



# Certificate of Insurance

## FOR SALARIED PRIMARY CREDIT CARD HOLDERS ONLY

This is to certify that you are covered under this Group Credit Life Policy "Lifestyle Protect" #CL-27 (the Master Policy) issued to Citibank UAE (the Policyholder) by American Life Insurance Company (MetLife) (the Insurance Company).

Period of Coverage: Coverage will be valid as long as the premiums are paid on a monthly basis, subject to the terms and conditions of the Master Policy.

Enrollment to this Policy is Voluntary for Cardholder between the age of 18 to 64 yrs, irrespective of the 'MetLife approved' sales channel through which such enrollment is opted by the cardholder. All Eligible Credit Cardholders must be natural persons. Corporations, partnerships and businesses will not be eligible for coverage under this Policy. Premiums charged to the Insured Person's Citibank Visa / Master Credit Card.

Scope of Coverage: 24 Hours, Worldwide. However, the state of ILOE and Critical Illness benefits can only be recognized in the UAE by a Physician specially authorized by the Insurance Company.

Risks Covered	Product	Sum Insured for all Salaried Primary Credit Card Holders only
1.	Loss of Life - Accident & Sickness (DEATH)	<p>100% of the Outstanding Balance as of Date of Loss payable to the Policyholder, subject to a maximum limit of AED 350,000 for all credit cards held by the Insured Credit Cardholder.</p> <p>An additional benefit of three times the Average Outstanding Balance for the last three months statement prior to, or on, the Date of Loss will be paid to the legal heirs of the Insured Credit Cardholders.</p> <p><b>The combined benefit amount shall not exceed AED 500,000 wherein a maximum of AED 350,000 shall be payable to the Policyholder and the balance between AED 500,000 and the payment to the Policyholder shall be paid to the Credit Cardholder or their designated beneficiaries.</b></p>
2.	*Involuntary Loss of Employment (ILOE)	<p>10% of the Outstanding Balance as on the Date of Loss is payable to the Policyholder for each period of 30 days of proved unemployment.</p> <p>An additional benefit of 5% of the Outstanding Balance as on the Date of Loss is payable to the Insured Credit Cardholder for each period of 30 days of proved unemployment for the first six months. The maximum combined benefit amount payable per month to the Policyholder and the Insured Credit Cardholder shall not exceed AED 35,000.</p> <p>If the insured Credit Cardholder continues to remain unemployed after the first six months of benefit payment, an additional lump sum benefit will be paid to the Policyholder and the Insured Credit Cardholder in the seventh month, which will be calculated as 60% of the Outstanding Balance as on the Date of Loss to the Policyholder and 30% of the Outstanding Balance as on the Date of Loss to the Insured Credit Cardholder. The maximum combined lump sum benefit amount payable to the Policyholder and the Insured Credit Cardholder shall not exceed AED 210,000 for one claim or several claims in aggregate.</p> <p>For Cardholders enrolled from the inception of this policy till 31st December 2017, claims are not eligible if redundancy or dismissal is notified to the Insured Credit Cardholder within the first 30 days of enrollment.</p> <p>For Cardholders enrolled from 1st January 2018, claims are not eligible if redundancy or dismissal is notified to the Insured Credit Cardholder within the first 90 days of enrollment.</p> <p>The benefit is provided up to a maximum of 6 monthly payments and/or 6 months lump sum benefit for any one claim or for several ILOE claims in aggregate per Insured Credit Cardholder during the period of coverage.</p>
3.	Critical Illness (CI)	<p>100 % of the amount of the Outstanding Balance as at Date of Loss, not exceeding a maximum aggregate of AED 350,000 for all credit cards held by the Insured Credit Cardholder. Other provisions are the same as for death, except the claim date which corresponds to the date upon which the Critical Illness is recognized.</p> <p>An additional benefit of three times the Average Outstanding Balance on the three most recent monthly statements prior to, or on, the Date of Loss, will be paid to the Insured Credit Card holder.</p> <p><b>In addition to the above benefit payment, coverage will continue for the Insured Credit Cardholder for the rest of the benefits under this policy, along with coverage for the other two medical conditions under the covered diseases of Critical Illness, until the death of the Insured Credit Cardholder at a later date.</b></p> <p><b>The combined benefit amount shall not exceed AED 500,000 wherein a maximum of AED 350,000 shall be payable to the Policyholder and the balance between AED 500,000 and the payment to the Policyholder shall be paid to the Credit Cardholder or their designated beneficiaries.</b></p> <p><b>A Critical Illness claim is not eligible if you are diagnosed of one of the defined Critical Illnesses within the first 30 days from the date you enroll for LSP cover, no benefits will be paid.</b></p>

- Insurance coverage is only valid if the premiums are paid. The above benefits are not applicable for Self-Employed Credit Card Holders.
- In case of a claim, the additional benefits will be paid to the beneficiaries as declared in the application form for this insurance coverage. This certificate and the attached Terms & Conditions are subject to the Master Policy issued by MetLife (the Insurance Company) to Citibank (the Policyholder). If there exists any conflict between the terms of the Certificate & the Master Policy, the terms of the Master Policy shall govern in all cases. For assistance in making a claim under this policy, please contact your Citibank Representative..

# Lifestyle Protect

## Terms & Conditions for Salaried Primary Credit Card Holders

### I. DEFINITIONS

**Policy** shall mean this agreement, any supplementary contracts or endorsements herein; any amendments hereto signed by the Insurance Company and the Policyholder, Enrollment forms of the insured members and Summaries of cover, which shall together constitute the entire contract between the parties.

**Applicable Law** means the laws and regulations of United Arab Emirates.

**Policy Year** shall mean a period of twelve (12) consecutive months beginning with the Policy Date and subsequent Policy Anniversary.

**Summary of Cover** shall mean the accurate information about the Policy that must be provided by the Policyholder to every Insured Credit Cardholder. This information shall describe thoroughly the provisions, terms and conditions of the Policy as to be well understood by the Insured Credit Cardholders. The wording of the Summary of cover is prepared by the Insurance Company.

**Credit card holders** shall mean the persons who have been granted a Credit card and fulfill the Policyholder's Credit card requirements.

**Outstanding Balance** shall mean the total outstanding debt in principal, inclusive of any interests, late payment fees, over limit amounts and any balances on loans with scheduled repayments included.

**Date of Loss** shall mean:

- (a) For claims under Death Benefit, the date of death of the Insured Credit Cardholder.
- (b) For claims under Critical Illness Benefit, the date of first diagnosis of Critical Illness or the date of first diagnosis of the condition which leads to surgery for any of the covered surgeries, Such Date of Loss must be certified by a Physician and accepted by the Company, whose decision shall be final.
- (c) For claims under ILOE Benefit, the date of notice of termination served to the Credit Cardholder after the Commencement Date and during the policy period.

**Deferral of Coverage** shall mean the period as defined in the Policy Benefits, during which an Insured Cardholder is not covered and no policy benefit is paid if a claim is incurred during that period.

**Entry Date** shall mean the effective date of coverage of an Insured Credit Cardholder hereunder, which shall be the Policy Date or the date of his becoming an Eligible cardholder, whichever is later.

**Pronouns:** Masculine pronouns used in this Policy shall include both masculine and feminine gender unless the context indicates otherwise.

**Accident** shall mean a sudden and unexpected event, which results directly or through an unbroken chain of events in the Insured Borrower's/ Credit Cardholder's Death or Permanent Total Disability.

**Sickness** shall mean any pathological state or state of abnormal function of bodily organs of the Insured, not caused by an accident, and objectively diagnosable.

**Critical Illness** wherever used in this policy means the illnesses as listed and defined in the Schedule of Critical Illnesses upon Diagnosis or performance of any of the covered surgeries stated therein.

**Involuntary Loss of Employment (ILOE):** ILOE shall mean the unemployment of the Insured Borrower/ Credit Cardholder arising out of the unilateral decision of the employer to terminate his employment contract for any reason other than those mentioned under exclusions in the policy.

**Physician** wherever used in this policy means a person legally licensed to practice medicine and/or surgery other than the Insured or a member of the Insured's immediate family member or an employer/employee of the Insured.

**Pre-existing Condition** shall mean illness, disease or sickness occurring or manifesting prior to the Commencement Date, for which advice or treatment was sought or obtained from a medical practitioner, chiropractor, naturopath, or any other practitioner of a similar kind within twelve months immediately prior to the Commencement Date.

**Diagnosis** wherever used in this policy means the definitive Diagnosis made by a Physician as herein below defined, based upon such specific evidence, as referred to herein below in the definition of the particular Critical Illness concerned, or, in the absence of such specific evidence, based upon radiological clinical, histological or laboratory evidence acceptable to the Company. Such Diagnosis must be supported by the Company's Medical Director who may base his opinion on the medical evidence submitted by the Insured Person and / or any additional evidence that he may require.

**Waiting Period** wherever used in this policy means a period of time accounted from the first day of a period of disability or unemployment, during which no benefit payment is made, although the coverage is effective and that a valid claim can be made later. The Waiting Period is specified in the Benefits Provision section.

### II. BENEFITS DEFINITIONS

The coverage stated hereunder are valid only in respect of the benefits specially indicated in the Certificate of Insurance by the insertion of the amount of indemnity, its limitation and payment of the appropriate premium.

#### **BENEFIT A – LOSS OF LIFE**

If an insured person dies on account of accident or sickness and upon receipt of due proof in writing of the death of the Insured Credit Cardholder the insurance company will pay the sum insured as stated in the Certificate of Insurance.

**BENEFIT B – INVOLUNTARY LOSS OF EMPLOYMENT**

If an Insured Credit Cardholder becomes unemployed involuntarily, the insurance company will pay benefits in accordance with the Certificate of Insurance. Benefits payment terminates when the claim is no longer justified as required, or, in case of Death, or when the insured credit cardholder resumes work (even if it is only a part-time work), or on the date of retirement or early retirement, or if the maximum benefit payment term is reached, or on the attainment of the maximum age limit at claim date, or if the Outstanding Balance is cleared or if the insured credit cardholder becomes unemployed as a consequence of dismissal due to a reason of misconduct or if the maximum benefit payment term of 6 monthly indemnities and/or 6 months lump sum benefit (where applicable) has been reached for any one claim and 6 monthly indemnities in aggregate for several ILOE claims during the period of coverage.

There must be at least 12 months of continuous employment after the term of a first claim for which benefits have been paid to re-qualify for a new one. In this event only, these 12 months can be achieved either under a permanent contract of employment, or under a temporary or a fixed term contract.

To report a claim, a borrower must meet the following conditions:

- Being less than 65 years old on the notification of unemployment,
- **For the first claim:** 6 continuous months of permanent gainful contract of employment of not less than 30 hours per week with the same employer prior to the claim date.
- **For subsequent claims:** There must be at least 12 months of continuous employment after the term of a first claim for which benefits have been paid to re-qualify for a new one. In this event only, these 12 months can be achieved either under a permanent contract of employment, or under a temporary or a fixed term contract.
- Self-employed are not entitled to claim under this ILOE coverage\*.
- Being unemployed as a consequence of redundancy or dismissal (other than due to a reason of misconduct).

*\*The eligibility of ILOE depends on conditions that have to be met on the claim date, irrespective of what the occupation of the cardholder was when he applied for insurance.*

**BENEFIT C – CRITICAL ILLNESS**

The first diagnosis of any of the following diseases first occurring after the commencement date of the program:

1. **Cancer:** Any malignant tumour positively diagnosed with histological confirmation and characterised by the uncontrolled growth of malignant cells and invasion of tissue. The term malignant tumour includes leukaemia, sarcoma and lymphoma except cutaneous lymphoma (lymphoma confined to the skin). For the above definition the following cancers, which are histologically classified as any of the following, are not covered:

- pre-malignant;
- non-invasive;

- cancer in situ;
- Having borderline malignancy or having low malignant potential;
- All tumours of the prostate unless histologically classified as having a Gleason score greater than 6 or having progressed to at least clinical TNM classification T2N0M0;
- Chronic lymphocytic leukaemia unless histologically classified as having progressed to at least Binet Stage A;
- Any skin cancer (including cutaneous lymphoma) other than malignant melanoma that has been histologically classified as having caused invasion beyond the epidermis (outer layer of skin).

2. **Heart attack:** Death of heart muscle, due to inadequate blood supply, that has resulted in all of the following evidence of acute myocardial infarction:

- Typical clinical symptoms (for example, characteristic chest pain).
- New characteristic electrocardiographic changes. The characteristic rise of cardiac enzymes or Troponins recorded at the following levels or higher;
- Troponin T > 1.0 ng/ml
- AccuTnl > 0.5 ng/ml or equivalent threshold with other Troponin I methods. For the above definition, acute coronary syndromes including but not limited to angina, is not covered.

3. **Stroke:** resulting in permanent symptoms Death of brain tissue due to inadequate blood supply or haemorrhage within the skull resulting in permanent neurological deficit with persisting clinical symptoms. For the above definition, the following are not covered:

- Transient ischaemic attack.
- Traumatic injury to brain tissue or blood vessels.

**MAXIMUM AMOUNT OF BENEFIT**

For DEATH, and CI benefits, each Insured Credit Cardholder is covered for up to the Outstanding Balance of the credit card - provided however that this amount does not exceed AED 350,000 payable to the Policyholder, as an aggregate limit per Insured Credit Cardholder in case he has more than one credit card in force with the Policyholder. The maximum combined benefit to the Policyholder and the Insured Credit Cardholder/ or the designated beneficiary, across all benefits, shall not exceed AED 500,000; wherein a maximum of AED 350,000 shall be payable to the Policyholder and the balance between AED 500,000 and the payment to the Policyholder shall be paid to the credit card holder or their designated beneficiaries.

For ILOE benefit, the maximum combined benefit amount payable to the Policyholder and the Insured Credit Cardholder shall not exceed AED 35,000 per insured and per month up to a maximum of 6 monthly payments and a maximum of AED 210,000 per insured for the lump sum benefit, for one ILOE claim or for several claims, whatever the number of cards and their actual outstanding balance.

**FREE LOOK-UP PRIVILEGE**

The free-look period is defined as the duration whereby the customer can cancel the insurance with a full refund of premiums debited to the credit card balance. The duration of the free-look period shall be limited to 30 days effective from the latter of a) the date the premium is debited to the credit card for the first time after enrolment into the Policy or after being re-enrolled into the insurance policy post a prior opt out of the insurance policy, and b) the date when the insurance certificate is dispatched to the policyholder. Free-look periods and any premium refunds will not apply to any insured who has filed a claim with MetLife under any insurance benefit as defined by this Policy.

**BENEFICIARY**

Policy benefits in case of Death or Critical Illness (CI) shall be payable to the Policyholder (Citibank) as the exclusive and irrevocable beneficiary.

The Policyholder commits to recognise such benefits payments as payments made by the Insured Credit Cardholder himself to clear (or compensate for) his pending debt.

The Additional Benefits as set out in the Benefits Provisions in case of Death, Critical Illness or Involuntary Loss of Employment will be paid by the Insurance Company directly to the Insured Credit cardholder/ the designated beneficiary of the Insured Credit cardholder as per the succession certificate issued by the court appointing the legal heirs of the Insured Credit cardholder (as applicable). However, claim payments are subject to 'International and Local Sanction Limitation and Exclusion' of the Policy.

**EXCEPTIONS**

The policy does not cover any loss or expense caused by or resulting from:

**Death:**

- Any Death claim due to Sickness occurring within thirty (30) days from the Entry Date.
- Suicide or any self- inflicted injuries during the first 12 months.
- Claims arising during the policy term due to the undertaking or an attempted undertaking of an unlawful act or illegal activity.
- War, riots, invasion.

**Critical Illness:**

- Pre-existing conditions during the first year of enrolment to this insurance coverage.
- Critical Illness notified during the deferral of coverage period of 30 days.

**ILOE:**

- ILOE which is notified during the deferral of coverage period as defined in the ILOE benefit section of the Certificate of Insurance,
- Termination known about or impending at the start of the coverage,
- Voluntary termination of employment. Refusal to accept suitable alternate employment offered by the employer, where alternative employment has been refused.
- Retirement, including early retirement,
- Self-employment,

- Unemployment caused by misconduct.
- Strikes, lockouts or other organized labor disputes or any unlawful acts, partial, seasonal or casual employment.

**NOTICE OF CLAIMS**

Claims are valid only if the Insured Credit card holder was covered under the Policy at date of claim. In the interest of rapid claims processing, the Insurance Company must be notified immediately of the Insured Credit card holder's Death. It should also be notified immediately of the Insured Credit card holder's Permanent Total Disability as soon as the provisions attached to this coverage are met.

For each claim reported, the Insurance Company must obtain:

**From the claimant:**

- 1. In case of Death:** a legal death certificate and an official personal identity data of the Insured Credit card holder and any other additional document that may be asked by the Claims Department of the Insurance Company.
- 2. In case of Critical Illness:** Diagnosis of the critical / terminal illness by the specialist physician who diagnosed it, Medical evidences related to the critical illness reported.
- 3. In case of ILOE:** Letter by means of which dismissal or redundancy was notified to the Insured Credit Cardholder by his employer, including the date, the cause and the effective date of dismissal and a copy of the valid Passport and Visa as on the date of termination of employment.

UAE Nationals shall furthermore provide:

- A Certificate of registration of unemployment with Tamnia.
- Evidences of payment of allowances for total unemployment by Tamnia.

**CLAIMS FORMS AND PROOF OF LOSS**

The Insurance Company will send claim forms to the claimants upon notice of claim and advise the Policyholder if necessary.

The claimants must not delay submitting proof of loss and other claim documents longer or more than Ninety (90) days from the Date of Loss.

Contact should be made with the Insurance Company's Claims Office to proceed with claim processing. The Company reserves the right to request more detailed information on the circumstances surrounding the Death, Critical Illness, or Involuntary Loss of Employment of the Insured Credit card holders should that said circumstances warrants it.

The Insurance Company shall keep the right to ask for any other documents which would be necessary to establish the cause and circumstances of the claim, namely in order to check:

- if the considered Cardholder was actually insured and if his regular premium is paid,
- if the credit card account statements of the past 3 months provided corresponds to the characteristics of the credit card, mentioned in the Enrollment form sent to the Insurance Company when the cardholder was enrolled in the program,
- if the age limits defined under the policy are met,

- if the benefit to be paid is not in excess of the maximum benefit defined under the policy,
- if no exclusions are applicable,
- If all the other conditions defined under the policy are met.

#### **TERMINATION OF INDIVIDUAL INSURANCE**

The insurance of an individual shall automatically terminate at the earliest time below:

- The Insured Credit Cardholder completes his 65th birthday;
- Upon notification of Death of Insured Credit Cardholder or the payment of claims for all three covered illnesses under the Critical Illness benefit, whichever occur earlier;
- Upon cancellation by the Policyholder of the credit card agreement of the Insured credit cardholder, whatever the reason.
- If the Credit Card agreement is not renewed, or if early terminated, by the Insured Credit card holder.
- Credit Card holder opts out of the insurance program.
- Cancellation of master policy.

In case of ILOE:

- Upon payment of a Death or Critical Illness benefit as stated in the Group Credit Life Policy CL-27 (when such benefits offered with ILOE),
- On settlement by the Insured Credit Cardholder of the amount of the loan, including in the event of early termination;
- When the claim is no longer justified as required
- When the maximum benefit payment term is reached,
- When the borrower resumes work (even if it is only a part-time work),
- On the date of retirement or early retirement

#### **CONTROLLING LAW**

This Contract shall be subject to the jurisdiction of the United Arab Emirates and to the federal law 6 of 2007 concerning the establishment

of the Insurance Authority and the organization governed by the laws and regulations of the United Arab Emirates. Any disputes hereunder shall be referred to the Courts of the United Arab Emirates.

#### **INTERNATIONAL AND LOCAL SANCTION LIMITATION AND EXCLUSION**

MetLife is bound by and must comply with all applicable trade and economic sanctions laws and regulations, including those set forth by the U.S. Department of Treasury, Office of Foreign Assets Control (OFAC) and the United Nations.

MetLife will NOT provide COVERAGE AND/OR PAYMENT under the Policy and/or any Supplementary Contract if the policyholder, insured, or person entitled to receive such payment is:

- (I) residing in any sanctioned country;
- (II) listed on the Office of Foreign Asset Control (OFAC) Specially Designated Nationals (SDN) list or any other International or local sanction list; or
- (III) claiming the payment for any services received in any sanctioned country.

The Company shall not be liable to pay any claim or provide any coverage or Benefit to the extent that the provision of such coverage or Benefit would expose the Company to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, United Kingdom or United States of America or any other applicable laws.

#### **DATA TRANSFER**

You hereby give Us unambiguous consent, to process, share, and transfer Your personal data to any recipient whether inside or outside the country, including but not limited to Our Headquarters in the USA, Our branches, affiliates, Reinsurers, business partners, professional advisers, insurance brokers and/or service providers where we believe that the transfer or share, of such personal data is necessary for: (i) the performance of the Policy; (ii) assisting Us in the development of our business and products; (iii) improving Our customers experience; (iv) for the compliance with the applicable laws and regulations; or (v) for the compliance with other law enforcement agencies for international sanctions and other regulations applicable to Us.



www.metlife-gulf.com  
Toll Free Number 800-METLIFE (800-6385433)

**Dubai Airport Free Zone**  
7W Block B, 1st floor, P.O. Box 371916, Dubai, U.A.E.

MetLife, Inc. (NYSE: MET), through its subsidiaries and affiliates ("MetLife"), is one of the world's leading financial services companies, providing insurance, annuities, employee benefits and asset management to help its individual and institutional customers navigate their changing world.

Founded in 1868, MetLife has operations in more than 40 countries and holds leading market positions in the United States, Japan, Latin America, Asia, Europe and the Middle East. For more information, visit [www.metlife.com](http://www.metlife.com).

MetLife is a pioneer of life insurance with a presence of nearly 65 years in the Gulf. Through its branches, MetLife offers life, accident and health insurance along with retirement and savings products to individuals and corporations.

For more information, visit [www.metlife.ae](http://www.metlife.ae)