

Summary of Product and Service Information (RIPLAY) General Version			
Producer Name	:	PT Great Eastern General Insurance Indonesia	
Product Name	:	General Moveable Insurance	Product Type : Property
Product Description	:	General Moveable Insurance Policy	
KEY FEATURES GENERAL MOVEABLE INSURANCE			
Insurance Term	:	12 months from the agreed date	
Sum Insured and Object	:	In accordance with the actual value of the Insured Project	
Deductible / Own Risk	:	xx% of minimum claim value IDR xxxxxxxx	
		*Deductible can also be determined based on the underwriting policy and agreed upon by the Insured	
Premium Fee	:	<div>- Premium Fee = Premium (Sum Insured x Rate)</div> <div>- Stamp Duty = Rp. 10,000 or its equivalent</div> <div>- Policy Fee = Rp. 50,000 or its equivalent</div>	
BENEFITS (COVERAGE)			
This Product is an insurance product that provides protection to the insured against the risk of damage and/or loss of the object of coverage caused by all risks except the risks that are excluded in the wording of the policy.			
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			
<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>Claims are rejected because the claims submitted are caused by the matters that are excluded from the coverage (exclusion).</div> <div>Unilateral cancellation/closed by Insurer if the premium is not paid during the grace period.</div>			
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			
General Exclusion			
<div>1. This Policy does not insure you against loss or loss due to legal liability arises from:</div> <div>1.1 War, invasion, act of a foreign enemy, hostilities (whether war is declared or not), civil war, rebellion, revolution, military force or overthrow or takeover of power, destruction or damage to property by or under orders from any government or public authority in preventing to try to prevent such action or minimize the consequences of any such action or confiscation or nationalization;</div> <div>1.2 Ionizing radiation or contamination by radioactivity from nuclear fuel or from nuclear waste from the combustion of nuclear fuel. (for purposes of this exception only, combustion must include a self-sustaining process of nuclear fission);</div> <div>1.3 Nuclear weapons material.</div> <div>2. We will not pay for:</div> <div>2.1 Any costs unless specifically stated in the policy;</div> <div>2.2 Replacement of property that is not damage</div> <div>2.3 Any claim arising out of wilful acts committed by you or by any person acting with your express or implied consent.</div> <div>3. We will not pay any amount in relation to claims:</div> <div>3.1 Loss, damage for a period of more than sixty (60) consecutive days where the place of Business left unoccupied, except with our written consent to have been occupied, the place of business must have been used for your business purposes for at least two (2) consecutive days;</div> <div>3.2 For loss or damage to property that occurs as a result of property undergoing a process that must involve the use of heat;</div>			

3.3. Loss, damage, or liability caused by errors or omissions in designs, plans or specifications or design failures

Special Exclusion

1. **OWN RISK**
You must pay at your own risk as stated in the schedule for any claim made under this Policy.
2. **MAXIMUM QUANTITY**
We will not pay more than the Sum Assured for each item of certain Property listed in the Schedule of insurance.

What We Don't Cover

1. We will not pay for any loss or damage that is directly or indirectly caused by:
 - 1.1. Mechanical, electronic or electrical damage or disruption unless it occurs as a result of the loss or damage to General Property;
 - 1.2. Cracks, scratches or breaks in glass objects or fragile surfaces unless they occur as a result of loss or damage to General Property;
 - 1.3. Rust, or oxidation, mildew, moth, lice, insects, discoloration, or processing or heating, drying, cleaning, dyeing or alteration of General Property;
 - 1.4. Action or light or atmospheric conditions or conditions of gradual development, vibration, breakdown due to fair use and/or depreciation;
 - 1.5. Dishonesty by you or anyone else to whom Public Property is given, lent or put in
 - 1.6. Sea action, tidal waves, high water from floods
2. We Will not Pay for:
 - 2.1. Any alteration, repair or general repair of the General Property even if it occurs during repair or replacement after loss or damage to General Property;
 - 2.2. Loss or damage to sports equipment during use;
 - 2.3. Any further loss or damage resulting from it
 - 2.4. Theft in the open;
 - 2.5. Theft of a building or vehicle except:
 - 2.5.1. Buildings or vehicles are securely locked, and
 - 2.5.2. The theft is carried out after a forced break-in and with violence as evidenced by obvious damage to buildings or vehicles containing General Assets.

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 and details of the insured object value (e.g. serial number, IMEI, year of manufacture etc.)
- c. 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. 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 Simulation

Rate is based on the type and price of the insured object. As an illustration, the following is an example of premium calculation:

- The insured wants to insure the company's assets in the form of 100's unit laptops with a value of Rp. 10.000.000. so the total coverage is Rp. 1.000.000.000
- In accordance with the underwriting agreement, the rate is 3%
- The Premium is paid Rp. 1.000.000.000 x 3% = Rp. 30.000.000
- Adding the cost of the policy and stamp duty of Rp. 50.000

Claim Payment Simulation

- There was a case of theft of 2 laptops was Rp. 15.000.000
- After analysis by the insurance company, the claim is guaranteed in the policy.
- Deductible / Own Risk of 10% (ten percent) of the agreed loss value Rp. 1.000.000
- Total payment of claims after deducting Deductibles/Own Risk is Rp 13.500.000

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 Term and Conditions:

- The minimum age for the insured is 18 years and has a personal identity (KTP).
- The sum insured varies according to the agreed replacement value.

Disclaimer (important to read):

- General Moveable Insurance product owned by PT Great Eastern General Insurance Indonesia
- You have read, received an explanation, and understand the General Moveable 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.



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

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