

Lifestyle Protection Policy

Provided by
Union Insurance Company (UIC)

In association with
Majid Al Futtaim Finance L.L.C

We welcome you as a Najm Card Member to enjoy the Benefits of this Lifestyle Protection provided by Union Insurance Company (P.S.C). We request you to go through the Cover details in order to understand thoroughly the extent and terms of the Cover offered.

SCHEME HIGHLIGHTS

- Twenty Four (24) hour Worldwide Cover for Critical Illness Benefit.
- Involuntary loss of employment benefit
- Automatic enrolment.
- No medical certificate is required.
- Two (2) months free cover for new subscribers.
- Hospital Cash benefit for up to sixty (60) days.
- Credit spend by supplementary Card Members is covered.

IMPORTANT NOTICE

1. All the Card Members are automatically covered at the Commencement Date.
2. The first two months of the Cover is free of charge and thereafter a nominal rate will be applied on the total outstanding amount in the statement of account.
3. The Cover is applicable only for primary Card Members and excludes corporate and lodged Cards.
4. The Card Member should be of age between eighteen (18) to sixty four (64) years.
5. The Territorial Limit is 'Worldwide' in respect of Critical Illness Cover and 'UAE' in respect of Hospital Cash Benefit and Involuntary Loss of Employment Benefit.
6. The Cover is subject to the jurisdiction of the competent courts of UAE.
7. MAF Finance reserves the right, at any time, to change the terms, conditions, rates and/or reject, discontinue or cancel the Cover applicable without assigning any reason thereof.
8. MAF Finance is not any time considered as an agent of Union Insurance Company (P.S.C.) the "Insurance Provider". Any claims or contestations for any insurance coverage can however be negotiated directly with Union Insurance Company, Dubai, through the Insured offices.
9. In the event of Involuntary Loss of Employment benefits being provided to the Card Member, the Card Member shall notify the Company immediately upon Re-employment but not later than thirty (30) days from the date of Re-employment. Failure to notify the Company shall render the benefits provided under this Cover fully recoverable without contestation.

DEFINITIONS

Accident means where the bodily injury caused solely and directly by external violent means is unexpected, unforeseeable and not attributable to the Card Members intentional self-injury or suicide.

Benefit means the indemnity payable under the scope of this Cover in respect of Critical Illness or Involuntary Loss of Employment or Hospital Cash Benefits.

Card Member(s) means a primary holder of the Credit Card Facility with the Insured who has not unsubscribed to the Benefits under this Cover and has not been disqualified by the provisions of this Cover to be eligible to receive the Benefits under this Cover.

Commencement Date means the date the Card Member is enrolled for this Cover or the date of inception of this Cover whichever is later. Card Members are automatically enrolled for this Cover on issuance of credit card.

Company means the Union Insurance Company PSC, P.O. Box 119227, Dubai, United Arab Emirates.

Cover means the Benefit offered by the Insured in association with the Company.

Cover Period means the period after Commencement Date during which the Benefits under this Cover shall apply.

Credit means the credit or other form of financial accommodation provided by the Insured to the Card Member under the Credit Card Facility.

Credit Card Facility means the Insured's Credit Card Facility including any supplementary cards, which have been nominated as the facilities to which the Benefits under this Cover are to apply.

Critical Illness means any of the following:

1. Cancer

A disease manifested by the presence of a malignant tumor characterized by the uncontrolled growth and spread of malignant cells, and the invasion of tissue. The term cancer also includes leukemia and malignant disease of the lymphatic system such as Hodgkin's disease. Any non-invasive cancer in-situ, Hodgkin's disease state 1, prostate cancer stage A, all skin cancers except invasive malignant melanoma (starting with Clark Level III) and any malignant tumor in the presence of any Human Immunodeficiency Virus are excluded.

2. Stroke

Any cerebrovascular incident producing neurological sequelae lasting more than twenty four (24) hours and including infarction of brain tissue, hemorrhage and embolization from an extra-cranial source. Evidence of neurological deficit for at least 3 months has to be produced.

3. Coronary artery bypass surgery

The actual undergoing of open chest surgery for the correction of one or more coronary arteries, which are narrowed or blocked, by coronary artery bypass graft (CABG). The surgery must have been proven to be necessary by means of coronary angiography. With regard to this Cover, angioplasty and/or any other intra-arterial procedures are excluded.

4. Kidney failure (end-stage renal disease)

End-stage renal disease presented as chronic irreversible failure of both kidneys to function, as a result of which either regular renal dialysis (haemodialysis or peritoneal dialysis) is instituted or renal transplantation is carried out.

5. Major organ transplant

The actual undergoing of transplantation as the recipient of a heart, lung, liver, pancreas, kidney or bone marrow.

6. Multiple sclerosis

Unequivocal diagnosis of multiple sclerosis by a consultant neurologist holding such an appointment at an approved hospital. The Card Member must exhibit neurological abnormalities that have existed for a continuous period of at least six months or must have had at least two clinically documented episodes. This must be evidenced by the typical symptoms of demyelization and impairment of motor and sensory functions.

Date of Event means any one of the following:

- In respect of Critical Illness the date of diagnosis of Critical Illness by a competent authority resulting from an Accident or Illness happening /manifesting on or after the Commencement Date and during the Cover Period.
- In respect of Involuntary Loss of Employment, the date of notice of termination served to the Card Member on or after the Commencement Date and during the Cover Period.
- In respect of Hospital Cash Benefit, the date of actual hospitalization of the Card Member on or after the Commencement Date and during the Cover Period as in-patient for a minimum of twenty four (24) hours.

Hospital means an establishment which meets all the following requirements:

- holds a license as a hospital, if licensing is required in the country or governmental jurisdiction;
- operated primarily for the reception, care and treatment of sick, ailing or injured persons as in-patients;
- provides twenty four (24) hour a day nursing service by registered or graduate nurses;
- has a staff of one or more physicians available at all times;
- provides organized facilities for diagnosis and major surgical procedures;
- is not primarily a clinic, nursing, rest or convalescent home or similar establishment and is not, other than incidentally, a place for alcoholics or drug addicts; and
- maintains X-ray equipment and operating room facilities.

Illness means a disease or sickness first occurring after the Commencement Date.

Indebtedness means the total amount outstanding in the Card Member's Credit Card Facility as on the Date of Event but excluding any Credit facility availed after the Date of Event subject to a maximum of the Card Member's credit limit.

Indemnity Period means twelve (12) months in respect of Involuntary Loss of Employment commencing from the date of actual unemployment and 60 days in respect of Hospital Cash Benefit commencing from the date of hospitalization.

Insured means Majid Al Futtaim Finance LLC Dubai, United Arab Emirates.

Involuntary Loss of Employment means unemployment of the Card Member arising out of the unilateral decision of the employer to terminate his employment contract without citing any reason or for any reason other than those excluded.

Injury means bodily injury resulting from an Accident occurring on/ after the Commencement date.

Maximum Coverage Age means sixty five (65) years. However in case of Involuntary Loss of Employment it means sixty (60) years.

Permanent Total Disablement means either of the below as a result of the injury or illness arising out of a cause not specifically excluded under this Cover

- Permanent Loss of sight of both eyes.
- Physical severance/amputation of two limbs
- Complete and Permanent Paralysis
- Totally Disabled and the card member is rendered unable to earn income in any occupation, trade or profession for which card member could reasonably be expected to be suited through education, training or experience.

Provided that the disability shall be for a period of six consecutive months and that the Company is satisfied that the Card Member will be so rendered indefinitely. However this time limit shall not apply to cases of physical severance/amputation of limbs.

Pre-existing Condition means Illness and any other illness, disease or sickness occurring or manifesting prior to the Commencement date, for which advice or treatment was sought or obtained from a medical practitioner, chiropractor, naturopath, or any other practitioner of a similar kind within twelve (12) months immediately prior to the Commencement Date.

Re-Employment means accepting and starting work for a new employer or the same employer under a new employment contract within ten (10) months from the date of actual unemployment.

ELIGIBILITY CONDITIONS

1. The Card Member must meet the eligibility criteria stipulated by the Insured to become a Card Member.
2. The Card Member shall be within the age criteria specified herein.
3. The Gross Salary of the Card Member should not be less than AED 2,500/- per month.
4. The Card Member should have been continuously employed with the same employer for a minimum of 6 months or until the date of confirmation whichever is later.
5. The Card Member should have a full time permanent employment contract with his employer.

Eligibility conditions 3, 4 and 5 mentioned above are applicable to Involuntary Loss of Employment Section only.

SCOPE OF COVER

Subject to the terms and conditions provided in this Cover the Company shall indemnify the Insured as hereinafter provided:

1. Critical Illness (CI)

In the event of a Card Member being diagnosed with one or more of the Critical illnesses covered hereunder and arising out of a cause not specifically excluded under this Cover, after the Commencement Date and during the Cover period, the Company shall indemnify the Insured the actual outstanding balance amount including accrued interest as at the date of event subject to a maximum of 120% of the Credit Limit and subject to an overall cap of AED 100,000/- per Card Member.

Provided that:

- a. The Card Member has survived for one month after the diagnosis of any of the Critical illnesses defined.
- b. Waiting Period: No amount shall be payable under this Cover in respect of a Critical Illness condition diagnosed within a period of 120 days after the Commencement date.

2. Involuntary Loss of Employment (ILOE)

In the event of involuntary unemployment of a Card Member due to a cause not specifically excluded under this Cover after the Commencement Date and during the Cover period, the Company shall indemnify the Insured 10% of the actual outstanding balance as on the date of notice of termination served to the Card Member, subject to a maximum of AED 4,000/- per month, subject to a maximum of 12 months, i.e. AED 48,000/- in all per Card Member.

Conditions:

- The Date of Event falls after a waiting period of 180 days from the Commencement Date.
- The Card Member remains unemployed during the period for which the benefit under this Cover is paid and shall provide all reasonable proofs as may be called upon by the Company in order to substantiate his unemployment.
- The Card Member /Insured shall inform the Company as soon as the Card Member accepts an alternative job within twelve months period from the date of his actual unemployment. The customer needs to inform about his reemployment within 30 days of accepting an alternative job.

3. Hospital Cash Benefit

In the event of inpatient hospitalisation of a Card Member for a minimum period of 24 hours due to injury or sickness arising out of a cause not specifically excluded under this Cover after the Commencement Date and during the Cover period, the Company will pay to the Card Member a daily indemnity of AED 200/- (for each day the Card Member is admitted in the hospital) subject to a maximum of 60 days in a Cover year.

Provided that:

- 1. Minimum Hospitalisation Period - 24 hours for both sickness & accident benefit

- 2. Waiting Period -

- i. Hospitalisation due sickness - 2 days
- ii. Hospitalisation due to accident - NIL

CONDITIONS

- 1) The Card Member /Insured shall furnish the Company with any information the Company may require (including details of the state of health) in respect of the Card Member for the benefits hereunder. Prior to acceptance, the Company may, at its sole discretion, require the Card Member to undergo a medical examination by a legally qualified medical practitioner in the manner the Company deems required or fit.
- 2) The benefits under this Cover shall be extended only to primary Card Members and not to an additional or supplementary Card Member.
- 3) In respect of Card Members enrolled in the Cover, the Company hereby agrees to bear the premiums to its account during the first 2 months from the Commencement Date. This Cover shall continue to benefit the Card Member, subject to the terms and conditions herein, unless the Card Member specifically expresses his intention not to be covered and benefited.
- 4) Notwithstanding anything contained herein to the contrary the benefits under this Cover in respect of the Card Member shall terminate upon the happening of any one or more of the following:
 - a) Cancellation of the Card Member's Credit Card Facility;
 - b) the Card Member having attained the Maximum Coverage Age;
 - c) the Card Member's Critical Illness claim;
 - d) the Card Member becomes a defaulter for a period of 180 days. However, this Cover will be automatically reinstated once the Card Member has paid his dues;
 - e) Cancellation of the benefits under this Cover by the Insured or the Card Member at any time in accordance with the terms and conditions of this Cover;
- 5) The observance by the Card Member of the terms of this Cover and the truth of the statements and the answers by the Card Member in the proposal and other material information provided by the Card Member shall be condition precedent to any liability of the Company. If the circumstances in which the insurance contract was entered into are materially altered without the written consent of the Company, the Cover shall become null and void in respect of the particular Card Member.
- 6) If any claim under this Cover is in any way fraudulent or unfounded, all benefits under this Cover shall be forfeited in respect of the particular Card Member without any liability to the Insured.
- 7) Governing Law
This Agreement shall be governed by and construed in accordance with the applicable laws in force in the United Arab Emirates.

EXCLUSIONS

- 1) The Benefits under this Cover shall not be payable to the Card Member where the Card Member has received or has applied to receive a similar benefit covering the same interest under any other product or insurance in respect of the period for which the indemnity under this Cover shall apply.
 - 2) The Company is not liable in respect of Involuntary Loss of Employment arising out of and/or attributable to and/or in connection with the following:
 1. Employees who have not been continuously employed with the same employer for a minimum of 1 year.
 2. Employees who are on probation.
 3. Employment on fixed term contract or part time or temporary employment.
 4. Resignation or leaving by mutual agreement or voluntary unemployment or redundancy after voluntary breaks from employment in excess of normal holiday entitlement.
 5. Disability, sickness or accident or any other medical reasons (mental and/or physical).
 6. Involuntary Loss of Employment which starts within 180 days of the Commencement Date.
 7. Where the Card Member was aware of pending unemployment on or before the Commencement Date.
 8. Where the unemployment is a normal seasonal part of the employment or due to non-renewal of employment contract by the authorities.
 9. Where the Card Member has neither been terminated nor become redundant but his/her salary or allowances are being withheld in part or in full for any reason of the employment contract.
 10. Unemployment due to any of the following
 - a. Misconduct
 - b. Refusal to accept orders from the superiors
 - c. Criminal Conviction
 - d. Dishonesty or Fraudulent Act
 - e. Non-Performance or Underperformance
 11. Payment after the Card Member reaches the age 60;
 12. Voluntary retirement.
 13. Company failure where a contributing cause was a natural catastrophic peril.
 14. If the Card Member is not able claim under the Tanmia unemployment benefit (for UAE nationals only)
 15. Dismissal or redundancy when the employer is a next of kin of the claimant, or when the claimant is a shareholder of the company or a member of its board
 16. Self employment / Any period of unemployment following self-employment
 17. Strikes, lockouts, or other organized labor disputes or any unlawful acts
 18. Employees of Majid Al Futtaim Finance LLC i.e. the Insured.
 19. Emiratization (localisation)
 20. If the Card Member does not have a valid UAE resident or employment visa (applicable for Expats).
 21. Mass lay offs due to economic recession or company non-performance due to its inability to pay its debts, insolvency or liquidation proceedings.
 22. Happens at a time while working outside UAE for more than 30 days in a row.
 23. If the Card Member refuses any other reasonable employment offered by his/her employer.
 24. If the Involuntary Loss of Employment is in any way voluntary or results directly or indirectly from the Card Member own actions.
 25. Any Involuntary Loss of Employment where the Card Member cannot prove it was involuntary and that none of the exclusions in this section apply
 26. Arising from war, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, terrorism, revolution insurrection, military or usurped power or confiscation or nationalization or requisition or destruction of or damage to property by or under the order of any government or public or local authority.
 27. Directly or indirectly caused by or contributed to or arising ionizing radiation contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel or the radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.
 28. If any misrepresentation or concealment is made by or on behalf of the Card Member to obtain cover in support of any claim hereunder.
 29. If at a date of Involuntary Loss of Employment the Card Member was employed by a company of which he or his spouse , partner, parent, child, brother or sister were a director and or shareholder (other than by way of bon fide investment in a company quoted on a recognized stock exchange).
 30. Where the Card Member was dismissed by his employer in accordance with the employers right to do so under Article 120 of UAE labour law.
 31. Any notification not reported to the company within 30 days.
 32. If the Card Member is an Expatriate, any UAE resident visa obtained through sponsorship from a family member.
 33. The period of which payment from the employer is received instead of working notice
- 3) No Benefits under this Cover shall be payable for Critical Illness where the event-giving rise to a claim under this Cover occurs as a result of:
 - o Covered Critical Illness occurring within 120 days of the Commencement Date
 - o Due to chronic illness / condition
 - o Illness due to pre-existing condition.
 - 4) The Company is not liable in respect of Hospitalisation arising out of and/or attributable to and/or in connection with the following:
 - a) No claim will be admissible in respect of hospitalisation cash benefit due to sickness within 2 days from the commencement date.
 - b) Pre-existing Condition, however Pre-Existing Conditions are covered after the first twelve months.
 - c) treatment of chronic alcoholism, drug addiction, allergy or nervous or mental disorders; venereal disease; infection by any Human Immunodeficiency Virus (HIV) or the card member carrying any antibodies to such a virus;

- d) rest cures, sanatorium or custodial care or period of quarantine or isolation;
 - e) cosmetic or plastic surgery, unless necessitated by an accidental injury occurring on or after the commencement date;
 - f) dental examinations, X-Rays, extractions, fillings or general dental care; supply or fitting of eye glasses, lenses or hearing aids;
 - g) any medical condition, abnormality or deformity which originated prior to the commencement date ;
 - h) Treatment not recommended or undertaken by a Physician or Surgeon;
 - i) Routine or other medical examinations or vaccinations or inoculations which are not required for the treatment of an illness or injury;
 - j) Injury or illness caused by nuclear fission, nuclear fusion, or radioactive contamination;
 - k) Participation in or training for any dangerous or hazardous sport or competition or riding or driving in any form of race or competition;
 - l) Hospitalization other than emergency hospitalization whilst traveling outside UAE.
- 5) General Exclusions applicable to all Sections
- a) Consequent upon the following:
 - o War other than Passive War. "Passive war" cover is excluded if a card member is travelling to a country after war has been declared in that country or after it has been recognized as a war zone by the United Nations or where there are war like operations.
 - o Invasion
 - o Act of an enemy foreign to the nationality of a card member or the country in, or over, which the act occurs
 - o Civil war
 - o Riot
 - o Rebellion
 - o Insurrection
 - o Revolution
 - o Overthrow of the legally constituted government
 - o Terrorist activity of any kind
 - o Explosions of war weapons
 - o Release of weapons of mass destruction that do not involve an explosive sequence
 - o Murder or assault subsequently proved in a legally constituted court to have been the act of agents of a state foreign to the nationality of the card member whether war be declared with that state or not.
 - b) Engaged in aviation, gliding, or any other form of aerial flight other than as a fare paying passenger , pilot or crew in a Scheduled Airline or charter service operating on a regular route;
 - c) Any breach of criminal law by the card member or an assault provoked by him;
 - d) Attempted suicide or self-inflicted injury whilst sane or insane within 1 year from the Commencement Date;
 - e) Loss resulting from accidental or deliberate spread or use of Nuclear, Biological or Chemical material including loss, damage, cost or expense of whatsoever nature directly or indirectly caused by, resulting from or in connection with any action taken in controlling, preventing, suppressing or in any way relating to any event where Nuclear, Biological, and Chemical material is involved.
- f) Aids Exclusion
- o Acquired Immune Deficiency Syndrome (AIDS), AIDS related Complex (ARC) as defined by the World Health Organisation from time to time; or
 - o The presence of the Human Immunodeficiency Virus (HIV) as revealed by the positive HIV anti-body or HIV test.
- CLAIMS PROCEDURE**
- Upon happening of an event giving rise to a claim under this Cover, the Card Member / Card Members legal representatives / Insured shall follow the following procedure.
- (a) Giving immediate written notice to the Company but not later than :
 - I. CI Claims – 60 days from date of diagnosis of Critical Illness
 - II. HCB Claims – 30 days from date of admission to hospital
 - III. ILOE Claims – 30 days from the date of notice of termination
 - (b) The Insured or the Card Member or the Card Members legal personal representative shall complete the standard claim form issued by the Company and produced at no cost to the Company with such evidence to substantiate the claim to the satisfaction of the Company as the Company may reasonably require and shall submit all documents as soon as possible but not later than:
 - I. CI Claims – 180 days from date of diagnosis of Critical Illness
 - II. HCB Claims – 30 days from the date of discharge from Hospital
 - III. ILOE Claims – 90 days from the date of notice of termination
 - (c) The Card Members or the Card Members legal personal representative or the Insured shall submit the following documents:
 - a) Medical report from an authorised practitioner diagnosing critical illness
 - b) Police report (if critical illness is due to an accident)
 - c) Copy of passport with valid visa page (in case of Expatriates)/ National Identity Card (in case of Nationals)
 - d) Credit Card outstanding statement as at Date of Event
 - e) Any other documents as may be required to substantiate the claim

For Involuntary Loss of Employment Claims

- a) Notice of termination from the Card Member 's employer
- b) Copy of passport with valid visa page (in case of Expatriates)/ National Identity Card (in case of Nationals)
- c) Salary slips for 3 months preceding date of notice of termination
- d) The Company may also request for a copy of the Labour Contract from the Employer if it is required to verify the period of employment contract.
- e) Credit Card outstanding statement as at Date of Event
- f) Any other documents as may be required to substantiate the claim

For Hospital Cash Benefit Claims

- a) Hospital admission report
- b) Medical report showing the diagnosis & the course of treatment
- c) Certificate from the hospital administrator certifying the no. of days of continuous hospitalisation
- d) Discharge Summary
- e) Copy of passport with valid visa page (in case of Expatriates)/ National Identity Card (in case of Nationals)
- f) Credit Card outstanding statement as at Date of Event
- g) Any other documents as may be required to substantiate the claim

All documents indicated above may be required to be produced in original (other than those surrendered to the authorities or employer) for verification before the final settlement of claim.