

## yuu Ferry Protect (1-way)

In consideration of the payment of premium by the **policyholder** to **us**, the **policyholder** agrees that the benefits under the group policy:

- are provided to customers ('**you**') as per declaration by the **policyholder**.
- can be changed or discontinued following a joint decision by the **policyholder** and **us**.

Subject to the terms, exclusions and conditions contained in this plan, **we** will provide the benefits for **you** as described below:

### Summary of benefits

Benefit		Maximum limit (S\$)
Section 1	Baggage loss (excess: S\$80)	S\$500
Section 2	Luggage damage (excess: S\$40) (excess: S\$40 if without purchase receipt) (excess: S\$20 if with purchase receipt)	S\$200
Section 3	Ferry delay (S\$40 per 2 hours)	S\$80

### Eligibility

The plan is only valid if all of the following eligibility are met:

- **You** are a Singapore citizen, Singapore permanent resident or foreigner residing in Singapore with valid work pass or permit;
- **Your** activation of cover has been approved by **us** and the **policyholder**; and
- **Your** cover has been enrolled by declaration and premium has been fully paid by the **policyholder**.

### Important Conditions

The plan is only valid if all of the following conditions are met:

- At the time of arranging **your** overseas **trip** or taking out this insurance, **you** are not aware of any circumstance which is likely to lead to a claim under the plan;
- At the time this insurance is applied for, any **trip** meant to be covered by this insurance must not have started.
- If **you** have ever been refused travel insurance, or had special terms applied to the cover, **we** must have been told when the insurance was applied for, otherwise this insurance will be declared void (that is, considered to have never existed);

## DEFINITIONS

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### Area of Travel

Bintan, Batam and Tanjung Balai.

### Booking confirmation

The booking confirmation contains details of **you** and the **area of travel** as declared.

### Baggage

Personal belonging taken with you or purchased by you on your trip, but excluding the **luggage** (suitcase or bag) itself.

### Luggage

Suitcase or bag itself, excluding the contents or personal belongings contained within.

### Money

Banknotes, coins and traveller's cheques.

### Policyholder

Sindo Ferry Pte Ltd

### Trip

Overseas travel on a ferry operated by Sindo Ferry, which starts from the time of departure from Singapore and ends three hours after **you** pass through the immigration check-point at **your** overseas destination as set out in the **booking confirmation**.

**We / Us / Our / the Company** shall mean Great Eastern General Insurance Limited.

**You / Your** shall mean the insured person as named in the **booking confirmation**.

## WHAT WE COVER

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Whereas the **policyholder** has requested **us** to grant the benefits hereinafter referred to, **we** hereby agree to indemnify **you**, subject to all the terms, provisions, conditions and endorsements of this plan.

### Section 1 – Baggage loss

**We** will pay **you** for accidental loss of or damage to **your baggage** during **your trip** overseas.

**We** will also pay **you** for the cost of obtaining replacement passports, travel tickets and other relevant travel documents where such loss has arisen out of robbery or theft whilst overseas.

Travel documents shall exclude identity cards, any stored-valued cards and any cards issued by financial institutions / associations / government authorities / corporations.

Such losses must be reported to the local police at the place of the loss or relevant authority such as the hotel or transport operator within twenty-four (24) hours of the incident and a written statement from the police or the relevant authority must be obtained to substantiate the claim.

Our maximum liability under this section shall not exceed S\$500. **We** shall not be liable for the first S\$80 of each and every claim.

#### **What is not covered**

**We** will not pay for any loss or damage to **your baggage**:

- which **you** have separately checked in in advance; or
- under the care and custody of the transport or accommodation provider, unless there is written or documentary proof that **your** claim has been denied, rejected or partially paid by the transport or accommodation provider. **We** will reduce **your** claim by the amount **you** received from the transport or accommodation provider.

### Section 2 – Luggage damage

**We** will pay **you** for damage to your checked-in **luggage** that is sustained while transported by the handling operator or agent providing the checked-in **luggage** services.

**We** may choose to pay or repair any damaged item after taking into account wear and tear and market value.

A written confirmation from the handling operator or agent must be obtained to substantiate the claim.

Our maximum liability under this section shall not exceed S\$200. **We** shall not be liable for the following:

- a) first S\$40 of each and every claim (without purchase receipt provided to **us**); or
  - b) first S\$20 of each and every claim (with purchase receipt provided to **us**)
- whichever is applicable.

### Section 3 – Ferry delay

**We** will pay S\$40 for every full two (2) consecutive hours of delay if departure of the Sindo ferry is delayed due to unforeseen circumstances such as adverse weather condition or mechanical breakdown of the ferry. A written confirmation from the ferry operator setting out the length of the delay and the reason for such delay must be provided to **us** for the claim to be payable.

The delay period is the period from the time the ferry was originally scheduled to arrive in **your** overseas destination, as shown on **your** ticket or itinerary, to the time the ferry arrives.

Our maximum liability under this section shall not exceed S\$80.

#### **What is not covered**

This section does not cover any delay which:

- was caused by **you** failing to check in on time or according to your itinerary; or
- was known about publicly at the time **you** booked the trip or took out the plan.

## GENERAL EXCLUSIONS

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This plan does not cover any claims arising directly or indirectly from, caused by or in connection with:

1. War, invasion, act of foreign enemy, hostilities or war-like operations (whether war be declared or not), civil war, mutiny, civil commotion assuming the proportions of or amounting to popular rising, military rising, martial law, insurrection, rebellion, revolution, military or usurped power;  
  
In any action suit or other proceedings where **we** allege that by reason of the provision of this exclusion any loss, damage, cost or expense is not covered by this insurance the burden of proving the contrary shall be upon the Insured
2. Ionizing, radiation, toxic or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel;
3. Any events where warnings or statements have been issued by the government or any relevant authorities through or by the general mass media of any intended strike, riot or civil commotion, health threatening situations or impending Natural Disasters;
4. Detention, confiscation or destruction by customs or other officials or authorities;
5. Any illegal or unlawful act committed by **you** or any claims arising from any government intervention, prohibition or regulation;
6. Air or sea travel other than as a passenger on a fully licensed passenger carrying airline and not as a member of the crew or taking part in expeditions or for the purpose of undertaking any trade or technical operation therein or thereon;
7. **You** being engaged in naval, military, air force, civil defence or police training, duties, services or operations;
8. Participating, practicing, training or engaging in any sport which could provide earnings or receive remuneration, financial rewards, donation or sponsorship of any kind;
9. Participating, practicing, training or engaging in any speed or time trials, competitions, sprints or racing of any kind (other than on foot) or any organised team football, extreme sports and sporting activities, rafting or canoeing involving white water rapids, bungee jumping, jet skiing, underwater activities involving artificial breathing apparatus, ski racing, backcountry skiing or off-piste skiing, ski jumping, the use of bobsleigh or skeleton, expeditions, private hunting trips, ocean yachting or pot holing, mountaineering, rock climbing or trekking activities, scuba diving, hunting, riding or driving in any kind of race or all-terrain vehicles (ATV), motor sports, any sports activity involving **you** being airborne (whether suspended or not);
10. Manual work or hazardous work of any nature, or the use of machineries and/or tools, testing of any kind of conveyance or whilst engaged in off-shore activities, mining, aerial photography or handling of explosives, ammunition or firearms;
11. Loss (whether temporary or permanent) of the insured property or any part thereof by reason of confiscation, requisition, detention or legal or illegal occupation of such property or of any premises, vehicle or thing containing the same by any government authorities;
12. Consequential loss or damage of any kind;
13. Loss or damage insured under any other insurance plan, or reimbursed by any other party;
14. Any loss or damage occasioned through the wilful act, omission, fraudulent, dishonest or criminal acts by **you**;

**15. Contracts (Rights of Third Parties) Act 2001**

Other than you and us, no one shall have any right under the Contracts (Rights of Third Parties) Act 2001 to enforce this policy.

**16. Cyber Loss**

Notwithstanding any provision to the contrary within this policy or any endorsement thereto this policy excludes any CYBER LOSS.

Definitions:-

CYBER LOSS means all actual or alleged loss, damage, liability, **injury**, compensation, sickness, disease, death, medical payment, claim, cost, fee, expense or any other amount incurred by or accruing to the INSURED, including but not limited to any mitigation cost or statutory fine or penalty, directly or indirectly caused by, contributed to by, resulting from, arising out of or in connection with any CYBER INCIDENT.

CYBER INCIDENT means:

- (a) an unauthorised or malicious act or series of related unauthorised or malicious acts, regardless of time and place, or the threat or hoax thereof; and/or
- (b) a failure to act, any error or omission or accident or series of related failures to act, errors or omissions or accidents; and/or
- (c) a breach of duty, statutory duty or regulatory duty or trust or series of related breaches of duty, statutory duty or regulatory duty or trust;

involving access to, processing of, use of or operation of any COMPUTER SYSTEM or any data by any person or group of persons.

**17. IT Clarification**

Property damage covered under this policy 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 a deletion, a corruption or a deformation of the original structure. Consequently the following are excluded from this Policy:

- a) Loss of or damage to data or software, in particular 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 of or damage to data or software which is the direct consequence of insured physical damage to the substance of property shall be covered.
- b) 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.

## 18. Sanction Limitation and Exclusion

No insurer shall be deemed to provide cover and no insurer shall be liable to pay any claim or provide any benefit hereunder to the extent that the provision of such cover, payment of such claim or provision of such benefit may, in the insurer's opinion, expose that insurer to the risk of or result in any breach or violation of, or non-compliance with, any sanction, prohibition, restriction or regulations imposed by any state or transnational organisation including but not limited to the United States of America, the United Nations, the European Union, the United Kingdom, the Republic of Singapore and any state or country where the insurer or its related entity carries on business ("Sanctions").

If the insured, **policyholder**, beneficial owner of the policy, life assured(s) (if applicable), beneficiary, payee or any affiliate, successor or assign of any of the foregoing (collectively the "Insured") is designated or listed as a person subject to Sanctions ("Restricted Party") or has any involvement whatsoever with any Restricted Party, whether directly or indirectly, or has been charged, or convicted or has had judgment taken against them under any local or foreign law or regulations implementing any Sanctions, the insurer shall be entitled, in its sole discretion and without incurring any liability whatsoever, to exercise any one or more of the following rights and/or remedies against the Insured, namely:

- (i) cancel, terminate, void and/or nullify any policy, contract, transaction or business;
- (ii) liquidate and/or close-out any financial product or investment;
- (iii) withhold and/or suspend any payment, transfer and/or receipt of any money, refund or benefit;
- (iv) decline and/or refuse any transaction or request; and/or
- (v) take or refrain from taking any step or action necessary to eliminate, reduce or minimise the risk of any breach or violation of any Sanctions or exposure to any Sanctions.

The Insured shall indemnify the insurer and hold the insurer harmless from and against any and all losses, damages, costs and/or expenses suffered and/or incurred by the insurer, including but not limited to legal costs and attorney's fees

## 19. Terrorism

This insurance excludes loss, damage, 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 exclusion 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 any organisation(s) or government(s), committed for political, religious, ideological or similar purposes including the intention to influence any government and/or to put the public, or any section of the public, in fear.

This exclusion also excludes loss, damage, 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.

If **we** allege that by reason of this exclusion, any loss, damage, cost or expense is not covered by this insurance the burden of proving the contrary shall be upon **you**.

In the event any portion of this exclusion is found to be invalid or unenforceable, the remainder shall remain in full force and effect.

## **ADDITIONAL EXCLUSIONS**

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### **Additional exclusions applicable to Section 1 and/or 2**

This plan does not cover any claims arising directly or indirectly from or caused by or in connection with:

1. **You** not taking all reasonable efforts to safeguard **your** property or to minimise any claim under this plan.
2. The cost of any lost or damaged items which are covered by any other insurance policies or third parties.
3. Contact lenses, stamps of any kind, fruits, foodstuffs or perishable or consumable goods, household effects, dentures, prosthesis, cosmetics and skincare products.
4. Any form of medication, health supplement, tonic and herbs with medicinal properties.
5. **Money**, medals, coins, antiques, precious metal and jewellery.
6. Camping equipment, skiing apparatus, surfing equipment, fishing equipment and diving equipment.
7. Golf clubs and balls whilst in the course of play or practice.
8. Crockery, china glass, sculpture, curios, pictures, musical instruments or fragile articles of any kind.
9. Animals, motor vehicles (including accessories), motorcycles, boats, snow mobiles and any other conveyances.
10. Any electronic devices other than mobile phone and laptop.
11. Data recorded on tapes, cards, discs or otherwise, business goods or samples and any items used in connection with **your** employment or occupation.
12. Wear and tear, scratches and nicks to **luggage**, depreciation, insects, vermin or other deterioration, mechanical or electrical breakdown or derangement or any process of cleaning, restoring or renovating.
13. Consequence of confiscation, nationalization, requisition or willful destruction by any government, public or municipal local or customs authority.
14. Pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds.
15. Loss which is not reported to either the police or the transport carrier within twenty-four (24) hours of discovery of loss.
16. Any unattended **luggage** or any misplacement or mysterious disappearance of personal belongings.
17. Unexplained disappearance, or shortage due to error, omission or exchange rate differences or depreciation in value.
18. Property insured under any insurance plan or otherwise reimbursed by the air or sea public transport, hotel or any third party.
19. **Your** willful act, omission, negligence or carelessness.

## GENERAL CONDITIONS

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### 1. Awareness of Circumstances

Before the plan is taken up or before **you** make the booking for the **trip**, **you** must not be aware of any circumstances, facts or risks related to the planned destination(s) / event(s) which are known or ought to know by **you** and which may give rise to a claim under this plan.

### 2. Cancellation of group policy

**We** and the **policyholder** can cancel this group policy by giving thirty (30) days' notice in writing. This would not affect any claim that arose before the date the group policy ends. If **we** or the **policyholder** cancel this group policy, **your** cover will continue and **we** will not refund any premium.

### 3. Cancellation of insurance cover

**Your** insurance coverage under the group policy shall terminate on the earliest of the following:

- we** receive the notice of cancellation from the **policyholder**;
- You** are unable to satisfy any of the eligibility requirements and important conditions

There will be no premium refund for cancellation of insurance cover. **We** reserve the right to decline to continue cover for any material change in risk which may increase the possibility of a claim under **your** insurance cover.

### 4. Currency

All amounts shown are in Singapore dollars.

### 5. Compliance with Group Policy Provisions

Any failure to comply with any of the provisions contained in the group policy shall invalidate all claims hereunder.

### 6. Data Use

Any information collected or held by **us** whether contained in **your** application or otherwise obtained may be used and disclosed to our associated individuals / companies or any independent third parties (within or outside Singapore) for any matters in the normal course of arranging and administering the insurance plan and claim.

### 7. Duplication of Cover

In the event that **you** are covered under more than one travel policy for the same **trip** underwritten by **us**, **we** will consider the person to be insured only under the plan with the highest benefit limits.

### 8. Governing Law

This plan shall be governed by and interpreted in accordance with the laws in Singapore.

### 9. Notice and Alteration

**We** can make alterations to the group policy with the agreement of the **policyholder**. The alteration will not affect your existing insurance coverage under this plan.

### 10. Payment of Benefits

All benefits payable under the group policy shall be paid to **you** or in the event of death of the **insured person**, to his legal representative on production of the Letter of Administration or Grant of Probate and whose receipt shall be deemed a final and complete discharge of all Our liability under the group policy.

### 11. Reasonable Care

**You** shall take all reasonable care and precautions for the safety of property insured.



## CLAIM CONDITIONS

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### 1. Arbitration

Any dispute arising out of or in connection with the group policy, including any question regarding its existence, validity or termination, shall be referred to Financial Industry Disputes Resolution Centre Ltd ("FIDReC"). This applies as long as the dispute can be brought before FIDReC.

If the dispute cannot be brought before or dealt with by FIDReC, it will be referred to and finally resolved by arbitration in Singapore in accordance with the Arbitration Rules of the Singapore International Arbitration Centre ("SIAC Rules") for the time being in force, which rules are deemed to be incorporated by reference in this clause.

- The seat of the arbitration shall be Singapore.
- The Tribunal shall consist of three (3) arbitrator(s).
- The language of the arbitration shall be in English.

### 2. Abandonment of Claim

**We** shall disclaim liability to **you** (or **your** legal personal representatives) for any claim hereunder and such claim shall not within twelve (12) calendar months from the date of such disclaimer have been referred to arbitration under the provision herein contained, then the claim shall for all purposes be deemed to have been abandoned and shall not thereafter be recoverable hereunder.

### 3. Submission and Documentation

**You** shall at **your** expense furnish **us** all certificates, forms, bills, receipts, information and evidence as may be required by **us** and submit only original bills, receipts and other documents required to support a claim, unless otherwise agreed in writing by **us**.

### 4. Time for Filing Proof or Loss

Affirmative proof of loss must be furnished to **us** in the case of a claim for which **we** are liable within fourteen (14) days after the date of such loss.

## Policy Owners' Protection Scheme

This policy is protected under the Policy Owners' Protection Scheme which is administered by the Singapore Deposit Insurance Corporation (SDIC). Coverage for **your** policy is automatic and no further action is required from **you**. For more information on the types of benefits that are covered under the scheme as well as the limits of coverage, where applicable, please contact **us** or visit the General Insurance Association (GIA) or SDIC **web-sites** ([www.gia.org.sg](http://www.gia.org.sg) or [www.sdic.org.sg](http://www.sdic.org.sg)).