

FWD Cyber insurance

Policy wording



This is your contract for your insurance policy.

Read it to understand all the benefits as well as the important terms and conditions that apply to your insurance cover. Don't worry, we've made it as easy to read as possible.

If you need help, call our hotline: +65 6820 8888



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About your policy

Thank you for choosing FWD Singapore Pte. Ltd. We're pleased to protect you so that you can focus on living life to the fullest.

Easy to read

We're here to change the way you feel about insurance - starting with this document. We've made it easy to read, so you can understand your benefits and what you are covered for.



We highlight important information like this.
Read these carefully.

Words with special meaning

Some words in this policy wording have special meaning.

Child(ren)	Personal information
Digital assets	Plastic card
Digital wallet	Policy
Electronic communication	Product
Electronic data	Services
Family or family member	Third party
Financial loss	Time element loss
Online merchant	We, us, and our
Online marketplace	You, and your
Online marketplace fraud	Your computer system

Who is eligible

You can buy this policy if:

- you are a resident of Singapore possessing a valid NRIC or FIN; and
- you are at least 21 years old at the point of application for this policy.

Your policy

Your policy is a contract of insurance between you and us. It is made up of the documents listed below:

- this policy wording;
- your cyber insurance summary;
- any endorsement to your policy.

Do read your policy carefully so you'll know exactly what you're covered for, and how to make a claim.



Quick summary of your benefits

Your policy benefits at a glance

The table of benefits below shows you the maximum benefit limits that are payable per incident under this policy. Note that some limits depend on the plan chosen by you. For details of the limits that apply to your plan, you can check the table below along with your insurance summary.

The following amounts are the maximum benefit limits payable per incident under this policy.

Benefit	Maximum sum insured per incident	
	Individual plan	Family plan
Online shopping fraud	S\$5,000 per person	S\$5,000 per family member
Fraudulent electronic transfer	S\$5,000 per person	S\$5,000 per family member



What you're covered for

In this section, we explain what insurance benefits you are covered for, and any specific exclusions or conditions that apply to those benefits. General exclusions also apply – see section on 'General exclusions'.

Online shopping fraud

We shall reimburse you for your financial loss arising directly from an online marketplace fraud which consequently results in the non-delivery of a product paid for by you. The online marketplace fraud must be first discovered during the policy period.



Non-delivery occurs when the product purchased from an online merchant has not been delivered within 30 days from the scheduled delivery date (or such later date as the online merchant may inform you), and the online merchant has not provided you with a full or partial refund or taken any other remedial action within 60 days of the scheduled delivery date, or such later date as informed by the online merchant.

What you should know

To enjoy this benefit, the non-delivery of a product must have occurred, and you must have done all of the following:

- contacted the online merchant and not receive a response;
- tried to reverse or cancel the charge made to your plastic card or digital wallet by contacting your bank or financial institution; and
- make a police report as soon as practicable but no later than 24 hours after your discovery of the online marketplace fraud.

Not covered

- We do not pay this benefit in any of the following situations:
 - (a) the product was fully purchased for using cash, in-store credits, coupons, vouchers, or loyalty or bonus points.
 - (b) the product was eventually delivered, regardless of the condition in which the product arrived in, and whether the product received meets the specifications of the product you ordered.
 - (c) an authentic tracking number was issued by the online merchant.
 - (d) the product was shipped out by the online merchant with an authentic tracking number but was misplaced or otherwise lost in transit and not delivered to you.
 - (e) no payment for the product has been made by you.
- We will also not pay this benefit if the online marketplace fraud occurred because you have entered into a transaction for the purchase of any of the following items:
 - (a) live and dead animals such as pets or taxidermy animals, and any animal derivatives or by-products such as elephant tusks and rhinoceros' horns, but excluding food items and products;
 - (b) cash, bullion, negotiable instruments, shares, stocks, or travellers' checks;
 - (c) products used for, or intended to be used for, business, commercial or retail purposes and/or property rental, including but not limited to items purchased for re-sale or tools of trade or profession;
 - (d) products purchased from an online marketplace or merchant without a valid business license;
 - (e) products purchased from an illegal website or online platform, such as a phishing website that disappears after a few hours and cannot be validated subsequently;
 - (f) counterfeit, imitation or fake products;
 - (g) products used for, or intended to be used for, commercial, retail and/or property rental, or other business purposes;
 - (h) the rental or lease of any product;
 - (i) second-hand or pre-owned products that were, at the time of purchase, used, rebuilt, refurbished, or remanufactured;
 - (j) products that are prohibited or otherwise deemed to be illegal by local government authorities; and
 - (k) products purchased via peer-to-peer arrangements, in-person and/or transacted by any other means outside the online marketplace.



What you're covered for

Fraudulent electronic transfer

We shall reimburse you for financial loss to your personal bank account or digital wallet arising directly from a cyber event, which you first discovered during the policy period.

A **cyber event** refers to any of the following:

- (a) the fraudulent electronic transfer of funds or property from your personal bank account with a financial institution by:
 - (i) a third party;
 - (ii) the financial institution acting in good faith upon a fraudulent incoming electronic communication purporting to have been sent but which was not sent by you;
- (b) you acting in good faith upon any fraudulent incoming electronic communication request and transferring confidential banking information and/or funds or property from your personal bank account with a financial institution or digital wallet held with an online merchant, to the bank account of a third party;
- (c) the fraudulent unauthorised use of or electronic transfer of funds stored in your digital wallet held with an online merchant; or
- (d) fraudulent unauthorised online purchases by a third party that are charged to your plastic card.

What you should know

To enjoy this benefit, 60 days must have passed from the date of a cyber event, and you must have first done all of the following:

- tried to reverse or cancel the transfer of funds or property from your personal bank account or digital wallet, or reverse or cancel the charge made to your plastic card or digital wallet by contacting your bank or financial institution; and
- make a police report as soon as practicable but no later than 24 hours after your discovery of the cyber event.

Not covered

We do not pay this benefit where a request for your confidential banking information and/or a transfer of funds or property was through any mode of communication other than through an electronic communication.

Excluded modes of communication include transfers of confidential banking information and/or funds or property through phone calls, text messages, social media platforms and in-person means.



General exclusions

These general exclusions outline scenarios that this policy does not cover, and apply to the whole policy unless stated otherwise.

We won't pay for claims that are, directly or indirectly, caused by or result from the following:

Abnormal conditions / state of emergency / mass cyber-attack

Any loss based upon, arising from or as consequence of any abnormal conditions or state of emergency as declared by the local authorities (whether physical or otherwise) or mass cyber-attack except to the extent that you are able to prove that such loss happened independently of such abnormal conditions or state of emergency as declared by the local authorities or mass cyber-attack.

Business activities

Any loss based upon, arising from or as a consequence of any activities carried out by you for trade, business or professional purposes, including any loss connected to an account with a financial institution that is used for trade, business or professional purposes.

Confidence scams

Any loss based upon, arising from or as consequence of a confidence trick involving feigned intentions towards you, such as romantic intentions, investments, contracts, loans and the like, gaining your confidence or affections, and then using that goodwill to commit fraud.

Digital currency

Any loss involving digital currency of any kind, virtual currency of any kind or cryptocurrency of any kind.

Dishonest acts

Any loss based upon, arising from or as a consequence of any dishonest, criminal, malicious or fraudulent act, if you willingly participated in or directed such acts.

Indirect or consequential loss

Any indirect or consequential loss of any nature, except as expressly provided for in this policy.

Infrastructure failure

Any loss based upon, arising from or as consequence of any outage in or disruption of electrical power or telecommunications services operated by a third party service provider.

Lost or stolen plastic cards

Any loss based upon, arising from or as a consequence of lost or stolen plastic cards.

Negligence

Any loss resulting from gross negligence of any kind.

Prior matters

Any loss based upon, arising from or as a consequence of any fact, circumstance, act, threat or event which you were aware of prior to the inception date of this policy.

Terrorism

Any loss based upon, arising from or as a consequence of:

- (a) any act of terrorism or cyber terrorism, notwithstanding any provision to the contrary within this policy or any endorsement thereto;
- (b) any action taken in controlling, preventing, suppressing or in any way relating to any act of terrorism;
- (c) any hostile act by or against belligerent power or any person acting from a political motive; or
- (d) the use of any computer, computer system or computer software programme or any other electronic system in launch and/or guidance system and/or firing mechanism of any weapon or missile.

Voluntary disclosure

Any loss based upon, arising from or as a consequence of a voluntary disclosure by you of any confidential banking information and/or other security information to a third party who subsequently (a) colludes with you in, or (b) commits, an online marketplace fraud or cyber event.



War, invasion and civil commotion

Any loss based upon, arising out of or a consequence of:

- (a) war, invasion, act of foreign enemy, hostilities or warlike operations (whether war be declared or not), civil war; or
- (b) civil commotion assuming the proportions of or amounting to a popular uprising, military rising, mutiny, insurrection, rebellion, revolution, military or usurped power, martial law or state of siege or any of the events or causes which determine the proclamation or maintenance of martial law or state or any act of any person acting on behalf of or in connection with any organization with activities directed towards the overthrow by force of the government de jure or de facto or to the influencing of it by terrorism or violence.

Wear and tear

Any loss based upon, arising from or as a consequence of any ordinary wear and tear, drop in performance, progressive or gradual deterioration.

Corporate cyber liability exclusion

Any losses related to corporate cyber liability or arising from a commercial cyber-attack and any losses where a legal corporate entity of any sort is the subject of a cyber-attack. Legal corporate entities here are in reference to but not limited to NGOs or any registered or unregistered business entity.

Infectious / communicable disease exclusion

All losses, damage, resultant time element losses, and costs in connection with or arising directly or indirectly from infectious and/or communicable diseases.



Making a claim

Need to make a claim? Read this section to find out how.

How to make a claim

- As soon as you become aware during the policy period of any fact or circumstances that has or is reasonably likely to result in a loss covered under this policy, you must notify us at **+65 6820 8888** as soon as possible and within **72 hours** of the following periods:
 - **Online shopping fraud:**
60 days after the scheduled delivery date of the product, or such later date as informed by the online merchant; or
 - **Fraudulent electronic transfer:**
60 days after the occurrence of a cyber event which resulted in the financial loss to your personal bank account or digital wallet.
- You shall provide us with all information, assistance and cooperation which we reasonably request and shall:
 - (a) take all reasonable steps to mitigate or avoid a loss under this policy;
 - (b) provide full co-operation and compliance with us in order to mitigate any loss under this policy;
 - (c) co-operate with our attempts and assistance to recover loss from a financial institution or online merchant (as applicable) that may be responsible for all or part of the loss; and
 - (d) do nothing that may prejudice our potential or actual rights of recovery with respect to a loss.
- You must report to the police as well as the issuers of your plastic card (where applicable) and/or the financial institution where your personal account is held (where applicable) or the online merchant holding your digital wallet (where applicable) as soon as practicable but no later than 24 hours after your discovery of an online shopping fraud or cyber event.

Your responsibilities

When you make a claim, you have certain responsibilities. If you don't meet these responsibilities, we may not pay your claim in full, or we may decide not to pay the claim at all.

We reserve the right to lodge a report with the Singapore police or foreign authorities if you submit a dishonest, intentionally exaggerated or fraudulent claim.

In respect of claims for online shopping fraud, we reserve the right to determine the authenticity of an online marketplace or online merchant, and any decision made by us shall be final.

In addition, you must also:

- make sure that your computer system is used and maintained as recommended by the manufacturer or supplier;
- take reasonable measures when disposing of and destroying your computer system to protect your digital assets;
- take reasonable measures to safeguard your personal information, plastic cards and details of your accounts with financial institutions and online merchants;
- take reasonable measures to authenticate and verify the identity of the sender of an electronic communication to you, requesting the transfer of funds or confidential banking information, including the sender's entitlement to request and receive such funds, prior to such funds being transferred from your personal account with a financial institution to an account of a third party; and
- have informed the online merchant in writing of the non-delivery of the product and demanded a replacement product or a full refund; and the product has not been delivered.

If you receive payment from other sources

We will reduce the benefit limit for this policy by any amount you receive (or are entitled to receive) from any other person or source. This includes refunds, reimbursement, or compensation amounts paid from the following:

- other insurance policies;
- the online merchant whose product you purchased from the online marketplace; or
- financial institution or the online merchant holding your digital wallet.

In the event that we pay a claim for online shopping fraud and the product is eventually delivered to or received by you, you are required to return the claim amount paid to us.



Starting or ending your policy

This section explains when your policy starts and ends, and what you'll receive if you cancel it.

When your policy starts

Your insurance cover starts from your coverage start date as shown in the insurance summary.

When your policy ends

Your insurance cover ends on the coverage end date as shown in the insurance summary. Under this policy, you will not be able to claim for any loss or accident that happens after your policy ends.

Terms of renewal

This policy may be renewed, subject to our acceptance, with payment of the premium in advance at our premium rate in force at time of renewal.

Your right to cancel

This is a non-refundable policy, we will not refund the premium if you decide to cancel the policy after the free-look period. In case you want to cancel the policy within the free-look period (14 days from the date of policy issuance) then we will refund the policy premium (if applicable) in full unless there has been a claim registered against the policy.

Our right to cancel

We have the right to cancel this policy at any time by giving you seven days' notice in writing. If we cancel this policy, we will refund 80% of the pro-rata premium for the unexpired period through your original premium payment mode. The cancellation will not prejudice any claim originating prior to cancellation.



Important things to know

In this section, we explain the important legal rights and obligations under your policy.

The information you give us needs to be correct and complete

Read all parts of your policy to make sure they are correct

Your policy is based on the information you gave us during the application process, as the information given helped us to decide if you were eligible for the policy, and how much you needed to pay. It is, therefore, important that the information provided is correct, and you were truthful and accurate with all of the information you provided.

You should let us know immediately if the information you gave us during the application was inaccurate, misleading, or exaggerated. You should also let us know immediately if the information you gave us changes after your policy is active.

You need to provide correct and complete information

Under Section 23(5) of the Insurance Act 1966, we must tell you that you have a duty to provide correct and complete information. For the information to be complete, you need to tell us:

- everything you know; and
- everything you could reasonably be expected to know; that is relevant to our decision to insure you.

If we later find out that any information is incorrect, or incomplete, we may do any of the following:

- not pay your claim;
- change your insurance coverage by charging a different premium; or
- cancel your policy and treat it as if it had never been taken out.



If you need to change your information, or, if you have any questions, please contact us at +65-6820-8888 or contact.sg@fwd.com.

Covered geographical area

This is a worldwide cover.



We shall not be deemed to provide cover nor shall we be liable to pay any claim or provide any benefit under this policy to the extent that the provision of such cover, payment of such claim would expose us to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of European Union, United States of America, United Kingdom and/or any other applicable national economic or trade sanction law or regulations.

This is a Singapore insurance contract

Your policy is a contract of insurance between you and us, and is governed by the laws of the Republic of Singapore. Under this contract of insurance, we agree to provide the benefits and protection based on the terms and conditions set out in your policy, and you agree to keep to those terms and conditions.

All amounts are in Singapore dollars

All amounts payable by you or us in relation to this policy will be in Singapore dollars. We will convert any eligible claims you incur in a foreign currency into Singapore dollars at a reasonable foreign currency exchange rate that we choose. We are not legally responsible for any exchange rate-related losses that you may incur.

No benefits are paid if they are illegal

We will not pay any benefit under this policy if paying that benefit is illegal in Singapore under its economic and trade sanctions.

Dishonest, exaggerated, fraudulent claims

We may report you to the Singapore police or foreign authorities if we determine that you have submitted a dishonest, intentionally exaggerated, or fraudulent claim. If this happens, you must pay us any amount that we have paid to you (or to another party) under this policy, and that would not have been paid but for the dishonest, intentionally exaggerated, or fraudulent claim.

No rights for others under the policy

You and we are the only parties to your policy. Any person who is not a party to this policy has no rights under the Contracts (Rights of Third Parties) Act 2001 to enforce any of its terms.

Legal action against you

If there is legal action against you under this policy, you have to do the following:

- you should inform us immediately;
- forward all communication that you receive regarding any legal action to us;
- check with us before communicating to any third party (including the police) about any legal action;
- you or any person acting for you must not negotiate, admit or reject any claim without our approval in writing.



Important things to know

We may take over to settle or defend any legal claim

We may take over any rights to defend or settle any claim and to take legal action in your name to enforce your rights, or ours, against any other person.

We may also take legal action in your name (at our own expense) to recover any payment we have made under this policy to anyone else.



How to reach us

In this section, we explain your options if you have a query or a problem with your policy.

If you have questions



Chat with Faith, our friendly chatbot

Need help? Chat with Faith and she can help you anytime of the day.



Write to us

You can also email us at contact.sg@fwd.com.



Call us

Alternatively, you can call us at **+65 6820 8888** if you prefer to speak to our customer service team.

How to resolve a concern or complaint

We want to resolve any concerns or complaints you may have, as quickly as possible. You should follow the steps below to resolve your concern.

Step 1 Talk to us	<p>The first thing you should do is talk to one of our consultants about your concerns or complaints. Call our hotline at +65 6820 8888 (9am to 10pm – Mondays to Fridays, 9am to 1pm – Saturdays (excluding public holidays)). The consultant may be able to resolve your concerns or complaints. If not, they may refer you to a manager.</p> <p>The consultant will try to resolve your complaints or concerns as soon as possible.</p>
Step 2 Call or write to our Customer Engagement Department	<p>If you feel that your complaint has not been resolved, you can write to:</p> <p>FWD Singapore Pte. Ltd. 6 Temasek Boulevard, #18-01 Suntec Tower 4, Singapore 038986 Tel: +65 6820 8888 Email: contact.sg@fwd.com Website: www.fwd.com.sg</p> <p>We will respond to your complaint within 3 working days of us receiving it.</p>



How to reach us

<p>Step 3</p> <p>Seek an external review from the Financial Industry Disputes Resolution Centre (FIDReC)</p>	<p>If we cannot arrive at a mutual agreement, you may approach the FIDReC, a free, independent and fair dispute resolution centre for resolution of disputes between financial institutions and consumers. You can lodge your concerns or complaints by post, online, or in-person. The FIDReC's details are:</p> <p>Financial Industry Disputes Resolution Centre 36 Robinson Road #15-01 City House Singapore 068877 Tel: +65 6327 8878 Email: info@fidrec.com.sg Website: www.fidrec.com.sg</p> <p>You need to remember to quote your policy number in any communication with us or with FIDReC.</p>
<p>Step 4</p> <p>Mediation and arbitration</p>	<p>Any unresolved dispute must first be referred to FIDReC as above. If the sum involved in the dispute is outside the jurisdiction of FIDReC, you agree to resolve the dispute through mediation via the Singapore Mediation Centre in accordance with their mediation rules.</p> <p>If you agree to take part in the mediation, you and we will be required to agree to participate in good faith and agree to adhere to the terms of any settlement reached.</p> <p>If you choose not to take part in mediation or if mediation fails, the dispute will be referred to arbitration in Singapore according to the Arbitration Rules of the Singapore International Arbitration Centre that apply at the point in time. The outcome of the arbitration will be final.</p>



Important words and phrases

The list below explains the meanings of important words and phrases shown in your policy.

Child(ren)	Who is 21 years of age or younger or up to 25 years of age if they are still studying full-time permanently residing in the same household as you.
Digital assets	Software, programs, your personal electronic data, digital photos, digital music and digital video stored on your computer systems.
Digital wallet	An e-wallet associated with your account with an online merchant and is intended for effecting payment for the purchase of goods and services through the online merchant's website.
Electronic communication	Refers to: <ul style="list-style-type: none">(a) emails;(b) instructions given via the online banking or trading platform of a financial institution; or(c) instructions given via the mobile application software (App) of a financial institution.
Electronic data	Information stored or transmitted in a digital format.
Family or family member	You, your spouse and child(ren) permanently residing in the same household.
Financial loss	Refers to: <ul style="list-style-type: none">(a) loss of funds or property from your personal account with a financial institution or from your digital wallet with an online merchant;(b) any associated fees, penalties or interest incurred by you which have been levied by the financial institution or online merchant; or(c) plastic card charges that you have incurred, including any penalties or interest which have been levied by the financial institution.
Online merchant	A third party retail business registered with a valid business license according to the jurisdiction of the country which it is situated in and which accepts payment for goods and services through a secured online payment gateway.
Online marketplace	Any website or online e-commerce platform that facilitates the sale of products and services by online merchants.
Online marketplace fraud	A transaction occurring on an online marketplace where you have been dishonestly induced into a transaction with an online merchant resulting in products paid for by you never being dispatched by the online merchant.
Personal information	Information or data relating to your personal identity, including any confidential information relating your bank account or any account held with an online merchant or financial institution.
Plastic card	Any credit, debit, charge or store card that is registered to your name.



Important words and phrases

Policy	<p>The contract of insurance between you and us. It is made up of the documents listed below. We will provide them to you in electronic form.</p> <ul style="list-style-type: none">■ This policy wording;■ Your insurance summary;■ Any endorsement to your policy.
Product	<p>Brand new retail items of personal use or services that you purchased, subject to General Exclusions section.</p>
Services	<p>The provision of a technical or intellectual service including services provided via the Internet such as tickets of any description; including but not limited to cinema tickets, air tickets, hotel bookings, car rental and others of the same nature.</p>
Third party	<p>Any natural person or entity other than you, your family or your relative acting on their own accord, without your knowledge, consent, assistance or participation.</p>
Time element loss	<p>Business interruption, contingent business interruption or any other consequential losses.</p>
We, us, and our	<p>FWD Singapore Pte Ltd, the issuer of your policy.</p>
You, and your	<p>Any person covered under this policy.</p>
Your computer system	<p>Refers to:</p> <ul style="list-style-type: none">(a) any home computer network, router, hardware, digital assets therein and all associated input and output device, which is owned by you and used mainly by you for personal purposes, and which is located at your home; or(b) mobile phones, laptops, notebook or tablets, which are owned by you and used mainly by you for personal purposes.