

## Terms and Conditions

### **Applicability and Eligibility:**

Complementary ATM Cash coverage for Cardholders, the eligibility for which is conditioned upon activation of card within the geographical boundaries of Pakistan and on ATM's across Pakistan

### **Event Covered:**

Loss of cash by way of forcible and violent snatching and/or armed hold-up and/or forced deprivation of money from the Cardholder him/herself (not any other person acting on behalf of the Cardholder), provided such cash having been withdrawn by the Cardholder himself/herself using the ATM Withdrawal Services so provided by SBL to its Cardholders. Withdrawals made by the criminal(s) after *cardholder* handover *his/her ATM /Debit Card* along with *PIN* while acting under *Duress* are also covered.

### **Benefits:**

#### **Withdrawal through ATM:**

Loss of money consequent upon its withdrawal from any ATM Machine during the period of coverage and occurring within the Prescribed Time Limit against the Event herein covered, as per the following limits:

Classic	Up to Rs. 35,000/- (per transaction/day, in the annual aggregate)
Gold	Up to Rs. 50,000/- (per transaction/day, in the annual aggregate)

Provided always that the amount so claimed by the Cardholder shall be limited to the actual amount so lost that shall not to exceed the maximum limit under the respective category.

#### **Prescribed Time & Radius Limit:**

The coverage is valid up to 60 minutes or within the radius/area of 500 meters from such withdrawal, whichever occurs first.

#### **Double insurance/coverage:**

If at the time of an event so covered by this insurance coverage there is any other insurance coverage facility being availed by the Cardholder for any loss incurred by the Cardholder which may otherwise have been covered under this insurance coverage, JGI shall not be liable for more than its rate able proportion thereof.

#### **False, in correct or fraudulent claim:**

If any statement in the Claim Notification by the Cardholder is false, incorrect or fraudulent or attempt thereof or not made in accordance with the terms and conditions herein, JGI shall be absolved from its warranted liability under this insurance coverage.

## **Exclusions**

### **ATM Withdrawal Insurance**

- JGI shall not be liable under this Coverage in respect of any loss results due to:
  - Cash withdrawals made by any person on behalf of the Cardholder (i.e. other than the Cardholder himself/herself), utilizing the ATM/ Debit Card of the Cardholder.
  - If during the course of the claims' investigation, it has been revealed that the covered event was planned by the Cardholder to obtain the Benefits under this policy.
  - Incomplete Claim Documents.
  - Late notification of Claim
  - War, Strike, Riot, Civil Commotion, Terrorism, Sabotage & Malicious Damage
- All Exclusions as defined under JGI standard Policy wordings.

### **Insurance Coverage Cancellation / Stoppage:**

The Cardholder shall be ceased to be covered under this Coverage on any of the following events:

- The Death of the Cardholder;
- Cancellation/Closure of the account of the Cardholder by SBL and/or vice versa;
- Any fraudulent, dishonest or criminal reason affecting the Insurance coverage hereunder.
- This is a mandatory Insurance Coverage, and is free from any other coverage facility being availed by the Cardholder.
- If any statement in the Claim Notification by the Cardholder is found to be false, incorrect or fraudulent or not made in accordance with the terms and conditions herein, the SBL and JGI shall be absolved of any liability under this Coverage and shall not be held responsible. Coverage in respect of such Cardholders shall immediately be cancelled.

### **Claims Lodging and Settlement**

1. Customer should intimate Soneri Call Center within 24 hours of the incident.
2. Provide complete documents to your SBL Branch along with Completed the claim form FULLY which shall be provided to cardholders by the Surveyors /Bank and return it to the Surveyors/Bank along with the complete documentation/Proofs in accordance with their instructions and in any event within 15 days of the Insured Event together with supporting documentation including but not limited to;
  - Filled Claim form.
  - FIR/Roznamcha
  - Copy of CNIC
  - Bank / Account Statement of past 6 (Six) months from the incident date.
  - ATM withdrawal slip
  - Any other document / Proof required by surveyors.
3. After intimation the Customer should fill out the Claim form available at all Soneri Bank Branches with all relevant documents and submit it to a Soneri Bank Branch.
4. After receiving complete documentation, claim will be settled within 15 days.