

Annexure A

PRODUCT 2 – Leopards SafeWallet Takaful

1. **PRODUCT NAME:**

“Leopards SafeWallet Takaful”

2. **PRODUCT TYPE:**

Loss of contents in the Wallet/Pocket of Policyholder

3. **SCOPE OF COVERAGE:**

The Wallet/Pocket contents are covered against loss or damage directly caused by:

BURGLARY, THEFT and ROBBERY, consequent upon illegal, violent or forcible appropriation from the insured

4. **ELIGIBILITY:**

The policyholder shall provide following details to the Company at the time of enrolment to receive coverage under this policy:

1. Name and identification
2. Valid Computerized CINC/Smart CNIC
3. Contact Number/email address

5. **DESCRIPTION OF BENEFITS AND COVERAGE:**

Risks Covered	Silver Plan	Gold Plan	Platinum Plan	Diamond Plan
Re-issuance of CNIC/Smart NIC	1,000	1,300	1,000	1,000
Re-issuance of Driving License	1,200	1,200	1,500	1,500
Re-issuance of ATM/Debit Card	800	1,000	1,500	1,500
Wallet loss inconvenience benefit	1,000	2,000	4,000	6,000
Total Sum Insured	4,000	5,500	8,000	10,000

6. **UNDERWRITING TERMS AND CONDITION:**

1	Period of coverage is for One Year
2	A policyholder and/or contents can only be covered under one policy. It shall not be allowed to purchase multiple policies by a policyholder or multiple policies be issued by different policyholders to insure the same contents.
3	15 days waiting period will be applied from the commencement date of coverage
5	FREE LOOK PERIOD is 7 days from the date of Enrollment/Contribution paid. Contribution will be refund if no claim has been submitted/availed during FREE LOOK PERIOD.
6	After free-look period, policyholder can cancel the policy by calling 021-32630370-75 during business hours or by contacting the Company. However, contribution will not be refunded.
7	Territorial Limit-Coverage is allowed only within the boundaries of Pakistan.

7. **Annual Contributions:**

Schedule of Contributions				
Plans	Silver	Gold	Platinum	Diamond
Gross Contribution	345	474	690	862
Federal Insurance Fee (FIF) @ 1% of Gross Contribution	3	5	7	9
Sindh Sales Tax (SST) @ 15% on Gross Contribution	52	71	103	129
Net Contribution	400	550	800	1,000

Note: Admin SC Rs. 2,000 and Stamp duty Rs.500 will be charged on overall invoice amount.

8. CONTRIBUTION RECEIVE AND COMMISSION PAYMENTS:

Schedule of Contribution Receive and Commission Disbursement		
Descriptions	Date	To be done by
• Issuance of Contribution Invoice	1st week of each month	Shaheen Insurance
• Payment of Contribution via cheque/bank transfer	After 7 days from the date of Invoice received	Leopards
• Disbursement of Commission	After 7 days from the date of Contribution received	Shaheen Insurance

9. ENROLLMENT PROCESS:

1. LEOPARDS will open a products in the products booking system as per the data requirements mentioned by Shaheen Insurance Company Limited-Window Takaful Operator
2. LEOPARDS sales personnel will approach walk-in-Customers and counsel customers explaining the product coverage and benefits and all terms and condition.
3. Willing Customers will provide necessary information to the sale personnel to fill-out a digital Form and pay respective Contribution amount at the payment counter
4. After payment received, LEOPARDS will issue an official payment receipt to the custom. Customer will also receive a Welcome message via SMS from LEOPARDS which include Confirmation of Enrollment and a link of e-policy terms and condition. (By clicking the link customer can see detailed POLICY /Terms and Condition wordings and can keep as record by downloading)
5. Daily MIS (List of Covered Members) will be shared on real time basis via automated email to the following email addresses according to the prescribed data format given to leopards: nisar.karim@Shaheeninsurance.com and m.javed@Shaheeninsurance.com

Name of Member	DOB/AGE	CNIC No.	Address	Mobile No	Plan	Contribution	LEOPARDS Area Code

10. GENERAL POLICY EXCLUSIONS:

This policy does not cover:

- i. Loss or destruction of or damage to any contents or property whatsoever or any loss or expense whatsoever resulting or arising therefrom or any consequential loss or any legal liability of whatsoever nature directly or indirectly caused by or contributed to by or arising from any peril other than **BURGLARY, THEFT and ROBBERY** of insured contents from policyholder
- ii. Loss or destruction of or damage to any property whatsoever or any loss or expense whatsoever resulting or arising therefrom or any consequential loss or any legal liability of whatsoever nature directly or indirectly caused by or contributed to by or arising from ionizing, radiations or radioactive contamination from any nuclear fuel or from any nuclear waste
- iii. Any contingency occasioned by or happening through war, invasion, act of foreign enemy, hostilities (whether war be declared or not) civil war, rebellion, revolution, insurrection or military or usurped power, civil commotion or any popular uprising against a recognized Government
- iv. Loss or damage to any electronic machine or apparatus
- v. consequential loss of any nature whatsoever or loss due to wear and tear
- vi. Jewelry, deeds, bonds, bills of exchange, promissory note, coin, paper money, securities of money, cheques, documents of description, stamps, model of motor vehicles/accessories, crypto or digital currency or stocks.

11. CLAIM PROCESS:

- 1- Upon any insured loss of Contents, policyholder will immediately inform insurance company maximum within ten (10) days from the date of occurrence after the happening of such loss and provided the detailed particulars, proofs and documents as may be reasonably required.
- 2- For a claim to be valid, the policyholder/ claimant must
 - i. Immediately notify the Police

- ii. Notify the Company as soon as practically possible but in any event not later than ten (10) days of happening of incident
- 3- Covered member of LEOPARDS Customers will send their Claim Documents by using any of the following sources:
Dispatch to Shaheen Insurance to the below address:
 - ✓ **Shaheen Insurance Company Limited-Window Takaful Operator**
Health Insurance Department,
110, 1st Floor, Falak Corporate City,
Opp. PTCL Customer Care Center, Boulton Market,
Mithadar, KARACHI
Phone: +92 21 32413623
Mobile: +92 300 829 6741/321 241 3622
 - ✓ **LEOPARDS Center:** When LEOPARDS received claims, they will send to Shaheen Insurance via their head office.
- 4- Covered LEOPARDS Customers will provide following documents at the time of submission of Reimbursement Claim:
 - A copy of CNIC of the policyholder
 - A copy of FIR/Police report
 - Consignee Number (CN)
 - Token issued by NADRA confirming request to re-issue CNIC
 - Token issued by driving license issuing authority confirming request to re-issue driving license
 - Proof of re-issuance of ATM/Debit card by the bank
 - Any other document the Company may reasonably require
- 5- All documents mentioned above are required in original
- 6- However, Shaheen Insurance reserves the right to ask any further document (s) to proceed the claim
- 7- Claim must be submitted for reimbursement **within 15 working days** from the date of event occurred.

12. TAT FOR CLAIM PAYMENTS:

- 1- Claim will be paid **within 10 working days** subject to completion of all required documents
- 2- Shaheen Insurance will disburse **CLAIM CHEQUES** directly dispatched to the given address of the member/policyholder and share claim MIS to the Leopards for their information.

13. GOVERNING LAW AND JURISDICTION:

This MoU shall be governed by and construed under the laws of Islamic Republic of Pakistan.
Signed on this 21st, day of August 2024 at Karachi.