

Dynamoney Limited Mastercard
Complimentary Insurance Terms and Conditions

Under a policy of group insurance (the “**Group Policy**”) which has been issued to the Policyholder by AIG Australia Limited of Level 19, 2 Park Street Sydney NSW 2000 (“AIG”), You (as defined below) are entitled to the insurance coverage detailed in these terms and conditions. Such coverage is however subject to the terms and conditions contained herein.

I. PREAMBLE AND DISCLOSURES

This document contains important information about the Cardholders (“**You/Your**”) rights and obligations under the Group Policy and sets out the terms, conditions and exclusions relevant to the cover provided.

The Policyholder is a group purchasing body under the ASIC Corporations (Group Purchasing Body) instrument 2018/751 (“the Instrument”) and has arranged the coverage under the Group Policy issued to the Policyholder by the Insurer.

This document also constitutes the necessary disclosure required by the Policyholder as a Group Purchasing Body under the Instrument issued by the Australian Securities and Investments Commission. The Policyholder is not an Authorised Financial Services Licensee as provided for under the *Corporations Act 2001*.

The Policyholder is not the issuer of the insurance coverage and neither the Policyholder nor any of its related corporations guarantee any of the benefits under the Group Policy nor are they under any financial or monetary obligation under the Instrument. You however are a beneficiary under the Group Policy. This means that subject to the terms of the Group Policy, Your right to claim under the Group Policy will be covered and paid by the Insurer.

The cover is provided at no additional cost to You and the Policyholder does not receive any commission or remuneration from the Insurer for arranging this cover.

Neither the Policyholder nor any of its related corporations are Authorised Representatives (under the Corporations Act 2001) of the Insurer. The Policyholder is not authorised to provide any financial advice in respect of the coverage under the Group Policy. You should consider obtaining Your own financial product advice about the coverage under the Group Policy from a person who is able to give such advice under an Australian Financial Services Licence.

If the Group Policy is terminated any claim arising prior to such date of termination will, subject to the terms of the Group Policy, be covered by the Insurer.

The Policyholder will give You prior written notice if the Group Policy ends but does not need to notify You if substantially similar cover applies or will apply. If You are not provided with such notice, the Policyholder is liable to compensate You for any loss or damage You may suffer as a result of the Policyholders failure to notify You.

You are able to verify the current status of Your coverage and whether the Group Policy is still current by contacting the Insurer at:

AIG Australia Limited
Level 19, 2 Park Street
Sydney, NSW 2000
Australia
APAC.Mastercard@aig.com

General Insurance Code of Practice

The Insurer is a signatory to the General Insurance Code of Practice ("Code"). The Code sets out the minimum standards of service that can be expected from the insurance industry and requires insurers to be open, fair, and honest in their dealings with customers.

The Insurer is committed to adhering to the objectives of the Code and to uphold these minimum standards when providing services covered by this Code. The Code objectives will be followed having regards to the law and acknowledging that a contract of insurance is a contract based on the utmost good faith.

The Code Governance Committee is the independent body that monitors and enforces insurers' compliance with the Code. Their purpose is to drive better Code compliance and helping the insurance industry to improve its service to consumers.

For more information on the Code please visit www.codeofpractice.com.au.

For more information on the Code Governance Committee please visit www.insurancecode.org.au.

Complaints and Feedback

Learning about Your experiences with Us and our service partners helps to improve the way We do business with You. If You have feedback, or an issue You would like resolved We encourage You to make contact. Below is information on how to contact Us and how We will work together to resolve any concerns You have.

How to provide feedback

- **Speak to our Complaints team**

Our complaints team can be contacted on **1800 339 669**. To get the best out of Your call with Us, please have Your policy and/or claim number available and any specific information about the issue.

- **Provide your feedback in writing**

If You would prefer to provide Your feedback or complaint in writing You can do so by lodging Your complaint on Our website, or by writing to:

The Complaints Team

AIG Australia Limited

Level 13, 717 Bourke Street

Docklands VIC 3008

Email: aucomplaints@aig.com

What happens if you make a complaint?

If You make a complaint, We will record Your complaint and make sure that Your concerns are addressed as quickly as possible and seek to achieve a fair outcome for both parties.

We will assess Your complaint upon receipt. During the complaints process as set out in this notice, We will meet the following requirements in respect of your complaint.

- Acknowledge Your complaint within one (1) business day.
- We will tell You who will handle Your complaint and their contact details.
- We will, where applicable, keep You informed via your preferred method of communication of the progress of Your complaint every ten (10) business days, more frequently or necessary or as agreed by both of us.

- We will treat your complaint respectfully and handle all personal information in accordance with Our [Privacy Policy](#).
- Within 30 calendar days from the date, We receive Your complaint, We will provide a response to Your complaint.

If We cannot meet any of the stated time frames, We will communicate to You the reasons why this has not been possible. We will also advise You when You should expect to receive a response or decision, Your right to complain to the Australian Financial Complaints Authority (AFCA) if You are dissatisfied with such reasons and provide you with the contact details for AFCA.

What you can do if you are not happy with our response or handling of your complaint

If You are not satisfied with Our response or the handling of Your complaint, You may wish to have the matter reviewed by Our Internal Dispute Resolution Committee ("Committee").

If You wish to have Your complaint reviewed by the Committee, please telephone, or write to the complaints team as per the details above. As part of Your request, please include detailed reasons for requesting the review and the outcome You are seeking. This information will assist the Committee in carrying out its assessment and review of Your complaint.

A written response setting out the final decision of the Committee and the reasons for this decision will be provided to You.

If We are unable to provide a response within 30 calendar days of receipt of the initial complaint, We will inform You of (i) the time frame for when Your complaint will be heard by the Committee, (ii) when You should expect to receive a response from the Committee; (iii) the reasons for such delay; (iv) Your right to complain to AFCA if You are dissatisfied with such reasons; and (v) the contact details for AFCA.

You can take your complaint to AFCA at any time, including:

- if We have been unable to resolve Your complaint within 30 calendar days;
- You are dissatisfied with the outcome of Your complaint; or
- You are dissatisfied with the findings of the Committee.

AFCA provides a fair and independent financial services complaint resolution service that is free to consumers. AFCA can make decisions with which We are obliged to comply.

Under AFCA Rules, Your complaint may be referred back to Us if it has not gone through our complaints process.

AFCA's contact details are:

Australian Financial Complaints Authority (AFCA)

GPO Box 3

Melbourne VIC 3001

Website:

www.afca.org.au Email:

info@afca.org.au

Phone: 1800 931 678 (free call)

The use of AFCA does not preclude You from subsequently exercising any legal rights which You may have if You are still unhappy with the outcome. Before doing so however, We strongly recommend that You obtain independent legal advice.

If Your complaint does not fall within AFCA's Rules, We will advise You to seek independent legal advice or give You information about any other external dispute resolution options where available to You.

PRIVACY NOTICE

This notice sets out how the Insurer (“AIG”) collects, uses and discloses personal information about:

- You, if an individual; and
- other individuals You provide information about.

Further information about Our Privacy Policy is available at www.aig.com.au or by contacting Us on 1300 030 886 or at australia.privacy.manager@aig.com.

How We Collect Your Personal Information

AIG usually collects personal information from You or Your agents. AIG may also collect personal information from:

- Our agents and service providers;
- other insurers;
- people who are involved in a claim or assist Us in investigating or processing claims, including third parties claiming under Your policy, witnesses and medical practitioners;
- third parties who may be arranging insurance cover for a group that You are a part of;
- providers of marketing lists and industry databases; and
- publicly available sources.

Why We Collect Your Personal Information

AIG collects information necessary to:

- underwrite and administer Your insurance cover;
- improve customer service and products and carry out research and analysis, including data analytics; and
- advise You of Our and other products and services that may interest You.

You have a legal obligation under the Insurance Contracts Act 1984 to disclose certain information. Failure to disclose information required may result in AIG declining cover, cancelling Your insurance cover or reducing the level of cover, or declining claims.

To Whom We Disclose Your Personal Information

In the course of underwriting and administering Your policy We may disclose Your information to:

- Your or Our agents, entities to which AIG is related, reinsurers, contractors or third-party providers providing services related to the administration of Your policy;
- banks and financial institutions for policy payments;
- Your or Our agents, assessors, third-party administrators, emergency providers, retailers, medical providers, travel carriers, in the event of a claim;
- entities to which AIG is related and third-party providers for data analytics functions;
- other entities to enable them to offer their products or services to You; and
- government, law enforcement, dispute resolution, statutory or regulatory bodies, or as required by law.

AIG is likely to disclose information to some of these entities located overseas, including in the following countries: United States of America, Canada, Bermuda, United Kingdom, Ireland, Belgium, The Netherlands, Germany, France, Singapore, Malaysia, the Philippines, India, Hong Kong, New Zealand as well as any country in which You have a claim and such other countries as may be notified in Our Privacy Policy from time to time.

You may request not to receive direct marketing communications from AIG.

Access to Your Personal Information

Our Privacy Policy contains information about how You may access and seek correction of personal information We hold about You. In summary, You may gain access to Your personal information by submitting a written request to AIG.

In some circumstances permitted under the Privacy Act 1988, AIG may not permit access to Your personal information. Circumstances where access may be denied include where it would have an unreasonable impact on the privacy of other individuals, or where it would be unlawful.

Complaints

Our Privacy Policy also contains information about how You may complain about a breach of the applicable privacy principles and how We will deal with such a complaint.

Consent

If applicable, Your application includes a consent that You and any other individuals You provide information about consent to the collection, use and disclosure of personal information as set out in this notice.

NON-TRAVEL BENEFITS

II. SUMMARY OF COVER

Subject to the terms contained in this document and the Group Policy, the Insurer agrees to provide the following coverage to Cardholders:

Insurance Coverage	Benefit Amount (AUD)
E-Commerce Purchase Protection	Per Occurrence Limit: 700 Annual Aggregate Limit: 700 Excess: NIL
Mobile Phone Protection	Per Occurrence Limit: 840 Annual Aggregate Limit: 1,400 Excess: 35
Extended Warranty	Per Occurrence Limit: 1,400 Annual Aggregate Limit: 1,400 Excess: NIL

Each insurance benefit limit described in this document is in Australian Dollars (AUD). Payment of claims will be made in Australian Dollars (AUD).

Claim Amount and Excess

We will pay (if applicable) up to the Per Occurrence Limit per Cardholder for each claim as stated in the Summary of Cover table above. For any consecutive twelve-month period within the Group Policy Period, the maximum amount We will pay per Eligible Cardholder for all claims during such consecutive twelve-month period is the Annual Aggregate Limit set out in the table above.

The applicable Excess (if any) is also set out in the table above.

Under the Group Policy, the Insurer agrees to provide coverage to Eligible Cardholders of the Policyholder as set out in the Group Policy and based on information offered by the Policyholder.

DEFINITIONS

Terms with a specific meaning are defined below and shall have the same meaning wherever they appear:

Accidental Damage means items that can no longer perform the function they were intended for due to broken parts or material or structural failures resulting from an unexpected and unintentional external event.

Annual Aggregate Limit means the maximum amount per Eligible Cardholder (as specified in the Limits of Liability and Summary of Cover as well as the applicable coverage sections) within a period of twelve (12) consecutive months for which the Insurer is liable during the Group Policy Period.

Business means: (i) a trade, profession or occupation engaged in on a full-time, part-time or occasional basis; or (ii) any other activity engaged in for money or other compensation.

Cardholder/You/Your means all individuals who have been issued an Eligible Card, including secondary or additional Cardholders on the same account, in Australia where such Eligible Card is issued by a participating Issuer.

Collectable Item means an object suitable for a collection, originally a work of fine art or an antique, also including any of a wide variety of items collected as a hobby, that may include but not limited to antiques, toys, coins, comic books and stamps and which items or objects are used for display, or as an investment and whose value may appreciate.

Courier means a transportation company.

Covered Purchases means items, other than those listed in Exclusions section of each Insurance Coverage, purchased entirely with the Eligible Card and/or have been acquired with points earned by a rewards program associated with the Eligible Card.

Eligible Card means a participating Issuer's Mastercard credit or debit cards which have been issued to Eligible Cardholders.

Eligible Cardholder means those Cardholders with Eligible Cards who shall be entitled to receive payment or such other benefit as is provided for in the Summary of Cover and the Group Policy.

Excess means a monetary contribution You are required to pay towards a claim You make.

Goods means items, other than those listed in Coverage Exclusions below, purchased entirely with the Eligible Card and/or have been acquired with points earned by a rewards program associated with the Eligible Card.

Group Policy means the contract of insurance between the Insurer and the Policyholder.

Group Policy Period means the period beginning from 6 November 2023 and until the Group Policy is terminated.

Insurer/We/Us/Our means AIG Australia Limited.

Issuer means a bank or financial institution or like entity that is authorised by Mastercard to operate a Mastercard card program in the Territory.

Manufacturer Warranty means the contractual obligation (if any) or statutory obligation to repair or to replace an article due to mechanical breakdown that renders the article unfit for its intended purpose provided by the maker of the item. This includes store brand warranties provided on store brand products.

Mobile Phone Theft means the unlawful intentional and dishonest taking of a mobile telephone belonging to the Eligible Cardholder without their consent, with intent to permanently deprive him/her of such phone.

Mysteriously Disappear or Mysterious Disappearance means the vanishing of an item in an unexplained manner where there is absence of evidence of a wrongful act by a person or persons.

Natural Catastrophe means flood, windstorm, lightning, fire, explosion, landslide, volcanic action, earthquake and/or tsunami.

Per Occurrence Limit means the maximum amount of benefit available under the Summary of Cover for any single incident during the Group Policy Period.

Policyholder means Mastercard Asia/Pacific Pte. Ltd. ("**MAPPL**").

Postpaid means a mobile telephone subscription where the Eligible Cardholder enters into a contract with a mobile provider with a monthly billing arrangement.

Prepaid means a mobile telephone subscription for which credit is purchased in advance of using the mobile provider's services.

Seller means an online entity legally selling goods via the internet.

Territory means Australia.

Theft means the unlawful intentional and dishonest taking of a Covered Purchase belonging to the Eligible Cardholder without their consent, with intent to deprive him/her of such covered purchase.

IV. COVERAGES

A. E-COMMERCE PURCHASE PROTECTION

Subject to the the Per Occurrence Limit, and subject to the Annual Aggregate Limit per Cardholder as specified in the Summary of Cover section above, We will cover You under E-Commerce Purchase Protection, for the following:

- Non-delivery/and or incomplete delivery of Goods, that are purchased on the internet: Goods are insured against non-delivery if (i) unless so otherwise advised by the Seller that the Goods will be delivered at a date beyond 30 days of the scheduled delivery date, the Goods have not been delivered within 30 days of the scheduled delivery date; and (ii) the Seller has failed to refund You via Your Eligible Card within 60 days of non-delivery. We will only provide coverage under this part a. for any amounts You have not been able to or could reasonably recover under other applicable insurance or source. Under this part a., Our indemnity is limited to a cash refund up to the purchase price and shipment costs of the Goods. The total refund paid to You will not exceed the limits stated under the Summary of Cover above.
- Improper functioning due to physical Damage of delivered Goods that are purchased on the internet. The delivered Goods are insured against improper functioning, provided (i) such improper functioning is as a result of Physical Damage which was apparent or manifest at time of delivery of the Goods to You; and (ii) the Seller has failed to refund You via Your Eligible Card within 60 days of delivery. We will only provide coverage under this part b. for any amounts you have not been able to or could reasonably recover under other applicable insurance or source. Under this part Our indemnity is limited to a cash refund up to the purchase price and shipment costs of the Goods. The total refund paid to You will not exceed the limits stated under the Summary of Cover above.

Coverage under this Section A will only be provided if the date of purchase referenced above occurs during the period the Group Policy is operative.

EXCLUSIONS Specific to E-Commerce Purchase Protection

We will not pay for any claim, expenses, or loss under this Section A in connection with:

- lawful confiscation of Goods by police, Government Agencies, Courts, or other empowered authorities; or
- any fraudulent or willful act by You.

No coverage is provided under this Section A for any of the following:

- Animals or plant life.
- Cash, bullion, negotiable instruments, shares, travelers cheques, or tickets of any description (including but not limited to tickets for sporting and entertainment events, and travel).
- Consumable or perishable items (including but not limited to food, flowers, drink, medicines, nutrition supplements).

- Motor vehicles, motorcycles or motor scooters, watercraft, aircraft, and any equipment and/or parts necessary for its operation and/or maintenance.
- Goods purchased for commercial use including items purchased for re-sale or tools of trade or profession.
- Access to internet websites, software or data files downloaded off the internet including music files, photos, reading material, books, and movies.
- Services provided via the Internet such as cinema tickets, air tickets, hotel bookings, car rental or, financial advice.
- Goods purchased from a natural person either through a private transaction or an online auction website.
- Counterfeit or fake goods.
- Loss or damage due to a Natural Catastrophe, atmospheric or climatic conditions, wear and tear, depreciation, gradual deterioration, water, pollution or contamination of any kind, manufacturing defects or inherent vice, vermin, insects, termites, mold, wet or dry rot, bacteria, rust, cleaning, servicing, maintenance, adjustment, or repairs.
- Losses due to mechanical failure, electrical failure; software or data failure.
- Loss of data.
- Goods purchased for resale or items which are used goods, damaged goods, or second-hand goods at the time of purchase;
- Permanent household and/or business fixtures, including but not limited to carpeting, flooring and/or tiling, air conditioners, refrigerators, or heaters.
- Goods used for, or intended to be used for, commercial, retail and/or property rental, or other business purposes;
- Items that You have rented or leased.
- Items that were, at the time of purchase, used, rebuilt, refurbished, or remanufactured;
- Art, antiques, firearms, and Collectable Items.
- Furs, watches, jewelry, gems, precious stones, and articles made of or containing gold (or other precious metals and/or precious stones).
- The costs or charges which do not relate to any e-commerce purchase, which You paid for using Your Eligible Card.
- Goods deemed to be illegal by local government authorities;
- Losses due to war, invasion, act of foreign enemy, hostilities or warlike operations (whether war has been declared or not), civil war, rebellion, revolution, insurrection, civil commotion, uprising, military or usurped power, martial law, terrorism, riot or the act of any lawfully constituted authority or vandalism of any kind; or
- Losses due to, or related to, a nuclear, biological radiation or chemical event.

CONDITIONS Specific to E-Commerce Purchase Protection

The following conditions of coverage are applicable to this Section A:

- The delivery address for the Goods must be to an address in the Territory.
- A shipment tracking number must have been assigned and provided by the Seller of the Goods or a

designated Courier.

- You must have informed the Seller in writing where applicable of the non-delivery of Goods or the fact that the Goods were damaged on delivery and demanded in writing replacement Goods or alternatively in a case where the Goods have not been delivered, a full refund.
- In the event that a claim is submitted for improper functioning due to damage of delivered Goods- You shall, as soon as reasonably practicable, notify the seller of the Goods and Us.
- You will reasonably cooperate with Us and help Us to enforce any legal rights You or We may have in relation to Your claim.
- In the event that a claim for non-delivery is paid to You, and the original Goods eventually arrive, You should pay back to Us any indemnity received by You from Us.
- No Excess is payable by You.

B. MOBILE PHONE PROTECTION

The Insurer will pay for loss due to Accidental Damage to or Mobile Phone Theft of Your mobile telephone up to the Per Occurrence Limit and subject to the Annual Aggregate Limit per Cardholder as set out in the Summary of Cover above if:

- For Postpaid, the mobile provider's monthly billing statement for the billing cycle preceding the month in which the Accidental Damage or Mobile Phone Theft occurred is paid using the Eligible Card.
- For Prepaid, the Issuer's monthly billing statement shows a top-up value related to the mobile provider's services preceding the month in which the Accidental Damage or Mobile Phone Theft occurred.

Effective Period of Coverage

Coverage begins on the first day of the calendar month following the payment of your Postpaid monthly mobile telephone bill or Prepaid top-up. Coverage will be valid until the last day of the calendar month following the payment of your Postpaid monthly mobile telephone bill or Prepaid top-up.

Individual Termination Date Specific to Mobile Phone Protection

An Eligible Cardholder's coverage under this agreement shall terminate on the earliest of:

- the date the Eligible Cardholder no longer qualifies as an Eligible Cardholder;
- the date the Eligible Card is determined to be ineligible by the Issuer;
- the date the Issuer ceases to participate in the Group Policy; or
- the date the Group Policy is terminated.

Coverage shall be provided under this section for the mobile telephone stolen or damaged during the Effective Period of Coverage as determined above. Coverage will terminate on the applicable individual termination date specified in the paragraph above.

Coverage shall not be provided for any mobile telephone stolen or damaged after the individual termination date as determined above.

Coverage is limited to Accidental Damage or Mobile Phone Theft up to the Per Occurrence limit stated in the Summary of Cover and subject to the terms, conditions, exclusions, and limits of liability of this cover as well as the Excess stated in the Summary of Cover. The maximum liability annually is also stated in the Summary of Cover.

Valuation Specific to Mobile Phone Protection

We shall be liable only for the lesser of the following amounts:

The actual cost to repair or replace the mobile telephone after a deductible has first been applied to the cost to repair or replace the mobile telephone or the Per Occurrence Limit.

Scope of Coverage Specific to Mobile Phone Protection

Our maximum liability for this coverage will not exceed the Annual Aggregate Limit per Eligible Card per twelve-month period.

Coverage is excess of any other applicable insurance or indemnity the Eligible Cardholder may have.

Suspension of Coverage

Coverage under the Section B will be suspended on the first day of the following calendar month following the month during which an Eligible Cardholder fails to make a mobile telephone Postpaid bill payment or Prepaid Top-up using the Eligible Card while coverage is in effect in the previous month.

Resumption of Coverage

If coverage under the Section B is suspended in accordance with the above, coverage will resume after a 15- day waiting period following the date of any future mobile telephone Postpaid bill payment or Prepaid Top-up payment using an Eligible Card.

EXCLUSIONS Specific to Mobile Phone Protection

No coverage is provided under this Section B for any of the following:

- Mobile telephone accessories other than the standard battery and/or standard antenna provided by the manufacturer.
- Mobile telephones that are lost or Mysteriously Disappear.
- Mobile telephones under the care and control of a common carrier, including, but not limited to, the postal service, airplanes or delivery service.
- Mobile telephones stolen from baggage unless hand-carried and under the Eligible Cardholder's supervision or under the supervision of the Eligible Cardholder's traveling companion who is previously known to the Eligible Cardholder.
- Mobile telephones stolen from a construction site.
- Cosmetic damage such as a dent or scratch to the mobile telephone or Accidental Damage that does not impact the mobile telephone's ability to make or receive phone calls.
- Accidental Damage or Mobile Phone Theft resulting from abuse, intentional acts, fraud, hostilities of any kind (including, but not limited to, war, invasion, rebellion or insurrection), confiscation by the authorities, risks of contraband, illegal activities, normal wear and tear, flood, earthquake, radioactive contamination, or damage from inherent product defects or vermin.
- Accidental Damage or Mobile Phone Theft resulting from mis-delivery or theft by fraud or deceit of the mobile telephone.
- Replacement mobile telephone purchased from other than a mobile provider's retail or internet store; or taxes, delivery or transportation charges or any fees associated with the service provided.

C. EXTENDED WARRANTY

Important Notice

The benefits provided under this Section C are in addition to other rights and remedies available to You under the Australian Consumer Law and any other relevant law. This Extended Warranty cover in no way changes limits or restricts such rights or remedies.

Covered Purchases come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably

foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Coverage

Subject to the Coverage Conditions and Exclusions below and the Per Occurrence Limit, upon the expiration of the Manufacturer's Warranty and subject to the terms of this Extended Warranty cover, coverage under this section duplicates the terms of the original Manufacturer's Warranty up to one (1) full year for Covered Purchases (commencing for the date of expiry of the Manufacturer's Warranty) that cease to operate satisfactorily and require repairs covered under the original Manufacturer's Warranty.

Benefits are provided to pay for the repair or replacement of a Covered Purchase, up to the amount charged for the item or Per Occurrence Limit, whichever is less, subject to the Annual Aggregate Limit.

- Covered Purchases given as gifts are covered;
- Covered Purchases include internet purchases;
- Covered Purchases do not have to be registered with Us.

Repair of Covered Products that are capable of retaining user-generated data, may result in loss of the data. This loss is not covered.

To be eligible for coverage, You must have purchased the Covered Purchases entirely with your Eligible Card during the Policy Period.

EXCLUSIONS Specific to Extended Warranty

No coverage is provided under this Section C for any of the following:

- Boats.
- Motorized vehicles including airplanes, automobiles and motorcycles, and any equipment, parts or accessories.
- Land or buildings.
- Consumables and perishables.
- Any customized, unique, or rare items.
- Used, rebuilt, refurbished and re-manufactured items at the time of purchase.
- Items purchased for resale, professional, or commercial use.
- Items where the provider of the product undertakes a product replacement or other applicable benefits for anything other than defects in materials and workmanship of the item.
- Items which carry a combined Manufacturer's Warranty and, if applicable, an additional optional warranty period of three (3) years.
- Services, maintenance, repair, installation or assembly costs.
- Repair of Covered Products that are capable of retaining user-generated data and may result in loss of the data.
- Any shipping or promised time frames of delivery, whether or not stated or covered by the Manufacturer's Warranty.
- Any costs relating to damage to Covered Purchases caused by accident, neglect, abuse, wilful damage, vermin and insect infestation, misuse, theft, sand, fire, earthquake, storm and tempest, lightning, explosion, aircraft impact, water damage, corrosion, or battery leakage.

CONDITIONS Specific to Extended Warranty

The following conditions of coverage are applicable to this Section C:

- Covered Purchases must be subject to a Manufacturer's Warranty of not less than twelve (12) months but not greater than two (2) years. The two-year period can either be the Manufacturer Warranty

alone or a combination of the Manufacturer's Warranty, if applicable, an additional optional warranty period (if any). The total warranty period including the coverage provided in the Group Policy shall not exceed three (3) years.

- Covered Purchases must be validly covered under the Manufacturer's Warranty in the Territory and specify the extent of cover, the period of cover, what the manufacturer will do to correct the problem and whom to contact for service.
- Covered Purchases may, as reasonably determined by the Insurer, be repaired or replaced or the Cardholders may receive reimbursement of the original purchase price less any rebates, discounts or rewards points.
- No Excess is payable by You.

V. DUTIES AFTER A LOSS IN RELATION TO SECTIONS A, B AND C

You are required to reasonably cooperate with Us in investigating, evaluating and settling a claim. In the event of any loss which may be covered under these coverages, You must contact Us within as soon as reasonably practicable after the discovery of such loss. To file a claim, You may log on to <https://au.mycardbenefits.com> or send a notification to Us to obtain a claim form and instructions on what to do after a loss.

Our contact details are set out below:

AIG Australia Limited

Level 19, 2 Park Street

Sydney, NSW 2000

Australia

Tel: +61395224111

Customer Service Timing: 8:30AM to 5:30PM, Monday to Friday

Email: APAC.Mastercard@aig.com

Duties after a Loss for each applicable Insurance Coverage under Sections

A, B or C: E-Commerce Purchase Protection

The Cardholder must as soon as reasonably practicable

- complete, sign and return the claim form to Us together with the Cardholder's statement of account or copy of purchase receipt showing payment of the Covered Purchases which was made entirely with the Eligible Card.

Mobile Phone Protection

The Cardholder must as soon as reasonably practicable

- complete, sign and return the claim form to Us* together with:
 - the Eligible Cardholder's card statement reflecting the monthly mobile telephone payment of the Prepaid amount for the month preceding the date the mobile telephone was subject to Mobile Phone Theft or suffered Accidental Damage;
 - if Postpaid, a copy of the Eligible Cardholder's current mobile provider's billing statement;
 - if available, a copy of the original mobile telephone purchase receipt or other sufficient proof of the mobile telephone model currently linked to the Eligible Cardholder's mobile telephone account;
 - if there is existing insurance from the mobile operator, a copy of the insurance claim to the Eligible Cardholder's mobile telephone insurance, or in the event that the claim amount is less than the Eligible Cardholder's deductible, a copy of the policy's declarations page;

- for Accidental Damage claims, a copy of the repair estimate and photos of the Accidental Damage; and
- for Theft claims, official copies of the police report as soon as reasonably practicable.

**Cardholders may be required to send in the damaged item(s), at their expense, for further evaluation of the claim. We will advise You as soon as reasonably practicable if this is required and We will also advise You as to the form conditions and requirements of delivery.*

Extended Warranty

The Cardholder must as soon as reasonably practicable

- complete, sign and return the claim form to Us* together with:
 - the Cardholder's statement of account or a copy of purchase receipt showing payment of the item was made entirely with the Eligible Card and /or have been acquired with points earned by a rewards program associated with the Eligible Card;
 - legible copies of all warranty information including, but not limited to the manufacturer's original warranty; the store warranty; any other applicable extended warranty; evidence that the Manufacturer will not honour the warranty due to the warranty period expiring.

**Cardholders may be required to send in the damaged item(s), at their expense, for further evaluation of the claim. We will advise You as soon as reasonably practicable if this is required and We will also advise You as to the form conditions and requirements of delivery.*

VI. LIMITS OF LIABILITY for Sections A, B or C

Per Occurrence: Our liability for any one incident shall not exceed the limit stated in in the section headed "Claim Amount and Excess" under Section II-Summary of Cover.

Annual Aggregate: The total of all benefits paid or payable while the Group Policy is in force in connection with any particular Coverage shall not exceed the limit stated in in in the section headed "Claim Amount and Excess" under Section II-Summary of Cover.

TRAVEL INCONVENIENCE BENEFITS

For the purposes of this insurance cover, travel by Australian residents to and/or from Norfolk Island, Lord Howe Island, Cocos Islands or Christmas Island will be regarded as overseas travel.

You are eligible for cover under this Travel Inconvenience insurance if:

- i. You are an Eligible Cardholder; and
- ii. You have charged to Your Eligible Card the entire cost of Your Common Carrier tickets for an international Journey departing from Australia or a domestic Journey within Australia.

VI. SUMMARY OF COVER

Subject to the terms contained in this document and the Group Policy, the Insurer agrees to provide the following coverage to Cardholders:

Insurance Coverage	Benefit Amount (AUD)
Cancellation, Rescheduling, Interruption or Curtailment	Up to 4,200
Delay and Missed Connection	Up to 420

Each insurance benefit limit described in this document is in Australian Dollars (AUD). Payment of claims will be made in Australian Dollars (AUD).

Coverage under all sections is only available for the Eligible Cardholder.

Additional sub-limits may apply under each section. Details are in the relevant benefit sections below.

VII. DEFINITIONS

Solely in relation to the coverages under section D to section H below, terms with a specific meaning are defined below and shall have the same meaning wherever they appear in such sections:

Common Carrier means a legal entity that operates any land, sea or air conveyance and licensed for the transportation of passengers for hire, which has fixed and established routes only.

Dependent child/children means Your children not in full time employment who are under the age of 25 at the commencement of a Journey.

Eligible Card means a participating Issuer's Mastercard credit or debit cards which have been issued to Eligible Cardholders.

Eligible Cardholder means the holder of an Eligible Card, who is a permanent resident of Australia and are aged 69 years or under.

Financial Default means insolvency, bankruptcy, provisional liquidation, liquidation, financial collapse, appointment of a receiver, manager or administrator, entry into any official or unofficial scheme of arrangement, statutory protection, restructuring or composition with creditors, or the happening of anything of a similar nature under the laws of any jurisdiction.

Group Policy means the contract of insurance between the Insurer and the Policyholder which extends the benefit of this cover to You in accordance with this Mastercard Travel Insurance policy.

Group Policy Period means the period beginning from 27 January 2021 and until the Group Policy is terminated.

Injury means a physical bodily Injury, caused by violent, external and visible means, which occurs fortuitously and which results, solely, directly and independently of any pre-existing condition or other cause.

Insurer/We/Us/Our means AIG Australia Limited.

Issuer means a bank or financial institution or like entity that is authorised by Mastercard to operate a Mastercard card program in the Territory.

Journey means a trip that commences from the departure date as shown on Your travel ticket, purchased entirely using Your Eligible Card and must be within the time period specified by the Period of Journey. A Journey for domestic trips must be to a destination more than 100 kilometres from Your permanent residence in Australia. Daily commutes, even for more than 100 kilometres shall not be considered a Journey under the Group Policy. All Journeys must commence from Australia.

Mastercard Travel Insurance means the insurance cover set out in this document.

Major Travel Event means:

- Natural Disaster;
- major industrial accident;
- civil unrest, riot or commotion resulting in cancellation of scheduled travel or in a relevant government warning against non-essential travel;
- strike resulting in cancellation of scheduled travel; or
- any event leading to airspace or multiple airport closures.

Natural Disaster means extreme weather conditions (including but not limited to typhoons, hurricanes, cyclones or tornados), fires, floods, tsunamis, volcanic eruptions, earthquakes, landslides or other convulsion of nature or by consequences of any of the occurrences mentioned above.

Period of Journey means the lesser of the following periods which commence from the time You leave Your

place of residence in Australia, until:

- the time You return to Your place of residence in Australia; or
- the expiry of one hundred eighty (180) consecutive days following the time that You leave Your place of residence in Australia.

Pre-Existing Medical Condition(s) means:

- any Sickness or disability suffered by You which in the one (1) year period before Your coverage commenced:
 - You were aware of, or a reasonable person in the circumstances could be expected to be aware of; and
 - such condition
 - i. manifested itself, worsened, became acute or exhibited symptoms which would have caused an ordinarily prudent person to seek diagnosis, care or treatment; or
 - ii. required taking prescribed drugs or medicine, or tests or further investigation had been recommended by a legally qualified medical practitioner; or
 - iii. was treated by a legally qualified medical practitioner or treatment had been recommended by a legally qualified medical practitioner.
- any congenital, hereditary, chronic or ongoing condition of Yours, You or they are aware of, or a reasonable person in the circumstance could be expected to be aware of, before Your coverage commenced.

Relative means Your Spouse/Partner, parent, parent-in-law, grandparent, stepparent, uncle, aunt, sister, sister-in-law, brother, brother-in-law, daughter, stepdaughter, daughter-in-law, son, step-son, son-in-law, grandchild, guardian, fiancé, fiancée, half-brother, half-sister, niece or nephew, all resident in Australia.

Scheduled Airline means an airline listed in the Official Airline Guide or ABC World Airways Guide where the air carrier holds a certificate, license, or similar authorisation for scheduled air transportation issued by the relevant authorities of the country in which the aircraft is registered, and in accordance with such authorisation, maintains and publishes schedules and tariffs for passenger service between named airports at regular and specific times.

Sickness means an illness or disease which requires treatments by a legally qualified medical practitioner, and which results in You being certified by the practitioner as unfit to travel or continue with Your original Journey.

Spouse/Partner means Your legal or de facto spouse or a partner of either gender, with whom You have continuously cohabited for a period of three (3) consecutive months or more, immediately preceding the Journey.

Terrorist Act means any actual or threatened use of force or violence directed at or causing damage, Injury, harm or disruption, or committing of an act dangerous to human life or property, against any individual, property or government, with the stated or unstated objective of pursuing economic, ethnic, nationalistic, political, racial or religious interests, whether such interests are declared or not. Robberies or other criminal acts, primarily committed for personal gain and acts arising primarily from prior personal relationships between perpetrator(s) and victim(s) shall not be considered Terrorist Acts. This shall also include any act which is verified or recognised by the (relevant) government as an act of terrorism.

Travelling Companion means the person(s) You arranged to travel with before You left Your residence in Australia to commence Your journey. This person must be a permanent resident of Australia and be travelling with You for at least fifty percent (50%) of Your Journey.

War means war, whether declared or not, or any warlike activities, including use of military force by any sovereign nation to achieve economic, geographic, nationalistic, political, racial, religious or other ends.

You/Your/Yourself means the Eligible Cardholder.

VIII. TRAVEL COVERAGES

CANCELLATION, RESCHEDULING, INTERRUPTION OR CURTAILMENT, DELAY AND MISSED CONNECTION

The Insurer will pay:

D. CANCELLATION

The non-refundable unused portion of Your travel or accommodation arrangements paid for in advance by You following cancellation of Your Journey prior to the start date of Your Journey up to a maximum limit of AU\$4,200 per Journey due to:

- the unforeseeable death, accidental Injury, Sickness or compulsory quarantine of You or Your Relative or Travelling Companion;
- Major Travel Event that prevents You from travelling to Your destination(s) as scheduled and outlined in Your Journey itinerary;
- severe weather condition that cancels the scheduled departure of a Common Carrier on which You are travelling;
- security reasons or mandatory evacuation at Your destination;
- loss or damage in the home or business owned by You due to:
 - fire, explosion and flood that makes the property uninhabitable; or
 - theft committed within one (1) week before the date of departure of Your Journey and which requires You to be present at Your permanent place of residence on the date of departure;
- complications of pregnancy suffered by You or Your Spouse/Partner that endanger the health or life of those involved;
- summoned as a party or witness before a civil, family, labour or criminal court;
- You are involved in separation or divorce litigation that requires You to be present in court; or
- Your unexpected loss of employment;
- loss of Your identification documents due to assault or theft, and in a case where it is not possible to recover them in order to make the Journey; or
- requirement to join the armed forces of any country.

E. RESCHEDULING

The reasonable costs of rescheduling Your travel and/or accommodation up to a maximum of AU\$ 4,200 per Journey, if You are unable to travel due to any of the following unexpected events occurring within 60 days prior to Your original departure date:

- the unforeseeable death, accidental Injury, Sickness or compulsory quarantine of You or Your Relative or Travelling Companion; or

- Major Travel Event that prevents You from travelling to Your destination(s) as scheduled and outlined in Your Journey itinerary; or
- severe weather condition that cancels the scheduled departure of a Common Carrier on which You are travelling; or
- security reasons or mandatory evacuation at Your destination; or
- loss or damage in the home or business owned by You due to
 - fire, explosion and flood that makes the property uninhabitable,
 - theft committed within one (1) week before the date of departure of Your Journey and which requires You to be present at Your permanent place of residence on the date of departure; or
- complications of pregnancy suffered by Eligible Cardholder or Spouse/Partner that endanger the health or life of those involved; or
- summoned as a party or witness before a civil, family, labour or criminal court; or
- You are involved in separation or divorce litigation that requires You to be present in court; or
- Your unexpected loss of employment; or
- loss of Your identification documents due to assault or theft, and in a case where it is not possible to recover them in order to make the Journey; or
- requirement to join the armed forces of any country.

Specific Conditions to Sections D and E

In addition to the General Conditions under section XII below which are applicable to all coverages, the following additional conditions apply to Section D and E:

We will only pay under Section E Rescheduling if the event giving rise to the claim would have resulted in a claimable event under Section D Cancellation and You have chosen not to claim under Section D Cancellation. The amount We will pay You will not be more than the amount outlined in the Section VI Summary of Cover.

F. INTERRUPTION AND CURTAILMENT

We will pay Your reasonable extra travel and accommodation expenses (including the cost of meals over and above the amount You had already budgeted for less any refund received for the unused pre-paid travel and accommodation arrangements) actually and necessarily incurred while You are on Your Journey due to:

- the unforeseeable death, accidental Injury, Sickness or compulsory quarantine of You or Your Relative, business partner or Travelling Companion; or
- complications of pregnancy suffered by the Eligible Cardholder or the Spouse/Partner that endanger the health or life of those involved; or
- summoned as a party or witness before a civil, family, labour or criminal court; or
- You are involved in separation or divorce litigation that requires You to be present on court audiences; or
- Your unexpected loss of employment; or
- requirement to join the armed forces of any country.

G. DELAY

We will pay for Your expenses up to AU\$420 per Journey, if Your scheduled transport is delayed for four (4) hours or more for the reasons below and You cannot claim the expenses from anyone else:

- inclement weather, which means any severe weather condition that delays the scheduled departure of a Common Carrier on which you and such persons are travelling; or
- sudden, unforeseen breakdown of such Common Carrier's equipment that caused a delay or interruption of normal trips; or
- any unforeseen strike or labour disagreement by employees of the common carrier that interferes with the normal departure and arrival of same; or
- operational reasons at the departure airport due to air traffic restrictions and beyond such Common Carrier's control.

If You claim under this Section G, We will not pay for any accommodation, meals or other travelling expenses under any other benefits of this Travel Inconvenience section.

No benefit shall be payable under this Section G where such delay was directly or indirectly due to any delay which was made public or known to You prior to the date Your Common Carrier was booked.

H. MISSED CONNECTION

We will pay for Your expenses up to AU\$420 per Journey, if You miss Your connecting flight due to the delay or cancellation of Your previous flight. We will reimburse your reasonable extra expenses for travel, accommodation and meals to enable you to continue your pre-booked trip.

For avoidance of doubt, the previous and missed flights must be on the same itinerary.

Exclusions Specific to Missed Connection

We will not pay for any claim, expenses, or loss under this Section H in connection with:

- any claims where you have not obtained written confirmation from the airline company or authority stating the reason for the delay and how long the delay lasted.

EXCLUSIONS Specific to Cancellation, Rescheduling, Interruption or Curtailment, Delay and Missed Connection

No coverage is provided under this Travel Inconvenience section for any of the following:

- Any refundable unused portion of travel and/or accommodation arrangements where an airline, hotel, travel agent or any other provider of travel and/or accommodation has offered a voucher or credit or re-booking of the Journey for cancellation refund or compensation.
- For cancellation or disruption to travel which relates to Your or Your Travelling Companion's business or employment, including but not limited to, not being able to take leave from that employment. This exclusion will not apply to You being retrenched from Your usual fulltime employment in Australia.
- Claims arising from the inability of any tour operator or wholesaler to complete arrangements for any tour due to a deficiency in the number of people required to commence any tour or Journey.
- Cancellation expenses and extra travel and accommodation expenses directly or indirectly incurred as a result of intentional use of military force or other intervention by a government or official authority to

intercept, prevent, or mitigate any known or suspected Terrorist Act;

- Claims arising from alcohol or drug abuse, addiction or overdose.
- Claims arising from elective cosmetic or plastic surgery, except as a result of an accident.
- Any cancellation if You cancel Your Journey because of disinclination to travel, change of mind or fear of travelling.
- Any loss or cancellation if You are travelling against a medical practitioner's or doctor's advice, or any claim arising from You acting in a way that goes against the advice of a medical practitioner or doctor.
- You not complying with Your ticket conditions.
- The cost of a return ticket if You have not purchased a return ticket to Your place of residence. Note: We will deduct from Your claim the cost of the travel fare between Your last intended place of departure to Australia, at the same cabin class as Your initial departure travel fare.
- Riot or civil commotion unless You have already commenced Your Journey or You have charged Your Eligible Card the entire cost of Your Common Carrier tickets and Your cover was in force prior to the riot or civil commotion.
- Any professional sporting activities.
- Parachuting, base jumping, sky diving or travel in any other air supported device other than as a passenger in a licensed passenger aircraft or charter company. This General Exclusion does not apply to hot air ballooning or parasailing.
- Racing (other than on foot).
- Mountaineering involving the use of ropes or guides, rock-climbing.
- Underwater activities involving the use of underwater breathing apparatus (unless You hold an open water diving certificate or are diving with a qualified instructor).
- Motor cycling outside Australia (unless You are riding a motorcycle with an engine capacity of 200cc or less and hold a motorcycle licence which is valid in the country You are in, but always excluding motorcycle racing).
- Deliberate exposure to exceptional danger unless in an attempt to preserve Your own life or the life of others.
- Your suicide, attempted suicide or intentional self-injury.
- You having a blood alcohol content over the prescribed legal limit and/or being under the influence of any drug other than a drug administered by, or in accordance with the advice of, a legally qualified medical practitioner, when driving or operating any motor vehicle.
- Any Pre-Existing Medical Condition(s).
- Pregnancy, or childbirth:
 - except for related complications before the 26th week of pregnancy; or
 - except for childbirth before the 26th week of pregnancy which was accelerated by accidental Injury; or
 - unless otherwise provided for under Travel Inconvenience section.
- You travelling against medical advice or when You ought reasonably to know that You were unfit to travel.

- any condition for which You are travelling to seek medical or other treatment.
- You engaging in any illegal conduct or a criminal act/s.
- confiscation or destruction by customs or any other authorities.
- any interference with Your travel plans by a government, government regulation or official authority including but not limited to restriction of access to any locality or refusal of a visa or permit to You or to any Relative or Travelling Companion.
- the refusal, failure or inability of any person, company or organisation, including but not limited to any Scheduled Airline, other transportation provider, hotel, car rental agency, tour or cruise operator, travel wholesaler, booking agent or other provider of travel or tourism related services, facilities or accommodation, to provide services, facilities or accommodation, by reason of their own Financial Default or the Financial Default of any person, company or organisation with whom or with which they deal.
- any loss as a result of You being a crewmember or pilot of any land, sea or air conveyance.
- Your failure to take precautions to avoid a claim after there were warnings or government advisories as published on smartraveller.gov.au or similar platform.
- any consequential loss including loss of enjoyment or any financial loss not specifically covered in this document.
- a change of plans because You or Your Travelling Companion change Your mind and decide not to proceed with Your Journey.

Travel Restriction Exclusion applicable to Sections D to H

We will not pay under this Travel Inconvenience section any claim arising from travel restrictions due to government orders, advisories, regulations, directives or border closures relating to an epidemic or pandemic declared by a governmental body, official health authority or the World Health Organisation

IX. DUTIES AFTER A LOSS APPLICABLE TO SECTIONS D TO H

You are required to reasonably cooperate with Us in investigating, evaluating and settling a claim. In the event of any loss which may be covered under these coverages, You must contact Us within as soon as reasonably practicable after the discovery of such loss. To file a claim, You may log on to <https://au.mycardbenefits.com> or send a notification to Us to obtain a claim form and instructions on what to do after a loss.

Our contact details are set out below:

AIG Australia Limited

Level 19, 2 Park Street

Sydney, NSW 2000

Australia

Tel: +61395224111

Customer Service Timing: 8:30AM to 5:30PM, Monday to

Friday Email: APAC.Mastercard@aig.com

Cancellation, Rescheduling, Interruption or Curtailment, Delay and Missed Connection

The Eligible Cardholder must as soon as reasonably practicable submit to Us all information We may reasonably require in support of Your claim, including:

- Documentation detailing the reason for cancellation, postponement or curtailment, including evidence of the nature of serious Injury or Sickness such as copies of medical evidence reports,

- attending physician statements, and related documentation which may have caused the cancellation, rescheduling, interruption, curtailment, delay or missed connection.
- Transaction verification confirming the full passenger fare has been charged to the Eligible Card, including copies of travel tickets and receipts.
- Receipts of refunded amount / confirmation on non-refundable amount incurred due to the cancellation / curtailment
- Copy of travel tickets and boarding passes.
- Letter from the carrier management or authorities certifying about the delay or missed connection.

X. General Exclusions in respect of Section A to H

No coverage is provided under Section A to H for any of the following:

- War, civil war, invasion, insurrection, revolution, use of or threatened use of military power or usurpation of government or military power.
- Any Terrorist Act, or the intentional use of military force or other intervention by a government or official authority to intercept, prevent, or mitigate any known or suspected Terrorist Act.
- Nuclear explosion including all effects thereof; or radioactive contamination caused by ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste caused by the combustion and or ongoing combustion of nuclear fuel; or the radioactive, toxic, explosive or other hazardous properties of any nuclear equipment or component thereof.
- The dispersal or application of pathogenic or poisonous biological or chemical materials; or the release of pathogenic or poisonous biological or chemical materials.
- Any losses incurred if You are not an Eligible Cardholder.

XI. General Obligations following a Loss in respect of Section A to H

In the event of an occurrence that may lead to a claim or loss under the coverages set out above, You must:

- take all reasonably practicable measures to prevent and avoid further loss or damage;
- complete, sign and return the claims form within a reasonable time period together with copies of all reasonable proof of your loss and other relevant documents such as relevant receipts, documents, letters, credit and debit card statements together with accompanying documents and such details and written proof as may reasonably be required by Us;
- disclose to Us details of any other insurance cover under which You are entitled to claim;
- upon notifying us of the claim you cannot make any admissions, offers, promises or payment, or conduct any negotiations, without Our prior written consent;
- where reasonably necessary, grant authorisation for Us to obtain Your records and other information, such as credit reports (if applicable);
- provide Your financial reports, including, but not limited to bank statements, as reasonably necessary to assess your claim;
- reasonably co-operate with Us in investigating, evaluating and settling a claim; and
- if the loss involved theft report of the theft to the police as soon as reasonably practicable.

XII. GENERAL CONDITIONS APPLICABLE TO THESE COVERAGE TERMS

A. Disputes

Subject to the Complaints and Feedback section process outlined above, in the event of a dispute under the Group Policy, the parties agree to submit to the non-exclusive jurisdiction of the Courts of New South Wales.

B. Governing Law

The Group Policy and this coverage terms shall be governed by the laws of the state of New South Wales.

C. Loss Prevention

You must use all reasonable means to avoid future loss at and after the time of loss.

D. Sanctions

If, by virtue of any law or regulation which is applicable to an Insurer, its parent company or its ultimate controlling entity, at the inception of the Group Policy or at any time thereafter, providing coverage to the Policyholder and its Cardholders is or would be unlawful because it breaches an applicable embargo or sanction, that Insurer shall provide no coverage and have no liability whatsoever nor provide any defence to the Policyholder and its Cardholders or make any payment of defence costs or provide any form of security on behalf of the Policyholder and its Cardholders, to the extent that it would be in breach of such embargo or sanction.

E. Transfer

The Policyholder or You may not transfer its interest in this insurance to anyone.

F. Cancellation

Subject to the obligations specified under Section I above, the Policyholder can cancel the Group Policy at any time by providing 15 days written notice to Us.

G. Changes

The Policyholder must notify Us as soon as reasonably practicable of any change in circumstance which will affect the Group Policy. If the Policyholder advises Us of any change in circumstance that will affect the Group Policy, We reserve the right to amend any of the terms and conditions of the Group Policy following at least 15 days' notice to You or the Policyholder by Us. No change or modification of the Group Policy shall be effective except when made by written endorsement signed by Our authorised representative.

H. Subrogation

If We settle any claim or payment or otherwise cover any loss applying under the Group Policy, We shall be subrogated to all Your rights of recovery against any other person or persons and You shall complete, sign and deliver any documents necessary to secure such rights. You shall not take any action following a loss to prejudice such rights of subrogation.

I. Compliance

The benefits of the Group Policy are subject always to Your compliance with the terms and conditions to each Group Policy section and these coverage terms.

J. Financial Claims Scheme

The protection provided under the Federal Government's Financial Claims Scheme ("Scheme") applies to the Group Policy. In the unlikely event that we are unable to meet our obligations under the insurance, persons entitled to make a claim under the insurance cover under the Group Policy may be entitled to payment under the Scheme (access to the Scheme is subject to eligibility criteria). Information about the Scheme can be obtained from the APRA website at <https://www.fcs.gov.au>.