

CLAIMS PROCEDURES

On the happening of any event likely to give rise to a claim under this policy the Insured shall:

1. Give notice to the Company immediately with the following details:-
 - (a) Time & date of loss
 - (b) Location of loss
 - (c) Brief circumstances of loss
 - (d) Estimate of loss and description of items lost
 - (e) Insured's representative to contact and contact numbers.

Immediate notification of the event should be given by telephone, facsimile, e-mail or in written statement.

2. Notify the police immediately within 24 hours for theft cases or where necessary.
3. Take immediate action to safeguard the damaged property and to recover any property lost or damaged by theft pilferage on willful means.
4. Take photographs of damaged properties and send claim form together with other relevant claim supporting documents direct to MZ Insurance.
5. The Company may appoint, loss adjusters if it deems necessary, and the Insured shall give full co-operation to the loss adjuster during the course of their investigation.

6. Documents required by the Company for assessment of the claim:-

- Completed claim form
- Police report (where necessary)
- Photographs of the equipment and/or parts which are damaged
- Quotation of repair/ repair bill for rectifying the damaged equipment with detail breakdown of the material cost and labour charges.
- Purchase invoices/receipts/valuation reports in respect of the stolen/damaged equipment.
- Invoices/quotation for replacement of new equipment
- Assets listing
- Technician report stating the cause of damage
- Other documents which MZ/the adjuster may require, depending on the circumstances of the claim.

The listed documentation serve as a general guide only. Further documentation may be required as investigation progresses.

COMPLAINT PROCEDURES

If you disagree on a rejection or repudiation of a claim and/or dispute the quantum, please forward your complaints to the following Departments for assistance:

1. COMPLAINTS UNIT

MCIS ZURICH Insurance Berhad
Wisma MCIS Zurich
Jalan Barat, 46200 Petaling Jaya, Selangor
Tel: 03- 76523579

2. INSURANCE MEDIATION BUREAU

4th Floor, Wisma Harwant
106, Jalan Tuanku Abdul Rahman
50100 Kuala Lumpur
Tel : 03-2693 9623 / 2693 9149 (for claims matters only)

3. PENGARAH,

Jabatan Pengawasan Insurans (Customer Services Bureau)
Bank Negara Malaysia
Jalan Dato' Onn
50480 Kuala Lumpur
Tel : 03-2698 8044

INFO

ALL RISK INSURANCE

Touching the lives of all
MCIS ZURICH
INSURANCE

Wisma MCIS ZURICH, Jalan Barat, 46200 Petaling Jaya
Selangor Darul Ehsan, Malaysia

Telephone : 03-7955 2577 Fax : 03-7957 1562
Customer Contact Center : 03-7652 3388
Website : www.mciszurich.com.my

COVERAGE

- Any loss, damage or destruction of the insured property due to direct sudden and accidental causes not excluded by the Policy.
- The event of loss must take place within the Territorial Limit as specified in the policy

Property which can be insured	Property which cannot be insured
<ul style="list-style-type: none"> • Industrial and/or commercial plant, machinery and equipment • Office equipment including Desktop Personal Computers • Notebooks, laptops, palm tops and electronic equipment • Hand phones/mobile phones • Personal effects, work of art 	<ul style="list-style-type: none"> • Equipment used in conjunction with aircraft or watercraft • Equipment used in Oil refineries or Oil wells • Securities obligations, documents of any kind, stamps coins or paper money cheques postal orders money orders promissory notes, deeds bonds, stock or share certificates or bills of exchange. • Stocks, merchandise or Goods-in-Transit • Building (completed or under construction) • Completed Civil Engineering Works e.g. Roads, runaway, bridges, tunnels, harbours, docks, transmission lines, pipelines, reservoirs, storage tanks • Equipment, plant or machinery used on site for quarrying, mining, construction, logging or agriculture

LIMIT OF INDEMNITY

- The amount payable shall not exceed the Sum Insured (for each item) or the Total Sum Insured in all, as mentioned in the policy

EXCLUSIONS

- War, invasion, act of foreign enemy hostilities, civil war
- Mutiny, civil commotion assuming the proportions of a popular rising, military rising, insurrection, rebellion revolution, military or usurped power or any act of any person acting on behalf of or in connection with any organization with activities directed towards the overthrow by force of the Government de jure or de facto or to the influencing of it by terrorism or violence.
- Destruction by customs or other officials or authorities
- Ionizing radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel.
- Radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or nuclear combustion of nuclear fuel.
- Pressure waves caused by aircraft or other aerial device traveling at sonic or supersonic speeds.
- Wilful or malicious act by the Insured or any member of his household.
- Gradual deterioration, moth, woodworm or insect of any kind, vermin, contamination, ordinary wear & tear, damp or mildew, dampness or dryness of atmosphere, extremes or change of temperature, exposure to light, shrinkage, evaporation, loss of weight, rust corrosion, inherent vice, wet or dry rot, change in flavour or colour or texture or finish, depreciation.
- Mechanical or electrical breakdown or derangement, overheating failure malfunction or excessive current.
- Subsidence, heave or landslip
- Cheating as defined in Penal Code
- Criminal breach of trust (CBT) as defined in Penal Code
- Unexplained loss, mysterious disappearance or loss or shortage disclosed on taking inventory.

- Misfiling, misplacing or falsification of accounting records
- Property stored in the open by the action of wind, rain, hail, snow, sleet or dust
- Property being worked upon or caused by any testing, repairing, adjusting, servicing or maintenance operation.
- Loss or damage to data processing equipment and data processing media caused by dryness or dampness of atmosphere, extremes of temperature, corrosion or rust
- Loss or damage to data processing media caused by data processing media failure or breakdown or malfunction of the data processing system including equipment and component parts whilst the said media is being run through the system.
- Electrical or magnetic injury, disturbance or erasure distortion or corruption of electronic recordings
- Any malicious, subversive or unauthorized implantation of any computer code, programme, or other data into any electronic system causing the deletion, destruction, degradation, corruption, malfunction or compromise of data or electronic business systems.
- Unauthorized taking of or access to electronic data.
- Theft of property from fraudulent computer transfer of such property.

CONDITIONS

- Premium Warranty : - premium must be paid within 60 days from policy inception
 - Reasonable care : - you must to take all necessary measure to ensure the Property insured is safe and protected.
 - Claims : - The Insured shall give immediate notice to the Company on the happening of any event likely to give rise to a claim and deliver to the Company as soon as reasonably practicable a written statement of claims and supply to the Company such further particulars as may be reasonably required.
 - Mitigation : - The Insured shall take all practical steps to mitigate any loss or damage and to recover any property lost or damaged by theft pilferage or willful means including notifying the police immediately.
 - Misrepresentation & Fraud – the policy shall be voidable in the event of misrepresentation or non-disclosure of any material fact.
 - Alteration : - any changes whereby the risk of loss destruction or damage to the property insured is increased must be notified to the Company in writing immediately
 - Cancellation : - Both parties have the right to terminate the policy, giving 14 days notice to the other party.
 - Insurable Interest : - person who purchases the policy must have a financial interest on the Property Insured
 - Contribution : - the Company will not pay anything more than the amount of loss, if there are two or more policies covering the same Property Insured
 - Average : - this will be applied if the sum insured of any item stated in the policy is less the actual value at the time of loss took place. Amount payable by the Company will be proportionately reduced to the portion the Sum Insured bears against the actual value in the event of under-insurance.
 - Market Value : - the company will only pay either the amount of the item as stated in the policy or based on the actual value in the market, whichever is lower.
 - Due compliance of the terms and conditions of the Policy shall be condition precedent to liability of the Company.
 - Arbitration - Any differences to the amount to be paid under the policy shall be referred to an arbitrator.
- Utmost Good Faith: - You must disclose to us fully and faithfully the facts which you ought to know **(Section 150(1) of the Insurance Act 1996 (Malaysia))**