

Summary of Product and Service Information (RIPLAY) General Version

Producer Name	: PT Great Eastern General Insurance Indonesia
Product Name	: Shop Package Insurance Product Type : Property
Product Description	: Provide comprehensive protection for your business, including for personal property, legal liability to visitors and the general public plus business continuity coverage to continue your business if your business is disrupted by a damage or loss

KEY FEATURES SHOP 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, Exploision, Airplace downfall and smoke (Flexas) • xx% of claim, minimum IDR xxx for Riot, Strike, Crime & Riot (RSMDC) • xx% of claim, minimum IDR xxx for Flood, Thyphoons, Hurricanes and water damage, and Landslide (TSFWDLS) • 2.5% of Total sum Insured for earthquake, Volcanic eruption, and Tsunami (EQVET) • Nil for Third Party Bada injury (Public legal liability) • IDR xxx for Third Party property damage (Public legal Liability) • Nil for personal accident claims • IDR xxx for other claims
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)

- Part 1 – All Risk Coverage for building and contents**
Covers any loss to your business except for specifically excluded risk
- Part 2 – Lost of Rent**
Covers all loss rent if the **building** of part of it cannot or is unfit for habitation **for a period of more than 5 (five) days** as a result of the risk covered under part 1
- Part 3 – Public Legal Liability**
Covers when the insured is legally responsible for paying to others in connection with personal injury or Damage to property that occurs during the insurance period caused by events related to the insured’s business
- Part 4 – Money Insurance**
Covers loss or loss of money held by the insured for business purposes, which occurs during the insurance period, which is found within 7 days after the loss of damage occurs, in the amount insured
- Part 5 – Fatal Accident for the Insurance**
Covering the risk of death directly caused by an accident, namely an accident or event containing elements of violence, both physical and chemical, which comes suddenly, is not wanted or planned, from the outside, is visible, directly to the Insured and or spouse The legitimacy that immediately results in bodily injury whose nature and location can be determined by Medical Science
- Part 6 – Work Accident Competition**
Cover for claims made by an on behalf of the insured workers or employees under applicable law as a result of accidents and occur during the insurance period related to the performance of task or work in connection with the Business or Occupation listed in the Schedule
- Part 7 – Business Continuity**
Covers the Insured’s business which is interrupted or terminated in its entirety for a period of more than 5 (Five) days as a result of loss of destruction or damage which may be indemnified Under section 1.

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.

EXCLUSION

GENERAL EXCLUSION :

1. *Intentional act or omission of the Insured or his representative*
2. *War, invasion, acts of foreign enemies, hostilities or warlike operation (weather war is declared or not) or civil war, riots, strikes, barring works, malicious acts, looting, insubordination, riots, military revival, popular uprising, rebellion, revolution, military force or takeover of military power, confiscation, expropriation or nationalization.*
3. *Ionizing radiation of contamination by radioactivity from nuclear fuel*
4. *Radioactive toxic explosives or other dangerous goods from improvised nuclear explosive or their nuclear components*
5. *Total or partial cessation of work*
6. *NMA 2920 : Terrorism exception endorsement*
6. *Sactions exclusion clause Klausul Pengecualian Sanksi*
7. *NMA 2915 : Cyber Exclusion*
8. *Pollution, Leakage and Contamination exclusion*
9. *Asbestos Exception*
10. *Transmission & Distribution Exception clause*

Exclusion Section 1

The Insurer is not responsible for loss of damage to or damage for

- 1.1 *Property under construction or installation*
 - 1.2 *property in progress and actually arose from the manufacturing process testing repair cleaning restoration change renovation or servicing*
 - 1.3 *property in transit by land, rail, air, or water*
 - 1.4 *Licensed land vehicles, railway locomotives and freight car, watercraft, airplanes, spacecraft and its kind*
 - 1.5 *Jewellery, gemstones, precious metals, bullion, clothing made of animal or rare book*
 - 1.6 *wood trees, harvest crops, animal, bird, fish*
 - 1.7 *soils (including drainage fills or culverts), pavet, roads, pavements roads tanah, rainways, rail lines, dams, reservoirs, surfaces water, underground water, canals, drilling, wells, pipelines, drains cable, tunnels bridges, shipyards, berths, docks, underground mines, offshore property*
 - 1.8 *property in the costumer's possession under a lease or lease agreement, credit agreement or other pending sale*
 - 1.9 *Property which at the time of the loss, destruction or damage was insured in or should have been insure under the marine insurance policy or policies and not in the existance of this policy*
2. *The Insurer is not responsible for any loss of damage to or damage to the property insured directly caused by or arising out of or aggravated by :*
 - 2.1 *Delay, loss of market or other consequential or inderect loss or damage of any kind of description*
 - 2.2 *Dishonesty, fraud, deceit, trickery, or other falsehood*
 - 2.3 *Missing, unexplained shortage or reduce inventory items*
 - 2.4 *Leaking joints, welding failures, cracking, breaking, collapsing or overheating of steams boiler, economisers, superheaters, pressure vessels or various steam pipelines and associated filling pipelines, mechanical or electrical failures or disturbances in connection with the equipment or the particular machine tool where the failure or mess originates*
 - 2.5 *All causes that take place gradually, including but not limit to wear, rust, corrosion, mildew, weathering, wet or dry rot, gradual deterioration, latent defects, properties of goods, change in shape or gradual distortion, insect larvae or small animals of any kind, microbes of any kind, except in the event of a sudden and unexpected loss of destruction or physical damage or destruction, in which case the liability of the insurer limited to further damage or the continued destruction*
 - 2.6 *Pollution or contamination, unless caused by fire, lightning, explosion, aircraft or other flying equipment or objects falling thereof, riots, strike, obstruction of workers, people who take part in labor disturbances, evil deeds (other than theft), earthquake, storm, flood, overflow of water, from a tank or pipe equipment or impact by land vehicles or animal*
 - 2.7 *The application of an ordinance or law governing the construction, repair or destruction of an insured property herein except as provided for in the Public Authority Memorandum which forms part of this section*
 - 2.8 *Shrinkage, evaporation, loss of weight, change in taste, color, texture or coating, effects of light pencuitan, penguapan, kehilangan berat, perubahan rasa, warna, tekstur atau lapisan penutup, pengaruh cahaya*
 - 2.9 *Changes in temperature or humidity or inadequate operation of an air conditioning, cooling or heating system due to operating errors, the obligation to prove that there is no operating error is with the Insured*
 - 2.10 *Exposure to weather conditions where the property is left out in the open or not placed in a completely enclosed building.*
3. *The Insurer is not responsible for costs*
 - 3.1 *correction of defective materials, workmanship or design*
 - 3.2 *normal maintenance, normal repair, maintenance*
 - 3.3 *arising from incorect or authorized programming, perforation, labeling or insertion, accidental cancellation of information or disposal of data storage media and from loss of information caused by magnetic fields.*

Special Exclusions to Section 3

The Insurer is not responsible for the claims:

1. Physical injury, including death or illness that occurs to:
 - a. Anyone who is a member of Insured's family who normally lives with the Insured;
 - b. every employee of the Insured caused by or during work placement;
2. Property Damage:
 - a. which the Insured owns or is under the control or supervision of the Insured or owned by any member of the Insured's family who normally lives with the Insured;
 - b. owned by the Insured's household servant or other person the Insured or any other person who is indemnified by this section.
3. arising out of any business or any profession;
4. arising from responsibilities assumed based on an agreement, unless the responsibilities existed before the existence of the agreement
5. arising from the possession or use of any"
 - a. Vehicles (except garden tools or golf carts);
 - b. sailing vessels exceeding three meters in length or power-operated watercraft;
 - c. aircraft or air equipment;
 - d. land or buildings, except land or buildings occupied by the Insured as a permanent residence
6. arising from vibration or disturbance of the foundations of the earth, buildings or other property or subsidence or movement of any earth;
7. Claims made and acts committed outside the jurisdiction of the Courts of The Republic of Indonesia

Special Exclusions to Section 4

The Police does not cover

1. loss due to or as a result of counterfeiting money or means of payment.
2. shortages due to errors or omissions or deficiencies resulting from miscalculations or accounting or loss due to an error in receiving or paying.
3. loss or damage by or as a result of collusions or embezzlement by or fraudulent abuse by the Insured or a person under the control of the Insured
4. loss or loss of unattended vehicle
5. loss or loss of a safe-deposit box that is opened by key, button or by using a combination code left on the premise outside of Business Hours or when closed for business
6. loss or damage not found within 7 days after the loss or damage occurred
7. loss of money in shipping using motorbikes, public transportation and hand luggage
8. loss or damage in any form as an indirect result of the damage/loss (continued loss)

Special Exclusions to Section 5

The Police does not cover

1. Accidents that occur as a direct result of the Insured and/or their Legal Spouses:
 - 1.1. Participate in air traffic, except as a valid passenger (having an official ticket) in an aircraft carrying passengers by an Airline that has a permit for it,
 - 1.2. boxing, wrestling and all types of combat sports, rugby, hockey, sports on ice or snow, climbing mountains or icebergs and all types of physical contact sports, bungee jumping and the like, entering caves or deep holes, hunting animals, or if the Insured and/or Legal Spouse sails alone, or trains for or takes part in car or motorbike speed or agility competitions, air sports and water sports,
 - 1.3. Intentionally committing or participating in a crime,
 - 1.4. Suffering from hernia, epilepsy, sunburn,
 - 1.5. Attacked or infected with disorders or viruses or germs in the broadest sense and causes, among others, the emergence of fever (hayfever), typhus, paratyphus, dysentery, poisoning in food (botulism), malaria, pestilence (leptospirosis), filarial and sleeping sickness due to insect bites or stings into the body,
 - 1.6. Experiences worsening of the consequences of the accident due to diabetes, poor blood circulation, enlarged blood vessels, blindness in one eye if the other eye is hit by an accident.
2. Accidents caused or caused by:
 - 2.1. The Insured and/or their Legal Spouse carry out their duties in the Military or Police Service and/or related to or seconded for that
 - 2.2. Either directly or indirectly because :
 - 2.2.1. People's Resurrection, Takeover of Power, Revolution, Rebellion, Military Force, Invasion, Civil war, War and hostilities, Terrorism or Sabotage, Pembangkitan Rakyat, Pengambil-alihan Kekuasaan, Revolusi, Pemberontakan, Kekuatan Militer, Invasi, Perang Saudara, Perang dan Permusuhan, Makar, Terorisme, atau Sabotase,
 - 2.2.2. The detention of the Insured and/or his Legal Spouse in a place of detention or a place of exile due to deportation or the lawful or illegal execution of an order from a military, civil, judicial, police, or political authority or agency which has been taken in connection with the above-mentioned circumstances or the danger that will arise from such a situation
If the Insured and/or their Legal Spouse or Heirs or persons designated in this policy claim Compensation based on this coverage, then the person concerned must prove that the accident has no relationship whatsoever either directly or indirectly with such excluded events as mentioned in this verse.
 - 2.3. Either directly or indirectly due to or occur in nuclear and/or nuclear reactions.
3. Accidents and their consequences caused by actions taken intentionally, planned, desired by the insured and/or their Legal Spouses, Heirs or parties entitled to receive compensation
4. Death or accident arising as a direct or indirect result of infection with the HIV virus (Human Immuno Deficiency Virus) or variants of the HIV virus, including immune/immune loss disease or AIDS (Acquired Immuno Deficiency Syndrome) and related or similar diseases AIDS (AIDS Refused Complex - ARC).

Special Exclusions to Section 7

This policy does not warrant any losses resulting from interference or influence on direct or indirect efforts not directly caused by

1. *any restrictions on re-construction or operation imposed by public authorities*
2. *Insufficient capital of the Insured for the recovery or replacement of property lost, destroyed or broken just in time*
3. *loss of business due to delay, termination or cancellation of the lease permit or order etc. which occurs after the date when the lost, destroyed or damage items are returned in a condition that can be operated and business activities can be started again, if the lease permits or orders etc. not expired or postponed or cancelled.*

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. Insured price, location and risk occupation
- c. Photographs of the insured risk and survey report (if necessary)
- d. Last 3 years claim experience

Obligation to Disclose Material Facts

Insured liability :

1. Disclose material facts, namely information, information circumstances the facts influence the insurer's consideration in accepting and rejecting an application for insurance coverage and determining the premium rate if the application is accepted;
2. Make true statements regarding matters relating to 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 the premium payment when:
 - a. Receipt of cash payment, or
 - b. The premium, in question has been entered into the insurer's bank account, or
 - c. The Insurer has agreed to pay off 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 statement from the village head or sub-district 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 fo 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:

If an agreement is not reached for the settlement of the complaint, the Insurer will assist the insured to be able to resolve the dispute either through a court or a mediation agency, or the Insured may submit an application to the Financial Services Authority to facilitate settlement.

- 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 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 polcoicy.

- a. There are restaurant buildings and 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:

- 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 Term and Conditions

- a. The minimum age for the insured is 18 years and has a personal identity (KTP).
- b. The sum insured varies according to the replacement value of new buildings, furniture, contents or inventory.
- c. Exemption of guarantees for the use of buildings for illegal use and in violation of applicable law.
- d. Maximum Insured Value is not limited according to the value of the Insured property

Disclaimer (Must read):

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