

Summary of Product and Service Information (RIPLAY) General Version

Producer Name	: PT Great Eastern General Insurance Indonesia
Product Name	: Office Package Insurance Product Type : Others
Product Description	: Provide comprehensive protection for your business (office only), including for personal property, legal liability to visitors and the general public plus business continuity guarantees to continue to help you grow your business if your business is disrupted by a damage or loss.

KEY FEATURES OFFICE PACKAGE INSURANCE COVER

Insurance Term	: 12 months from the agreed date
Sum Insured and Object	: As much as the replacement value of the new building, contents and stock
Deductible / Own Risk	: <ul style="list-style-type: none"> • Nil for fire, Lightning, Explosion, Airplane downfail and Smoke (Flexas) • xx% of Claims, minimum IDR xxx for Riots, Strikes, Actions Evil and Riot (RSMDDC) • xx% of Claim, minimum IDR xxx for Flood, Typhoon, Storm and Water Damage and Landslide (TSFWD) • 2.5% of Total Sum Insured for Earthquake, Volcanic Eruption, and Tsunami (EQVET) • Nil for Third Party Body Injury (Public Legal Liability) • IDR xxx for Third Party Property Damage (Legal Liability Public) • Nil for Personal Accident Claims • IDR xxx for other Claims • Xx days for Business Disruption • Xx % of Claim, minimum IDR Xx For Machine Damage • Xx % of Claim, minimum IDR Xx For Electronic Damage
Premium Fee	: <ul style="list-style-type: none"> - Premium Fee = Premium (Sum Insured x Rate) - Stamp Duty = Rp. 10,000 or its equivalent - Policy Fee = Rp. 50,000 or its equivalent

BENEFITS (COVERAGE)

SECTION 1: PROPERTY
This section covers loss or damage to property, which you have chosen to insure, that occurs during the Onsite Insurance Period

1. Accidental damage
2. Building
3. Rent Building
4. Contents
5. Temporary Deletion Contents
6. Debris Removal and Fire Fighting
7. Notes and Documents

SECTION 2: BUSINESS DISRUPTION
This Section Guarantee for:

1. Loss of income during the Indemnity Period,
2. Which is a direct result of the effect of loss or damage to the Business on any property insured and for which you are entitled to indemnification (if no Excess is applied) under:
 - Section 1 of this Policy (unless otherwise indicated), or
 - Another Policy which provides the same insurance coverage as Section 1 of this Policy,

SECTION 3: MONEY
This section covers accidental loss or damage to money, which You have for Business purposes, which occurs during the Insurance Period, and is discovered within 7 days after the loss or damage occurred.

SECTION 4: MACHINE DAMAGE
This section covers loss or Physical damage, Caused by Machine breakdown, Occurring during the Insurance Period, On Site.

This section does not cover any loss or damage to property for which coverage is provided under Section 1, regardless of whether you have opted for Section 1.

SECTION 5: ELECTRONIC EQUIPMENT
This section covers loss or damage to Electronic Equipment. It provides three types of insurance coverage

- Cover 1. For physical loss or damage caused by damage to Electronic Equipment listed in the Schedule of Coverage at your disposal, provided that the Electronic Equipment is not insured under Part 1 of this Policy,
- Cover 2. For the loss or damage of information stored on the Data Media as a result of the loss or damage of the Electronic Device; and
- Cover 3. For Increase in Work Costs due to loss or damage.

SECTION 6: OBLIGATION LIABILITY

This section covers your legal liability to pay the other person's compensation (Third party liability) for the amount set out in the Schedule.

SECTION 7: GLASS

This Section insures the cost of replacing Broken Internal Glass and External Glass where, the Glass is your property, or you are legally responsible for, the Damage occurs on Site, and the Damage occurs during the Insurance Term.

SECTION 8: GENERAL PROPERTY

This Section Guarantee for:

Loss or damage to General Property that you own or for which you are legally liable, occurs anywhere in Indonesia, during the Insurance Period.

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.

EXCEPTION

RISK EXCLUDED

SECTION 1: PROPERTY

1. *Damage to*
 - 1.1. *glass, mirror, sanitary ware and sink by accident;*
 - 1.2. *Scratches on painted or polished surfaces;*
2. *Loss or damage to crops, animals, fish or birds;*
3. *Lack of inventory, unexplained or unclear administrative or accounting errors or book payables;*
4. *Damage to electrical or electronic equipment (including cables) caused by electric current*
5. *Loss or damage due to defects in the records of any computer system;*
6. *Any consequential loss.*
7. *Damage caused by wear, tear, gradual damage, pests or insects;*
8. *Damage caused by any cleaning, staining, repair or restoration process;*
9. *Damage caused by atmospheric humidity, rust, corrosion, oxidation, temperature, light, mildew, mildew or rotten; Mechanical, electrical or electronic breakdown or damage;*
10. *Incorrect materials or workmanship or errors in design or latent defects, but these exceptions only applies to machine parts or structured work units that are directly damaged by materials or faulty workmanship or design errors or latent defects;*
11. *Seaside flooding, tidal wave, high water, seepage, erosion, or other earth movement or movement normal structure;*
12. *Spontaneous fermentation, heating or any process that involves the application of heat but is an exception this applies only to the property, which is undergoing spontaneous fermentation, ingestion or application hot;*
13. *Theft by a member of your Family, either as a primary or an additional party;*
14. *Theft from a yard, park, or other open space.*
15. *We do not insure you for loss or damage which is capable of being insured under Other Parts of this Policy regardless of whether that Part is selected or not*
16. *we do not insure you for additional costs to comply with the requirements of legal authorities whichever one you must comply with before loss or damage occurs.*

SECTION 2 BUSINESS INTERRUPTION

This Policy doesn't guarantee to:

1. *Own Risk*
2. *We will not pay more than the Sum Insured indicated in the Schedule for each Coverage in this Section that you have selected.*

SECTION 3: MONEY

We will not pay for any loss or damage to Money that:

1. *Is it due to shortages caused by administrative or accounting errors or errors in receive or pay;*
2. *Not found within seven (7) working days after the loss or damage occurred;*

3. Whether due to fraud or dishonesty by you, your Family members or your directors or partners;
4. Occurs when Money is carried by any operator, professional or not; stolen from a vehicle that does not guarded;
5. Stolen from a secure or robust room that has been opened by:
 - a. Keys, or
 - b. Combined use, where details have been left at the Out-of-hours Location

SECTION 4: MACHINE DAMAGE

1. We will not pay for any Machine damage caused by:
 - a. Wear and tear;
 - b. Cracks, scratches or discoloration of painted or polished surfaces;
 - c. Damage to pre-existing cracks, fractures, blisters, laminates, defects or grooving that has not penetrated completely through the entire thickness of the item material, although repair or renewal of the affected part may be required either immediately or in the future, unless:
 - i. Pre-existing damage caused by sudden and unintentional physical loss or damage, and
 - ii. You did not know or should not have known about the pre-existing damage;
 - d. Thinning or wear and tear of material caused by or naturally resulting from atmospheric conditions, rust, erosion, corrosion, oxidation or ordinary use
 - e. Tightening of loose parts, recalibration or adjustment.
2. We will not pay any damage to:
 - a. Glass or ceramic components;
 - b. Defective tube joints or other defective joints or coatings;
 - c. Any installation of valves, shaft seals, gland packing joints or joints unless directly caused by sudden and unintentional physical loss or damage;
 - d. Foundations, bricks and refractory materials that are part of the Insured Goods
 - e. Barang-barang Disposable items, including electrical and electronic light bulbs, tubes, lamps, x-ray tubes, electrical contacts, fuses, heating elements, commutators, slip rings, conductor brushes, thermal expansion valves (TX), thermostats, protective equipment and controller, cargo at own risk, rail track, wear plate, blade, cutting edge, tool, mold, engraved cylinder, mould, template, pattern, shear pin, saw, knife, chain, belt, rope, tire, track, conveyor belt , belts, pressure switches, bearings, valves, valve plates, filters and dryers;
 - f. Computers, telecommunication transmitting and receiving equipment, electronic data processing equipment, research, diagnostic and electromedical equipment, elevators, escalators, electric office machines, coin-operated machines, gaming machines, storage tanks and barrels, stationary and mobile pressure vessels filled with explosive gases , cellular machinery, conduits, reticulating electric cables, water and gas pipes;
 - g. Any plant and equipment, which is not owned by you or is not installed or used at the Site unless otherwise stated in the Schedule.
3. We will not pay for damages that are a direct or indirect result of:
 - a. Sudden and gross damage to the permanent structure of a boiler or pressure vessel by the force of the internal pressure of steam, fluid, air, gas or exhaust gases causing displacement of the body from any part of the structure together with the forced release of its contents, whether caused by chemical action or reaction or otherwise.
 - b. Application of any tool or process during maintenance, inspection, repair, alteration, modification or overhaul.
4. We will not pay for damage to the Machine that occurs during:
 - a. Installation or installation other than disassembly, movement and reassembly for the purpose of cleaning, inspection, repair or installation in other positions within the site;
 - b. Performing tests involving abnormal voltages, including intentional overloading of any Machine;
 - c. Any raising or lowering operation in which one load is shared between more than one item of lifting equipment.
5. We will not pay for damages for which manufacturers, suppliers, engineers or others are liable to you under the terms of any maintenance or warranty agreements.
6. We will not pay for:
 - a. Loss of oil, liquid or gas due to leakage from glands, seals, gaskets, joints or from corroded, perforated or damaged parts;
 - b. Refrigeration/AC unit conversion costs from using C.F.C. (chlorofluorocarbon) refrigerant gas to another type of refrigerant gas;
 - c. Damage that occurs because the manufacturer's specifications for the use of any Machine are not met;
 - d. Consequential loss of any kind other than damage to other property. (See the Business Interruption Section of this Policy).

SECTION 5: ELECTRONIC EQUIPMENT

1. We will not pay for:
 - a. Loss or Damage:
 - i. To any part of Electronic Equipment that requires periodic or frequent replacement, including fuel, battery, belt, chain, tape or tape
 - ii. Due to an error or defect that You had or should have been aware of before the start of the Insurance Period and did not notify Us,
 - iii. Caused by rust, corrosion or oxidation,
 - iv. Caused by wastage, wear or tear of parts of Electronic Equipment as a result of general use,
 - v. Caused by or due to scratches on a painted or polished surface;
 - b. Consequential damages of any kind, other than those provided for under the Business Interruption Section of this Policy if that Section applies;
 - c. Loss or distortion of information that does not arise from physical loss or damage to Media Data;

d. Loss or damage to the Electronic Equipment if it is not in your possession.

2. We will not pay any amount under Shield 3 during any interference with normal operation of Electronic Equipment, namely:
- (a) Just because an Electronic Equipment or part thereof is no longer manufactured,
 - (b) Caused by any alteration, repair, cleaning, adjustment, inspection or maintenance of Electronic Equipment, or
 - (c) Caused directly or indirectly by actions taken by government, or legal authorities.

SECTION 6: LEGAL LIABILITY

We do not insure you for:

- 1. Injuries to employees
- 2. Property in possession or under control
- 3. Product Defect
- 4. Loss of use
- 5. Product recall
- 6. Airplane or ship
- 7. Aircraft products
- 8. Vehicles
- 9. Contractual Obligations
- 10. Professional Responsibilities
- 11. Defamation and slander
- 12. Pollution
- 13. Territorial boundaries
- 14. Export to US or Canada
- 15. Asbestos
- 16. Failed job
- 17. Fines, penalties
- 18. Treatment or channeling
- 19. Error in design

SECTION 7: GLASS

We do not pay for:

- 1. Breakage of glass, sanitary fittings or sinks during removal, installation or alteration of any maintenance or repairs made to these items or their frames or fittings;
- 2. Damage to:
 - (a) Tubing or lighting fixtures
 - (b) Marks, (other than those set forth in Cover 2)
 - (c) Glass that is cracked or imperfect at the beginning of the Insurance Period;
 - (d) Glass caused by artificial heat;
 - (e) Glass, which has been used for an unintended purpose

SECTION 8: GENERAL PROPERTY

- 1. We will not pay for any direct or indirect loss or damage caused by:
 - a. Mechanical, electronic or electrical breakdown or interference unless it occurs as a result of loss or damage to General Property;
 - b. Broken, scratched or broken glass or other fragile objects or surfaces unless they occur as a result of loss of or damage to General Property;
 - c. Rust, or oxidation, mildew, mildew, moth, pest, insect, discoloration, or any process or heating, drying, cleaning, staining or alteration of General Properties
 - d. The act of light or atmospheric conditions or conditions, vibration, wear, and/or shrinkage that develops gradually;
 - e. Dishonesty by you or others to whom Public Property is handed over, entrusted, loaned or entered
 - f. Ocean action, tidal wave, high flood
- 2. We do not pay for:
 - a. Any alteration, repair or improvement of the General Property even if it occurs during the repair or replacement following the loss or damage to the General Property;
 - b. Loss or damage to any sports equipment during use;
 - c. Consequential loss or damage;
 - d. Theft in the open;
 - e. Theft from a building or vehicle unless:
 - i. The building or vehicle is securely locked, and
 - ii. Theft follows forced and violent entry as evidenced by visible damage to buildings or vehicles containing Public Property

ALL SECTION:

- 1) This policy does not insure you against loss or damage from legal liability arising from:
 - a) War, invasion, act of a foreign enemy, hostilities (whether war is declared or not), civil war, rebellion, revolution, civil commotion, military or other seizure of power or claim, destruction or damage to property by or under the order of any government or authority the public in preventing or seeking to prevent such acts or in minimizing the consequences of such acts or confiscation or nationalization;
 - b) Ionizing radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel. (for purposes of this exception only, combustion must include any self-contained nuclear fission process);
 - c) Nuclear weapons materials.

- 2) We do not pay for:
- Any costs unless specifically stated in the Policy;
 - Replacement of undamaged property;
 - Any claim arising from willful acts by you or by anyone acting or with your express or implied consent.
- 3) We will not pay the amount associated with the claim:
- arising from sexually transmitted diseases, herpes, acquired immune deficiency syndrome (AIDS) or sexually transmitted diseases;
 - For punishment, general, aggravated, or repeated damages
 - For fines or penalties;
 - For loss, damage or liability for more than sixty (60) consecutive days during which the Business premises are left vacant, except with our written consent to be occupied, the Business premises must be used for Your business purposes. for at least two (2) consecutive days;
 - For property loss or damage that occurs as a result of property undergoing any process that requires the application of heat;
 - For loss, destruction, damage or liability caused by errors or omissions in designs, plans or specifications or design failures (except for the cover provided for in Section 6 - Broadform Liability)

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:

- Application for Insurance Closure (SPPA)
- Insured Price, location and Occupation risk
- Insurance risk photos and survey report (if necessary)
- Last 3 years Claim Experience

Obligation to disclose material facts:

Insured must:

- 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;
- Make true statements on matters regarding insurance coverage;

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

- 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.
- 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.
- 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

- 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:
 - the date on which the coverage under the policy, renewal certificate or insurance memorandum takes effect, or
 - the effective date of any endorsement, if any, issued under the said policy, certificate of renewal or insurance memorandum.
- 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:
 - receipt of cash payment, or
 - the relevant premium has been received at the Insurer's Bank account, or
 - The Insurer has agreed to pay the relevant premium in writing.
- 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:
 - Coverage under the policy, renewal certificate, insurance note or endorsement is automatically terminated immediately after the expiration of the said payment limitation period;
 - 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 prorata premium.

Procedure for Submitting a Claim

- 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: 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 on 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. There are buildings and shop furniture that will be insured with an insured value of Rp. 10.000.000.000
- b. According to the OJK tariff table, it is known that the rate for this occupation is xxx%
- c. The Premium is paid Rp. 10.000.000.000 x XXX% = Rp. XXX
- d. Plus the cost of the policy and stamp duty of Rp. 60.000

Claim Payment Simulation

- a. Damage to property, namely buildings and furniture due to the risk of fire with an estimated cost repair of Rp. 100.000.000
- 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. 10.000.000
- d. Total Payment of claims after deducting Deductibles / Own Risk is Rp 90.000.000

ADDITIONAL INFORMATION

Important Definitions:

1. "Insured" means the insured listed in the Schedule of Insurance.
2. "Insurance Period" means the period specified in the Schedule for which the insurance coverage provided by this Policy applies.
3. "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.
4. "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 minimum age for the insured is 18 years and has a personal identity (KTP).
- b. The insured value varies according to the replacement value of new buildings, furniture, contents or inventory.
- c. The exclusion of guarantees for the use of buildings for illegal use and violating applicable laws.
- d. Maximum insured value is not limited according to the value of the insured property.

Disclaimer (important to read):

1. Office Package is an insurance product owned by PT Great Eastern General Insurance Indonesia
2. You have read, received an explanation, and understand Office Package 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 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 agency, or you can submit an application to the Otoritas Jasa Keuangan to facilitate the settlement.



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