

Summary of Product and Service Information (RIPLAY) General Version			
Producer Name	:	PT Great Eastern General Insurance Indonesia	
Product Name	:	Motor Vehicle Insurance	Product Type : Motor Vehicle
Product Description	:	Indonesian Motor Vehicle Insurance Standard Policy (PSAKBI)	
KEY FEATURES OF MOTOR VEHICLE INSURANCE			
Insurance Term	:	12 months from the agreed date	
Sum Insured and Object	:	The amount of the market price of the motor vehicle at the time of insurance closing	
Deductible / Own Risk	:	<div>Comprehensive: Rp. 300,000 per incident, except for the following risks:<div><div>a.</div><div>Riot and Commotion: 10% of claim value, minimum Rp. 500,000</div><div>b.</div><div>Earthquake, Volcanic Eruption and Tsunami: 10% of claim value, minimum Rp. 500,000</div><div>c.</div><div>Flood, Water damage and hurricane: 10% of claim value, minimum Rp. 500,000</div><div>d.</div><div>Theft – Total loss: 10% of claim value</div><div>e.</div><div>Legal liability to third parties: NIL</div></div><div>* Deductibles can also be determined based on the underwriting policy and agreed upon by the Insured.</div></div>	
Premium Fee	:	<div><div>-</div><div>Premium fee = Premium (Sum Insured x Rate)</div><div>-</div><div>Stamp Duty = Rp. 10,000 or its equivalent</div><div>-</div><div>Policy fee = Rp. 50,000 or its equivalent</div></div>	
BENEFITS (COVERAGE)			
<div>An insurance product that guarantees replacement for the insured against loss or damage to the insured motor vehicle caused by:<div><div>1.</div><div>Accidents, collisions, malicious acts by others, theft, fire, and lightning strikes.</div><div>2.</div><div>Accidents during crossings with ships registered with the transportation service.</div><div>3.</div><div>Other coverage extensions can be provided depending on the needs of the insured, such as legal liability to third parties, personal accident of the driver and passenger, legal liability to passengers</div></div></div>			
RISKS			
<div><div>Liquidity Risk</div><div>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.</div></div> <div><div>Operational Risk</div><div><div><div>•</div><div>Risks caused by the ineffectiveness or failure of internal processes, human resources and systems, as well as external conditions that affect internal operational conditions.</div></div><div><div>•</div><div>Claims are rejected because the claims submitted are caused by the matters that are excluded from the coverage (exclusion).</div></div><div><div>•</div><div>Unilateral cancellation/closed by Insurer if the premium is not paid during the grace period.</div></div></div></div>			
PREMIUM FEE			
In accordance with SE OJK Number 6/SEOJK.05/2017 on Determination of Premium Rates or Contributions to the 2017 Motor Vehicle Insurance Business Line.			
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			
<div><div>1.</div><div><div>This insurance does not cover loss, damage, expense for the Motor Vehicle and or legal liability to third parties, caused by:<div><div>1.1.</div><div>the vehicle is used for:<div><div>1.1.1.</div><div>pulling or pushing vehicles or other objects, giving driving lessons;</div><div>1.1.2.</div><div>participate in competitions, practicing hobbies, skills or speed, carnivals, parades, campaigns, demonstrations;</div><div>1.1.3.</div><div>committing crimes;</div><div>1.1.4.</div><div>other uses than those stated in the Policy;</div></div></div></div></div></div></div>			

- 1.2. *embezzlement, fraud, hypnosis and the like;*
- 1.3. *crimes committed by:*
  - 1.3.1. *The Insured;*
  - 1.3.2. *Insured's spouse, children, parents, or siblings;*
  - 1.3.3. *a person who is ordered by the Insured, works for the Insured, a person with the knowledge or permission of the Insured;*
  - 1.3.4. *people living with the Insured;*
  - 1.3.5. *management, shareholders, commissioners or employees, if the Insured is a legal entity;*
- 1.4. *overload than the vehicle capacity that has been set by the manufacturer.*
2. *This insurance does not cover loss and or damage to Motor Vehicles or costs directly or indirectly caused by, as a result of, appeared because:*
  - 2.1. *goods and or animals that are inside, loaded on, stacked on, unloaded from or transported by a Motor Vehicle;*
  - 2.2. *chemical substances, water or other liquid objects, which are in the Motor Vehicle unless it is the result of a risk guaranteed by the Policy;*
3. *This insurance does not cover loss, damage and or costs for Motorized Vehicles and or legal liability to third parties which are directly or indirectly caused by, as a result of, caused by:*
  - 3.1. *riots, strikes, impediments to work, brawls, riots, public uprisings, takeovers of power, revolutions, rebellions, military force, invasions, civil wars, wars and hostilities, treason, terrorism, sabotage, looting;*
  - 3.2. *earthquake, volcanic eruption, hurricane, storm, tsunami, hail, flood, puddle, landslide or other geological or meteorological phenomenon;*
  - 3.3. *nuclear reactions, including but not limited to nuclear radiation, ionization, fusion, fission or radioactive contamination, regardless of whether it occurs inside or outside the Motor Vehicle and or the insured interest.*
4. *This insurance does not cover loss, damage and or costs for the Motor Vehicle and or legal liability to third parties if:*
  - 4.1. *caused by the intentional actions of the Insured and or the driver;*
  - 4.2. *at the time of loss or damage, the Motor Vehicle is driven by someone who does not have a Driving License (SIM) in accordance with the applicable laws and regulations;*
  - 4.3. *driven by a person who is under the influence of alcohol, illegal drugs or any other dangerous substance;*
  - 4.4. *driven by force even though technically the condition of the vehicle is damaged or not roadworthy;*
  - 4.5. *entering or passing through closed, prohibited, not intended for Motor Vehicles or violating traffic signs.*
5. *This insurance does not cover loss and or damage to:*
  - 5.1. *additional equipment that are not mentioned in the Policy;*
  - 5.2. *tires, wheels, hubcaps that are not accompanied by damage to other parts of the Motor Vehicle except those caused by the risks guaranteed in Article 1 paragraph (1) points 1.2, 1.3, 1.4;*
  - 5.3. *keys and or other parts of the Motor Vehicle when it is not attached to or in the vehicle;*
  - 5.4. *parts or materials of Motor Vehicles that are worn out due to use, the nature of the lack of the material itself or the wrong use of it;*
  - 5.5. *Vehicle Registration Certificate (STNK), Motor Vehicle Owner Book (BPKB) and or other documents for Motor Vehicles.*
6. *This insurance does not guarantee legal liability to third parties that are directly or indirectly caused by the Motor Vehicle for:*
  - 6.1. *damage or loss of property transported, loaded or unloaded from the Motor Vehicle;*
  - 6.2. *damage to roads, bridges, viaducts, buildings located below, above, beside the road as a result of vibration, the weight of the Motor Vehicle or its cargo.*
7. *This insurance does not cover loss of profits, wages, reduced prices or other financial losses suffered by the Insured.*

#### 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. Photographs of motorized vehicles and survey reports (if necessary)
- 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 about the events that according to their 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](mailto: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](mailto: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 Simulation**

In accordance with SE OJK Number 6/SEOJK.05/2017 on Determination of Premium Rates or Contributions to the 2017 Motor Vehicle Insurance Business Line.

- A car with an insured value of Rp. 100,000,000 and has a code plate B
- According to the SE OJK rate table, the rate is 3.26%
- The premium is paid Rp. 100,000,000 x 3.26% = Rp. 3,260,000
- Adding the cost of the policy and stamp duty of Rp. 50,000

**Claim Payment Simulation**

- Damage to the car due to a collision with an estimated repair cost of IDR 10,000,000
- After an analysis by the insurance company, the claim is guaranteed in the policy.
- Claim payment minus Deductible / Own Risk of IDR 300,000
- The total claim paid is IDR 9,700,000

**ADDITIONAL INFORMATION**

**Important Definitions:**

- "Insured" means the insured listed in the Schedule of Insurance.
- "Insurance Period" means the period specified in the Schedule for which the insurance coverage provided by this Policy applies.
- "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.
- "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**

- The minimum age for the insured is 18 years and has a personal identity (KTP).
- There is no policy review period (free-look) and waiting period
- The coverage value varies greatly according to the market value of the insured vehicle

**Disclaimer (important to read):**

- Motor Vehicle Insurance is an insurance product owned by PT Great Eastern General Insurance Indonesia
- You have read, received an explanation, and understand the Motor Vehicle Insurance product according to the Product and Service Information Summary.
- This summary of product and service information is not part of the insurance and policy application
- You are required to read, understand, and sign the application for insurance and policy applications.
- The information included in this Product and Service Information Summary is effective as of the date of printing of the document.
- 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.
- 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.  
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.



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