

Payment Terms and Conditions

Disclaimer:

It is hereby declared and agreed that with the acceptance of premium payment regardless of the payment method or schedule, the Insured/ Policy Holder named in this policy certificate unconditionally confirms that he/she has read, understood and accepted the Terms and Conditions of this policy without the need of Physical signature. Please refer to the Travel Easy Terms & Conditions document for definitions, descriptions, and exclusions related to the Table of Benefits above

For any further queries or clarifications, please call Sukoon Insurance on toll free number 800 4746 or respective intermediary

For all claim related queries please email us along with a copy of this certificate on generalinsuranceclaims@sukoon.com

VAT Notice

A. Premium Payments:

For the avoidance of doubt, all premium amounts mentioned herein are exclusive of Value Added Tax (VAT). VAT and any other taxes currently applicable or which will be applicable in connection with this insurance policy shall solely be borne by the Insured/Policyholder. The Insured/Policyholder hereby agrees to pay to the Insurer the applicable VAT and or any other taxes, upon the due date of payment shown on the invoice. Failing which, the Insured/Policyholder shall be considered to be in material breach of the Policy's terms and conditions and, the Insurer shall be within its right to invoke legal remedies available to the Insurer including to terminate the policy and/or offsetting such VAT or other tax amounts from any other amount which the Insured/Policyholder is to receive from the Insurer without the need to obtain any further consent from the Insured/Policyholder and/or any court judgment/order. The Insured/Policyholder hereby unconditionally accepts to the same. In the event that VAT/any other tax treatment as assessed by relevant tax authorities is different from that assigned by the Insurer on our tax invoice/invoice to you and/or the invoice generated/computed by the Insurer is incorrect/, the Insured/ Policyholder hereby agrees to pay immediately and on demand the differential balance of any VAT/tax to the Insurer.

B. Claim settlements - where Sukoon agree to pay the policyholder:

When Sukoon Insurance PJSC ("Sukoon" or "we") pays a claim, your VAT registration status will determine the amount we pay you.

When you are:

Not registered for VAT, the amount we pay will be the sum insured/limit of indemnity or any other limits of insurance cover, including VAT;

Registered for VAT, the amount we will pay will be the sum insured/limit of indemnity or any other limits of insurance coverage and where you are liable to pay an amount of VAT in respect of an acquisition relevant to your claim, we will pay the VAT amount. However, we will reduce the VAT amount we pay for by the amount of any input tax credits to which you are or would be entitled to if you had made the relevant acquisition. In such instances, the input tax credit would be claimable by you upon the filing of your VAT return.

All policyholders making a claim with Sukoon must declare their VAT registration status and provide their VAT registration number. Any VAT liability arising from your incorrect declaration is and will be payable by you (the Insured/Policyholder). Where the settlement amount of your claim is less than the sum insured/limit of indemnity or any other limits of insurance cover, we will only pay an amount of VAT (less any entitlement to an input tax credit) applicable to the settlement amount.

Terms & Condition for Cash Back Offer

1. This Offer is being brought to you by Mashreq PSC ("Mashreq") and is applicable to only valid Mashreq bank Travel insurance buyers through Mashreq Mobile app as mentioned in the column below ("Customer/s"). This offer is referred to as the best cash back offer of Mashreq and does not have any correlation with any other offer or cash back in the market.

Mashreq does not make any warranties or representation for the quality, merchantability, suitability, or availability of the Travel insurance & related services included under this Offer. Any dispute in this regard (For travel insurance) shall be directly taken up by Insurer – Sukoon insurance Co.

The Customer will be entitled to only the following cash back per travel policy, for each successful purchase at Mashreq mobile app only.

Proposition	Applicable for	Offer
All valid & active Relationship holders of Mashreq having active mobile banking app facility	Neo & Mashreq Gold Segment customers, mode of purchase – digitally End to end, on Mashreq mobile app	AED 25 cash back per travel policy issued. for premium <AED 25 cashback will be up to premium paid.

2. This Offer is valid for Mashreq Bank, UAE customers only
3. This cash back will be valid only on any kind of travel insurance purchase using a valid Mashreq bank account or debit card.

- 3.1. For the purpose of clarity, a customer who receives the cash back under this Offer must purchase travel insurance from Mashreq mobile app digitally (without any Mashreq staff assistance)
 - 3.2. Any transaction to fund a wallet or savings account using Debit card, cash withdrawals at ATMs or Mashreq branches, void transactions, or any other type of transaction (unless stated explicitly in the T&C document) will not be considered as a spend for this offer.
 - 3.3. In case the policy gets cancelled before commencement, customers will not be eligible for cashback.
4. Mashreq reserves the absolute right to decide whether the purpose for which the Customer has purchased the goods or services is for individual or business purpose. Under this, any goods or services purchased for any other purpose apart from personal consumption will not be reimbursed with the cash back.
5. The offer is valid for limited time
6. The cash back will be credited into the customer's account within 90 days of the transaction & successful policy issuance. This Offer is valid for minimum premium of AED 25 (Net premium, excluding taxes). In case, net premium for travel insurance is less than AED 25, then cash back is not applicable.
7. Website link www.mashreq.com
8. Offer is subject to force majeure events.
9. The Bank reserves the absolute right to withdraw the Offer or amend these terms and conditions at any time without prior notice to the Customer.
10. The tax liability, duties, levies by whatever name called in connection with the Offer shall be borne by the Customer.
11. In case of any disputes, the Customer must present the relevant payment receipts and policy copy details for further investigation by the Mashreq. In all such cases, the decision of the Mashreq shall be final.

12. Any dispute relating to the Offer, or the terms and conditions shall be subject to UAE laws and the courts in UAE shall have the exclusive jurisdiction in such matters irrespective of whether courts in other areas have concurrent or similar jurisdiction.
13. Customers are not bound in any manner to participate in this Offer. Any participation by the Customer shall be voluntary. Mashreq will use best efforts to ensure that the Offer is provided as described, but the Customer shall not make any claim or seek compensation against Mashreq, even in the event that the Offer is not provided or provided as described (whether or not such non provision is due to fault, negligence on the part of Mashreq).
14. Customers shall not be entitled to compensation/ benefits in any form whatsoever in lieu of the Offer being availed. Offer cannot be exchanged, transferred, or redeemed for any other means apart from cashback into the same source account from where the premium is paid by customer.
15. Customers are solely responsible for checking and complying with such terms and conditions in the document as stated