



<b>STAMP DUTY PAID</b>
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## Foreign Workers Compensation Scheme Policy

**Whereas** the Insured by a proposal and declaration which shall be basis of this contract and is deemed to be incorporated herein has applied to **Etiqa General Insurance Berhad (9557T)** (hereinafter referred to as “the Company”) for the insurance hereinafter contained and in consideration of the payment by the Insured to the Company of the Premium.

Now this Policy witnesses that in respect of events occurring during the Period of Insurance and subject to the terms limitations exceptions and conditions contained herein or endorsed hereon hereinafter collectively referred to as “the Terms of the Policy”, the Company will indemnify the Insured as per the Terms stated in the various Sections of the Policy.

Provided always that the due observance and fulfillment of the Terms Conditions and Provisions contained herein or endorsed hereof which are to be read as part of this Policy, shall so far as the nature of them respectively will permit be deemed to be conditions precedent to any liability of the Company to make any settlement under this Policy.

### Section 1 – Workmen’s Compensation Insurance

If at any time during Period of Insurance any foreign workers employed by the Insured as stated in the Schedule shall sustain personal injury by accident or disease arising out of and in the course of his employment by the Insured and if the Insured shall be liable to pay compensation for such injury under the Law(s) set out in the Policy then subject to the Terms of this Policy contained herein or endorsed hereon the Company will indemnify the Insured against all sums for which the Insured shall be so liable and will in addition be responsible for all costs and expenses incurred with its consent in defending any claim for such compensation.

Provided always that in the event of any change in the Law(s) or the substitutions of other legislation therefore this Section shall remain in force but the liability of the Company shall be limited to such sum as the Company would have been liable to pay if the Law(s) had remained unaltered.

#### **Law (s)**

WORKMEN’S COMPENSATION ACT 1952  
 WORKMEN’S COMPENSATION (AMENDMENT) ACT 1956  
 WORKMEN’S COMPENSATION (AMENDMENT) ACT 1976  
 MODIFICATION OF LAWS (WORKMEN’S COMPENSATION) (EXTENSION AND MODIFICATION) ORDER 1981  
 WORKMEN’S COMPENSATION (AMENDMENT) ACT 1996  
 WORKMEN’S COMPENSATION (FOREIGN WORKERS COMPENSATION SCHEME (INSURANCE) ORDER 1998  
 WORKMEN’S COMPENSATION (FOREIGN WORKERS COMPENSATION SCHEME (INSURANCE) (AMENDMENT) NO.2 ORDER 2002

And any subsequent amendments to the said Act and Enactments made effective prior to the date of issue of the Policy.

### **Special Condition to Section 1**

In the event of death of the insured workman resulting from personal injury by accident in the course of employment the Company shall pay and extra sum of RM7,000.00

### **Exceptions to Section 1**

The Company shall not be liable under this Section in respect of

- (a) the Insured's liability to employees of contractors to the Insured
- (b) any employee who is not a "workman" within the meaning of the Law(s)

### **Common Law Liability Exclusion**

Notwithstanding anything herein contained to the contrary, it is hereby declared and agreed that the indemnity granted by this Section does not include Common Law Liability.

## **Section 2 – Repatriation Expenses**

The Company will subject to the terms of this Section indemnify the Insured for the repatriation expenses (defined below) incurred

- (a) If during the Period of Insurance the Insured Person dies or suffers permanent total disablement.
- (b) If the Insured Person dies or suffers permanent total disablement within twelve months of the accident or sickness occurring during the period of the insurance.

### **Definition to Section 2**

The repatriation expenses incurred shall be the actual expenses or RM4,800.00 whichever is the lesser for the transportation of the Insured Person to his/her home country of origin.

## **Section 3 – Personal Accident Insurance (Off Work Hours)**

The Company shall subject to the items of this Section pay to the Insured person or his legal personal representatives in respect of personal injury sustained in an accident which occurs during the period of insurance and outside the working hours of the Insured Person:

- (a) a sum of RM23,000.00 in the event of death or permanent total disablement occurring within 12 months of the accident; and/or
- (b) a sum of money based on the capital sum of RM23,000.000 calculated in accordance with the First Schedule of the Workmen's Compensation (amendments) Act 1996 In respect of Permanent Partial Disablement; and or
- (c) a sum of money calculated in accordance with Section 8(e) of Workmen's Compensation Act 1952 for temporary disablement
- (d) medical expenses in accordance to the provisions of the Workmen's Compensation Act 1952.

**Territorial Limit: Malaysia**

### Special Provisions to Section 3

1. "Loss" of a limb or member or part thereof shall mean loss by actual physical severance or total and permanent loss of use.
2. The total sum payable for Permanent Disablement in respect of injury to more than one portion of a limb or member or part thereof shall not exceed the sum payable in respect of such injury to the whole of that limb or member or part thereof.
3. Payment shall be made either Benefit (a) or (b) and not both
4. The maximum benefit payable under (a) and (b) above shall be RM23,000.00

### Special Conditions to Section 3

1. This insurance shall not apply to an Insured Person who has attained the age of 65 years.
2. Notice in writing must be given to the Company of any accident to an Insured Person which may give rise to a claim under this Section within ten (10) days of the accident.  
All reports certificates and information required by the Company shall be furnished by the Insured. The Insured Person shall from time to time submit himself to medical examination at the expense of the Company as may be required in connection with any claim.  
In the case of death where any reasonable doubt exists as to the cause thereof a qualified medical practitioner appointed by the Company shall be allowed to make a post-mortem examination of the body of the Insured Person at the Company's expense.
3. For the purpose of this Scheme, General Condition 6 (Other Insurances) shall not apply to (a) and (c) under this Section.
4. This Section is not assignable and payment of any Benefit under this Section shall only be made to Insured Person or his beneficiary/estate and whose receipt shall be a discharge to the Company.

### Exceptions to Section 3

1. No payment will be made under this Section for bodily injury consequent upon
  - (a) any unlawful act of the Insured Person or willful exposure to danger (other than in an attempt to save human life) suicide or attempted suicide or intentional self-injury.
  - (b) the effect or influence (temporary or otherwise) of alcohol or drugs not prescribed by a qualified medical practitioner, venereal disease, insanity, or AIDS,
  - (c) pregnancy or childbirth, miscarriage or abortion.
  - (d) rock climbing, mountaineering (which requires the use of ropes or guides), skin diving, parachuting, playing polo, steeple chasing, big game hunting or hunting, racing of any kind other than on foot.
  - (e) flying as a member of an aircrew or in any aircraft for the purpose of any trade or technical operation therein or thereon or air travel other than as a fare-paying passenger in any properly certified or licensed power-driven aircraft constructed to carry passengers.
  - (f) riding on motorcycle, motor scooter, moped or mechanically assisted pedal cycle (whether as driver or passenger) for sports, exhibition, competition or racing.
  - (g) works carried out in relation to the Insured Person's employment with the Insured.

## General Exceptions

The Company will not indemnify the Insured and/or the Insured Person against:

1. any actions for compensations brought in the Courts of Law of any territory outside Malaysia.

2. loss damage injury by accident or disease directly or indirectly occasioned by or happening through or in consequence of

- (a) war invasion act of foreign enemy hostilities (whether war be declared or not) civil war mutiny rebellion revolution insurrection or military or usurped power.
- (b) any act of any person or persons acting on behalf or in connection with any organisation with activities directed towards the overthrow by forces of any de jure or de facto Government or to influencing of it by terrorism or violence. For this purpose 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.

For this purpose 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.

3. any loss damage injury or liability directly or indirectly caused by or in consequence of or contributed to by

- (a) ionising radiations or contaminations by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel.  
Solely for the purpose of this Exception combustion shall include any self-sustaining process of nuclear fission.
- (b) nuclear weapons materials.

**General Conditions**

**1. Definition**

Period of insurance shall mean the period specified in the Schedule and during which the insured Person is in immediate employment of the Insured BUT EXCLUDING the period when the Insured Person returns to his/her home country. Cover ceases from the time the Insured Person leaves Malaysia and resumes upon his return to Malaysia.

**2. Interpretation**

This Policy and the Schedule shall be read together as one contract and any word or expression to which a specific meaning has been attached in any part of this Policy or of the Schedule shall bear such meaning wherever it may appear.

**3. Observance**

The liability of the Company shall be conditional on the observance by the Insured and the insured Person of the Terms of this Policy.

**4. Precaution**

The insured and the Insured Person shall comply with all statutory obligations.

**5. Claim Procedure**

- (a) On the happening of any accident which may give rise to a claim under this Policy the Insured shall;
- (i) report the accident immediately to the Labour Department as provided under section 13(1) & (2) of the Workmen's Compensation Act 1952.
  - (ii) give notice in writing within ten (10) days of the accident to the Company stating the circumstances of the accident and nature of injury.
- (b) Compensation payable as assessed by the Commissioner in accordance with the Act shall be paid within 7 days of receipt by the Company of such assessment.

**6. Other Insurances**

If at the time of any loss damage or liability hereby insured there be any other subsisting insurance or insurances whether effected by the Insured or by any other person or persons covering such loss damage or liability the Company shall not be liable to pay or contribute more than its rate able proportion of such loss damage or liability.

**7. Premium Warranty**

It is fundamental and absolute special condition of this contract of Insurance that the premium due must be paid and received by the Company within sixty (60) days from the inception date of this policy/endorsement/renewal certificate.

If this condition is not complied with then this contract is automatically cancelled and the Company shall be entitled to the pro rata premium for the period they have been on risk.

Where the premium payable pursuant to this warranty is received by an authorised agent of the insurer, the payment shall be deemed to be received by the Company for the purpose of this warranty and the onus of proving that the premium payable was received by a person, including an insurance agent, who was not authorised to receive such premium shall lie on the Company.

Subject otherwise to the terms and conditions of this policy.

## Important Notice

The Ombudsman for Financial Services (OFS) and Bank Negara Malaysia's Customer Services Bureau (CSB) provide alternative avenues for members of the public to seek redress against unfair market practices.

### Procedure for Complaint to OFS

The Ombudsman for Financial Services (OFS) may be contacted by the Claimant or Insured Person, in the event that the Claimant or Insured Person is dissatisfied with the decision of Etiqa General Insurance Berhad to a dispute, or Etiqa General Insurance Berhad's failure to respond to a complaint within sixty (60) days. The OFS contact details are as follows:

Email: [enquiry@ofs.org.my](mailto:enquiry@ofs.org.my) OR Facsimile Number: +603 2272 1577 OR

Postal address:  
Chief Executive Officer  
Ombudsman for Financial Services  
(Formerly known as Financial Mediation Bureau)  
Level 14, Main Block, Menara Takaful Malaysia  
No.4, Jalan Sultan Sulaiman  
50000, Kuala Lumpur

Alternatively, the Claimant or Insured Person may file the dispute in person at the OFS office.

The OFS must be contacted within six (6) months from the date of the final decision from Etiqa General Insurance Berhad to the dispute of the Claimant or Insured Person.

For further details on the OFS, please obtain the information pamphlets from Etiqa General Insurance Berhad or visit the OFS website at [www.ofs.org.my](http://www.ofs.org.my)

Engagement of the OFS is subject to the terms of reference pursuant to section 126 of the Financial Services Act 2013. Contacting the OFS does not affect the Claimant's or Insured Person right to take legal action against Etiqa General Insurance Berhad should they be dissatisfied with the outcome by the OFS.

### Procedure for Complaint to CSB

Any Insured Person or Claimant who is not satisfied with the conduct of the Insurance Company may write to CSB, giving details of the complaint, the name of the Insurance Company and the Policy number or the claim number.

Copies of the correspondence (if any) between the Insured Person or the Claimant and the Insurance Company may be sent to facilitate tracing the case file kept by the Insurance Company.

The contact details are as follows:  
Director, Jabatan LINK dan Pejabat Wilayah  
Bank Negara Malaysia  
Jalan Dato' Onn  
50480 Kuala Lumpur  
Telephone Number: 1 300 88 5465  
Facsimile Number: +603 2174 1515  
E-mail: [bnmtelelink@bnm.gov.my](mailto:bnmtelelink@bnm.gov.my)

## Our Commitment To High Standard of Customer Service

We do everything We can to ensure that You receive the high standard of service You expect. If We fall below these standards, or You are unhappy with Our service, please write to Our Head of Feedback Centre who will ensure that Your feedback is dealt with instantly.

The address is:

Head, Customer Service

Level 4, Tower C, Dataran Maybank

No. 1, Jalan Maarof

59000 Kuala Lumpur, Malaysia

Telephone Number: 1300 13 8888 or +603 2780 4500

Facsimile Number: 03 2785 3093

E-mail: [cmu@etiqa.com.my](mailto:cmu@etiqa.com.my)