

Group Takaful Credit Shield Protection Plan

General Provisions

- SALAMA - Islamic Arab Insurance Co. (P.S.C) (the “Takaful Provider”), registered office- P.O. Box 10214, Dubai, United Arab Emirates is the life Takaful coverage provider in respect of your outstanding finance with Dubai Islamic Bank (the “Bank”)
- The life Takaful plan is provided in accordance with the Islamic Sharia'h principles;
- In the event of Death, Permanent Total Disablement or Involuntary Loss of Employment, the Takaful Provider would pay compensation to the Bank. All claims under the cover will be coordinated with / by the Bank and will be settled through the Bank;
- The geographical limit for this plan is ‘worldwide’ for Death and Permanent Total Disability and ‘UAE only’ for Involuntary Loss of Employment. The currency of the plan is UAE Dirham;
- The cover is subject to the jurisdiction of the competent courts of the United Arab Emirates;
- The Bank in consultation with the Takaful Provider reserves the right, at any time, to amend the terms and conditions and / or to reject, discontinue or cancel the cover / benefits applicable either wholly or partially without assigning any reason thereof;
- The Takaful Provider can amend the protection benefits and the plan terms and conditions applying to the Covered Member (i.e. the person or persons who are covered under the Takaful Coverage Plan) without agreement if any particulars, statements or answers are found to be incorrect or the Takaful Provider discovers that the Covered Member has misrepresented or omitted any fact which was known, or a reasonable person in the circumstances ought to have known, was material to the assessment of the risk. Those particulars, statements or other details were provided by the Covered Member at the time of completing the application for Takaful coverage or as specifically requested by the Bank;
- In the event that any representation or statement made or deemed to be made in relation to this Plan or any other document delivered by or on behalf of the Covered Member in connection with this Plan is or proves to have been incorrect or misleading in any material respect when made or deemed to be made, the Plan or Protection benefits hereunder may become null and void;
- No legal actions resulting from your Takaful coverage plan shall be heard after a period of 3 (three) years as from the date of the event that caused the legal action subject to any other provisions in the Laws of the United Arab Emirates;

Section 1 – Eligibility Criteria

All existing and New Credit Card customers of Dubai Islamic Bank on negative option basis residing in the State of UAE, from the age of 18 years and under the age of 70 years and shall be enrolled automatically on a compulsory basis.

However in respect of ILOE, the eligibility shall be as follows:

- Minimum age at entry – 18 years
- Maximum age at entry – 59 years
- Maximum age at exit – 60 years

Section 2 – Scope of Cover

Family Takaful Benefit

It is payable in the unfortunate event of death of a covered member if it is within the validity period of your Takaful coverage plan. However, no benefit is payable if the death occurs as a result of reasons mentioned in the below list of exclusions;

Permanent Total Disability

100% disability occurring from bodily injury or sickness and has been certified as unlikely ever to be cured and is rendering the Covered Member unable to earn an income in any occupation, trade or profession during his remaining lifetime.

It is payable in the event of a covered member getting injured or ill within the validity period of your Takaful coverage plan. The date on which the Medical Board appointed by the Takaful Provider confirms to the Bank 100% disability will be treated as the date of claim. However, it is not payable if the disability is caused from reasons mentioned in the below list of exclusions;

General Exclusions

• War or terrorism defined as follows;

If the benefit claim occur as a direct consequence of war or warlike operations, (whether war be declared or not), invasion, act of foreign enemy, act of terrorism, hostilities, mutiny, riot, civil commotion, civil war, rebellion, revolution, insurrection, conspiracy, military or usurped power, martial law or state of siege or any other events or causes which determine the proclamation of maintenance of martial law.

Further it remains agreed that if, the Covered Member has been taking an active part in any of the event mentioned in this clause above or has been an active member of militia or para militia organisation, then the present extension of coverage becomes null and void and the Operator, as the Wakeel, shall not pay the sum mentioned above.

Passive war cover is excluded if a Covered Member is traveling to a country after war has been declared in that country or after it has been recognised as a war zone by the United Nations or where there is war like operations as described above.

- Unlawful act of the Covered Member or punishment by the due process of law
- Losses in connection with nuclear energy, fusion, weapons or devices, ionising radiations or contaminations by radioactive devices or chemicals.
- Misuses of drugs or alcohol unless prescribed or administered by a Registered Medical Practitioner.
- Suicide, or attempted suicide and intentional self-inflicted injury / illness whilst sane or insane.
- Any participation or training for any dangerous or hazardous sports or competition or riding or driving in any form of race or competition.
- Aviation, gliding or any form of aerial flight other than as a pilot, cabin crew or a fare paying passenger of a recognised commercial airline or charter service on a recognised air route.
- Sexually transmissible diseases
- Pre-existing conditions

Involuntary Loss of Employment

In the event of In-voluntary Loss of Employment of the Covered Member during the Plan period, the Takaful Provider shall cover the outstanding balance up to maximum amount of AED 30,000/- payable in 6 equal monthly instalments. This benefit is payable only if the date of the event falls after 90 days of the commencement date of the coverage.

The benefits under this cover shall not be applicable in respect of In-voluntary loss of Employment arising out of and/or attributable to and/or in connection with the following;

- Employees of firms not approved by the insured Bank for issuance of the credit card
- Employees who have not been continuously employed with the same employer for minimum 6 months
- Employees who are on probation or self employed
- Employment on a fixed term contract for less than 2 years or part time or temporary employment.
- Resignation or leaving by mutual agreement or voluntary unemployment or redundancy after voluntary breaks from employment in excess of normal holiday entitlement
- Disability sickness or accident or any other medical reasons (mental and or physical)
- In-voluntary loss of Employment which starts within 90 days of the Commencement date
- Where the Covered Member was aware of pending unemployment on or before the Commencement Date
- Where the unemployment is a normal seasonal part of the employment or due to non-renewal of employment contract by the authorities
- Where the Covered Member has neither been terminated nor become redundant but his/her salary or allowances is being withheld in part or in full for any reason of the employment contract
- Unemployment due to any of the following
 - Misconduct
 - Refusal to accept orders from superiors
 - Convicted in crime
 - Dishonesty or fraudulent act
 - Non-performance or under performance
- The period for which payment from the employer is received instead of working notice
- Termination of employment due to voluntary retirement
- Company failure where a contributing cause was a natural catastrophic peril
- Emiratisation
- Mass layoffs due to economic recession or company non-performance due to its inability to pay its debts, insolvency or liquidation proceedings are initiated
- Claims intimated after 60 days from the Date of Event

Section 3 - Claims

1. NOTIFICATION PERIOD

AS SOON AS POSSIBLE but in any event, not more than 270 days (60 days for Involuntary loss of Employment) after the occurrence of the incident likely to give rises to the claim.

2. DEATH DUE TO ANY CAUSE BENEFIT (Natural/Accident)

- i) **Death occurring in United Arab Emirates**
- An official letter signed by the Plan Holder intimating the claim.
 - Completed Claim Form
 - Original or true copy of the Death Certificate
 - Statement of covered card account
 - Certified Passport Copy of decease with valid visa page.
 - Was an inquest or post mortem examination held on the body? If so, furnish certified copy or verdict or findings.
 - Hospitalisation Report or Medical Report in case of sickness.
 - Medical Certificate indicating cause of death with police report in case of accident.
 - A Valid Health Card issued by the Ministry of Health, if any.
 - any other document as may reasonably be required
- ii) In case of Death out of UAE, the original or a verified true copy of the documents may be required to be duly notarized and attested by the UAE Embassy of the country where death took place. Subsequently the same should be attested by the Embassy of the country in the UAE and Ministry of Foreign Affairs in UAE.
3. **DISABILITY BENEFIT (Permanent Total and /or Partial Disability by Accident or Sickness)**
- An official letter signed by the Plan Holder intimating the claim.
 - Completed Group Disability Claim Form.
 - Full and complete Medical Report showing Diagnosis, Future Prognosis and specifying any percentage of disability from the treating Doctor or Hospital/Clinic.
 - Statement of covered card account
 - Discharge summary if In -Hospitalisation was involved from the treating Doctor or Hospital.
 - Certified copies of results of any diagnostic tests.
 - Disability Certificate from a Medical Practitioner or a medical board authorised to assess disability.
 - Police report in case of accidental disability
 - A Valid Health Card issued by the Ministry of Health, if any.
 - Any other document as may reasonably be required
4. **For In-voluntary Loss of Employment;**
- Notice of Termination from the Employer
 - Certified copy of Passport with Visa Page
 - 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

ALL PAPERS AS INDICATED ABOVE MAY BE REQUIRED TO BE PRODUCED IN ORIGINAL FOR VERIFICATION BEFORE ANY SETTLEMENT OF A CLAIM.

Section 4 - Expiry, Termination and Cancellation of the Plan

This plan shall terminate upon the happening of one or more of the following:

- The Covered Member no longer meets the eligibility criteria;

- Non-payment of plan contribution(s) before the end of the Grace Period (i.e. within a period of 21 days from the due date of payment); and
- Receipt of a valid request for cancellation of the benefits under this Plan from the Bank in accordance with the terms and conditions of this plan.
- The Covered Member's Death or Permanent Total Disablement
- Payment of Takaful Benefit (Death due to Any Cause or Permanent Total Disablement)
- Cancellation of the Covered Member's Credit Card Facility.
- The Covered Member having attained the age of 70, however, in case of In-voluntary Loss of Employment having attained 59 years.
- The Covered Member's Credit Card Account with the Bank becomes overdue for a period of 180 days or a complaint is filed with authorities about non-payment of dues or the Covered Member is declared absconding or a judgment is entered in any court with replacement to
- The Covered Member becoming unemployed voluntarily. However, such termination shall be only in respect of In-voluntary Loss of Employment
- Six months prior to the Covered Member's normal retirement date depending upon the age of the Covered Member and the relevant UAE laws. However, such termination shall be only in respect of In-voluntary Loss of Employment
- Cancellation of the benefit under the cover by the Bank or the Covered Member at any time in accordance with the terms and conditions of this cover
- Transfer of the Covered Member's indebtedness to another person
- When the Covered Member resumes work. Applicable in respect of In-voluntary Loss of Employment.
- When the Covered Member's visa is cancelled and he leaves the country. Applicable in respect of In-voluntary Loss of Employment.
- When the Covered Member no longer claims the Social Security Benefit. Applicable in respect of In-voluntary Loss of Employment.

Section 5 – Contact Information

For any queries regarding coverage, benefits or claims procedure, please contact:

SALAMA - Islamic Arab Insurance Co. (P.S.C).

Address: Family Takaful Division, P.O. Box 10214, Dubai, United Arab Emirates

Tel No: +971 4 357 7000 : Fax No: +971 4 357 7007

E-mail: customerservices.ft@salama.ae