, the act of a group of bad people or persons acting on behalf of or in connection with a political organization, conspiracy, confiscation, detention, expropriation or destruction of or destruction of property by order of a de jure or de facto government by a public authority;
8. any consequences of nuclear reactions, nuclear radiation or radioactive contamination;
9. loss or damage as a direct result of the effects of continuous operation (eg wear, corrosion, erosion, corrosion, rust, boiler scale);
10. consequential damages or liability of any kind or description, payment of over and above compensation for material damage as set forth herein.

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. Application for Insurance Closure (SPPA)
- b. List of insured machines including type, brand and year manufacture
- c. Last 3 years Claim Experience

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.
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. report as detailed and complete as possible on the matter which according to his knowledge caused the loss or damage;
 - d. 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: 8.30 AM – 5.30 PM from Monday to Friday (except for holidays)
Phone. +6221 5723737
Fax +6221 5710547-48
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 8.30 AM – 5.30 PM from Monday to Friday (except for holidays)
Phone +6221 5723737
Fax +6221 5710547-48
Email: wecare-id@greateasterngeneral.com

Please complete the Insured's complaint submission by including your personal data and No. Policy or No. Insured Certificate and other information relating to the Insured's complaint. Service and complaint procedures are as follows:

- Record receipt of complaints (in writing) – 2 working days
- Temporary Response (if needed) – 10 working days
- Final resolution – 20 working days

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 Claim

In accordance with SE OJK Number 6/SEOJK.05/2017 concerning Determination of Premium Rates or Contributions to the Property Insurance and Motor Vehicle insurance business lines in 2017. The minimum premium is Rp. 250.000 per policy

- a. The value of the insured machines is Rp. 1.000.000.000
- b. The assumption of premium rate is 0.1%
- c. The Premium is paid Rp. 1.000.000.000 x 0.1% = Rp. 1.000.000
- d. Plus the cost of the policy and stamp duty of Rp. 50.000

Claim Payment Simulation

- a. There was Damage to the noodle making machine caused by fire (over heat) with an estimated repair and replacement cost of Rp. 250.000.000
- b. After an analysis by the insurance company, the claim is guaranteed in the policy.
- c. Deductible / Own Risk of 10% (ten percent) of the agreed loss value or Rp. 25.000.000
- 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 Conditions

- a. The insured can be an individual or a legal entity (PT).
- b. There is no policy review period (*free-look*) and *waiting period*
- c. The Insured value varies according to the new replacement value of the Insured machines.

Disclaimer (important to read):

1. Machinery Breakdown is an insurance product owned by PT Great Eastern General Insurance Indonesia
2. You have read, received an explanation, and understand the Machinery Breakdown 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 exceptions 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
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