

Dear valued customers,

In our efforts to serve you better, and in line with the Fair Treatment of Financial Consumers Policy Document issued by Bank Negara Malaysia, we have revised a few clauses in the policy wordings of our Property products.

The revisions have been made to the Policy Conditions only and will not affect the benefits or coverage offered under the products. Neither will you be required to pay any additional charges or any increase in premium.

In respect of any claim or complaint, the revised clauses will be deemed to have become effective from 1 November 2020. The revised clauses are as follows:

1. Money Insurance

<b>Clauses</b>	<b>Revised wordings</b>
Changes in Fact	You must notify Us in writing as soon as possible if there is any change to the facts, circumstances, degree or amount of risk which exist at the commencement of this Policy or during the period of insurance or at any subsequent renewal date. Upon such notification, We may vary the terms of this Policy and/or charge additional premium as We determine appropriate in the circumstances. If You choose not to accept the variation of the terms of this Policy or the new premium rate, You may terminate this Policy in accordance with the terms hereof.
Cancellation	Either We or You may terminate this Policy at any time by giving of 14 days' notice in writing. Upon termination by Us, We shall refund to the You a rateable proportion of the premium for the unexpired term for the termination. Upon termination by You, We may retain the customary short-period rate for the time the Policy has been in force and refund the balance of the premium paid to You. If a claim has been made by You and admitted by Us during the current policy year, there will be no refund of any premium.
Dispute Resolution (to replace Arbitration)	If there is any dispute in connection with this Policy, You and We mutually agree to first try to amicably resolve the dispute by mediation in accordance with the Mediation Act 2012; if the dispute cannot be resolved by such mediation, the dispute may be referred to a Court of competent jurisdiction in Malaysia.

2. Burglary Insurance

<b>Clauses</b>	<b>Revised wordings</b>
Changes in Risk	You must notify Us in writing as soon as possible if there is any change to the facts, circumstances, degree or amount of risk which exist at the commencement of this Policy or during the period of insurance or at any subsequent renewal date. Upon such notification, We may vary the terms of this Policy and/or charge additional premium as We determine appropriate in the circumstances. If You choose not to accept the variation of the terms of this Policy or the new premium rate, You may terminate this Policy in accordance with the terms hereof.
Cancellation	Either We or You may terminate this Policy at any time by giving of 14 days' notice in writing. Upon termination by Us, We shall refund to You a rateable proportion of the premium for the unexpired term for the termination. Upon termination by You, We may retain the customary short-period rate for the time the Policy has been in force and refund the balance of the premium paid to You. If a claim has been made by You and admitted by Us during the current policy year, there will be no refund of any premium.
Dispute Resolution (to replace Arbitration)	If there is any dispute in connection with this Policy, You and We mutually agree to first try to amicably resolve the dispute by mediation in accordance with the Mediation Act 2012; if the dispute cannot be resolved by such mediation, the dispute may be referred to a Court of competent jurisdiction in Malaysia.

### 3. Fidelity Guarantee Insurance

<b>Clauses</b>	<b>Revised wordings</b>
Condition 9 - Cancellation	Either We or You may terminate this Policy at any time by giving of 14 days' notice in writing. Upon termination by Us, We shall refund to You a rateable proportion of the premium for the unexpired term for the termination. Upon termination by You, We may retain the customary short-period rate for the time the Policy has been in force and refund the balance of the premium paid to You. If a claim has been made by You and admitted by Us during the current policy year, there will be no refund of any premium.
Condition 12 - Dispute Resolution	If there is any dispute in connection with this Policy, the Insured and the Company mutually agree to first try to amicably resolve the dispute by mediation in accordance with the Mediation Act 2012; if the dispute cannot be resolved by such mediation, the dispute may be referred to a Court of competent jurisdiction in Malaysia.

### 4. Plate Glass Insurance

<b>Clauses</b>	<b>Revised wordings</b>
Condition 5 - Cancellation	Either We or You may terminate this Policy at any time by giving of 14 days' notice in writing. Upon termination by Us, We shall refund to You a rateable proportion of the premium for the unexpired term for the termination. Upon termination by You, We may retain the customary short-period rate for the time the Policy has been in force and refund the balance of the premium paid to the Insured. If a claim has been made by You and admitted by Us during the current policy year, there will be no refund of any premium.
Condition 6 - Dispute Resolution	If there is any dispute in connection with this Policy, the Insured and the Company mutually agree to first try to amicably resolve the dispute by mediation in accordance with the Mediation Act 2012; if the dispute cannot be resolved by such mediation, the dispute may be referred to a Court of competent jurisdiction in Malaysia.
Condition 9 - Assignment	The Company's prior written consent must be obtained before notice of any assignment of the Policy is given to the Company. An assignment made without the Company's prior written consent shall be void as against the Company.
Condition 10 - Changes in Fact	The Insured must notify the Company in writing as soon as possible if there is any change to the facts, circumstances, degree or amount of risk which exist at the commencement of this Policy or during the period of insurance or at any subsequent renewal date. Upon such notification, the Company may vary the terms of this Policy and/or charge additional premium as the Company determine appropriate in the circumstances. If the Insured choose not to accept the variation of the terms of this Policy or the new premium rate, the Insured may terminate this Policy in accordance with the terms hereof.

### 5. Mobile Plant and Equipment Insurance

<b>Clauses</b>	<b>Revised wordings</b>
Condition 7 - No Liability 12 Months From Loss Or Damage	No action at law or in equity shall be brought to recover on this Policy prior to the expiration of one (1) year from the date of the happening of the event resulting in a claim.
Condition 7 - Dispute Resolution	If there is any dispute in connection with this Policy, the Insured and the Company mutually agree to first try to amicably resolve the dispute by mediation in accordance with the Mediation Act 2012; if the dispute cannot be resolved by such mediation, the dispute may be referred to a Court of competent jurisdiction in Malaysia.

6. Civil Engineering Completed Risks Insurance

<b>Clauses</b>	<b>Revised wordings</b>
Condition 5 - Notification of Loss/Damage	Upon an occurrence of a loss or damage, the Insured shall as soon as reasonably possible notify the Insurer in writing of such loss or damage and the circumstances of the same. The Insured shall also, within 15 days of such further time as the Insurer may allow, deliver to the Insurer, at the cost and expense of the Insured, such information and documents in respect of the loss or damage as the Insurer may reasonably request.
Condition 8 - Cancellation	Either the Insurer or the Insured may terminate this Policy at any time by giving of 14 days' notice in writing. Upon termination by the Insurer, the Insurer shall refund to the Insured a rateable proportion of the premium for the unexpired term for the termination. Upon termination by the Insured, the Insurer may retain the customary short-period rate for the time the Policy has been in force and refund the balance of the premium paid to the Insured. If a claim has been made by the Insured and admitted by the Insurer during the current policy year, there will be no refund of any premium.
Condition 9 - Dispute Resolution	If there is any dispute in connection with this Policy, the Insured and the Insurer mutually agree to first try to amicably resolve the dispute by mediation in accordance with the Mediation Act 2012; if the dispute cannot be resolved by such mediation, the dispute may be referred to a Court of competent jurisdiction in Malaysia.
Memo 2 - Basis of Loss Settlement	The Insurers will make payment only after the production of the necessary bills, receipts and documents that the repairs have been effected or replacement has taken place, as the case may be.

7. Hole-in-One

<b>Clauses</b>	<b>Revised wordings</b>
Condition 4 - Dispute Resolution	If there is any dispute in connection with this Policy, You and Us mutually agree to first try to amicably resolve the dispute by mediation in accordance with the Mediation Act 2012; if the dispute cannot be resolved by such mediation, the dispute may be referred to a Court of competent jurisdiction in Malaysia.

8. Livestock

<b>Clauses</b>	<b>Revised wordings</b>
Alterations	The Insurer may vary or alter the terms of this Policy on any renewal date by giving to the Insured 30 days' prior notice in writing. If the Insured chooses to renew the Policy after such notice has been given, the Insured is deemed to have accepted the variations or alterations.
Change in Risk	You must notify Us in writing as soon as possible if there is any change to the facts, circumstances, degree or amount of risk which exist at the commencement of this Policy or during the period of insurance or at any subsequent renewal date. Upon such notification, We may vary the terms of this Policy and/or charge additional premium as We determine appropriate in the circumstances. If You choose not to accept the variation of the terms of this Policy or the new premium rate, You may terminate this Policy in accordance with the terms hereof.
Cancellation	Either We or You may terminate this Policy at any time by giving of 14 days' notice in writing. Upon termination by Us, We shall refund to the You a rateable proportion of the premium for the unexpired term for the termination. Upon termination by You, We may retain the customary short-period rate for the time the Policy has been in force and refund the balance of the premium paid to You. If a claim has been made by You and admitted by Us during the current policy year, there will be no refund of any premium.

Dispute Resolution (to replace Arbitration)	If there is any dispute in connection with this Policy, You and Us mutually agree to first try to amicably resolve the dispute by mediation in accordance with the Mediation Act 2012; if the dispute cannot be resolved by such mediation, the dispute may be referred to a Court of competent jurisdiction in Malaysia.
Notice	<p>In respect of any communication between You and Us including, without limitation, the giving of any notice or demand under this Policy:</p> <p>You are to –</p> <ul style="list-style-type: none"> <li>(a) write to Our Customer Service Department; or</li> <li>(b) e-mail Us at customer.service@axa.com.my; and</li> </ul> <p>We will –</p> <ul style="list-style-type: none"> <li>(a) write to You at the address given to Us in Your proposal for this Policy or at Your address last notified to Us in writing;</li> <li>(b) email You at the email address given to Us in Your proposal for this Policy or at Your email address last notified to Us in writing; or</li> <li>(c) communicate with You by mobile phone or any form of electronic messaging We may consider fit at a contact number or electronic address which You have given to Us;</li> </ul> <p>If sent by post, the notice or demand, if correctly addressed, will be deemed to have been received on the seventh day after posting. If sent by email, mobile phone or any form of electronic messaging, the notice or demand will be deemed to have been received on the day it was sent.</p>