

Date: As Per Printing Date

Read this Product Disclosure Sheet before you decide to take out the Oyen Travel Insurance. Be sure to also read the general terms and conditions.

1. What is this product about?

Oyen Travel Insurance is a comprehensive insurance that protects you on your trip and pet related benefits when you have to:

- i. cut short your travel due to the death of your pet or requires an emergency life-saving surgical treatment; and
- ii. extend your pet's boarding in Malaysia due to your trip delay.

When you travel for business or leisure, you can be assured that you are always protected throughout your journey with this policy.

All Malaysians, Permanent Residents, Non Residents, Work Permit/Employment Pass Holders or otherwise legally employed persons in Malaysia and their Dependents are eligible to apply.

2. What are the covers/benefits provided?

This policy covers the following benefits:

Section 1	Personal Accident - Death/Permanent Total Disablement - Child Education Fund ^o
Section 2	Medical & Other Expenses - Medical Expenses - Alternative Medicine - Follow-up Treatment in Malaysia (up to 45 days) - Emergency Medical Evacuation & Bringing back to Malaysia* - Repatriation of Mortal Remains (including Burial & Cremation)* - Hospital Income - Compassionate Care ^o - Child Care ^o
Section 3	Luggage & Personal Effects
Section 4	Luggage Delay
Section 5	Personal Money and Unauthorised Use of Card
Section 6	Travel Documents
Section 7	Travel Cancellation
Section 8	Travel Curtailment Includes reimbursement of unutilised trip expenses due to death or emergency life saving treatment of the **pet
Section 9	Travel Delay Includes extension of **pet boarding due to travel delay
Section 10	Missed Travel Connection
Section 11	Travel Overbooked
Section 12	Missed Departure
Section 13	Travel Reroute
Section 14	Loss of Travel Deposit
Section 15	Additional Costs of Rental Car Return and Rental Car Excess
Section 16	Personal Liability
Section 17	Loss of Use of Hotel Facilities
Section 18	Home Protection ^o

Section 19	Adventurous Activity Cover
Section 20	Emergency Telephone Charges
Section 21	Alternative Transport Arrangement
Section 22	Worldwide Travel Assistance Services

Notes:

- The maximum number of days for each trip shall not exceed one hundred eighty-five (185) days.
- This Insurance will only pay for one claim made either under Section 9 or 21 for the same incident but not both.
- This Insurance will only pay for one claim made either under Section 9, 10, 11, 12, 13 or 21.

*This benefit is subject to approval by MSIG Assist. Please contact MSIG Assist for assistance.

**The pet is insured with MSIG Oyen Pet Insurance or named in Oyen Travel Insurance Policy Schedule.

°Benefit is not applicable to non-resident.

Please refer to Policy Document for detailed information about Oyen Travel Insurance Schedule of Benefits.

3. How much premium do I have to pay for a single trip cover?

The premium you have to pay for Single trip cover depends on the Area, Plan and the number of days you wish to insure. E.g. if you wish to buy a cover to Australia for yourself on a seven (7)-day trip, the amount of premium you need to pay is as shown below.

AREA 1	PLAN 1	PREMIUM (RM)	STAMP DUTY (RM)	TOTAL PREMIUM (RM)
6 - 10 days	Insured	103.00	10.00	113.00

4. What are the covered geographical areas?

Oyen Travel Insurance policy covers 3 geographical areas as defined below:

- Area 1 -** Australia, Brunei, Cambodia, China (excluding Mongolia & Tibet), Hong Kong, India, Indonesia, Japan, South Korea, Laos, Macau, Maldives, Myanmar, New Zealand, Pakistan, Philippines, Singapore, Sri Lanka, Taiwan, Thailand and Vietnam.
- Area 2 -** Bhutan, Europe, Mongolia, Nepal, Tibet, United Kingdom and countries in Area 1.
- Area 3 -** Worldwide and countries in Area 1 and 2 but excluding Afghanistan, Belarus, Cuba, Democratic Republic of Congo, Iran, Iraq, North Korea, Russia, Sudan, Syria, Ukraine and Venezuela.

Note:

- For multiple destinations including transit of more than twelve (12) hours, the widest geographical area will apply.

5. What are the plans available?

	SINGLE TRIP
Plan	<ul style="list-style-type: none"> • Wanderer • Traveler • Explorer
Cover	<ul style="list-style-type: none"> • Insured only

6. What are the fees and charges that I have to pay?

<u>Type</u>	<u>Amount</u>
• Service Tax (if applicable)	• 6% of premium
• Commission paid to Oyen Sdn Bhd	• 25% of premium
• Stamp Duty	• RM10.00

You are obligated to pay any applicable taxes (which include but not limited to service tax and stamp duty) imposed by the Malaysian tax authorities in relation to your policy.

7. What are some of the key terms and conditions that I should be aware of?

- **Importance of Disclosure** - You must take reasonable care not to misrepresent when answering questions in the proposal form or in any request made by MSIG Insurance (Malaysia) Bhd (“Company”) and check the information you have provided is complete and accurate. You should also disclose all relevant information which may influence the Company in the acceptance of this insurance, decide the terms and the premium you will pay. If you do not take reasonable care and the information provided by you is incomplete or inaccurate, this may affect your claim. Your responsibility to provide complete and accurate information when requested by the Company shall continue until the time of you entering into, making changes to or renewing your insurance.
- Each trip must begin and end in Malaysia except One Way Cover.
- An overseas trip shall involve the return to Malaysia within the period of insurance and in no event exceed one hundred eighty-five (185) days for Single Trip policy.
- Any extension of cover is not allowed during the trip or after you have departed for your destination.
- Benefits for Section 7 and 14 will be payable only if the insurance is purchased at least seven (7) days before the commencement date of your trip.
- You own a pet insured with Oyen Pet Insurance or which is named in Oyen Travel Insurance Policy Schedule. Any pet related claim under Section 8 and/or 9 is limited to one pet only regardless of the number of pet(s) owned.
- **Cash Before Cover** - The insurance shall not be effective unless the premium payable has been paid.
- The descriptions of cover are a brief summary for quick and easy reference. The precise terms and conditions that apply are in the Policy Document.

8. What are the major exclusions under this policy?

- War and related risks
- Government Regulations or Acts or Authorities of any country
- Hazardous adventure
- Suicide, self-inflicted injury or illness
- The effect or influence (temporary or otherwise) of alcohol or drugs
- Receiving in-patient treatment or is on a waiting list for in-patient treatment
- Received a terminal prognosis from a medical practitioner
- Travelling against the advice of a medical practitioner, or in order to obtain medical advice or treatment abroad
- AIDS, AIDS-related complex and sexually transmitted diseases
- Pre-existing condition
- Pregnancy, childbirth, abortion or miscarriage
- Illness or disorders of psychological nature, any anxiety state and/or nervous depressions and mental illness
- Manual work in connection with any trade, employment or profession
- Travelling in a non-fully licensed passenger-carrying aircraft

- Your pet which is not insured under Oyen Pet Insurance or named in the Schedule for pet related benefits under Section 8 and 9

Note: This list is non-exhaustive. Please refer to the Policy Document for the full list of exclusions under this policy

9. Can I cancel my policy?

Yes, you may cancel this policy provided no claim has been made before the commencement of your journey by giving us seven (7) days' written notice. You are entitled to a refund of the premium paid for this policy.

10. What do I need to do if there are changes to my contact/personal details?

You must advise us in writing as soon as you are aware of any change in your contact or personal details, or any other change which may increase the risk profile of this policy.

11. Where can I get further information?

Should you require additional information about travel insurance, please contact us at:

MSIG Insurance (Malaysia) Bhd
REGISTRATION NO. 197901002705 (46983-W)
Customer Service Centre:
Level 15, Menara Hap Seng 2
Plaza Hap Seng
No. 1, Jalan P. Ramlee
50250 Kuala Lumpur.
Tel: (603) 2050 8228
Fax: (603) 2026 8086
Customer Service Hotline: 1-800-88-MSIG (6744)
E-mail: myMSIG@my.msiga.com

12. Other types of travel insurance cover available:

- TravelRight Domestic (Inbound) Insurance

IMPORTANT NOTE:

YOU ARE ADVISED TO NOTE THE SCALE OF BENEFITS FOR DEATH AND DISABLEMENT IN YOUR INSURANCE POLICY. WHERE APPLICABLE, YOU MUST NOMINATE A NOMINEE AND ENSURE THAT YOUR NOMINEE IS AWARE OF THE TRAVEL INSURANCE POLICY THAT YOU HAVE PURCHASED. YOU SHOULD READ AND UNDERSTAND THE INSURANCE POLICY AND DISCUSS WITH YOUR INSURANCE ADVISER OR CONTACT THE INSURANCE COMPANY DIRECTLY FOR MORE INFORMATION.

The information provided in this disclosure sheet is valid as at 22/03/2023.