

WHEREAS the **Participant** named in the Schedule by a proposal has appointed **SYARIKAT TAKAFUL MALAYSIA AM BERHAD** (hereinafter called "the company") under Wakalah contract to provide the Takaful coverage contained in the Certificate.

Applicable for Non-Consumer Takaful Contracts

This **Certificate** is issued in consideration of the payment of **Contribution** as specified in the **Certificate Schedule** and pursuant to the answers given in the Proposal Form (or when the Participant applied for this takaful) and any other disclosures made by the Participant between the time of submission of the Proposal Form (or when the Participant applied for this takaful) and the time this contract is entered into. The answers and any other disclosures given by the Participant shall form part of this contract of takaful between the Participant and the **Company**. In the event of any pre-contractual misrepresentation made in relation to the answers or in any disclosures made by the Participant, it may result in avoidance of the Participant's contract of takaful, refusal or reduction of the Participant's claim(s), change of terms or termination of the Participant's contract of takaful.

This Certificate reflects the terms and conditions of the contract of takaful as agreed between the Participant and the Company.

THE COMPANY AGREES subject to the Terms and Conditions contained herein or endorsed or otherwise expressed hereon that provide takaful coverage in accordance with the various Sections incorporated in the Schedule(s) attached to this Certificate.

The Sections incorporated are: -

Section 1	All Risks
Section 2	Public Liability

DEFINITION OF WORDS (APPLICABLE TO ALL SECTIONS)

1. **"Business"** means the principal activities, profession, trade or work the Participant is engaged in and for which the Participant was established, as disclosed in the Proposal or as specified in the Schedule to a particular Section, as applicable.
2. **"Contribution"** means, the total amount required to be paid by the Participant to the Company excluding Government charges, as specified in the Schedule.
3. **"Damage"** means physical damage or destruction to Property, resulting in impairment of usefulness or Loss of value (unless otherwise defined in any of the Section).
4. **"Endorsement"** means any amendment to Certificate wording or limits as specified in a document attached to the relevant Section of the Certificate or stated in the Schedule applicable to that Section.
5. **"Excess"** means, the amount required to be paid by the Participant before the Company becomes liable to pay, as specified in the Schedule applicable to that Section in respect of a claim.
6. **"Loss"** means any unrecoverable, unanticipated and non-recurring removal of, or decrease in the Participant's Property or belonging sustained by the Participant which falls within the coverage procured by the Participant under this Certificate.
7. **"Period of Takaful"** means, the period of cover as specified in the Schedule of the Certificate.
8. **"Premises"** means the building referenced by the address of the Participant as stipulated in the Schedule to the relevant Section(s) as the Participant's place of Business and shall include external area/compound that forms part of the Premise (unless otherwise defined in any of the Sections).
9. **"Proposal"** means a signed proposal form and declaration of any information in connection with this Certificate supplied by or on behalf of the Participant.

10. **"Property"** means the Property Participant under any of the Section to this Certificate, as specified in the Schedule applicable to that Section
11. **"Schedule"** means the Schedule attaching to and forming an integral part of this Certificate including its renewal whether in whole or in part.
12. **"Sum Covered"** means, the amount covered specified in the Schedule applicable to that Section.
13. **"Takaful"** refers to a mutual assistance scheme based on the principles of brotherhood, solidarity and cooperation where each participant agrees to contribute a sum(s) of money on the basis of Tabarru' into a common fund to provide financial assistance payable to the participant, person covered or beneficiary on the Occurrence of pre-defined events
14. **"The Company"** refers to **SYARIKAT TAKAFUL MALAYSIA AM BERHAD**.
15. **"Total Sum Covered/Limit of Indemnity/Limit of Liability"** means, the maximum amount covered that the Company may become liable for the Section as specified in the Schedule.
16. **"Wakalah"** refers to a contract where a party, as principal authorizes another party as his agent to perform a particular task on matters that may be delegated, with or without the imposition of a fee. Under this Certificate, the Participant authorizes **the Company** to manage the **GTF** based on **Wakalah** and in return, **the Company** will receive a **Wakalah** fee.

GENERAL CONDITIONS (APPLICABLE TO ALL SECTIONS)

1. INTERPRETATION

This Certificate and the Schedule shall be read together as one contract and any word or expression to which a specific meaning has been attached in any part of this Certificate or of the Schedule, shall bear such meaning wherever it may appear.

2. OBSERVANCE

The due observance and fulfilment of the terms and conditions of this Certificate in so far as they relate to anything to be done or not to be done by the Participant; and the truth of all statements and information supplied to the Company by the Participant will be conditions precedent to any liability of the Company to make any payment under this Certificate.

3. REASONABLE CARE

The Participant shall take reasonable precaution to prevent accidents resulting in injury, loss, destruction and/or damage to property, person and shall comply with all obligations and regulations set out in any legislation applicable or imposed by any authority.

4. NOTICE

Every notice and other communication to the Company as required under this Certificate must be written or printed.

5. OTHER TAKAFUL/INSURANCE

The Participant shall give notice to the Company of any takaful or insurance already effected, or which may subsequently be effected, covering any of the property hereby covered, and unless such notice be given and the particulars of such takaful or insurance be stated in or endorsed on this Certificate by or on behalf of the Company before the occurrence of any loss or damage, all benefits under this Certificate shall be forfeited.

6. CANCELLATION

This Certificate or the coverage under any of the Sections herein:

- (a) may be terminated at any time at the request of the Participant, in which case the Company will retain the customary short period rate for the time this Certificate or the relevant Section has been in force.

(b) may be terminated at the option of the Company by sending fourteen (14) days written notice to the Participant at his last known address: in which case the Company shall be liable to repay on demand a rateable proportion of the Contribution for the unexpired term from the date of cancellation. The amount to be refunded upon termination of this certificate shall be subject to the minimum Contribution to be retained by the Company.

7. REINSTATEMENT OF SUM COVERED AND/OR TOTAL SUM COVERED AFTER LOSS

In the event of a loss, the Takaful hereunder shall be maintained in force for the full Sum Covered and/or Total Sum Covered and the Participant shall be liable to pay an additional Contribution at the rate stated on the Schedule calculated on the amount of loss on a pro-rata basis from the date of such loss to the expiry of the current Period of Takaful.

8. MISDESCRIPTION

If there be any material misdescription of any of the property hereby covered, or of any building or place in which such property is contained, or any misrepresentation as to any fact material to be known for estimating the risk, or any omission to state such fact, the Company shall not be liable upon this Certificate so far as it relates to property affected by any such misdescription, misrepresentation or omission, as the case may be.

9. FRAUD

If a claim be in any respect fraudulent, or if any false declaration be made or used in support thereof, or if any fraudulent means or devices are used by the Participant or anyone acting on his behalf to obtain any benefit under this Certificate; or, if the loss or damage be occasioned by the willful act, or with connivance of the Participant; or, if the claim be made and rejected and an action or suit be not commenced within three (3) months after such rejection, (or in the case of an Arbitration pursuant to Clause 14 within three (3) months after the Arbitrator or Arbitrators or Umpire shall have made their award), all benefit under this Certificate shall be forfeited.

10. TIME LIMIT

In no case whatsoever shall the Company be liable in respect of any claim under any Section of this Certificate after the expiration of:

- (a) one year from the end of the Period of Takaful stipulated in the respective Section/Schedule; or
- (b) three months from the date on which payment shall have been made or liability admitted by the Company covering the damage giving rise to the said claim; unless the claim is subject of pending action or arbitration.

11. SUBROGATION

The Participant shall, at the expense of the Company, do and concur in doing, and permit to be done, all such acts and things as may be necessary or reasonably required by the Company for the purpose of enforcing any rights and remedies, or of obtaining relief or indemnity from other parties to which the Company shall be or would become entitled or subrogated upon its paying for or making good any loss or damage under this Certificate, whether such acts and things shall be or become necessary or required before or after his indemnification by the Company

12. CONTRIBUTION

If at the time of any loss or damage happening to any property hereby covered, there be any other subsisting Takaful or Insurance, whether affected by the Participant or by any other person or persons, covering the same property, the Company shall not be liable to pay or contribute more than its ratable proportion of such loss or damage.

13. AVERAGE (Applicable to Section 1)

If at the time of loss, the property hereby covered shall be collectively of greater value than the sum covered thereon, then the Participant shall be considered as covering his own for the difference, and shall bear a ratable proportion of the loss accordingly. Every item, if more than one, on this Certificate shall be separately subject to this condition.

14. ARBITRATION

If any difference arises as to the amount of any loss or damage or liability under this Certificate such difference shall, independent of all other questions be referred to the decision of an Arbitrator, to be appointed in writing by the parties in difference, or, if they cannot agree upon a single Arbitrator, to the decision of two (2) disinterested persons as Arbitrators, of whom one shall be appointed in writing by each of the parties within two (2) calendar months after having been required so to do in writing by the other party. In case either party shall refuse or fail to appoint an Arbitrator within two (2) calendar months after receipt of notice in writing requiring an appointment, the other party shall be at liberty to appoint a sole Arbitrator, and in case of disagreement between the Arbitrators, the difference shall be referred to the decision of an Umpire who shall have been appointed by them in writing before entering on the reference, and who shall sit with the Arbitrators and preside at their meetings. The death of any party shall not revoke or affect the authority or powers of the Arbitrators, Arbitrator or Umpire respectively, and in the event of the death of an Arbitrator or Umpire, another shall in each case be appointed in his stead by the party or Arbitrators (as the case may be) by whom the Arbitrator, or Umpire so dying was appointed. The costs of the reference and of the award shall be in the discretion of the Arbitrator, Arbitrators or Umpire making the award. And it is hereby expressly stipulated and declared that it shall be a condition precedent to any right of action or suit upon this Certificate that the award by such Arbitrator, Arbitrators or Umpire of the amount of the loss or damage if disputed shall be first obtained.

15. JURISDICTION

The takaful provided herein shall apply only to judgments that are delivered by or obtained from a court in MALAYSIA, and shall not apply to any judgment or order obtained in MALAYSIA for the enforcement of a judgment obtained elsewhere.

16. LOSS NOTIFICATION CLAUSE

Notwithstanding anything contained herein to the contrary, it is hereby declared and agreed that this Takaful shall not be prejudiced by any inadvertent delays, errors or omissions in notifying the Company of any circumstances giving rise or likely to give rise to a claim under this Certificate provided always that:-

- (a) such delay in notification shall not exceed 30 days from the date of occurrence of the loss;
- (b) the Company's right to recover (in the same of the Participant or otherwise) from any responsible party for the loss shall not have been prejudiced;
- (c) the burden of proving that a loss has occurred shall be upon the Participant.

17. CLAIMS

On the happening of any loss or damage the Participant shall forthwith give notice thereof to the Company, and shall within thirty (30) days after the loss or damage, or such further time as the Company may in writing allow in that behalf, deliver to the Company:

- (a) a claim in writing for the loss and damage containing as particular an account as may be reasonably practicable of all the several articles or items of property damaged or destroyed, and of the amount of the loss or damage thereto respectively, having regard to their value at the time of the loss or damage, not including profit of any kind.
- (b) particulars of all other takaful/insurance, if any.
- (c) police report (where applicable).
- (d) proof of purchase for article(s) or item(s) claimed (where applicable).
- (e) no admission, offer, promise or payment shall be made by or on behalf of the Participant without the written consent of the Company which shall be entitled if it so desires to take over and conduct in the name of the Participants the defense or settlement of any claim or to prosecute in his name for its own benefit any claim for indemnity or damages or otherwise and shall have full discretion in the conduct of any proceedings and in the settlement of any claim and the Participant shall give all such information and assistance as the Company may require.

The Participant shall also at all times at his own expense produce, procure and give to the Company all such further particulars, plans, specifications, books, vouchers, invoices, duplicates or copies thereof, documents, proofs and information with respect to the claim and the origin and cause of the fire and the circumstances under which the loss or damage occurred, and any matter touching the liability or the amount of the liability of the Company as may be reasonably required by or on behalf of the Company together with a declaration on oath or in other legal form of the truth of the claim and of any matters connected therewith.

No claim under this Certificate shall be payable unless the terms of this condition have been complied with.

18. THE COMPANY'S RIGHTS AFTER A LOSS

On the happening of any loss or damage to any of the property covered by this Certificate, the Company may:

- (a) enter and take and keep possession of the building or premises where the loss or damage has happened,
- (b) take possession of or require to be delivered to it any property of the Participant in the building or on the premises at the time of the loss or damage,
- (c) keep possession of any such property and examine, sort, arrange, remove, or otherwise deal with the same,
- (d) sell any such property or dispose of the same for account of whom it may concern.

The powers conferred by this condition shall be exercisable by the Company at any time until notice in writing is given by the Participant that he makes no claim under this Certificate or, if any claim is made until such claim is finally determined or withdrawn, and the Company shall not by any act done in the exercise or purported exercise of its powers hereunder, incur any liability to the Participant or diminish its right to rely upon any of the conditions of this Certificate in answer to any claim.

If the Participant or any person on his behalf shall not comply with the requirements of the Company or shall hinder or obstruct the Company in the exercise of its powers hereunder, all benefits under this Certificate shall be forfeited.

The Participant shall not in any case be entitled to abandon any property to the Company whether taken possession of by the Company or not.

19. TERRITORIAL LIMIT

All benefits provided in this Certificate are applicable within Malaysia, twenty-four (24) hours a day unless specifically stated otherwise.

20. TERMINATION OF THIS CERTIFICATE

The coverage of the relevant Sections under this Certificate will terminate automatically when one (1) of the following events occurs:

- a) upon cancellation of this Certificate, or
- b) upon expiry of the Period of Takaful, or
- c) when the total amount payable by the Company reached the maximum annual limit or the Sum Covered as stated in the Schedule.

21. PROOF OF CONTRIBUTION

Payment in respect of the Contribution shall be deemed to be no payment to the Company unless a printed form of receipt for the same signed by an officer or duly appointed agent of the Company shall have been given to the Participant.

22. TAKAFUL CONTRIBUTION WARRANTY

It is fundamental and absolute special condition of this contract that the contribution due must be paid and received by the Company within sixty (60) days from the inception date of this Certificate/Endorsement/Renewal Certificate.

If this condition is not complied with then this Certificate is automatically cancelled and the Company shall be entitled to the pro rata contribution on the period they have been on risk.

Where the contribution payable pursuant to this warranty is received by an authorised agent of the Company, the payment shall be deemed to be received by the Company for the purposes of this warranty and the onus of proving that the contribution payable was received by a person, including a Takaful agent, who was not authorised to receive such contribution shall lie on the Company.

23. DATE RECOGNITION CLAUSE

It is noted and agreed this Certificate is hereby amended as follows:

- a) The Company will not pay for any loss or damage including loss of use with or without physical damage, injury (including bodily injury), expenses incurred or any consequential loss directly or indirectly caused by, consisting of, or arising from, the failure or inability of any computer, data processing equipment, media microchip, operating systems, microprocessors (computer chip), integrated circuit or similar device, or any computer software, whether the property of the Participant or not, and whether occurring before, during or after the year 2000 that results from the failure or inability of such device and/ or software as listed above to:
 - (i) correctly recognize any date as its true calendar date,
 - (ii) capture, save, or retain, and/or correctly manipulate, interpret or process any data or information or command or instruction as a result of treating any date other than as its true calendar date, and/ or
 - (iii) capture, save, retain or correctly process any data as a result of the operation of any command which has been programmed into any computer software, being a command which causes the loss of data or the inability to capture, save, retain or correctly process such data on or after any date.
- (b) It is further understood that the Company will not pay for the repair or modification of any part of any electronic data processing system or any part of any device and/or software as listed above in (a).
- (c) It is further understood that the Company will not pay for any loss or damage including loss of use with or without physical damage, injury (including bodily injury), expenses incurred or any consequential loss directly or indirectly arising from any advice, consultation, design, evaluation, inspection, installation, maintenance, repair or supervision done by the Participant or for the Participant or by or for others to determine, rectify or test, any potential or actual failure, malfunction or inadequacy described in (a) above.
- (d) It is further understood that the Company will not pay for any consequential loss resulting from any continuing inability of the computer and equipment described in (a) above to correctly recognize any date as its true calendar date after the lost or damaged property has been replaced or repaired.

Such loss or damage, injury (including bodily injury), expenses incurred or any consequential loss referred to in (a), (b), (c) or (d) above, is excluded regardless of any other cause that contributed concurrently or in any other sequence to the same.

24. SANCTIONS EXCLUSION CLAUSE

The Company shall not be deemed to provide cover nor be liable to pay any claim or pay any benefit hereunder to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose the Company to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, United Kingdom or United States of America, or any of its states and any other locally applicable laws and regulations.

The Company may terminate this Certificate with immediate effect and shall not thereafter be required to transact any business with the Participant in connection with this Certificate, including but not limited to, making or receiving any payments under this Certificate.

25. DUTY OF DISCLOSURE**For Non-Consumer Takaful Contracts**

Where the Participant has applied for this Takaful wholly for purposes related to the Participant's trade, business or profession, the Participant has a duty to disclose any matter that the Participant knows to be relevant to the Company's decision in accepting the risks and determining the rates and terms to be applied and any matter a reasonable person in the circumstances could be expected to know to be relevant otherwise it may result in avoidance of the Participant's contract of takaful, refusal or reduction of the Participant's claim(s), change of terms or termination of the Participant's contract of takaful.

The Participant also has a duty to tell the Company immediately if at any time after the Participant's contract of takaful has been entered into, varied or renewed with the Company any of the information given in the Proposal Form (or when the Participant applied for this takaful) is inaccurate or has changed.

26. RADIOACTIVE/NUCLEAR ENERGY RISKS EXCLUSION CLAUSE

This Certificate does not cover loss, damage, cost or expense of whatsoever nature directly or indirectly caused by, resulting from or in connection with any of the following regardless of any other cause or event contributing concurrently or in any other sequence to the loss:

- (a) ionising radiations from or contamination by radioactivity from any nuclear fuel or from any nuclear waste or from the combustion of nuclear fuel,
- (b) the radioactive, toxic, explosive or other hazardous or contaminating properties of any nuclear installation, reactor or other nuclear assembly or nuclear component thereof,
- (c) any weapon of war employing atomic or nuclear fission and/or fusion or other like reaction or radioactive force or matter.

27. RIGHT TO TERMINATE DUE TO ANTI MONEY LAUNDERING AND COUNTER FINANCING OF TERRORISM

If the Company discovers, or has justified suspicion, that the Certificate is exploited for money laundering activities or to finance terrorism, the Company reserves the right to terminate the Certificate immediately. The Company shall deal with all contributions paid and all Benefits or sums payable in respect of the Certificate in any manner which the Company deems appropriate, including but not limited to handing it over to the relevant authorities.

28. COMPLIANCE TO PROPERTY IN ACCORDANCE TO SHARIAH CLAUSE

It is hereby agreed and declared that this Certificate will not cover and is not intended to cover business, property, materials, stock, cash or any other financial instrument (collectively "Property") and/or any liability of whatsoever nature, whether temporary or permanent, arising from any such Property if at any time after the inception of the Certificate the Company shall find such Property to be not Shariah-compliant. In any such case, the Company shall reserve the right to cancel this Certificate and refund any contribution received in respect thereof.

Subject otherwise to the terms and conditions of the Certificate.

29. PERSONAL DATA PROTECTION ACT 2010 (PDPA 2010)

The Participant may make inquiries or request for access to or correction of their Personal Data or limit the processing of their Personal Data at any time hereafter by submitting such request to the Company via email to csu@takaful-malaysia.com.my. The Company will retain the Participant's personal information only for as long as necessary to fulfil the purpose for which it was collected or to comply with legal, regulatory or internal policy requirements.

The Participant has expressly acknowledged and consent to the Participant's Personal Data to be stored, processed and disclosed by the Company for the purposes and in accordance with the Company's Privacy Notice as published on the Company's website.

30. PROPERTY DAMAGE CLARIFICATION CLAUSE

Property damage covered under this Certificate shall mean physical damage to the substance of property. Physical damage to the substance of property shall not include damage to data or software, in particular any detrimental change in data, software or computer programs that is caused by deletion, a corruption or a deformation of the original structure. Consequently, the following are excluded from this Certificate: -

- (i) Loss of or damage to data or software, but not limited to any detrimental change in data, software or computer programs that is caused by a deletion, a corruption or a deformation of the original structure, and any business interruption losses resulting from such loss or damage. Notwithstanding this exclusion, loss or damage to data or software, which is the direct consequence of covered physical damage to the substance of property, shall be covered.
- (ii) Loss or damage resulting from an impairment in the function, availability, range of use or accessibility of data, software or computer programs, and any business interruption losses resulting from such loss or damage.

31. TERRORISM EXCLUSION CLAUSE

It is agreed and understood that the Company shall not indemnify the Participant for loss, damage or liability, cost or expense of whatsoever nature directly or indirectly caused by, resulting from or in connection with any act of terrorism regardless of any other cause or event contributing concurrently or in any other sequence to the loss.

For the purpose of this clause an act of terrorism means an act, including but not limited to the use of force or violence and/or the threat thereof, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with the organization(s) or government(s), committed for political religious, ideological or similar purposes including the intention to influence any government and/or to the public, or any section of the public in fear.

This clause also excludes loss, damage or liability, 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 act of terrorism.

GENERAL CLAUSES (APPLICABLE TO ALL SECTIONS)

EXCESS CLAUSE

It is hereby declared and agreed that the Participant shall be responsible for the first amount (as stated in the Schedule) known as Excess in respect of each and every claim.

SECTION 1- ALL RISKS

In consideration of the Participant named in the Schedule hereto paying to the Company the Takaful Contribution mentioned in the Schedule, the Company will by payment (or its option by repair, reinstatement or replacement) indemnify the Participant if during any Period of Takaful against any loss or damage to the Property described in the Schedule as a result of:

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| <ul style="list-style-type: none"> • Fire and or Lightning • Accidental Damage • Theft accompanied by actual violent and forcible entry or exit • Explosion • Riot, Strike & Malicious Damage • Aircraft and Other Aerial Devices or Articles Dropped Therefrom | <ul style="list-style-type: none"> • Earthquake and Volcanic Eruption • Storm & Tempest • Flood • Bursting of Water Pipes and Overflowing of Water tanks • Impact Damage • Damage by Falling Trees or Branches • Subsidence and Landslip |
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while the said Property is within the location as stated in the Schedule.

The Company shall pay subject to the terms, exclusions and conditions contained herein or endorsed hereon or make good to the Participant the amount of such loss, destruction or damage but not exceeding in respect of any of the items specified in the Schedule the sum covered set opposite thereto respectively nor in the whole during any one Period of Takaful the Total Sum Covered hereby or such sum or sums as may be substituted by endorsement hereon or attached hereto signed by or on behalf of the Company.

The Company shall not be liable in respect of:

SPECIAL EXCLUSIONS FOR SECTION 1

1. loss or damage to property covered whilst in transit, including the process of loading and unloading;
2. loss or damage arising from wear and tear, depreciation, rust, oxidation, gradual deterioration, mildew, moth, vermin or in connection with any process of cleaning, dyeing, repairing, resorting or renovating any of the property hereby covered;
3. loss or damage arising out of or in any way traceable to mechanical defects, mechanical or electrical derangement or mechanical breakdown of any article or malfunction of electronic components of any part of the property hereby covered;
4. loss or damage to computer data carrying or storage media and computer software;
5. loss of damage due to scratching or denting of any article or cracking and/or breakage of glass, lenses, chinaware, earthenware marble, gramophone records, recording tapes, compact disc, laser disc and/or other articles of brittle nature, unless caused by burglary, theft and/or fire;
6. loss or damage to deeds, bonds, bills of exchange promissory notes, cheques, money, medals, coins, stamps or other documents of value;
7. loss or damage due to imposition of abnormal conditions, directly or indirectly resulting from intentional overloading or strain, testing or experiments;
8. loss due to delay or loss of market or consequential loss or damage of any kind;
9. loss or damage to the property covered sustained outside the Territorial Limits stated in the Schedule;
10. loss of or damage to any mechanically propelled vehicles or water craft;
11. loss or damage to any parts of the property by its own ignition, electrical breakdown or burn out;
12. loss or damage to records, films or tapes;
13. loss or damage directly or indirectly proximately or remotely occasioned by contributed to by or traceable to or arising out of or in connection with any of the following occurrence, namely:
 - (a) war, invasion, acts of foreign enemies, hostilities or warlike operations (whether war be declared or not) or civil war,
 - (b) mutiny, strike riot and civil commotion, military or popular uprising, insurrection, rebellion, revolution, military or usurped power, martial law or state of siege or any of the event or causes which determine the proclamation or maintenance of martial law or state of siege,
 - (c) any act of any person acting on behalf of or in connection with any organisation with activities directed to wars the overthrow by force of the Government de jure or de facto or the influencing of it by terrorism or violence or loot sack or pillage in connection with any of the aforementioned occurrences,
 - (d) delay, seizure, confiscation or detention by Government Authorities, or by any direct or indirect consequence of any of the said occurrences and in the event of any claim hereunder the Participant shall prove that the loss or damage arose independently or and was in no way connected with or occasioned by or contributed to by or traceable to any of the said occurrences or any consequence thereof and in default of such proof the Company shall not be liable to make any payment in respect of such a claim;
14.
 - (a) loss or damage directly or indirectly caused by or arising from or in consequence of or contributed to by ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste, from the combustion of nuclear fuel. For the purpose of this exclusion combustion shall include any self-sustaining process of nuclear fission,
 - (b) loss or damage directly or indirectly caused by or contributed to or arising from nuclear weapons material.
15. any loss or damage caused by or attributed to the act of cheating by any person within the meaning of the definition of the offence of cheating set out in the Penal Code. Cheating is defined in the Penal Code as

"Whoever, by deceiving any person, fraudulently or dishonestly induces the person so deceived to deliver any property to any person or to consent that any person shall retain any property, or intentionally induces the person so deceived to do or omit to do anything which he would not do or omit if he were not so deceived, and which act or omission causes or is likely to cause damage or harm to that person in body, mind, reputation or property, is said to 'Cheat'.

16. for any loss or damage caused by or attributed to the act of criminal breach of trust by any person within the meaning of the definition of the offence of criminal breach of trust set out in the Penal Code. Criminal Breach of Trust as defined in the Penal Code is as follows:

"Whoever, being in any manner entrusted with property or with any dominion over property, dishonestly misappropriates or converts to his own use that property, or dishonestly uses or disposes of that property in violation of any direction of law prescribing the mode in which such trust is to be discharged or of any legal contract, express or implied, which he has made touching discharge of such trust, or willfully suffers any other Person so to do commits Criminal Breach of Trust".

CLAUSES APPLICABLE FOR SECTION 1

1. ALTERATIONS AND REPAIRS CLAUSE

Property in the charge or control of the Participant shall not be deemed to include premises not owned or rented by the Participant but temporarily occupied by the Participant for the purposes of alterations or repair or decoration thereof or therein.

Subject otherwise to the terms and conditions of the Certificate

2. APPRAISEMENT CLAUSE

If the aggregate claim for any one loss does not exceed RM5,000 or five percent (5%) of the sum covered whichever is the lesser amount by the items or items affected no special inventory or appraisal of the undamaged property shall be required.

Subject otherwise to the terms and conditions of the Certificate.

3. ARMED ROBBERY AND/OR HOLD-UP CLAUSE

Notwithstanding anything herein contained to the contrary it is hereby declared and agreed that the takaful provided by this Certificate is extended to include loss by "Hold-up and Armed Robbery" (that is theft accompanied by violence or threat of violence by anyone other than the employees of the Participant) committed within the Participant's within premises.

Subject otherwise to the terms and conditions of the Certificate.

4. COVER FOR LOSS OR DAMAGE DUE TO STRIKE, RIOT AND CIVIL COMMOTION (SRCC)

It is agreed and understood that otherwise subject to the terms, exclusions, provisions and conditions contained in the Certificate or endorsed thereon, and subject to the Participant having paid the agreed extra contribution, this Certificate shall be extended to cover loss or damage due to strike, riot and civil commotion which for the purpose of this Endorsement shall mean (subject always to the Special Conditions hereinafter contained) loss of or damage to the property covered directly caused by:

1. the act of any person taking part together with others in any disturbance of the public peace (whether in connection with a strike or lock-out or not) not being an occurrence mentioned in Condition 2 of the Special Conditions hereof,
2. the action of any lawfully constituted authority in suppressing or attempting to suppress any such disturbance or in minimizing the consequences of any such disturbance,
3. the wilful act of any striker or locked-out worker performed in furtherance of a strike or in resistance to a lock-out,
4. the action of any lawfully constituted authority in preventing or attempting to prevent any such act or in minimizing the consequences of any such act.

Provided that it is hereby further expressly agreed and declared that:

1. all the terms, exclusions, provisions and conditions of the Certificate shall apply in all respects to the coverage granted by this extension save insofar as the same are expressly varied by the following Special Conditions, and any reference to loss or damage in the wording of the Certificate shall be deemed to include the perils hereby covered against,
2. the following Special Conditions shall apply only to the coverage granted by this extension, and the wording of the Certificate shall apply in all respects to the coverage granted by the Certificate as if this Endorsement had not been made thereon.

Special Conditions:

1. This takaful shall not cover:
 - (a) loss or damage resulting from total or partial cessation of work or the retarding, interruption or cessation of any process or operation,
 - (b) loss or damage occasioned by permanent or temporary dispossession resulting from confiscation, commandeering or requisition by any lawfully constituted authority,
 - (c) loss or damage occasioned by permanent or temporary dispossession of any building resulting from the unlawful occupation by any person of such building,
 - (d) consequential loss or liability of any kind or description, any payments over and above the indemnity for the material damage as provided herein.

Provided nevertheless that the Company are not relieved under b) or c) above of any liability to the Participant in respect of physical damage to the property covered occurring before dispossession or during temporary dispossession.

2. This takaful shall not cover any loss or damage occasioned by or through or in consequence, directly or indirectly, of any of the following occurrences, namely:
 - (a) war, invasion, act of foreign enemy, hostilities or warlike operations (whether war be declared or not), civil war,
 - (b) mutiny, civil commotion assuming the proportion of or amounting to a popular rising, military rising, insurrection, rebellion, revolution, military or usurped power,
 - (c) any act of any person acting on behalf of or in connection with any organization with activities directed toward the overthrow by force of the government de jure or de facto or to the influencing of it by terrorism or violence.

In any action, suit or other proceeding, where the Company allege that by reason of the provisions of this condition any loss or damage is not covered by this Endorsement, the burden of proving that such loss or damage is covered shall be upon the Participant.

3. This takaful may at any time be terminated by the Company on notice to that effect being given by registered post at the Participant's last known address, in which case the Company shall be liable to repay a rateable proportion of the contribution for the unexpired term from the date of termination.

Subject otherwise to the terms and conditions of the Certificate.

5. COMMUNICABLE DISEASE EXCLUSION

- 5.1 Notwithstanding any provision, clause or term to the contrary within this certificate and/or any endorsement thereof, this certificate excludes any loss, damage, liability, claim, cost, expense or other sum of whatsoever nature, directly or indirectly caused by a Communicable Disease or the fear or threat (whether actual or perceived) of a Communicable Disease regardless of any other cause or event contributing concurrently or in any other sequence thereto.

- 5.2 As used herein:

5.2.1 "Communicable Disease" means any infectious, communicable or contagious disease, or any mutation or variation thereof, which can be transmitted by means of any substance or agent from any organism to another organism including, but not limited to, where:

- 5.2.1.1 the substance or agent includes, but is not limited to, a virus, bacterium, parasite, organism or other pathogen or any variation thereof, whether deemed living or not; and

5.2.1.2 the method of transmission, whether direct or indirect, includes but is not limited to, airborne transmission, bodily fluid transmission, transmission from or to any surface or object, solid, liquid or gas or between organisms.

5.2.2 "caused by" means relating to; in connection with; arising under; arising out of; arising from; as a result of; resulting from; as a consequence of; attributable to; contributed to by; caused by; involving; and any other term commonly used and/or understood to reflect or describe a nexus and/or connection from one thing to another whether direct or indirect.

Subject otherwise to the terms and conditions of the Certificate.

6. DESIGNATION CLAUSE

For the purpose of determining where necessary the item (column heading) under which any property is covered the Company agrees to accept the designation under which such Property has been entered in the Participant's books.

Subject otherwise to the terms and conditions of the Certificate.

7. INTERNAL REMOVAL CLAUSE

It is understood and agreed that in the event of removal of property from one building to another at any of the aforesaid situations being inadvertently not advised to the Company the takaful of such property shall follow removal, the necessary adjustments in sum covered and takaful contribution being made as from the date of removal as soon as the oversight is discovered.

Subject otherwise to the terms and conditions of the Certificate.

8. LOADING AND UNLOADING CLAUSE

It is hereby declared and agreed that this Certificate extends to cover loss of or damage to the covered property caused or arising beyond the limits of any carriageway or thoroughfare in connection with the bringing of the load to the vehicle for loading hereon or the taking away of the load from the vehicle after unloading therefrom.

Subject otherwise to the terms and conditions of the Certificate.

9. TEMPORARY REMOVAL CLAUSE

The property covered under this Certificate is covered (limited to 10% of the Sum Covered) whilst temporarily removed for cleaning, renovations, modifications, repair or other similar purpose, elsewhere on the same or to any other premises and in transit thereto and therefrom by road, rail or inland waterway, in the Republic of Singapore or Malaysia. The amount recoverable under this extension in respect of the property so removed shall not exceed the amount which would have been recoverable had the loss occurred in the part of the premises from which the property is temporarily removed. This extension does not apply to property if and so far as it is otherwise covered nor does it apply to items covering stock and merchandise of every description nor as regards losses occurring elsewhere than at the premises from which the property is temporarily removed, to:

(a) Motor Vehicle and Motor Chassis,

(b) Property (other than machinery and plant) held by the Participant in trust. Subject otherwise to the terms and conditions of the Certificate.

10. PAYMENT ON ACCOUNT CLAUSE

It is understood and agreed that in the event of the occurrence of a loss under this Takaful, the Company will make payment on account in respect of such loss to the Participant if desired. Subject otherwise to the terms and conditions of the Certificate.

11. REINSTATEMENT VALUE CLAUSE (for machine and equipment up to 5 years old)

In the event of the property covered under the within Certificate being destroyed or damaged, the basis upon which the amount payable under the Certificate is to be calculated, shall be the cost of replacing or reinstating on the same site property of the same kind or type but not superior to or more extensive than the covered property when new, subject to the following Special Provisions and subject also to the terms and conditions of the Certificate except insofar as the same may be varied hereby.

SPECIAL PROVISIONS

1. The work of replacement or reinstatement (which may be carried out upon another site and in any manner suitable to the requirements of the Participant subject to the liability of the Company not being thereby increased) must be commenced and carried out with reasonable despatch and in any case must be completed within 12 months after the destruction or damage, or within such further time as the Company may (during the said 12 months) in writing allow otherwise no payment beyond the amount which would have been payable under the Certificate if this memorandum had not been incorporated therein shall be made.
2. Until expenditure has been incurred by the Participant in replacing or reinstating the property destroyed or damaged the Company shall not be liable for any payment in excess of the amount which would have been payable under the Certificate if this memorandum had not been incorporated therein.
3. If at the time of replacement or reinstatement the sum representing the cost which would have been incurred in replacement or reinstatement if the whole of the Property covered had been destroyed exceeds the sum covered thereon at the commencement of any destruction of or damage to such property by any peril covered against by this Certificate, then the Participant shall be considered covering his own risk for the difference and shall bear a rateable proportion of the loss accordingly. Each item of the Certificate (if more than one) to which this memorandum applies shall be separately subject to the foregoing provision.
4. This memorandum shall be without force or effect if:
 - (a) The Participant fails to intimate to the Company within six (6) months from the date of destruction or damage, or such further time as the Company may in writing allow, his intention to replace or reinstate the Property destroyed or damaged.
 - (b) The Participant is unable or unwilling to replace or reinstate the property destroyed or damaged on the same or another site
5. No payment beyond the amount which would have been payable under the Certificate if this memorandum had not been incorporated therein shall be made if at the time of any destruction or damage to any property covered hereunder such property shall be covered by any other takaful/insurance effected by or on behalf of the Participant which is not upon the identical basis of reinstatement set forth therein.
6. This memorandum applies to Property covered less than 5 years old only, Market Value will then apply to Property covered exceeding 5 years old unless it was otherwise stated in the Schedule.

Subject otherwise to the terms and conditions of the Certificate

12. MORTGAGEE (CHARGE) CLAUSE

Loss, if any, payable to the firm specified in the Schedule as Mortgagee (Charge) as interest may appear in this Certificate, as to the interest of the Mortgagee (Charge) only therein, shall not be invalidated by any act or neglect of the Mortgagor (Chargor) or the Owner of the within described property nor any foreclosure or other proceedings or notice of sale relating to the property or by the occupation of the premises for purposes more hazardous than are permitted by this Certificate, or by the non-occupation thereof, or by any other increase of risk taking place in the property covered hereunder. Provided that in case the Mortgagor (Chargor) or Owner shall neglect to pay any Contribution due under this Certificate the Mortgagee (Charge) shall on demand pay the same.

Provided also that the Mortgagee (Charge) shall notify the Company of any non-occupancy or any change of ownership or occupancy or increase of hazard which shall come to the knowledge of the said Mortgagee (Charge) and unless permitted by this Certificate it shall be noted thereon and the Mortgagee (Charge) shall on demand pay the contribution for such increased hazard for the term thereof otherwise this Certificate shall be null and void. And it is further agreed that whenever the Company shall pay the said Mortgagee (Charge) any sum in respect of loss or damage under this Certificate and shall claim that as to the Mortgagor (Chargor) or Owner no liability there for existed, the Company shall become legally subrogated to all the rights of the Mortgagee (Charge) to the extent of such payment but not so as to impair the right of the said Mortgagee (Charge) to recover the full amount of any claim it may have on such Mortgagor (Chargor) or Owner or on any other party or parties covered hereunder or from any securities or funds available.

And it is further agreed that cancellation of this Certificate shall not be effected by the Participant except upon prior notification to the Mortgagee (Chargee) in writing giving fourteen (14) days' notice to the last known address of the Mortgagee (Chargee).

Subject otherwise to the terms and conditions of the Certificate.

SECTION 2- PUBLIC LIABILITY

The Company will indemnify the Participant against:

- (A) All sums which the Participant shall become legally liable to pay as damages or compensation in respect of:
1. bodily Injury or illness to any third party person, and/or
 2. loss of or damage to third party property,
- occurring within the Territorial Limits during the Period of Takaful in connection with the business of the Participant.
- (B) All costs and expenses of litigation:
1. recovered by any claimant against the Participant, and/or
 2. incurred with the written consent of the Company
- in respect of a claim against the Participant for damages or compensation occurring during the Period of Takaful in connection with the business of the Participant.

Provided that the total amount payable by the Company under A and B shall not exceed the sum stated in the Schedule during the Period of Takaful.

For the purpose of this benefit:

1. "Bodily injury" shall mean injury, illness or disease including death resulting therefrom accidentally sustained by any person by reason of the Participant's operation.
2. "Loss of or Damage to Property" shall mean physical destruction of or loss of tangible property including all resulting loss of use of that property.

SPECIAL EXCLUSIONS FOR SECTION 2

The Company will not indemnify the Participant against:

1. Liability in respect of bodily injury or property damage arising out of deliberate, wilful or intentional non-compliance with any statutory provisions or disregard of the Participant's technical or administrative management instructions relating to safety and prevention of accidents.
2. Liability directly or indirectly occasioned by or through or in consequence of war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, acts of terrorism, insurrection, rebellion, revolution, mutiny, military or usurped power, riot, strike, lockout, military or popular rising, civil commotion, martial law or loot, sack or pillage in connection therewith, confiscation or destruction by any government or public authority or any act or condition incidental to any of the above.
3. Liability in respect of bodily injury or property damage arising out of earthquake, earth-tremor, volcanic eruption, flood, storm, tempest, typhoon, hurricane, tornado, cyclone or other similar convulsions of nature and atmospheric disturbances.
4. Liability of any nature directly or indirectly caused by or contributed to or arising from:
 - (i) ionizing radiations or contamination by radio-activity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel,
 - (ii) the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or any nuclear component thereof,
 - (iii) any nuclear reactor, nuclear power station or plant, premises or facilities whatsoever related to or concerned with the production of nuclear energy or the production or storage or handling of nuclear fuel or nuclear waste, or
 - (iv) any other premises or facilities eligible for Takaful by any local nuclear pool and/or association.
5. Bodily injury or property damage for which the Participant is obligated to pay compensation by reason of the assumption of liability in a contract or agreement which liability would not have attached in the

- absence of such contract or agreement.
6. Injury to any Employee or any claim arising under any Workmen's Compensation Law.
 7. Liability in respect of Bodily injury or property damage arising out of the ownership, maintenance, use, operation, loading, unloading or entrustment to others of any aircraft or watercraft owned or operated by or rented or loaned to the Participant.
 8. Liability in respect of bodily injury or property damage arising out of the transportation of materials and/or hazardous/dangerous/noxious substances outside the Participant's premises.
 9. Liability in respect of Bodily injury property damage arising out of the rendering of or failure to render any service of a professional nature, including but not limited to, the rendering of or failure to render:
 - (i) medical, surgical, dental, x-ray or nursing service or treatment or the furnishing of food or beverages in connection therewith,
 - (ii) any service or treatment intended to be conducive to health,
 - (iii) the furnishing or dispensing of drugs or medical, dental or surgical supplies or appliances,
 - (iv) professional services by architects, engineers, accountants, surveyors, lawyers, takaful/insurance agents or brokers, or
 - (v) data processing service.
 10. Liability in respect of Bodily injury or property damage arising out of the actual, alleged or threatened discharge, dispersal, release, seepage or escape of pollutants, or any loss, cost or expense arising out of any direction of request, whether governmental or otherwise, that the Participant evaluate, test, monitor, clean up, remove, control, contain, treat, de-toxify or neutralize pollutants.
 11. Any liability arising out of loss of pure financial nature such as loss of goodwill or loss of market.
 12. Any liability arising out of all personal injuries such as libel, slander, defamation, false arrest, wrongful eviction, wrong ful detention, any mental injury, anguish or shock resulting therefrom.
 13. Any liability in respect of fines, penalties, punitive damages, exemplary damages, treble damages or any other damages resulting from the multiplication of compensatory damages.
 14. Any liability arising out of Products sold or supplied except for food and drink supplied by the Participant in canteens and sports and social clubs provided by the Participant for use of Employees.
 15. Property damage to:
 - (i) any structure or land due or alleged to be caused by or due to vibration or to the withdrawal or weakening of support.
 - (ii) Property owned leased rented or occupied by the Participant.
 - (iii) Property held in trust by or in the custody or control of the Participant other than Premises at which the Participant is undertaking work in connection with the Business.
 - (iv) that part of any Property worked upon by the Participant or any person acting on behalf of the Participant which arises out of such work.
 16. Any liability of contractors and/or sub-contractors and/or their employees, with or without the knowledge and/or consent of the Participant, unless in prior agreement between the Participant and the Company and specifically included or endorsed herein.

SPECIAL CONDITIONS FOR SECTION 2

1. The Company may examine the Participant's books and records in so far as they relate to this benefit at any time until three (3) years after expiry of this Certificate or one (1) year after the final settlement of all claims arising under this Certificate, whichever is the later. The Company may also at any time make an inspection or survey of the business without undertaking any responsibility to do so or as a consequence thereof.
2. The total amount payable by the Company for Damages or compensation and claimant's costs and expenses in respect of:
 - (i) one claim or all claims of a series (whether arising in one Period of Takaful or not) consequent upon or attributable to one source of original cause
 - (ii) any one Period of Takaful for all claims shall not exceed the Limit of Indemnity irrespective of the number of the parties entitled to indemnity under this Certificate.

DEFINITION OF PARTICIPANT

The indemnity provided hereunder also extends to protect:

- (i) where the Participant is an individual, the Participant and the Participant's spouse, but only with respect to the conduct of the Participant's business.
- (ii) where the Participant is a partnership or joint venture, the Participant's member, partners in the Participant, partnership or joint venture, and their spouses but only with respect to the conduct of the Participant's business, or
- (iii) where the Participant is an organisation other than a partnership or joint venture, the Participant's executive officers and directors but only with respect to their duties as the Participant's officers or directors. The Participant's stockholders are also protected but only with respect to their liability as stockholders.

Provided however that such persons or parties shall observe, fulfil and be subject to the terms conditions and exclusions of this Certificate as though they were the Participant.

CLAUSES APPLICABLE FOR SECTION 2**1. ALTERATIONS AND REPAIRS CLAUSE**

It is hereby declared and agreed that renovation, alteration and repair works are allowed to be carried out in the premises without prejudice to this Certificate terms and conditions.

2. CONTRACTORS AND SUB-CONTRACTORS CLAUSE

Notwithstanding anything herein contained to the contrary, it is hereby declared and agreed that the Indemnity provided in this Certificate is extended to cover the legal Liability of contractors and sub-contractors performing work for the Participant whilst engage in his business and occupation in respect of which this Certificate grants the cover.

Provided always that:

- i) the Sub-Contractors shall as though the Participant observe fulfil and be subject to terms of this Certificate so far as apply.
- ii) the Sub-Contractors is not entitled to indemnity under any other Certificate of Takaful or Insurance Policy.

Subject otherwise to the terms and conditions of the Certificate.

3. COMMUNICABLE DISEASE EXCLUSION

1. Notwithstanding any provision to the contrary within this certificate, this certificate does not cover all actual or alleged loss, liability, damage, compensation, injury, sickness, disease, death, medical payment, defence cost, cost, expense or any other amount, directly or indirectly and regardless of any other cause contributing concurrently or in any sequence, originating from, caused by, arising out of, contributed to by, resulting from, or otherwise in connection with a Communicable Disease or the fear or threat (whether actual or perceived) of a Communicable Disease.
2. For the purposes of this endorsement, loss, liability, damage, compensation, injury, sickness, disease, death, medical payment, defence cost, cost, expense or any other amount, includes, but is not limited to, any cost to clean-up, detoxify, remove, monitor or test for a Communicable Disease.
3. As used herein, a Communicable Disease means any disease which can be transmitted by means of any substance or agent from any organism to another organism where:
 - 3.1 the substance or agent includes, but is not limited to, a virus, bacterium, parasite or other organism or any variation thereof, whether deemed living or not, and
 - 3.2 the method of transmission, whether direct or indirect, includes but is not limited to, airborne transmission, bodily fluid transmission, transmission from or to any surface or object, solid, liquid or gas or between organisms, and

- 3.3 the disease, substance or agent can cause or threaten bodily injury, illness, emotional distress, damage to human health, human welfare or property damage.

Subject otherwise to the terms and conditions of the Certificate.

4. FIRE AND EXPLOSION

It is hereby declared and agreed that this Certificate extends to cover legal liability of the Participant in respect of bodily injury illness or property damage as within defined caused by fire or explosion (other than explosion due to force of internal steam pressure of any boiler vessel apparatus designed to operate under steam pressure) provided that the participant shall have taken reasonable precautions to comply with all legal requirements relating to inspection that apply to any plant vessel or apparatus from which the fire or explosion arises.

Subject otherwise to the terms and conditions of the Certificate.

5. PLANT AND MACHINERY CLAUSE

It is hereby declared that this Certificate shall extend to include liability for accidental death or accidental bodily injury or accidental damage to property as within defined caused by or arising out of or in connection with ownership possession or use by or on behalf of the Participant of any plant and machinery excluding liability under any legislation governing the use of motor vehicles.

Subject otherwise to the terms and conditions of the Certificate

6. SIGNBOARDS/NEON CLAUSE

It is hereby declared and agreed that this Certificate is extended to cover all sums which the Participant shall become legally liable to pay as compensation to Third Parties as a result of accidental death or accidental bodily injury or accidental damage to property caused on or in or about the premises specified in the schedule by or through the Participant's Sign Board/Neon signs fixed at the Participant's premises.

Provided that this extension does not cover any claims arising as a direct result of erection, alteration, dismantling or similar work being carried out on the Sign Board/Neon Board.

Subject otherwise to the terms and conditions of the Certificate.

ADDITIONAL CONDITIONS

1. DISTRIBUTION OF SURPLUS

Any surplus arising from the GTF will be kept in the GTF to prepare and provide for any unfavorable claims experience.

2. WAKALAH FEE

The Wakalah Fee chargeable under this Certificate is up to 55% of the Contribution. The Wakalah Fee will be deducted upfront upon payment of the Contribution.

3. TREATMENT OF SMALL PAYMENT AMOUNTS

For any amount due and payable to Participant resulting from refund/surrender/maturity/termination/claim that is to be made other than by way of electronic payment, such payment will only be made if the amount due and payable is Ringgit Malaysia Ten (RM10.00) and above. For any amount less than Ringgit Malaysia Ten (RM10.00), the Company will donate to charity.

ENQUIRIES/COMPLAINT AND CLAIM**1. ENQUIRIES /COMPLAINTS HANDLING**

If **You** have any enquiry or complaint pertaining to any matter related to **Your** certificate, **You** may refer to **Our** Customer Service Unit (CSU) at:

Customer Service Unit (CSU)

Syarikat Takaful Malaysia Am Berhad [201701032316 (1246486-D)]

14th Floor, Annexe Block,

Menara Takaful Malaysia,

No. 4, Jalan Sultan Sulaiman,

50000 Kuala Lumpur

Tel: 1-300 88 252 385

Email: csu@takaful-malaysia.com.my

Website: takaful-malaysia.com.my

2. AVENUE OF CLAIM APPEAL

If **You** need further clarification or **You** are not satisfied with **Our** claim decision, please contact **Our** Customer Service Centre at 1-300-88-252-385 or email to **Us** at csu@takaful-malaysia.com.my and **We** will provide **Our** response accordingly. For appeal cases, **We** will escalate the same to **Our** senior management for review and provide **Our** response once **Your** appeal has been decided / concluded by **Us**.

In the event that **You** are not satisfied with the final decision with regard to **Your** appeal, **You** may refer the case either to the Ombudsman for Financial Services (OFS) or to BNMTELELINK, Bank Negara Malaysia (BNM) at the following addresses within six (6) months from **Our** decision.

Ombudsman for Financial Services (664393P)

Level 14, Main Block, Menara Takaful Malaysia,

No. 4, Jalan Sultan Sulaiman,

50000 Kuala Lumpur

Tel: 603 2272 2811

Fax: 603 2272 1577

Email: enquiry@ofs.org.my

Website: www.ofs.org.my

BNM Laman Informasi Nasihat dan Khidmat (LINK)

Ground Floor, Blok D, Bank Negara Malaysia,

Jalan Dato' Onn,

50480 Kuala Lumpur

Tel: 1-300-88-5465 (LINK)

Email: bnmtelelink@bnm.gov.my