

**WEB UPLOAD - CUSTOMER GUIDELINES**  
**SAFE WALLET INSURANCE POLICY**

The insured have made to the insurer hereon a written proposal form and declaration bearing the date specified in the schedule below, which is it agreed shall form the basis of this Insurance and in consideration of the payment of the premium specified in the schedule, now we the Insurer agree to indemnify have sustained subsequent to the retroactive date but which are discovered during the policy period.

**POLICY NO** : **MNY/19877 - END 4045**

**POLICY HOLDER** : THE HONGKONG AND SHANGHAI BANKING CORPORATION LIMITED

**NAME OF INSURED** : Any Hongkong & Shanghai Banking Corporation LTD (HSBC) Sri Lankan Platinum / Gold Credit Card Holders (including Supplementary cardholders) are eligible under the Safe Wallet Insurance

**PERIOD OF INSURANCE:** From 01/04/2019 to 31/03/2020

**COVERAGE**

Item No /Description of Covers	Platinum Card / Gold Cards Limit (LKR)
Total Aggregate Limit	10,000,000.00
1. Fraudulent Transaction due loss of credit card in the event of loss of Wallet	500,000.00
2. Loss or Theft of Identification Papers ( passport/Driving License /NIC) in the event of loss of Wallet	20,000.00
3. Loss of SIM card in the event of loss of Wallet	1,500.00
4. Loss of keys in the event of loss of Wallet	10,000.00
5. ATM cash loss	20,000.00
6. Accidental Medical Cover due to hold up following withdrawal of cash from ATM	20,000.00

**Policy terms and conditions**

**1. Fraudulent Transaction due loss of credit card in the event of loss of Wallet**

**(i) Definitions**

- **Policyholder:** Hongkong & Shanghai Banking Corporation LTD (HSBC)
- **Insured:** All HSBC Sri Lankan Gold or Platinum credit cardholders and supplementary card holders only
- **Beneficiary:** means the Insured

- **Credit Card(s):** Any type of Gold or Platinum credit (including supplementary cards) issued to the Insured by HSBC
- **Fraud:** Unauthorized/fraudulent transaction(s) (the amounts charged to the account of the Insured resulting from transactions due to theft or robbery of the Credit Card without the knowledge or consent/intention of the Insured.) done on the Gold or Platinum Credit Card incurred within first forty eight (48) hours after the loss of or theft of the Credit Card.
- **Issuing Bank:** Hongkong & Shanghai Banking Corporation LTD (HSBC)
- **Underwriter:** Allianz Insurance Lanka Limited
- **Wallet:** A purse, a handbag, wallet or briefcase commonly used for carrying cash, identification papers and Credit card(s).
- **Loss of Wallet:** Actual loss/ disappearance/ theft with or without violence, of the cardholder's wallet resulting in the cardholder being permanently deprived of same.

(ii) **Coverage:**

- (a) The subject insurance policy covers financial losses, damages, cost of reissuing of HSBC Gold or Platinum Credit Card and claims up to the amount of the sum insured (As per the Schedule, Item No. 1 of Sum Insured) arising due to fraudulent/unauthorized transaction(s) made on the Credit Card(s) issued to the Insured and such fraudulent and/or unauthorized transaction(s) were made during the first forty eight (48) hours prior to reporting the loss to HSBC. The Insured shall be responsible to notify HSBC immediately after occurrence of theft, robbery or loss of the Credit Card according to the terms and condition governing the Credit Card, however in any event within first forty eight (48) hours likely to give rise to a claim.
- b) All fraudulent transactions committed as a result of a loss or theft of a Gold or Platinum Credit Card(s) is considered as one single loss and subject to the maximum limit of sum insured.
- c) Indemnification is paid in Sri Lanka Rupees, based on the actual amount debited to the Credit Card.

(iii) **Exclusions:**

This insurance policy does not cover and specifically excludes any financial losses, damages and claims caused intentionally (if proven by reasonable evidence) by the Insured and/or his/her family members.

2. **Loss or Theft of Identification Papers along in the event of loss of Wallet**

(i) **Definitions**

- **Policyholder:** Hongkong & Shanghai Banking Corporation LTD (HSBC)
- **Insured:** All HSBC Sri Lankan Gold or Platinum credit cardholders and supplementary card holders only
- **Beneficiary:** means the Insured
- **Underwriter:** Allianz Insurance Lanka Limited
- **Identification Papers:** National Identity Card (NIC), Passport and Driving License
- **Wallet:** A purse, a handbag, wallet or briefcase commonly used for carrying cash, identification papers and Credit card(s).
- **Loss of Wallet:** Actual loss/ disappearance/ theft with or without violence, of the cardholder's wallet resulting in the cardholder being permanently deprived of same.

(ii) **Coverage**

- a) In case of the loss or theft of Identification Papers along with the wallet of Insured the Underwriter refunds the expenses incurred on the replacement of Identification Papers. The maximum amounts payable by the Underwriter in such circumstances is as per the Schedule (Item No 2 of Sum Insured).

The coverage is within the sum insured of financial loss.

- b) The Underwriter shall not be responsible, in any manner whatsoever, for indirect and consequential losses, damages, actions and claims arising due to loss or theft of documents.

(iii) **Exclusions:**

- This insurance policy does not cover and specifically excludes any financial losses, damages and claims caused intentionally (if proven by reasonable evidence) by the Insured and/or his/her family members.

**3. Loss or theft of Subscriber Identity Module (SIM) used for Mobile Phones in the event of loss of Wallet**

(i) **Definitions:**

- **Policy holder:** Hongkong & Shanghai Banking Corporation LTD (HSBC)
- **Insured:** All HSBC Sri Lankan Gold or Platinum credit cardholders and supplementary card holders only
- **Beneficiary:** means the Insured
- **Underwriter:** Allianz Insurance Lanka Limited
- **SIM:** Subscriber Identity Module used for Mobile Phones only
- **Wallet:** A purse, a handbag, wallet or briefcase commonly used for carrying cash, identification papers and Credit card(s).
- **Loss of Wallet:** Actual loss/ disappearance/ theft with or without violence, of the cardholder's wallet resulting in the cardholder being permanently deprived of same.

(ii) **Coverage:**

- a) In case of the loss or theft of SIM along with the Wallet of Insured the Underwriter refunds the expenses incurred on the replacement of SIM. The maximum amounts payable by the Underwriter in such circumstances is as per the Schedule (Item No. 3 of Sum Insured)

The coverage is within the sum insured of financial loss.

- b) The Underwriter shall not be responsible, in any manner whatsoever, for indirect and consequential losses, damages, actions and claims arising due to loss or theft of SIM.

(iii) **Exclusions:**

This insurance policy does not cover and specifically excludes any financial losses, damages and claims caused intentionally (if proven by reasonable evidence) by the Insured and/or his/her family members.

**4. Loss or theft of Keys in the event of loss of Wallet**

(i) **Definitions:**

- **Policy holder:** Hongkong & Shanghai Banking Corporation LTD (HSBC)

- **Insured:** All HSBC Sri Lankan Gold or Platinum credit cardholders and supplementary card holders only
- **Beneficiary:** means the Insured
- **Underwriter:** Allianz Insurance Lanka Limited
- **Keys:** Keys to the main door of the house
- **Wallet:** A purse, a handbag, wallet or briefcase commonly used for carrying cash, identification papers and Credit card(s).
- **Loss of Wallet:** Actual loss/ disappearance/ theft with or without violence, of the cardholder's wallet resulting in the cardholder being permanently deprived of same.

**(ii) Coverage:**

- a) In case of the loss or theft of keys along with the Wallet of Insured the Underwriter refunds the expenses incurred on the replacement of keys and locks of similar make and model. The maximum amounts payable by the Underwriter in such circumstances is as per the Schedule (Item No. 4 of Sum Insured)

The coverage is within the sum insured of financial loss.

- b) The Underwriter shall not be responsible, in any manner whatsoever, for indirect and consequential losses, damages, actions and claims arising due to loss or theft of keys.

**(iii) Exclusions:**

This insurance policy does not cover and specifically excludes any financial losses, damages and claims caused intentionally (if proven by reasonable evidence) by the Insured and/or his/her family members.

**5. Loss of Cash at ATM's**

**(i) Definitions**

- **Policyholder:** Hongkong & Shanghai Banking Corporation LTD (HSBC)
- **Insured:** All HSBC Sri Lankan Gold or Platinum credit cardholders and supplementary card holders only
- **Beneficiary:** means the Insured
- **Underwriter:** Allianz Insurance Lanka Limited
- **ATM:** a self-service machine which serves to make bank transactions with the use of the Card

**(ii) Coverage:**

- a) The Underwriter shall indemnify the Insured, in the event of a loss of cash resulting from violent or forcible hold up, during or soon after withdrawal from an ATM using a HSBC Gold or Platinum Credit Card. The maximum amount payable by the Underwriter in such circumstances is as per the Schedule (Item No. 5 of Sum Insured)

The coverage is within the sum insured of financial loss.

- b) The Underwriter shall not be responsible, in any manner whatsoever, for indirect and consequential losses, damages, actions and claims arising due to loss or theft of cash at ATM's.

**(iii) Exclusions:**

This insurance policy does not cover and specifically excludes any financial losses, damages and claims caused intentionally (if proven by reasonable evidence) by the Insured and/or his/her family members.

## 6. Accidental Medical Cover due to holdup

### (i) Definitions

- **Policyholder:** Hongkong & Shanghai Banking Corporation LTD (HSBC)
- **Insured:** All HSBC Sri Lankan Gold or Platinum credit cardholders and supplementary card holders only
- **Beneficiary:** means the Insured
- **Underwriter:** Allianz Insurance Lanka Limited
- **ATM:** A self-service machine which serves to make bank transactions with the use of the Card
- **Accident:** Bodily Injury caused solely by violent/ accidental external and visible means, resulting from a hold up at an ATM.

### (ii) Coverage:

- a) The Underwriter shall indemnify the Insured, for Accidental Medical expenses incurred in the event of Bodily Injury caused solely by violent/ accidental external and visible means, resulting from a holdup at an ATM. The maximum amount reimbursable by the Underwriter in such circumstances is as per the Schedule (Item No. 6 of Sum Insured)

The coverage is within the sum insured of financial loss.

- b) The Underwriter shall not be responsible, in any manner whatsoever, for indirect and consequential losses, damages, actions and claims arising due to Bodily Injury caused solely by violent/ accidental external and visible means, resulting from a hold up at an ATM.

### iii) Exclusions:

This insurance policy does not cover and specifically excludes any financial losses, damages and claims caused intentionally (if proven by reasonable evidence) by the Insured and/or his/her family members.

## Claims settlement Process

### A) Process required for claims under Credit Card Fraud

1. As soon as the Insured becomes aware of the fact that his/her Credit Card has been lost or stolen, the Insured shall be responsible to do the following:
  - Immediately notify loss, theft or robbery of the Credit Card to HSBC according to the terms and conditions governing the Credit Card and retain proof thereof.
  - In case of theft or robbery immediately file a complaint with the concerned police authorities within forty eight (48) hours from the time of theft or robbery.
  - Immediately notify in writing through HSBC the loss, theft or robbery of the Credit Card to the Underwriter.
2. HSBC should immediately notify the Underwriter in writing:
  - The claim intimation received from the Insured in the event of theft, robbery or loss of the HSBC Gold or Platinum Credit Card, which results in fraudulent/unauthorized transactions.
  - A confirmation of, the last authorized transaction and all fraudulent /unauthorized transactions thereafter.
  - A confirmation as to precise date and time of blockage of Credit Card.

3. The Insured shall provide the following documents to the Underwriter for processing of claim of loss(s) and damage(s) arising due to loss, theft or robbery of the Credit Card:
  - A duly completed Claim Form/Declaration to the Underwriter to effect that the Credit Card has been lost or stolen. In the event where claim amount is less than LKR 50,000.00, the Underwriter may not require a claim form, however this is subjected to the sole discretion of the Underwriter.
  - A copy of the statement of the Credit Card and/ or letter of confirmation by HSBC confirming the fraudulent/ unauthorized transaction (s) during the first forty eight (48) hours prior to reporting the loss to HSBC.
  - In case theft or robbery, a copy of the complaint submitted to the concerned police station specifying all necessary information about the loss or theft of the Credit Card.

#### **B) Process required for claims under theft or loss of Identification Papers**

1. The Insured shall be responsible to do the following:
  - Immediately notify in writing the loss of identification papers to the Underwriter.
2. The Insured shall provide the following documents to the Underwriter for processing of claim of loss(s) and damage(s) arising due to loss of Identification Papers:
  - A duly completed Claim Form.
  - A copy of the receipt stating the actual amount spent on the re-issuance of Identification Papers
  - A copy of the complaint submitted to the concerned police station in case of loss or theft of Identification Papers
  - A confirmation of replacement of Identification papers

#### **C) Process required for claims under theft or loss of keys and/or SIM.**

1. The Insured shall be responsible to do the following:
  - Immediately notify in writing the loss of keys and/or SIM to the Underwriter.
2. The Insured shall provide the following documents to the Underwriter for processing of claim of loss(s) and damage(s) arising due to loss or theft of keys and/or SIM:
  - A duly completed Claim Form.
  - A copy of the receipt stating the actual amount spent on the replacement of keys and/or SIM.
  - A copy of the complaint submitted to the concerned police station in case of loss or theft of keys and/or SIM.

#### **D) Process required for claims under Loss of Cash at ATM's**

1. The Insured shall be responsible to do the following:
  - Immediately notify in writing the loss of cash at ATM's to the HSBC and the Underwriter.
2. The Insured shall provide the following documents to the Underwriter for processing of claim of loss(s) and damage(s) arising due to loss of cash at ATM's:

- A duly completed Claim Form.
  - Copy of the receipt stating the actual amount withdrew from the ATM
  - Copy of the complaint submitted to the concerned police station in case of loss of cash at ATM's
3. Confirmation in writing by HSBC as to precise date and time of Transaction details.

#### **E) Process required for claims under Accidental Medical Cover**

1. The Insured shall be responsible to do the following:
  - Immediately notify to HSBC and the Underwriter in writing the Bodily Injury caused solely by violent/ accidental external and visible means, resulting from a hold up at an ATM
2. The Insured shall provide the following documents to the Underwriter for processing of claim Medical Expenses
  - A duly completed Claim Form.
  - Cash withdrawal confirmation
  - Bills of accidental medical expenses
  - Medical Certificate issued by a Hospital and a Doctor
  - Copy of the complaint submitted to the concerned police station.
3. Confirmation in writing by HSBC as to precise date and time of Transaction details.

#### **Indemnity Clarification**

1. In case of Identification Papers the Insured will be indemnified once (irrespective of the number of HSBC Gold or Platinum Credit Cards held by the Insured) only up to the extent of limit.
2. In case of keys the Insured will be indemnified once (irrespective of the number of HSBC Gold or Platinum Credit Cards held by the Insured) only up to the extent of limit.

#### **Indemnification**

1. Indemnity shall be paid to the Insured, in the event of loss or theft of Identification Papers and loss or theft of keys and/or SIM.
2. The indemnity value paid of all insured events during the period of insurance shall not exceed the Sum Insured as defined in the respective coverage to these terms of insurance.

#### **Settlement of claims**

The expected time for settlement of the claims under this policy may extend up to a maximum of fifteen (15) days subject to the condition that all requisite documents have been submitted to the Underwriter and the Policyholder and/or Beneficiary have complied with all terms and conditions, as the case may be.

Claims should be addressed and submitted to:

**Claims Administrator**  
**Allianz Insurance Lanka Ltd.**  
**Company No. PB 323**  
**No. 675, Dr. Danister DeSilva Mawatha, Colombo 09, Sri Lanka**  
**Tel: +94 11 2 303300**



## **Double Insurance Coverage**

1. If the insured event which constitutes a basis for a claim under these terms of insurance is covered by one or more other insurers, the indemnity paid under these terms of insurance shall supplement the indemnity paid by one or more other insurers, unless the paid indemnity has fully covered the value of the loss resulting from the given event.
2. With reservation for the provisions of section 1 above, the value of supplementary indemnity to the indemnity paid by one or more other insurers shall not exceed the limit defined coverage herein.

## **Arbitration**

Any doubt, difference dispute controversy or claim arising from, out of or in connection to the amount to be paid under this policy (liability to be otherwise admitted), or on the interpretation thereof or on the operation, breach, termination, or invalidity thereof, shall be settled by arbitration in accordance with the provisions of the Arbitration Act No. 11 of 1995 of Sri Lanka. The Arbitral Tribunal shall be composed of a sole arbitrator and the place of Arbitration shall be Colombo. The language to be used shall be English.

## **Cancellation**

Insurer may cancel this policy at any time by giving 30 days written notice delivered to Policyholder, or mailed to Policyholder's last address as shown by our records, stating when such cancellation shall be effective.

## **Jurisdiction**

This Policy is subject to the laws of Sri Lanka whose courts shall have sole jurisdiction to the exclusion of the courts of any other country. Where payment is to be made to or by the Insurers it shall be made in the currency of Sri Lanka at the Insurers' head offices unless otherwise allowed.

## **Other Condition:**

This Policy will provide twenty four (24) hours round the clock worldwide coverage under all the six covers as stated above.

## **General Condition.**

Nothing in this Policy shall deem to construe that HSBC is acting as agent to the Underwriter

## **Sanction Clause**

(1) This policy does not provide any insurance coverage nor provide any benefit hereunder to the extent that the provision of such insurance coverage and/or the provision of such benefit would expose the insurer to any breach of applicable sanction laws.

(2)"This policy does also not provide any insurance coverage or other benefits if and to the extent this would violate any sanction law or regulations of the UN, the EU or Germany".