FAQ ON ALLIANZ SCAM PROTECT

Allianz

GENERAL

Q1: What is Allianz Scam Protect?

Allianz Scam Protect is a personal cyber insurance plan offered by Allianz Insurance Singapore. It is designed to provide financial protection and support against cyber risks, including phishing scams, identity theft, cyber extortion, and damages caused by malware.

Q2: How can I purchase Allianz Scam Protect?

You may purchase Allianz Scam Protect directly via our website. For further assistance, you may contact our Customer Service Centre at **+65 6222 1919**.

Q3: Who is eligible for this policy?

This policy is suitable for any individual who uses the internet for online banking, shopping, communication, or work-related activities. It is recommended for those who own personal digital devices and wish to be protected against cyber threats.

Q4: What information is required to obtain a quote?

Only your full name and a valid email address are required to obtain a quote.

Q5: When does the coverage commence?

Coverage shall commence immediately upon successful issuance of the policy, as indicated in the Policy Schedule.

Q6: How will I know if my purchase was successful?

A confirmation message will be displayed on-screen upon successful payment, and you will receive a follow-up notification via electronic mail or short message service. If you do not receive confirmation within one hour, please contact our Customer Service Centre.

Q7: What documents will I receive?

You will receive a copy of your Policy Schedule and the Policy Wording via electronic mail.

Q8: Is there a free-look period?

Yes. There is a 14-day free-look period from the date of policy issuance. Should you choose to cancel the policy within this period and no claim has been made, a full refund of the premium will be provided.

Q9: May I cancel the policy after the free-look period?

Yes. You may cancel the policy at any time. Provided no claims have been made, a pro-rated refund of the premium will be granted for the unexpired portion of the policy. A cancellation fee may apply.

Q10: Is payment by instalment available?

Yes, payment can be made in monthly or annual mode.

Q11: Why is the first month's premium different for the monthly payment option?

The first month's premium is slightly lower to ensure that the total amount paid over the year matches the annual premium. For example, with the Gold plan, the first month's premium is $8.91, and the remaining 11 monthly payments are $9.00 each. This approach ensures consistency in your payments for the rest of the year while maintaining fairness and transparency.

Q12: Does the total cost differ between monthly and annual payment options?

No, the total cost is the same whether you choose the monthly or annual mode. For example, with the Platinum plan, the total annual premium is $215.83. If you select the monthly mode, the first month's premium is $17.94, and the remaining 11 months are $17.99 each. This gives you the flexibility to choose the payment option that works best for you, without any additional cost.

Q13: Do I need to notify Allianz if I change my address?

Yes. You are required to inform Allianz Insurance Singapore of any change in your email address.

Q14: What should I do if I entered my personal details incorrectly?

Please contact our Customer Service Centre promptly to correct your personal details.

Q15: Does the policy renew automatically?

Yes. The Policy will be renewed automatically each year as long as the premium is paid, and other terms and conditions of the Policy are observed.

COVERAGE

Q16: What are the benefits covered under this policy?

This policy covers Banking Protection and Shopping Protection.

Q17: What is covered under Banking Protection?

Banking Protection covers financial losses resulting from phishing and smishing attacks, unauthorized access to your financial accounts, or fraudulent transactions carried out without your consent.

Examples of scenarios which would be covered under the Banking Protection benefit are provided below for illustrative purposes only. The claim must still satisfy all other conditions as set out in the policy wordings.

Scenario 1:
Unauthorized Transaction resulting from Phishing
You receive an email claiming to be from your bank, prompting you to click a link to verify your bank account by entering your credentials. As a result, the scammers gain access to your bank account and an unauthorized transaction is made.

Scenario 2:
Unauthorized Transaction resulting from Phishing
You receive a phishing email that mimicked a popular online shopping site. After clicking the link and entering your online banking credentials to make a purchase, you notice a sum of money was stolen from your bank account.

Scenario 3:
Fraudulent Authorized Transaction due to Smishing
You receive an SMS claiming to be from a government agency requiring you to make payment of unpaid taxes by clicking on a link. After clicking the link, you entered your payment information and authorize a payment of $1,000. The payment went through and $1,000 was stolen from your bank account.

Scenario 4:
Unauthorized Transaction resulting from Phishing (Malware)
You receive an email claiming to be from an e-commerce platform requiring you to download an application to receive attractive offers. You click on the link which results in malware being downloaded onto your phone. Through the malware, scammers are able to access your banking credentials or banking app to steal money from your bank account.

Scenario 5:
Unauthorized Transaction resulting from Identity Theft
You drop your wallet on public transport and a passerby returns the wallet to you. However, before returning the wallet, your credit or debit card information and personal details were copied by the passerby and used to make unauthorized payments.

Scenario 6:
Unauthorized Transaction resulting from Identity Theft or Theft of payment means
You lose your wallet after walking in a busy shopping mall. Later, you are notified of transactions being made on your credit or debit card that were not enacted by you.

Q18: What is covered under Shopping Protection?

Shopping Protection provides reimbursement for the cost of purchase or repair for objects purchased online or in-person if they are not delivered, delayed by 30 days or more, arrive defective or damaged and/or differ from what you ordered. This benefit also extends to cover return shipment costs if the need arises.

Q19: Who is covered under the policy?

The Banking Protection portion of this policy covers only the policyholder. The Shopping Protection portion of this policy covers the policyholder, their legal spouse and children residing at the same address in Singapore.

Q20: What risks or losses are not covered under the Banking Protection portion of the policy?

The following are excluded:

- Losses that are refunded by financial institutions or merchants
- Scams which arise from a channel other than phishing or smishing.
- Business or employment-related losses
- Bodily injury, emotional distress, or mental health conditions
- Malware infections that do not result in financial loss

Examples of scenarios which would not be covered under the Banking Protection benefit are provided below for illustrative purposes only and are not exhaustive.

Scenario 1:
Fraudulent Transaction resulting from phone calls
You receive a call from a person claiming to be a Singaporean government official. After several minutes you are directed to a fake government website to make a small payment to verify your identity after which the call ends amicably. Later, you find that money has been stolen the bank account you used to make the small payment.

Reason: Allianz Scam Protect does not cover scams that arise from phone calls. Please verify all calls that you are receiving and install appropriate scam protection to forewarn against suspicious numbers.

Scenario 2:
Fraudulent Transaction resulting from Smishing of an illegal nature
You receive a SMS for an investment opportunity that is not regulated by MAS. After transferring a substantial amount of money for this "opportunity", you find that this opportunity does not exist and have fallen to an investment scam.

Reason: Allianz Scam Protect does not cover scams relating to illegal products or services such as fake investments and gambling.

Scenario 3:
Theft of money due to massive cyber-attack on Financial Institution
You are notified of missing funds from your bank account due to a large-scale cyber-attack on your bank that resulted in direct theft of money from several accounts.

Reason: Allianz Scam Protect does not cover large-scale direct cyber-attacks. This will instead be resolved between yourself, the bank and proper authorities.

Scenario 4:
Fraudulent Transaction arising from malwares installed without a Security System
You have installed a variety of applications to enhance your digital user experience on your phone. However, you have not protected yourself with an up-to-date antivirus program and one of the applications happened to be malware. You then find then your money has been stolen from your bank account linked to your mobile device.

Reason: Allianz Scam Protect requires that you have an up-to-date Security System protecting your device at all times. You may a Security System of your choosing such as McAfee, Norton, Kaspersky or any other Security System that protects against viruses, malwares, phishing, smishing and unsecure connections.

Q21: Is there a deductible applicable?

No deductibles for both Banking Protection and Shopping Protection.

Q22: What does "Object" mean in this policy?

"Object" (or Insured Object) refers to the item you buy - whether online or from a physical shop - that is meant to be delivered to you. Under this policy, the Object is what we protect if it is not delivered, delivered late, arrives damaged or defective, is the wrong item, or is lost/damaged during return shipment. Some items (like vehicles, tickets, perishable or digital goods, and services) are not covered.

CLAIMS

Q23: How do I make a claim under this policy?

You can contact the Claims Department at Claims@allianz.sg or **+65 6222 1919** as soon as possible and complete a Claim form to assist the claim process. Written proof of the accident such as police report, invoices and all supporting documents must be furnished as proof of claim

Q24: What should I do if I notice an unauthorized transaction?

You should immediately:
- Inform your bank or card issuer
- Lodge a police report
- Contact Allianz to initiate your claim

Q25: My device has been infected by malware. What should I do?

If you believe your device has been infected by malware you should follow the following advice:
1. Turn on "flight mode" on your device or otherwise disconnect from the internet if "flight mode" is not available.
2. Ensure Wi-Fi is turned off and keep it off.
3. Run an antivirus scan on your device.
4. Visit your financial institution branch in person or use other uninfected devices to check your bank account. Please do also check with other government branches such as CPF and Singpass to ensure your accounts are not affected
5. If you discover any unauthorized transactions, report them to the bank, relevant authorities and lodge a police report. Notify Allianz as soon as your are able to upon discovery of any unauthorized transactions.
6. After completing above steps, if you believe that your phone is clear of malware, you may resume using your phone. Otherwise, please seek further professional assistance.

Q26: What should I do if I become a victim of identity theft?

You should:
- Lodge a police report
- Notify affected banks or institutions
- Contact Allianz to begin the claims process

Q27: Are unsuccessful or disputed online purchases covered?

No. Claims arising from undelivered, defective, or disputed goods and services are not covered under this policy.

Q28: If my personal data is stolen from a company database, am I covered?

If the stolen data is subsequently misused to commit cyber fraud resulting in financial loss, a claim may be admissible. However, the unauthorized data breach alone is not covered unless it leads to an insurable event.

Q29: What documents will I be required to submit for a claim?

Depending on the nature of the incident, you may be required to submit:
- A completed claim form
- A police report
- Correspondence with your bank, service provider, or merchant
- Receipts, invoices, or reports related to any recovery services engaged

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