



ບໍລິສັດ ພົງສະຫວັນ ປະກັນໄພ (ເອພີເອ) ຈຳກັດ
PHONGSAVANH INSURANCE (APA) CO., LTD

Motor Insurance

General Conditions

Date: 01 July 2025

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MOTOR INSURANCE GENERAL CONDITIONS

The present Contract is governed by the Insurance Law (Amended Version) No 78/NA of 29 November 2019

SECTION I: PROVISIONS RELATING TO COVERS.

The Contract Agreement, Territorial Limits and Definitions Relating to Insured Person and Vehicle

Article 01: The Contract Agreement.

1.1. In consideration of the Insured having applied to Phongsavanh Insurance (APA) Co., Ltd. (herein after referred to as “the Insurer”) to insure the vehicle by a Proposal and declaration which shall be the basis of this Contract Agreement and having paid the Premium stated in the Policy Schedule, the Insurer hereby cover loss, damage or liability as stated in the Policy Schedule, subject always to the Terms and Conditions of this Policy.

DAMAGES TO THE INSURED VEHICLE

A.	All Accidental Damages	Art 6.1 – 6.23
B.	Damages Resulting From Collision	Art 7.1 – 7.4
C.	Plate Glass	Art 8.1 – 8.3
D.	Fire	Art 9.1 – 9.5
E.	Theft	Art 10.1 – 10.6
F.	Defense and Recourse	Art 11.1 – 11.3
G.	Driver and Passengers	Art 12.1 – 12.6

1.2. The coverage under this Insurance may be extended to include other risks by incorporating a particular appendix to be enclosed, which defines the Conditions for Insurance cover.

Article 02: Territorial Limits.

This Contract Agreement insures against loss or damage that occurred within the Lao PDR territory. It may be extended to neighboring countries by means of an extra Premium specified under the Policy Schedule, subject always to the Terms and Conditions of the Policy.

Article 03: Definition Relating to Insured Person.

The Policyholder

3.1. The term “Policyholder” is deemed to refer to the person whose name is defined in the Policy Schedule or any person who could legally replace him/her as a result of an agreement reached by the parties concerned or as a result of the death of the preceding Policyholder.

The Insured.

3.2. The term “Insured” shall be taken to include:

- the voluntary driver of the Insured Vehicle;
- the Policyholder (or their legal representatives);
- the owner of Insured Vehicle;

Necessary obligations for driver's license and driver's age.

- 3.3. The aforementioned persons are only entitled to claims under the Provisions of this Policy provided at the time of the accident, the driver has fulfilled the requirements required by the regulations on the driving of said vehicle and any other rules and regulations in Lao PDR governing the ownership and use of said motor vehicle including possession of a valid driving license (not suspended nor expired) and of which the driver must be the valid holder, and be of the legal driving age.
- 3.4. If these requirements are not fulfilled, there will be no insurance even if the driver is having a driving lesson or is helped by another person who holds a valid driver's license.
- 3.5. This Exclusion shall not be applicable to the driver who holds a valid driver's license, having declared the fact to the Insurer at the moment of underwriting or renewal of the Contract Agreement, but due to the place or length of residence of its holder, is no longer valid.

Accident

- 3.6. The term "accident" shall refer to any unforeseen, unexpected, and unintentional event, independent of the Insured and involving the Insured Vehicle.

PERSONS CONSIDERED FOR COVER

- 3.7. The persons hereinafter mentioned with the exception of obligations with regards to the driver's license and the driver's age (Articles 3.3 and 3.4) are entitled to claims under the Provisions of this Policy.

a) For insurance covers A to E

The Policyholder, the owner of the Insured Vehicle and any others persons being authorized by the Policyholder or the owner of the Insured Vehicle to be in charge of guarding and driving the vehicle (garage keepers and those who normally carry out the brokerage, sales work, repair work, or checking the vehicle to be in good working order and their overseers as well, are not considered as beneficiaries of such authorization, regardless of the vehicles entrusted to them in consideration of their duties).

b) For insurance cover F

As regards to penal defense, the persons above-mentioned under insurance covers A to E. As regards to recourse, these same persons, and any others passengers carried by the Insured Vehicle.

c) For insurance cover G

Passengers, being defined as any passenger carried in the Insured vehicle.

Article 04: Definitions Relating to the Vehicle.

Insured Vehicle.

- 4.1. The term "Insured Vehicle" shall refer to legally registered:
 - Any motored land vehicle, or
 - Any vehicle (trailer or semi-trailer) built up to be attached to a motored land vehicle meant for transportation of persons or things described in the Policy Schedule, which shall include the manufacturer's standard options and accessories that the Policyholder had informed the Insurer and the Insurer having agreed in writing to cover; and
 - Any terrestrial apparatus (such as implements of husbandry or building-site machinery), when its usage is mentioned in the Policy Schedule.

UNAVAILABILITY OF THE INSURED VEHICLE

4.2. If the Insured Vehicle is unavailable for use during the Period of Insurance under any circumstances, the cover may be temporarily reassigned to a replacement vehicle, hired or borrowed by the Policyholder or the owner of the Insured Vehicle. The cover, when reassigned, shall be applicable as follow:

4.3. **For insurance covers F**

The cover will be provided from the moment a registered letter is received by the Insurer (proven by post office stamp) informing of the reassignment, provided that the Policyholder pays off, wherever applicable, any additional Premium calculated according to the rate in effect at the time of reassignment. For this purpose, the registered letter shall, under the penalty of the recalled sanctions from Article 13.5, bear mention to the differences between the replacement and the Insured Vehicle as regards to the elements indicated in Article 13.2(i).

4.4. **For insurance covers A to E**

The cover may be accorded only upon the Insurer's written agreement validating the transfer. Alternatively, the Insured may request for a suspension on the Insurance cover during the time when the Insured Vehicle is not available, for which a prorated Premium for the unexpired term shall be refunded, calculated according to the rate applicable to the Policy from the time of suspension.

Article 05: Pairs and Sets.

5.1. Where any item consists of articles in a pair or set, the Company shall not be liable to pay more than the proportionate value of any particular part or parts which may be lost and/damaged, without reference to any special value which such article may have as part of such pair or set.

SECTION II: EXPLANATION OF INSURANCE COVERS

Damages to the Insured Vehicle

ARTICLE 6 COVER "A: ALL ACCIDENTAL DAMAGES

- | | |
|--------------------------|----------------|
| 1) Purpose of the cover: | Art 6.1 – 6.4 |
| 2) Exclusions: | Art 6.5 – 6.22 |
| 3) Market value: | Art 6.23 |

ARTICLE 7 COVER "B": DAMAGES RESULTING FROM COLLISION

- | | |
|--------------------------|-------------|
| 1) Purpose of the cover: | Art 7.1-7.2 |
| 2) Exclusions: | Art 7.3 |
| 3) Market value: | Art 7.4 |

ARTICLE 8 COVER "C": PLATE GLASS

- | | |
|--------------------------|---------|
| 1) Purpose of the cover: | Art 8.1 |
| 2) Exclusions: | Art 8.2 |
| 3) Market value: | Art 8.3 |

ARTICLE 9 COVER "D": FIRE

- | | |
|--------------------------|-------------|
| 1) Purpose of the cover: | Art 9.1-9.3 |
| 2) Exclusions: | Art 9.5 |
| 3) Market Value | Art 9.5 |

ARTICLE 10 COVER "E": THEFT

- | | |
|--------------------------|---------------|
| 1) Purpose of the cover: | Art 10.1-10.3 |
| 2) Exclusions: | Art 10.4-10.5 |

3) Market Value	Art 10.6
ARTICLE 11 COVER “F”: DEFENCE AND RECOURSE:	Art 11.1-11.3
ARTICLE 12 COVER “G”: DRIVER AND PASSENGERS	
1) Purpose of the cover:	Art 12.1
2) Exclusions:	Art 12.2-12.4
3) Non-accumulation of “Death” compensation with “Disability” compensation:	Art 12.5
4) Medical expenses:	Art 12.6

Article 6 COVER: “A”: ALL ACCIDENTAL DAMAGES.

1) Purpose of the cover

6.1 The cover is applicable to damages to the Insured Vehicle resulting from a collision with a stationary or mobile object or the overturning of the Insured Vehicle with reservation to the specific Exclusion under paragraph 6.19. The additional coverage specified within Articles 8 to 10 in respect of Plate Glass, Fire and Theft are also incorporated within the scope of this cover, subject to the respective Exclusions and/or Conditions detailed therein.

In case the insured car needs to be repaired, the company will pay for the repair at the market or reasonable price only

6.2 The cover extends to damages incurred whilst in transit (including its loading and unloading) on land or waterway within Lao PDR.

6.3 This Insurance shall cover damages resultant from pneumatic tires, consequently causing an accident and affecting other part(s) of the Insured Vehicle.

6.4 The Insurance covers all the component parts of the Insured Vehicle, including accessories, repair equipment and spare parts when these are to be delivered at the same time as the vehicle and without any additional cost for the considered model. The company will not cover any additional car accessories unless the company agreed in written only. However, when parts or accessories necessary for repairing the vehicle cannot be found locally or when they are from an outdated model, the pertaining indemnity for these parts or accessories shall not be higher than the latest price quoted by the local franchise holder.

The Insurer shall have the option to pay the cost of repairs on the Insured Vehicle or pay in cash the amount of the loss or damage to the Insured Vehicle or reinstate or replace the Insured Vehicle.

2) Exclusions

The following are not covered:

6.5 Damages intentionally brought about by the Insured.

6.6 Damages incurred by the Insured Vehicle whilst the driver has a concentration of alcohol in his body exceeding the amount prescribed by the law at the time of the accident.

6.7 Damages incurred by the Insured Vehicle whilst transporting inflammables, explosives, corrosives or fuel, which could have provoked or aggravated the accident. This Exclusion, however, shall not be applicable for the transportation of oil, petrol or gas if the load does not exceed 500 kilograms or 600 liters (including the motor fuel or gas required for the engine).

- 6.8 Damages of any kind caused to the Insured Vehicle when requisitioned by the police, army, or by authorities.
- 6.9 Damages caused to the Insured Vehicle by goods or other objects transported therein or thereon;
- 6.10 Damages resulting from the loading or unloading of goods onto or from the Insured Vehicle;
- 6.11 Damages occurring during speed contests or other sports contests (or the trials thereof), even with prior government authorization as prescribed by the regulations in effect, for which the Insured participates in the contests as a competitor, organizer or agent acting on behalf thereof.
- 6.12 Damages provoked or aggravated by gunfire or instruments used for causing explosions, using an atom nucleus structure modification or any nuclear fuel product or radioactive waste or by any other ionizing radiation sources which exclusively engage the liability of the user of such nuclear installation.
- 6.13 Damages caused by the Insured Vehicle when transporting ionizing radiation sources to be used outside a nuclear installation, as from that moment, the said sources would have provoked or caused an aggravation of damages.
- 6.14 Damages conditioned by acts of God, including but not limited to earthquakes, volcanic eruptions, tidal waves, flood, typhoons, hurricanes, tornados, cyclones.
- 6.15 Expenses incurred for relocating or hauling the Insured Vehicle to the nearest qualified workshop of repairs and other related garage expenses as a result of an accident involving the Insured Vehicle Provided that the cost of these expenses shall not exceed 20% of the actual cost of repairs for which the Insurer is liable, and the Insurer's maximum liability shall not be exceeded by virtue of the provisions under this Article.

If in the event of any accident or breakdown, the vehicle is left unattended without proper precautions being taken to prevent further loss or damage or if the vehicle is driven in an unroadworthy condition before the necessary repairs are effected, any extension of the damage or any further damage to the vehicle shall be excluded from cover.
- 6.16 Indirect damages such as deprivation of usage, lack of interest gained and depreciation in the condition of the vehicle.
- 6.17 Damages resulting from the consequence of a maintenance defect, wear and tear, imperfection or defect in the vehicle construction, unevenness of or bad ground conditions affecting the running of the Insured Vehicle and loss of accessory (ies) fitted within or onto the Insured Vehicle.
- 6.18 Damages arising whilst the Insured Vehicle is loaded beyond its designated seating and/or carrying capacity as specified by the manufacturer, regardless of whether this would have contributed to the damage or otherwise.
- 6.19 In the event of the overturning of the Insured Vehicle, the only damages covered are those directly resulting from shock due to said overturn. Thermal shocks produced by the vehicle's engine due to its submersion are excluded.
- 6.20 Loss, damage, cost or expenses of whatsoever nature directly or indirectly caused by resulting from or in connection with any act of terrorism regardless of any other cause or event contributing concurrently or in any other sequence to the loss.
- 6.21 Loss or damage occasioned by or through or in consequence directly or indirectly of war, invasion, act of foreign enemy, hostilities or warlike operations (whether war be declared or not), civil war, munity, civil commotion assuming the proportion of or amounting to popular rising, military rising, insurrection, rebellion, revolution, military or usurped power or any act of any person acting on behalf of or in connection with any organization the objects of which are to include the overthrowing or influencing of any de jure de facto government by terrorism or any violent means.

6.22 The insurer shall not be liable to pay or pay any benefits hereunder to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose the insurer to any sanction, prohibition or restriction under United Nations resolution or the trade or economic sanction, laws or regulations of the European Union, United Kingdom or United States of America.

6.23 Market Value

This Insurance covers against each damage up to the amount of the vehicle's market value on the day when the damage occurred and not exceed the Sum Insured, less any deduction for the deductible provided for in the Policy Schedule.

The market value of the vehicle shall be determine by the Insurer and the method adopted for the determination of the of the monetary value shall be at the sole and absolute discretion and option of the Insurer be either (a) the valuation obtained by the Insurer from the franchise holder, importer or distributor of the insured vehicle or (b) the valuation obtained by the Insurer from new motor dealer, second hand motor dealer or such other person as the Insurer may appoint in their sole absolute discretion or (c) the average of the valuations obtained from (a) and (b) above.

The valuation obtained by the Insurer shall be binding on the Insured and shall be conclusive evidence in respect of the market value of the vehicle in any legal proceeding against the Insurer.

Article 7: COVER: "B": DAMAGES RESULTING FROM COLLISION.

1) Purpose of the cover

7.1 The cover is applicable to damages resulting from a collision taking place outside the garages, sheds or property occupied by the Insured, with vehicle or pedestrian, except when the Insured is the owner of the vehicle or the pedestrian concerned. The Insurer will cover only if the third party involved (vehicle or pedestrian) can be identified .

This coverage does not cover damage caused by collisions with any kind of animals

7.2 The Insurance covers all the component parts of the Insured Vehicle, including accessories, repair equipment and spare parts when these are to be delivered at the same time as the vehicle and without any additional cost for the considered model. The company will not cover any additional car accessories unless the company agreed in written only. However, when parts or accessories necessary for repairing the vehicle cannot be found locally or when they are from an outdated model, the pertaining indemnity for these parts or accessories shall not be higher than the latest price quoted by the local franchise holder.

The Insurer shall have the option to pay the cost of repairs on the Insured Vehicle or pay in cash the amount of the loss or damage to the Insured Vehicle or reinstate or replace the Insured Vehicle.

2) Exclusions

7.3 The Exclusions provided for in paragraphs 6.5 to 6.22 are applicable to the insurance Cover "B".

3) Market Value

7.4 This Insurance covers against each damage, up to the amount of the vehicle's market value on the day when the damage occurred and not exceed the Sum Insured, less any deduction for the deductible provided for in the Policy Schedule.

The market value of the vehicle shall be determine by the Insurer and the method

adopted for the determination of the of the monetary value shall be at the sole and absolute discretion and option of the Insurer be either (a) the valuation obtained by the Insurer from the franchise holder, importer or distributor of the insured vehicle or (b) the valuation obtained by the Insurer from new motor dealer, second hand motor dealer or such other person as the Insurer may appoint in their sole absolute discretion or (c) the average of the valuations obtained from (a) and (b) above.

The valuation obtained by the Insurer shall be binding on the Insured and shall be conclusive evidence in respect of the market value of the vehicle in any legal proceeding against the Insurer.

Article 8: COVER “C”: PLATE GLASS

1) Purpose of the cover

8.1 This Insurance cover is applicable to pay for the cost of reinstating any damaged glass in the windscreen, window, side-mirror and sunroof of the Insured Vehicle, whether resulting directly from an accident or otherwise.

2) Exclusions

8.2 The Exclusions provided for in paragraphs 6.5 to 6.22 are applicable to the insurance Cover “C”.

3) Sum insured

8.3 The Insurance covers the cost of reinstating the glass but not including lamination/tinting film.

Article 9: COVER “D”: FIRE

1) Purpose of the cover

9.1 The Insurance cover is applicable to damages resulting from fire, lightning strikes, or explosion.

9.2 Damages caused by electrical apparatus are not covered unless these damages are resultant from the malfunctioning of the said apparatus.

9.3 The Insurance covers all the component parts of the Insured Vehicle, including accessories, repair equipment and spare parts when these are to be delivered at the same time as the vehicle and without any additional cost for the considered model. The company will not cover any additional car accessories unless the company agreed in written only. However, when parts or accessories necessary for repairing the vehicle cannot be found locally or when they are from an outdated model, the pertaining indemnity for these parts or accessories shall not be higher than the latest price quoted by the local franchise holder.

2) Exclusions

In addition to the Exclusions provided for in paragraphs 6.5 to 6.22, the following are excluded:

9.4. (a) Damages caused by any explosives transported in or on the Insured Vehicle.

(b) Damages which cannot be considered as resulting from a fire, especially burns produced by excessive heat without flames and accidents caused by smokers.

Market Value

9.5 This Insurance covers against each damage, up to the amount of the vehicle’s market value on the day when the damage occurred and not exceed the Sum Insured, less any deduction for the deductible provided for in the Policy Schedule.

The market value of the vehicle shall be determine by the Insurer and the method

adopted for the determination of the of the monetary value shall be at the sole and absolute discretion and option of the Insurer be either (a) the valuation obtained by the Insurer from the franchise holder, importer or distributor of the insured vehicle or (b) the valuation obtained by the Insurer from new motor dealer, second hand motor dealer or such other person as the Insurer may appoint in their sole absolute discretion or (c) the average of the valuations obtained from (a) and (b) above.

The valuation obtained by the Insurer shall be binding on the Insured and shall be conclusive evidence in respect of the market value of the vehicle in any legal proceeding against the Insurer.

Article 10 ÷ COVER “E”: THEFT

1) Purpose of the cover

10.1 This Insurance cover is applicable to damages resulting from the disappearance or deterioration of the Insured Vehicle following a theft or attempted theft of the vehicle. With the Insurer's agreement, the expenses accounted for or moderately taken on by the Insured in order to recuperate his stolen vehicle are also covered.

10.2 The Insurance covers all the component parts of the Insured Vehicle, including accessories, repair equipment and spare parts when these are to be delivered at the same time as the vehicle and without any additional cost for the considered model. However, when parts or accessories necessary for repairing the vehicle cannot be found locally or when they are from an outdated model, the pertaining indemnity for these parts or accessories shall not be higher than the latest price quoted by the local franchise holder.

10.3 Nevertheless, theft of any components on the exterior of the Insured Vehicle is not covered, unless the theft should take place in the garage or shed via a break in, use of skeleton keys, climbing over the wall or assault.

2) Exclusions

In addition to the Exclusions provided for in paragraphs 6.5 to 6.22, the following are excluded:

10.4 Thefts committed by the Insured's employees during their working hours.

10.5 Thefts committed by members of the Insured's family who live together with the Insured or with their connivance.

Market Value

10.6 This Insurance covers against each damage, up to the amount of the vehicle's market value on the day when the damage occurred and not exceed the Sum Insured, less any deduction for the deductible provided for in the Policy Schedule.

The market value of the vehicle shall be determine by the Insurer and the method adopted for the determination of the of the monetary value shall be at the sole and absolute discretion and option of the Insurer be either (a) the valuation obtained by the Insurer from the franchise holder, importer or distributor of the insured vehicle or (b) the valuation obtained by the Insurer from new motor dealer, second hand motor dealer or such other person as the Insurer may appoint in their sole absolute discretion or (c) the average of the valuations obtained from (a) and (b) above.

The valuation obtained by the Insurer shall be binding on the Insured and shall be conclusive evidence in respect of the market value of the vehicle in any legal proceeding against the Insurer.

Article 11: COVER “F”: DEFENCE AND RECOURSE.

Within the limits of indemnity per damage incident as determined in the Policy Schedule, and provided that the usage of the Insured Vehicle was in accordance to that specified in the Policy Schedule, the Insurer engages to:

- 11.1 provide for the expenses for the defence of the Insured before the courts as specified in paragraph 3.7(b), if the Insured is prosecuted for breach of law and regulations committed at the time of accident against which is covered by the present Policy; and
- 11.2 provide for the expenses for the financial repairs according to the fixed provisions in paragraphs 17.15 to 17.18 concerning:-
 - (a) physical damages caused to the Insured Vehicle along with the objects contained therein insofar as these are not covered by any other insurance.
- 11.3 The “recourse” cover is only at stake when these damages are brought about by any person other than the Insured, as specified in paragraph 3.7(b).

Article 12 : COVER “G”: DRIVER AND PASSENGERS.

1) Purpose of the cover

- 12.1 In the context of this Contract Agreement, the Insurer shall provide financial compensation, the insurance and amount of which are stipulated in the Policy Schedule, pertaining to bodily injuries suffered by the Insured.

2) Exclusions

- 12.2 The Exclusions provided for in paragraphs 6.5 to 6.22.
- 12.3 In the event of death of the Insured resulting from the Insured’s road traffic accident, incurred within 24 months following the date of the accident and which is covered by this Insurance, the Insurer shall pay the surviving spouse the capital sum insured specified in the Policy Schedule, failing that his heir/heirress or his entitled party for which the Insurer shall have no involvement in the division of such payment. On his part, the Policyholder may nevertheless nominate a beneficiary.
- 12.4 In case the Insured becomes permanently disabled, whether total or partial, the Insurer provides a capital payment according to the disability rate determined in accordance with the scale in Annex I. The maximum payment, which is determined by the Policy Schedule, may be reduced in proportion to the infirmity.

This compensation may be called for only after a final recognition of the injuries.

Nevertheless, when the consequences of an accident become more serious as a result of negligence on the part of the Insured or from an empiric medical treatment, the compensation will be calculated according to the effect that the accident would have incurred on a person with a clean bill of health, subjected to a rational medical treatment.
- 12.5 Non-accumulation of “Death” compensation with “Disability” compensation The total compensation already paid for each covered accident with regard to permanent disability shall be deducted from the capital sum insured to be paid out in the event of death. On no account should the Insurer be liable for the consequences of an accident already settled on the basis of this present Contract Agreement and for which a formal receipt will have been given out to him.

12.6 Medical expenses

1) *Nature of damages covered, upon documentary evidence*

If the “medical expenses” cover is subscribed, the Insurer reimburses, to the extent of the sum indicated in the Policy Schedule, the cost of the medicine, pharmaceuticals, medical examinations, orthopaedics and functional rehabilitation, and dental cares and prosthesis resulting from the covered road traffic accident.

2) *Repayment transactions*

The compensation to be paid to the Insured shall not exceed the expenses actually incurred and shall not be more than the Sum Insured.

SECTION III: POLICYHOLDER’S AND INSURER’S LIABILITY

Information on the Risk

Article 13: POLICYHOLDER’S DECLARATION UPON UNDERWRITING AND DURING THE CONTRACT AGREEMENT IMPLEMENTATION, SANCTIONS

1) *Upon underwriting of the Contract Agreement*

13.1 The Contract Agreement is established according to the Policyholder’s declaration and the Premium is determined accordingly. The Subscriber shall, under penalty of sanctions provided hereinafter, give an exact declaration of all circumstances to his knowledge and which are likely to help the Insurer appreciate the risks he is liable for.

2) *During Contract Agreement implementation*

13.2 The Policyholder, or failing that the Insured, shall declare to the Insurer by registered letter, all modifications affecting:

- i. the characteristics of the vehicle enumerated below:
 - Capacity;
 - Body;
 - attachment of a side-car to a two-wheeled vehicle;
 - live load and dead weight (for commercial vehicles); and
 - any transformation and/or modification affecting the performance of the Insured Vehicle.
- ii. the use of Insured Vehicle, even in case of temporary modification.
- iii. for any new customary driver: the sex, age, date of their driving license.

13.3 This declaration shall be completed prior to the modification if the latter results from the act of the Policyholder or the Insured and in other cases, within eight days from the moment when one or the other is aware of it.

13.4 When this modification constitutes an aggravation such that, if the new state of affairs had existed at the time of the Contract Agreement underwriting, the Insurer would not have contracted or would only have done so by means of a higher Premium, the declaration shall be made under penalty of sanctions described hereinafter, and by virtue of the Provisions stated in the Decree, the Insurer may either terminate the Contract Agreement by means of a prior notice of ten days, or propose a new Premium.

In case of refusal of the new Premium by the Policyholder, the Insurer may terminate the Contract Agreement by means of a prior notice of ten days.

3) Sanctions

13.5 Any concealment, intentional false declaration, omission or inaccuracy in the circumstances or aggravations above-mentioned is sanctioned, regardless whether these having any direct or indirect influence upon the accident, in the following cases:

- a. by contract nullification, in case of dishonesty on the part of the Policyholder or the Insured, or their representatives.
- b. by a proportional reduction of the damage indemnity from the Premium paid against the Premium which would have been due if the declaration of risk had been accurate and complete, in the case where the Policyholder or the Insured is able to prove their apparent lack of dishonest intentions but declaration of risks had nonetheless not been accurate or complete.

The rate taken as basis of the reduction is, according to the case, either that applicable at the time of the Contract Agreement underwriting, or on the day of the risk aggravation or if this day cannot be determined, at the last falling due preceding the damage.

4) Other insurance

13.6 If the risks covered by this Contract Agreement are covered by any other insurance, the Policyholder shall declare the fact to the Insurer in writing.

13.7 In case of accident, the Provisions in paragraph 17.18 shall apply.

Premiums

Article 14 : PREMIUM PAYMENTS BY THE POLICYHOLDER, CONSEQUENCES OF DELAY IN PAYMENT, TAXES

14.1 The Premium or in the case of Premium fractioning, the amount of which is stipulated by the Contract Agreement as well as the taxes on insurance contracts are payable at the Insurer's head office or at the Company agent's residence.

14.2 This insurance will be covered when the premium has been fully paid and the Company has received the premium unless the Company agreed in written otherwise only

14.3 In default of a premium payment within 14 days from the inception date, this insurance will be completely terminated and the company shall not be responsible for any claim either before or after the termination.

Article 15 : PREMIUM MODIFICATION

15.1. Should the Insurer modify the rates applicable to the risks covered by the present Contract Agreement, the Premium is modified in the same proportion on any payment date which follows this modification.

15.2. In case of an increase in the Premium, the Policyholder will have the right to revoke the Contract Agreement within fifteen days following the day on which he becomes aware of the increase.

Accidents

ARTICLE 16 DECLARATION OF THE ACCIDENT BY THE POLICYHOLDER

Art 16.1 – 16.4

ARTICLE 17 ACCIDENT SETTLEMENT

1) Provisions applicable to Damages to the Insured Vehicle

a) Damage assessment, expert evaluation:

Art 17.4 – 17.6

b) Indemnity determination:	Art 17.7 – 17.10
c) Settlement of Indemnity:	Art 17.11
2) Provisions applicable to Defence and Recourse cover	
a) Defence:	Art 18.12
b) Recourse:	Art 18.13– 18.17
3) Common provisions relating to other insurance:	Art 17.18
ARTICLE 18 DELAY OF INDEMNITY PAYMENT:	Art 18.1 – 18.2
ARTICLE 19 SUBROGATION AND CLAIMS AFTER ACCIDENTS:	Art 19.1 – 19.2

Article 16: DECLARATION OF THE ACCIDENT BY THE POLICYHOLDER

16.1 In case of accident, the Policyholder, or failing that the Insured, shall:

- Give notice of the accident to the Insurer immediately or at the latest within five days in case it is impossible to give notice immediately after the occurrence of the accident. Preferably notice of the accident shall be given via a registered letter or verbally against acknowledgement of receipt. In case of not giving notice, you will lose your right to claim. Should such accident be classified as theft, notification to the Insurer must be made within 24 hours after the theft took place.
- Forward a conciliatory certified report along with the declaration of claim or when impossible, a later declaration made as soon as possible, bearing mention of the nature and circumstances of accident, its presumed or known causes, and when necessary, the name and address of the driver at the time of accident, the persons injured and the eyewitnesses, if possible.
- Forward to the Insurer, upon receipt of any notices, letters, summons, appointment, extra-judiciary acts and procedure documents which would be sent, delivered or meant for himself or his agents, concerning the accident putting the Contract Agreement at stake. No negotiation, admission or repudiation of any claim may be entered into, without the Insurer's prior written consent. The Insurer shall have full discretion in the conduct, defence and/or settlement of any claim.
- In case of damage caused to the Insured Vehicle (Covers A to E), inform the Insurer of the place where these damages can be verified, without proceeding with or undertaking any repairs prior to verification by the Insurer. This obligation terminates if verification has not taken place within fifteen days from the day when the Insurer was informed of the accident, after which the Insured may send a bill to the Insurer justifying the expenses incurred.
- In case of accident suffered whilst the Insured Vehicle is being transported, the Insured shall send a notice of exception to the carrier and all concerned parties via registered mail, as well as extending such notification to the Insurer in the form of a registered letter within 3 days, for the pursuit of recovery against the parties liable.
- In case of theft of the Insured Vehicle, immediately inform the local police and the office where the Certificate of Registration was issued. If the vehicle is recovered, the Insured must notify the Insurer within eight days, and if so requested by the Insurer, to lodge a complaint to the prosecution department.

- 16.2 Failure on the part of the Policyholder or the Insured to comply with the obligations provided for in paragraphs 16.1(a) to 16.1(f), except for accidental case or force majeure, the Insurer has the absolute right to reduce his indemnity payment in proportion to the damages brought about by that failure.
- 16.3 When an accident gives rise to the death of the Policyholder or the Insured, it is the duty of the rightful claimant of one or the other, once he is aware of the said accident, to notify the Insurer according to the timeframe and form mentioned in 16.1(a) and to generally comply with various obligations above-mentioned, with reservation on the part of the Insurer to reduce the indemnity payment proportional to the damage caused by that failure, except for mere chance or force majeure.
- 16.4 Should the Policyholder or the Insured or the entitled party of one or the other make a false declaration on the nature, causes, events and/or consequences of the accident, he/she would have entirely forfeited his/her rights to claim against that accident.

Article 17 : ACCIDENT SETTLEMENT

1) *Provisions applicable to Damages to the Insured Vehicle*

a) **Damage assessment, expert evaluation**

17.4 If the extent of damages cannot be determined by mutual consent, a conciliatory survey shall be called for, subject to the respective rights of the parties. Each of the parties selects one assessor; should the assessors thus nominated not be in agreement, a third assessor may be called upon. The three assessors shall work together by means of majority of vote;

17.5 Failure of one of the parties to nominate its assessor, or of the two assessors in agreeing on the extent of damage or in selecting the third assessor, the presiding judge of the people's tribunal shall carry out the nomination with the scope of the accident occurrence. This nomination takes place upon a simple request of the most active party.

17.6 Each party is liable for the costs and fees for his assessor, and should the case arise, half of the cost and fees for the third assessor.

b) **Indemnity determination**

17.7 Without being detrimental to the Provisions in paragraphs 13.1 to 13.7 regarding the declarations to be made by the Policyholder at the time of underwriting and during implementation of the Contract Agreement, the repayment of an indemnity, owed by the Insurer will correspond to:

- when the Insured Vehicle is entirely destroyed or out of use or stolen, the market value of the said vehicle on the day of the accident, with appropriate deductions to be made in consideration for salvage and/or any expenses incurred in locating or recovering the stolen vehicle, if any.
- when the damages are partial the cost of repair or replacement of deteriorating component parts within the limits of the monetary value of the Insured Vehicle on the day of the accident.

17.8 This indemnity is based on the assessment provided for in paragraphs 17.6 to 17.8. It may not, in any case, be higher than the Sum Insured as specified in the Policy Schedule.

17.9 If the Sum Insured is less than the market value of the Insured Vehicle at the time of the loss or damage, the Insured will not receive full compensation for the damage to the Insured Vehicle in the unfortunate event of an accident. The maximum amount payable by the Insurer shall be determined in accordance

with the following formula:

$$\text{Maximum amount payable by the Insurer} = \frac{\text{Sum Insured}}{\text{Market Value}} \times \text{Value of loss/damage}$$

17.10 All deductibles as specified in the Policy Schedule, if any, will be deducted from the final indemnity amount.

a) Settlement of Indemnity

17.11 The Policyholder, owner of the Insured Vehicle or any other persons having his express agreement will be directly indemnified by the Insurer upon presentation of the invoice.

2) Provisions applicable to Defense and Recourse cover

a) Defense

17.12 The Insurer takes in hand the defense of the Insured in the presence of the criminal courts or a committee in charge of withdrawing driving licenses, to which the Insured would be summoned following the occurrence of an accident caused by the Insured Vehicle.

b) Recourse

17.13 The Insurer agrees to enter into negotiations with or to prosecute in court any third parties held liable for the accident, in pursuit of recovering financial compensation for bodily injuries and/or material damages incurred to the Insured;

17.14 In these two cases the Insurer pays for the cost and fees for the investigation, expert and attorney, and the cost of lawsuit, but not for the additional fine and cost of the lawsuit.

17.15 The amount of the claim for damages is determined by an agreement between the Insured and the Insurer, who reserves the right not to prosecute the third party or to terminate the proceedings when he considers the claim untenable or the lawsuit destined for failure and also when he deems the defendant's transaction offers reasonable.

17.16 Any contradictions relating to paragraph 17.17 shall be resolved by arbitration. An independent arbitrator shall be nominated by common consent or, failing that, by the presiding judge of the local court where the Insured resides. Each of the parties accounts for half of the arbitrator's fees.

17.17 Should, despite the arbitrator's inferable notice, the Insured plead on his own accord and gets a more favourable outcome than that of the arbitrator, the Insurer shall repay him, upon documentary evidence and within the time limit prescribed by the Special Conditions, the expenditures accounted by him and which were not recoverable from the opponent.

3) Common provisions relating to other insurance

17.18 Should there be any other existing insurance covering the same loss or damage, the Insurer shall only pay the rateable proportion of any loss, damage, compensation, costs or expenses.

Article 18 : DELAY OF INDEMNITY PAYMENT

18.1 Insurer shall pay insurance benefit within 45 days from the date of receipt of complete and correct documents related to the claim for insurance benefit.

18.2 Theft

In case of theft, the payment may only be demanded for by the Insured after a period of 30 days following the declaration of the theft.

When the Insured Vehicle is recovered after the theft, the proceedings for indemnity shall comply with the following rules:

- 1.) When the vehicle is recovered prior to the end of the period of 30 days above-mentioned, the Insured is bound by the Contract Agreement to take back the stolen vehicle, whereas the Insurer only pays for the cost for the damages and other specified expenses;
- 2.) When the vehicle is recovered prior to indemnity payment but by the end of the period of 30 days following the declaration of the theft; if upon the Insured's inquiry for an indemnity, the payment of which has not been executed by the Insurer, the Insured may either take back the vehicle in conformity with the previous paragraph 18.2(1), or leave the vehicle to the Insurer who shall pay the Insured the whole Sum Insured in respect of Cover "E" – Theft.
- 3.) When the stolen vehicle is recovered after the indemnity payment, the Insured may, within 30 days following the day when he becomes aware of the recovery, decide to take the vehicle back by means of indemnity repayment, with a deductible of a sum corresponding to the cost of damages and other specified expenses.

Article 19 : SUBROGATION AND CLAIMS AFTER ACCIDENTS

19.1 The Insurer is subrogated up to the amount of an indemnity paid by him, in the rights and actions of the Insured against any person liable for the accident;

The Insurer may not, however, put in any claim against the ancestors and descendants, direct relatives, employees or any person usually living at the Insured's residence, except in case of malevolence committed by one of these persons

19.2 Should subrogation be no longer exercisable by the Insurer, due to an act or omission of act by the Policyholder and/or the Insured and/or their representatives, the cover may be terminated even when the subrogation could have been exercised.

SECTION IV: PROVISIONS RELATING TO THE CONTRACT AGREEMENT.

Article 20 : Establishment and Enforcement of the Contract Agreement.

20.1 An Insurance proposal is not a contract agreement between the parties. The Insurance Policy Schedule and/or a cover note shall constitute evidence of the contract agreement;

20.2 The insurance Contract Agreement is completed after being duly signed by both parties concerned. The Contract shall commence from the Inception Date and Time and remain in force until the Expiry Date, as specified in the Policy Schedule;

20.3 The same Provisions apply to any modifications or additional clauses of the Contract.

Article 21 : Contract Duration.

21.1 The Contract Agreement expires according to the duration stipulated in the Policy Schedule;

21.2 The Insurer shall not be bound to accept any renewal and it shall not be incumbent

on the Insurer to provide notice for renewal of this Policy nor any subsequent renewals, and the Insurer shall not be liable for losses which occur after the expiry of this Policy.

Article 22 : Contract Revocation.

The Contract may be revoked prior to its normal expiry date under the following circumstances:

22.1 By the Policyholder or the Insured.

- a. Each year, on the anniversary of the day of enforcement of the Contract Agreement, by means of at least one month prior notice;
- b. In case of transfer of the Insured Vehicle;
- c. In case of occurrence of one of the following events: change of residence, change of marital status, change of the type of ante nuptial settlement, change of profession, retirement or definite termination of professional activity, concerning the Policyholder or Insured.

22.2 By the Inheritor or the Insurer.

- a. In case of transfer of ownership of the Insured Vehicle as a result of death of the Policyholder or the owner of the Insured Vehicle

22.3 By the Insurer.

- a. In case of non-payment of Premium which mentioned in 16.3
- b. In case of risk aggravation;
- c. In case of omission or inaccuracy in the risk declaration at the time of underwriting or during enforcement of the Contract;
- d. In case of revocation by the Policyholder of another contract between the Policyholder and the Insurer after an accident;
- e. In case of liquidation or insolvency of the Policyholder by judiciary regulation;

22.4 By the Policyholder.

- a. In case of disappearance or aggravation of a case stated in the Insurance policy, where the Insurer does not agree to the reduction of the corresponding Premium;
- b. In case of cessation of commerce or dissolution of the Insurer;
- c. In case of revocation by the Insurer of another contract between the Policyholder and the Insurer after an accident;
- d. In case of Premium modification

22.5 By the Policyholder's mass of creditors.

- a. In case of liquidation or insolvency of the Policyholder by judiciary regulation.

22.6 By right.

- a. In case of total loss of the Insured Vehicle as a consequence of a non-covered risk;
- b. In case of transfer of the Insured Vehicle; unless the insured notified to the Insurer about the transfer which the insurer has issued the endorsement for changing the name of the Insured;
- c. In case of withdrawal of the Insurer's acceptance;
- d. In case of requisition of the Insured Vehicle by the authorities in conformity with the regulations provided for by the law in force.

22.7 In case of Contract revocation during an Insurance period, the Policyholder shall not be liable to pay for the Premium fraction relating to the portion of the period subsequent to the revocation. Should this Premium fraction be paid in advance, Insured can refund the premium only for the case of no claim occurred.

Period of having motor insurance	1 month	2 month	3 month	4 month	5 month	6 month
Percentage of premium refund	70%	60%	50%	40%	30%	0%

- 22.8 The Policyholder or the inheritor has the right to revoke the Contract as he thinks suitable, either by a registered letter or by notification against acknowledgement at the Insurer's head office or at the agent office of which the Contract is dependant, or by an extra-judiciary act.

Should the Insurer revoke the Contract, they shall notify the Policyholder by means of a registered letter.

- 22.9 Under revocation circumstances provided for in :

Article 22.1(a) – Revocation on the anniversary date of the enforcement of the Contract.

Article 22.3(a) – Revocation in case of non-payment of the Premium.

Article 22.4(d) – Revocation by the Policyholder upon modification of the Premium by the Insurer,

The timeframe stipulated under these notices shall commence from the day of dispatching the notification.

- 22.10 Under all other revocation circumstances provided above (except 22.3 a), the revocation shall take effect 30 days from the date of notification being sent from the party requesting for such revocation, or an earlier date if so agreed in writing by the counterparty.

Article 23 : Transfer of Vehicle Ownership.

1.) Death of the Policyholder

- 23.1. In the event of the death of the Policyholder, the Insurance shall, by default, be assigned to the person who inherits the vehicle. In case of revocation of the Contract Agreement by the inheritor, the latter shall pay the Insurer an amount equal to the Premium fraction relating to the period prior to the revocation.

2.) Vehicle transfer

- 23.2. In case of transfer of the vehicle, the Contract shall, by default, be revoked unless applying on 22.6(b)

- 23.3. The Policyholder or the Insured shall inform the Insurer of the date of transfer by means of a registered letter or direct written notification to the Insurer.

Article 24 : Regulations

- 24.1. All acts resulting from this present Contract are prescribed for 3 years, in conformity with the provisions in Article 32 of Insurance Law No 78/NA of 29 November 2019 from the date of the event giving rise to them.

Article 25 : Jurisdiction

- 25.1. The court which has the jurisdiction to settle the dispute between the Insured and the Insurer is the local court where the Insured resides.

For property damage insurance, it is the court where the property is situated.
For accident insurance, it is the court where the accident occurred.

SECTION V: ANNEXES

ANNEX I

I. SCALE FOR PERMANENT TOTAL DISABILITY (100%)

- Accidental death;
- Loss of both legs;
- Loss of both hands, or of all fingers and both thumbs;
- Total loss of sight of both eyes;
- Loss of arm at shoulder;
- Loss of arm between shoulder and elbow;
- Loss of arm at elbow;
- Loss of arm between elbow and wrist;
- Loss of hand at wrist;
- Loss of leg at hip;
- Loss of leg between knee and hip;
- Loss of leg below knee;
- Loss of whole eye;
- Incurable mental disorder resulting directly and exclusively from a covered accident.

II. SCALE FOR PERMANENT PARTIAL DISABILITY.

▪ Total loss of thumb and forefinger	30%
▪ Total loss of three fingers, including thumb or forefinger	25%
▪ Total loss of three fingers, besides thumb or forefinger	20%
▪ Total loss of thumb and one finger besides forefinger	25%
▪ Total loss of forefinger and one finger besides thumb	20%
▪ Total loss of only one thumb	20%
▪ Total loss of only one forefinger	15%
▪ Total loss of middle finger, ring finger or little finger	10%
▪ Total loss of ring finger and little finger	15%
▪ Ablation of lower jaw	30%
▪ Half reduction of binocular sight of an eye	25%
▪ Complete deafness in both ears	40%
▪ Complete deafness in one ear	10%
▪ Non-consolidated fracture of one leg or one foot	25%
▪ Non-consolidated fracture of one kneecap	20%
▪ Abridgment of at least 5 cm of one lower limb	15%
▪ Total loss of one big toe	10%
▪ Total loss of another toe	5%

Infirmities not enumerated above, even of a lesser importance, are indemnified proportionally to their gravity compared to that of the enumerated cases without taking into account the physical occupation of the victim.

Permanent total loss of use of member shall be treated as loss of member.

Total indemnity due to several infirmities resulting from the same accident is obtained by addition within the limit of the integral Sum Insured in the case of permanent total disability.

The aggregate of all percentages payable in respect of any one accident shall not exceed 100%

ANNEX II NO-CLAIMS DISCOUNT (NCD)

Article 26 : DEFINITIONS

26.1. The No-Claims Discount (NCD) is a bonus clause intended to reward policyholders who do not file for a claim within a given policy period, by way of a reduction in Premium payable for the renewal insurance policy.

The NCD structure is set out as below (Unless stated otherwise in policy schedule):

Year / Period	0 (new)	1	2	3	4	5	6	7
NCD rate	0%	15%	25%	35%	40%	45%	50%	55%

26.2. For the purpose of determining NCD rates, a “claim” shall be defined as a notification of accident or other similar incidents giving rise or possible rise to a claim submitted to the Insurer, accompanied by payment outlay or possible payment outlay for unresolved claims on the part of the Insurer regardless of the amount of outlay.

Article 27 : DETERMINATION OF NO-CLAIMS DISCOUNT

27.1. Upon the expiry of an Insurance policy, the Policyholder’s NCD rate upon renewal will be reviewed as follows:

- In the event that no claims occurred during the preceding period of cover, the Policyholder’s NCD rate will move up by one (1) scale, up to the highest rate of 55% NCD;
- Each claim occurrence during the preceding period of cover which the Insured take liability on the accident, Policyholder’s NCD rate will be decreased as the below table:

The number of claim in the insurance year which the insured take the liability	Premium Increasing rate
1 claim	NCD will be decreased 2 steps
2 claims	NCD will be decreased 4 steps
Equal and above 3 claims	NCD will be equal 0 (Zero)

Policyholder’s NCD rate will not be decreased below 0 (Zero)

- For the purpose of this Article, any claim incidents that were resolved with no settlement outlay on the part of the Insurer, or where full recovery of all outlays had been obtained from a third party or parties shall be taken into consideration and the Policyholder’s NCD rate shall not be prejudiced by such claim incidents.
- 27.2. Should there be one or more unresolved claims involving the Insured Vehicle at the time of policy renewal, the NCD rate to be granted to the Policyholder upon renewal will be based on the lowest rate, taking into assumption that all unresolved claims shall be prejudiced against the Policyholder according to Article 26.2. Nevertheless, if one or more of these claims shall be invalidated by virtue of Article 27.1(c) or is in fact a no-fault claim, the corresponding changes will be rectified and the policyholder will be reinstated to his/her rightful NCD rate, along with a refund of the Premium difference.
- 27.3. For the purpose of determining NCD rates, claims shall be recognized based on the date of accident as opposed to the date of settlement. All entitlements to reinstatements of NCD and/or refund of Premium difference for subsequent renewal policies shall be backdated to the date of the original claim accordingly.
- 27.4. Increases in NCD rates based on Article 27.1(a) shall only be granted for policies that were in force for a minimum coverage period of nine (9) calendar months. For policies

that were in force for a time period lesser than as mentioned, and provided that no claims were made during this time, the NCD rate upon renewal shall remain.

27.5. Any claim incidents during a given period of cover regardless of the length of coverage period shall be considered as a full claim and treated as such according to Article 27.1(b).

27.6. A claim under any one section of the Insurance policy shall be construed as a claim under the entire policy, and a similar NCD rate shall be effected upon all applicable sections of the policy. Nevertheless, claims under different sections of the Insurance policy but arising out of one claim incident shall be recognized as one claim incident.

Article 28 :-TRANSFERRING OF NO-CLAIMS DISCOUNT ENTITLEMENT

28.1. This Policy allows the Policyholder to freely revise, add, delete, or otherwise modify his/her coverage options from one Period of Insurance to another without prejudice to the NCD rate.

28.2. A Policyholder may, at his/her option, transfer his/her NCD entitlement to another vehicle to be insured under his/her name, subject to all of the above-mentioned. If the original vehicle is to remain insured with the Insurer, then the Insurer shall be entitled to the difference in Premium on the original vehicle as if it had a starting 0% NCD, but prorated from the date of such transfer of NCD.

28.3. Should a policyholder surrender his/her old insurance policy with another registered insurer in Lao PDR, and this same insurance policy shall bear any existing NCD (or otherwise similar discount schemes), the Policyholder shall then be entitled to the next higher NCD rate as if the previous insurance policy were issued by the Insurer, and with no prejudice to be made with regards to prior claims history by the Policyholder.

For the purpose of this Article, a valid quotation for the renewal policy shall be considered proof of the Policyholder's NCD (or otherwise similar discount scheme) entitlement with the other registered insurer in Lao PDR.

NOTICE OF POLICYHOLDER

Please examine the insurance Policy to ensure that it meets your requirement.

To avoid misunderstanding, it is very important that the Policy, Schedule and any Endorsements attached therein be read thoroughly.