



**LONPAC INSURANCE**  
SUBSIDIARY OF PUBLIC BANK

## PRODUCT DISCLOSURE SHEET

(Please read this Product Disclosure Sheet before you decide to take up the *Safe Deposit Box (Top Up Cover)* insurance. Be sure to also read the general terms and conditions.)

*Safe Deposit Box (Top Up Cover)*

10 September 2025

### 1. What is this product about?

This policy covers any damage, destruction, disappearance, or loss of any property of the Insured's contained in safe deposit boxes leased to the Insured and lodged in the safe deposit vaults of the premises and while such boxes are in the said premises but temporarily outside the safe deposit vaults.

### 2. What are the covers / benefits provided?

This policy will pay for loss and damage in excess of the basic insurance cover maintained by the Bank or Service Provider at all times during the Period of Insurance. The maximum sum insured of the basic insurance cover is RM10,000 for ONE (1) safe deposit box.

This policy covers damage, destruction, disappearance or loss of your contents in your safe deposit box as a result of:

- Burglary
- Robbery.
- Flood including overflow of the sea
- Riot, Strike, and Malicious Damage

Duration of cover is for one (1) year. You need to renew your insurance policy annually or choose automatic renewal of this policy subject to the terms and conditions of the policy contract, as well as the successful payment of the renewal premium.

**Lonpac Insurance Bhd is a Member of PIDM.** The benefit(s) payable under eligible product is protected by PIDM up to limits. Please refer to PIDM's TIPS Brochure or contact Lonpac Insurance Bhd or PIDM (visit [www.pidm.gov.my](http://www.pidm.gov.my)).

### 3. How much premium do I have to pay?

The premium you have to pay may vary depending on your choice of plan as below :

#### Insurance Coverage for Burglary and/or Robbery

Plan/Coverage (RM)	Plan 1	Plan 2	Plan 3	Plan 4	Plan 5	Plan 6
Basic Cover by Bank	10,000	10,000	10,000	10,000	10,000	10,000
Top Up Cover	10,000	20,000	40,000	90,000	140,000	190,000
Total Cover	20,000	30,000	50,000	100,000	150,000	200,000
Annual Premium excluding Sales & Service Tax and Stamp Duty	18	24	48	96	144	180

#### Insurance Coverage for Burglary and/or Robbery with Extension for \*Flood & Riot, Strike and Malicious Damage

Plan/Coverage (RM)	Plan 1 +	Plan 2 +	Plan 3 +	Plan 4 +	Plan 5 +	Plan 6 +
Basic Cover by Bank	10,000	10,000	10,000	10,000	10,000	10,000
Top Up Cover	10,000	20,000	40,000	90,000	140,000	190,000
Total Cover	20,000	30,000	50,000	100,000	150,000	200,000
Annual Premium excluding Sales & Service Tax and Stamp Duty	30	42	78	156	234	300

**\*Note: Coverage for Flood & Riot, Strike and Malicious Damage is applicable to the Total Cover for each plan.**

**Premiums shown are subject to applicable service tax as imposed by the relevant authorities.**

### 4. What are the fees and charges that I have to pay?

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| <ul style="list-style-type: none"> <li>• Commission (if any)</li> <li>• Sales &amp; Service Tax</li> <li>• Stamp Duty</li> </ul> | <ul style="list-style-type: none"> <li>• 20% of premium</li> <li>• 8%</li> <li>• RM10</li> </ul> |
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### 5. What are some of the key terms and conditions that I should be aware of?

#### Duty of disclosure

##### Consumer Insurance Contract

Pursuant to Paragraph 5 of Schedule 9 of the Financial Services Act 2013, if you are applying for this Insurance wholly for purposes unrelated to your trade, business or profession, you have a duty to take reasonable care not to make a misrepresentation in answering the questions in the Proposal Form (or when you apply for this insurance). You must answer the questions fully and accurately.

Failure to take reasonable care in answering the questions may result in avoidance of your contract of insurance, refusal or reduction of your claim(s), change of terms or termination of your contract of insurance.

The above duty of disclosure shall continue until the time your contract of insurance is entered into, varied or renewed with us. In addition to answering the questions in the Proposal Form (or when you apply for this insurance), you are required to disclose any other matter that you know to be relevant to our decision in accepting the risks and determining the rates and terms to be applied. You also have a duty to tell us immediately if at any time after your contract of insurance has been entered into, varied or renewed with us any of the information given in the Proposal Form (or when you applied for this insurance) is inaccurate or has changed.

**Non-Consumer Insurance Contract**  
Pursuant to Paragraph 4(1) of Schedule 9 of the Financial Services Act 2013, if you are applying for this Insurance for a purpose related to your trade, business or profession, you have a duty to disclose any matter that you know to be relevant to our decision in accepting the risks and determining the rates and terms to be applied and any matter a reasonable person in the circumstances could be expected to know to be relevant, otherwise it may result in avoidance of your contract of insurance, refusal or reduction of your claim(s), change of terms or termination of your contract of insurance.

The above duty of disclosure shall continue until the time your contract of insurance is entered into, varied or renewed with us. You also have a duty to tell us immediately if at any time after your contract of insurance has been entered into, varied or renewed with us any of the information given in the Proposal Form (or when you applied for this insurance) is inaccurate or has changed.

Premium	- This is a Cash Before Cover (CBC) policy. - It is a fundamental condition of this contract of insurance that the premium due must be paid and received by the insurance company before cover commences. Official Receipt - Always insist for an official receipt for the premium paid and keep it as proof of your premium payment.
Claims	- Upon the happening of an incident which gives rise to a claim, you shall notify us immediately.
Sum Insured	- You must ensure that the property contained in the safe deposit box is insured at an appropriate amount.

**6. What are the major exclusions under this policy?**

This policy does not cover:

- Loss by reason of any dishonest or fraudulent act of any of the bank's, service provider's or your employees or authorized personnel with or without involvement of others.
- Loss or damage or liability occasioned by terrorism, war, invasion, hostilities, acts of foreign enemies, civil war, rebellion, insurrection, military or usurped power or martial law or confiscation by order of any Government or public authority.
- Loss or destruction of or damage to any property whosoever or any loss or expense whatsoever resulting or arising there from or any consequential loss.
- Any claim or benefit related to Sanction Limitation.
- Loss or damage directly or indirectly related to Property Cyber and Data.

*Note:*  
*This list is non-exhaustive. Please refer to the policy contract for the full list of exclusions under this policy.*

**7. Can I cancel my policy?**

This Policy shall be terminated upon the occurrence of any of the following:

- thirty (30) calendar days after the receipt by the Insured of the written notice from us of our desire to cancel this policy, or
- immediately upon the receipt by us a written notice from the Insured of its desire to cancel this policy, or
- immediately upon expiration of the period of insurance as stated on the schedule/certificate of insurance.

We shall refund the pro rate portion of the unearned premium paid thereof if this policy is terminated by us. There is no refund of premium should the Insured cancel the policy.

**8. What do I need to do if there are changes to my contact details?**

It is important that you inform us of any change in your contact details to ensure that all correspondence reaches you in a timely manner.

**9. Where can I get further information?**

If you have any enquiries, please contact us at: <b>Customer Service Department</b> <b>Lonpac Insurance Bhd</b> <b>9<sup>th</sup> Floor, Bangunan Public Bank</b> <b>6 Jalan Sultan Sulaiman</b> <b>50000 Kuala Lumpur</b> <b>Tel : 03 2262 8666</b> <b>Fax : 03 2715 1332</b> <b>E-mail : customerservice@lonpac.com</b>	<b>Authorised agent:</b>
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**10. Other types of Safe Deposit Box insurance available**

None

**IMPORTANT NOTE:**  
**YOU MUST ENSURE THAT YOUR PROPERTY IS INSURED AT THE APPROPRIATE AMOUNT. YOU SHOULD READ AND UNDERSTAND THE INSURANCE POLICY AND DISCUSS WITH YOUR AGENT OR CONTACT US DIRECTLY FOR MORE INFORMATION.**

Lonpac Insurance Bhd is licensed under the Financial Services Act 2013 and regulated by Bank Negara Malaysia to transact all classes of general insurance business.

This Product Disclosure Sheet is for general information only and is valid as at 10.09.2025.