

PRODUCT DISCLOSURE SHEET



TOKIO MARINE
INSURANCE GROUP

(Read this Product Disclosure Sheet before you decide to take up the Product. Be sure to also read the general terms and conditions. Seek clarification from us if you do not understand any part of this document or general terms)

Name of Insurance Company: Tokio Marine Insurance Singapore Limited (Brunei Branch)

Name of Product: Motor Insurance

Date: 01/01/2021

The information provided in this product disclosure sheet is valid as at 01/01/2021.

1. What is this product about?

Motor Insurance is a must before you can drive your vehicle in a public place. Depending on the coverage, it protects you and your vehicle in the event of any accident. It also provides financial compensation to cover injuries caused to people or to property.

2. What are the coverage and exclusions provided?

Comprehensive Insurance covers against loss or damage to your vehicle caused by:-

- accidental collision or overturning of the vehicle
- collision or overturning due to mechanical breakdown or wear and tear of the vehicle
- fire, external explosion, self-ignition, lightning or theft of the vehicle
- malicious act of third parties (ie: vandalism)
- accident whilst the vehicle is in transit (including loading and unloading) by road, rail, inland waterway, lift or elevator

Exclusions to Comprehensive Insurance is as follows: -

- loss of use or any consequential loss due to the loss of or damage to the vehicle and its accessories and spare parts
- depreciation, wear and tear, mechanical or electrical breakdown failures or breakages
- damage to tyres, unless the vehicle is damaged at the same time
- loss of value of the vehicle after repair
- any loss or damage to vehicle due to the violation of law
- the cost of repairing and/or replacement of any parts of the vehicle which is not damaged or not directly damaged due to the accident (including but not limited to spray painting)

Both Third Party and Comprehensive Insurance covers the following (in the event whereby the Insured is legally liable to pay for) :-

- death to or bodily injury to third party due to the Insured's use of vehicle
- damage to property of any third party (limited to B\$500,000.00 per accident and for the whole policy period)

Additional Coverage (Optional with Additional Premium)	Comp.	T/P
Windscreen Cover	√	x
Excess Buy Back (not applicable if not repaired by Authorized W/S) or claim is settled on Total Loss Basis)	√	√

No Claim Discount Buy Back (limited to one occurrence per policy period)	√	√
Towing / Road Assistance (excluding Temburong District)	√	√
New Tyre Replacement (in the event other parts are also damaged)	√	×
Accommodation Outside Brunei (in the event of an accident outside Brunei)	√	×
Alternative Travel Arrangement (in the event of an accident outside Brunei)	√	×
Fixed Depreciation (10% in the event of a Total Loss)	√	×
Convulsion of Nature (Damages caused by Act of God - landslide, flood, landslip)	√	×
Passenger's Liability	√	√
Personal Accident Benefits	√	×
Accessories	√	×

General Exceptions to the policy include the following:-

- any accident, injury, loss, damage or liability caused while driving under the influence of alcohol or drugs (whether or not below any prescribed legal limit)
- any accident, injury, loss, damage or liability caused by impact due to falling objects, windstorm, flood, typhoon and other Act of God (unless additional coverage is bought)
- any consequences of war (civil, rebellion, military force, coup, invasion and etc)
- any claim arising due to strike, riot or civil commotion
- any claim arising from ionizing radiation, contamination by radioactivity from any nuclear fuel, nuclear waste or related thereof
- any claim arising outside **Negara Brunei Darussalam, Sabah, Sarawak and Labuan**
- any claim in respect of any liability caused while the vehicle is being used for hire and reward (unless otherwise stated), racing, pace-making, reliability trial, speed testing or used in connection with the motor trade or used whilst drawing a trailer (except for towing)
- any claim arising from terrorism

3. How much premium do I have to pay?

Depending on the coverage (whether Comprehensive or Third Party) opted for and also other factors (as below):-

- Sum Insured
- Model and Make of Vehicle
- Age of the Car
- Cubic Capacity (CC) of Vehicle
- No Claims Discount (NCD)
- Usage of Vehicle

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

Compulsory stamp duty charges would be B\$0.25 per policy.

When a policy is being sold to the Insured via an intermediary, there will be a percentage commission included in the total premium.

5. What are some of the important notes that customer should know?

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Condition Precedent to the Company's Liability

Insured and Authorized Driver must observe and fulfill the terms in the Policy. Upon providing information pertaining the vehicle (upon purchasing a policy and also in the event of a claim), the Insured and Authorized Driver is expected to be as accurate and truthful to the best of their knowledge. In the event whereby there is a change in information, the Insured is expected to inform as soon as possible to prevent any potential claim from being rejected.

In the event of any loss or damages to the vehicle, the customer should ensure the safety of the vehicle, its accessories and spare parts (to not let there be further damages as initially occurred). Moreover, no repair or changes is to be done with the vehicle unless approved by Tokio Marine.

Repair / Reinstatement or Replacement

Tokio Marine is able to pay in cash the amount of the loss / damage or to repair, reinstate or replace the vehicle and its accessories or spare parts. Tokio Marine will not pay any amount exceeding the value of the parts lost or damaged and the reasonable cost of replacing or fitting the parts. Maximum liability of Tokio Marine will not exceed the vehicle's market value at the time of damage or loss (in the event whereby Sum Insured is lower - the amount will not exceed the Sum Insured).

Modification of Motor Vehicle

The Insured should not modify the vehicle, the engine or any part of the vehicle without prior approval in writing from the Company. The Company has the right to examine or access the vehicle or any driver and employee of the Insured at all times.

Accessories

All additional items of accessories, spare parts and equipment fitted to the vehicle which is not supplied and fitted by the manufacture is not covered under this Policy unless the company has agreed for the items to be included as accessories (to be included in Policy Schedule). Modifications to the existing parts of the vehicle is not covered unless full details has been provided and accepted by the Company.

Total Loss

In the event whereby the vehicle is damaged under a Comprehensive policy and that the cost of repair exceeds 50% of the Sum Insured or the market value, the Company may decide to treat the vehicle as a total loss and that the salvage (vehicle) shall become the property of the Company.

The amount to be paid to the Insured in the event of a total loss will be the sum insured or the market value of the vehicle (whichever is lower) minus 15% depreciation and any applicable excesses.

Theft

In the event whereby the vehicle is stolen, the settlement will be based on 75% of Sum Insured or Market Value whichever is lower less excesses applicable. The Company shall not be required to settle, pay or to make a reasonable offer of settlement of the claim until the expiry of one hundred and eighty (180) days from the date of notification of theft to the Policy and the Company or until police investigation has been conclusively completed, whichever is earlier.

Excesses

The company is not liable for the following amount(s) in the event of a claim:-

- Vehicle Excess (stated in policy schedule)

- Driver Excess : vehicle is being driven or under the control of any person at the time of loss or damage
 - Not named in the Policy - B\$200
 - Below 25 years of age - B\$250
 - The holder of a provisional driving licence or the holder of a full-valid licence of less than 24 months - B\$250.00
 - Holder of a valid foreign license - B\$250
- Geographical Excess (accident/loss/damage occurring outside Brunei) - B\$1,000

Should the company elect to repair the vehicle in an Authorized Workshop, the above excesses will be covered by ME2 (should the Insured purchase the extension) - Excess Buy Back. ME2 is not applicable in the event of a Total Loss.

Sale, Transfer or Assignment

In the event of a sale, transfer or assignment, the Insured will have to get prior consent from the Company in writing. If the Insured does so without receiving prior approval, the policy will be deemed as automatically cancelled.

Payment

Motor business is dealt strictly on cash-before-cover basis whereby upon receiving the cover note, Insured is expected to make payment.

Claims Procedures

Insured is to notify the Company with full details to the Company within 24 hours or next working day after the accident, loss or damage to the vehicle.

Kindly contact our Claim Department at 2236108.

Documents Required

- Original copy of Insurance Schedule
- Original Police Statements and Policy 252 or 33 (if available)
- Copy of IC and Driving License
- Copy of Vehicle Registration (Blue Card)
- Fire Brigade Report (for vehicles involved in fire)

6. What do I need to do if there are changes to my contact details?

Insured will be able to contact the office at 2236113/112 to inform of the changes

7. What happens in the event of cancellation?

Insured will be able to contact the office at 2236113/112 should they wish to cancel the policy. Otherwise, Tokio Marine will be sending a notice of cancellation to the Insured's provided address through registered mail and also inform their servicing agent.

Please note that Tokio Marine may cancel the Policy by giving (7) days notice by registered mail to the Insured at his last known address. In the event where the notice is not received by the Insured, the cancellation will still take effect. A pro-rated refund will be provided to the Insured.

In the event whereby the Insured wishes to cancel the policy, it is possible to do so by giving a written notice to the Company by either registered mail or by hand delivery to the company. The cancellation will only be effective when the Company receives the cancellation notice. In such case, should the policy already be in force, the cancellation refund will be based on short-term charges (as below):-

Policy Period not exceeding	Charges
1 month	25% of the annual premium
2 months	35% of the annual premium
3 months	55% of the annual premium
4 months	65% of the annual premium
5 months	75% of the annual premium
6 months	85% of the annual premium
7 months	100% of the annual premium

8. What is a notice of expiry?

A notice of expiry is a renewal notice and Tokio Marine will be providing the document either directly to the Insured via mail or to the servicing agent (if any).

9. What happens in the event that insurance agent ceases to operate?

The insurance will still be valid until the expiry date. Moving forward, the Insured will be able to contact the office at 2236100 or any other licensed Tokio Marine agents for any renewals, endorsements and cancellations.

10. What are the documents that I need to submit to apply for this product?

For new cases, Insured is expected to provide the following:-

- Copy of Insured's Identification Card and Driving Licence
- Copy of Previous Insurance Schedule
- Copy of Bluecard
- Copy of Names Drivers' Identity Card and Driving Licence

For renewal cases, Insured is expected to provide the following:-

- Written instructions and/or signed renewal notice to the servicing agent or to Tokio Marine

11. Where can I get assistance and redress?

If you have difficulties, you must contact us the earliest possible. You may contact us at:

Name of Insurance Company: Tokio Marine Insurance Singapore Ltd

Address: Unit A1 & A2 1st Floor Block A Bangunan Hau Man Yong Complex Simpang 88 Kg Kiulap BE1518

Tel No: 22356112/2236113/100/112

Fax: 2236102

E-Mail: bruneitmis@tokiomarine.com.sg

If your query or complaint is not satisfactory resolved by us, you may contact Financial Consumer Issues, Brunei Darussalam Central Bank via email at fci@bdcg.gov.bn or walk in at their address as follows:

Level 7, Financial Consumer Issues
Brunei Darussalam Central Bank
Ministry of Finance and Economy Building
Commonwealth Drive
Brunei Darussalam
Tel: 2380007

12. Where can I get further information?

Through our website, <https://www.tokiomarine.com/sg/en/brunei/home.html> or via phone call @ 2236115/108/113/100/112

IMPORTANT NOTES:

Motor Insurance

YOU SHOULD ENSURE THAT YOUR VEHICLE IS COVERED AT THE APPROPRIATE AMOUNT. IN THE EVENT OF AN ACCIDENT, YOU ARE ADVISED TO DEAL WITH AUTHORISED WORKSHOPS. IF YOU HAVE A COMPREHENSIVE COVER AND YOU ARE NOT AT FAULT, YOU ARE ADVISED TO SUBMIT YOUR CLAIM TO YOUR INSURANCE COMPANY. YOU SHOULD READ AND UNDERSTAND THE INSURANCE POLICY AND DISCUSS WITH THE AGENT OR CONTACT THE INSURANCE COMPANY DIRECTLY FOR MORE INFORMATION

The terms and conditions indicated in this Product Disclosure Sheet are indicative and not binding on the insurance companies. The final terms and conditions are as stipulated in the insurance policy after the insurance company's assessment

I / We hereby confirm having explained the Product Disclosure Sheet (PDS) to Customer in their preferred language English/Malay/Other (delete as applicable)

Name:

IC No:

Date

I / We hereby confirm having received and understand the explanation given in my preferred language English/Malay/Other (delete as applicable)

Name:

IC No:

Date