

## DETAILS OF BENEFITS AND INSURANCE TERMS

### INSURANCE PACKAGE FOR CREDIT CARDS

#### Part 1: HEALTH INSURANCE FOR CREDIT CARDHOLDERS:

##### 1. Scope of Insurance Coverage:

- a. The insured dies or becomes permanently disabled due to accident or sudden illness during the insurance period (injury rate of 81% or more).
- b. Missing is declared by a competent Court in Vietnam in accordance with the law.
- c. Special insurance term related to the epidemic.
  - Insurance conditions
    - Comply with regulations, terms, conditions, points of insurance exclusions in Application / Certificate of Insurance Package for Credit Cards;
    - Exclusion of insurance benefits which are not permitted by at specific periods of time;
  - Insurance benefit: In case the customer dies or becomes permanently disabled from 81% or more due to epidemics, Bao Minh will cover the sum insured specified in the Application / Certificate of Insurance Package and maximum VND 100 million / person.
  - Exclusion points related to epidemics:
    - The insured got infected by epidemics before insurance participation.
    - The insured violates the disease prevention regulations under the Law on Prevention of Infectious Diseases and / or the regulations of the Ministry of Health of Vietnam and / or other competent state agencies.

##### 2. The insured:

Individuals eligible to open credit cards at VIB - *This insurance package covers for primary credit cardholders only.*

##### 3. Sum Assured and Main insurance benefits:

- a. **Sum Assured:** The sum of money inscribed in the Insurance Contract/Policy/Certificate of Insurance, as agreed between the insured and Bao Minh (via VIB). Sum assured maximum equals to credit card limit and not changing during insurance validity.
- b. **Main insurance benefits:** This insurance covers benefits to the lawful beneficiaries / inheritors when the insurance event occurs and does not fall in to the specific exclusion :
  - When an insurance event occurs, Bao Minh will pay all the insured amount inscribed in the Certificate of Insurance, the amount of compensation will be transferred / deducted monthly to VIB to pay for all outstanding debit balance of customer at VIB.

- The remaining (if any) will be paid by VIB to the Insured/Legal inheritors through the credit card refund process in accordance with VIB and the law .

#### **4. Insurance validity:**

##### **a. Insurance Policy/Certificate validity**

The Insurance Policy/Certificate is valid for 12 months from the date of issuance and will automatically renew every year until a cancellation notice/request from the primary Credit Cardholder. If within 30 days from the expired date, there is no termination request from VIB or customer.

During the validity of this Insurance Policy/Certificate, the insurance validity will apply in accordance with the provisions of Section b. below.

##### **b. Insurance validity:**

The insurance validity is 01 (one month) from 00:00 of the next following day after the request day for insurance registration through VIB system. The insurance validity is automatically renewed for each consecutive month if there is no termination request. The insurance termination only applies to the next following month since the termination request day.

#### **5. Geographical scope: Global**

#### **6. Premium rate: 0.11% / month**

#### **7. Exclusion clause of insurance liability**

- Intentional acts of the Insured, Insurance Buyer or the Beneficiary; In case the Insurance Policy has many beneficiaries, only the beneficiary who has violations is denied payment, Bao Minh is still responsible for payment of the sum assured to the remaining beneficiaries;
- Earthquakes, volcanoes, radioactive contamination, toxic substances and explosives of hazardous substances of nuclear radioactivity in part or in whole;
- The insured treats or uses drugs not following the instructions of treating doctors;
- Medical treatment not yet recognized by science, experimental treatment.
- The insured commits suicide within two years from the first premium payment date;
- The insured participates in the following activities: Aviation (except for passengers on civil flights), military training exercises of the armed forces, professional sport competitions and the following sports with amateur level: racing cars, motorcycles, horse racing, air sports, mountain climbing, hunting and direct fighting sports between two people;
- Accidents, losses / damages arising from the law violations of the Insured include: passing a red light, drinking alcohol, racing, driving on a banned road, restricted area, night-driving car having insufficient lights as required, driving in the opposite direction, and other law-breaking actions to the extent of criminal prosecution;
- Actions of the insured under the influence of alcohol, beer, drugs or other stimulants;

- Wars, invasions, acts of enemies, hostile forces or war activities (with or without declare), civil war, acts of terrorism.
- The driver does not possess a driving license or possess an invalid driving license;
- Events directly or indirectly caused by neurological diseases of the insured, paralyzed or epilepsy, unless it is a consequence of the Accident.
- Pre-existing Diseases / Injury, Diseases / Injury, Special Diseases;
- The insured dies due to old age, unexplained death or death but could not determine the cause of death for any reason;
- The insured suffers from stroke, sudden death;
- The insured dies or suffers from illness, illness caused by maternity (pregnancy, childbirth) and / or complications from maternity .

## **Part 2: TRAVEL GUARD INSURANCE**

**Conditions for extended insurance benefits:** The insured would have a continuous and uninterrupted period of insurance from the participation date to the date of the insurance event with details as below:

Bao Minh agrees to extend compensation coverage for some incidents during the overseas travel to the Insured (the primary Credit cardholder) provided that the Cardholder must use VIB credit card to pay in the following cases:

- Pay the full fare of public transport before starting the trip for the Insured;
- Or pay at least 80% of the package cost of the overseas tour before the insured starting that trip.

### **Insurance benefits:**

#### **a. Platinum / World Card:**

- Delayed luggage: In case the insured is temporarily short of luggage within at least 12 hours from the arrival time to the overseas destination due to delay, wrong delivery or non-delivery. Cover limit: VND 12,650,000 VND/each and every incident/year.
- Lost luggage: Cover limit: VND 23,000,000/each and every incident/year.
- Delayed trip: the insured is delayed abroad certified by the carrier. Cover limit VND 4,600,000/6 delayed hours, up to 12 hours for each and everything incident/year.

#### **b. Classic / Gold Card:**

- Delayed luggage: In case the insured is temporarily short of luggage within at least 12 hours from the arrival time to the overseas destination due to delay, wrong delivery or non-delivery. Cover limit: VND 9,200,000 VND/each and every incident/year.
- Lost luggage: Cover limit: VND 11,500,000/each and every incident/year.

- Delayed trip: the insured is delayed abroad certified by the carrier. Cover limit VND 2,300, 000/6 delayed hours, up to 12 hours for each and everything incident/year.

#### **Exclusion clause of insurance liability**

- Rebellion, strike, war, invasion, revolution, directly or indirectly related to terrorist activities, civil riots
- Loss due to natural wear and tear, rental or rental property, loss of property insured under any other policy, loss of pre-delivered baggage, mailed or transport separately or in public unattended, loss of archival data, magnetic tapes, memory cards, loss of cash, bonds, vouchers, convertible documents, credit card, ID/ID card, driver's license.
- Postponement as a result of arrest or seizure by customs or other government officials.

#### **Part 3: INSURANCE FOR CREDIT CARD RISKS:**

**Conditions for extended insurance benefits:** The insured would have a continuous and uninterrupted period of insurance from the participation date to the date of the insurance event with details as below:

##### **1. Insurance for cases where a credit card is robbed with force or threatened with force, robbery, theft, accident:**

Both parties agree and understand that provided that other aspects are subject to the Conditions, Terms and Exclusions in the Policy. This Policy is extended to cover physical damage to the insured credit card in case the insured encounters the following problems within Vietnam:

- Credit card be robbed with force or threatening to use force, robbery or theft (accompanied by force to break into or escape from the building).
- Money withdrawn by card from an ATM be robbed with force or threatening to use force, robbery, right after making a transaction within a radius of 10m from an ATM and/or must be declared to VIB within 15 minutes from the time of cash withdrawal.
- Goods purchased with credit card be robbed with force or threatening to use force, robbery or theft (accompanied by force to break into or escape from the building) within 30 minutes after actual transaction and/or within 90 days of purchase for home-use items.

##### **Conditions:**

- The above incidents must have traces and witnesses and must be certified by the competent police.
- Victims must immediately notify Bao Minh and VIB by telephone within 30 minutes after the incident, then report directly to the nearest police/competent authority within 1 working day (except for impossible cases due to inability to proceed as a result of the above incidents with authentication / certification from the hospital).

##### **Bao Minh will compensate for the following expenses:**

- Cost of card replacement.

- The amount that culprit uses card to purchase goods (including e-commerce but limited to goods that have been purchased within 2 days since the insured event) or the amount that culprit uses card to withdraw money at ATM.
- Damaged goods that the insured has just used a credit card to make purchase (including e-commerce but limited to ecommerce transactions within 02 days since the insured event).

**Cover limit:** 10% Sum Insured, up to VND 10,000,000 for each each and every incident/year.

## 2. Insurance for late payment:

Both parties agree and understand that provided that other aspects are subject to the Conditions, Terms and Exclusions in the Policy. This Policy is extended to cover any late payment fees in VIB credit card statement in case the insured encounters the following problems at billing date:

- The insured or their legal spouse/children under 18 years old have an accident or disease that requires inpatient treatment (excluding epidemic catastrophic outbreaks during a pandemic);
- Fire, explosion, natural disaster for their own resident house;

### Conditions:

- The above incidents must be fully accompanied with legal documents for specific evidence.
- Bao Minh only compensates for additional fees due to late payment (not the principal and regular interest)

**Cover limit:** Up to VND 1,000,000 VND for each and every incident/1 card/year.

## 3. Insurance premium: 0.015% + VAT / month

## APPENDIX

- Click to view [details](#) of Health Insurance applied with Health Insurance principles for Credit Borrowers issued with Decision No. 2012/2019-BM/CN, date 23/10/2019 by General Director of Bao Minh Joint Stock Company.
- Click to view [details](#) of Travel Guard Insurance according to the rules of International Travel Guard Insurance issued with Decision No. 0333/2011-BM / QLNV, dated 01/03/2011 by General Director of Bao Minh Joint Stock Corporation