PRODUCT DISCLOSURE SHEET

A PIDM MEMBER

Date: 30 September 2025

Dear Customer,
This Product Disclosure Sheet (PDS) is designed to provide you with some key information on your Marine Cargo insurance.

Other customers have read this PDS and found it helpful; **you should read it too**.

The benefit(s) payable under eligible policy is protected by PIDM up to limits. Please refer to PIDM's TIPS Brochure or contact Pacific & Orient Insurance Co. Berhad or PIDM (visit www.pidm.gov.my).

1. What is Marine Cargo Insurance?

This policy provides insurance against loss or damage to goods shipped by land, sea or air from one warehouse to another final warehouse.

2. Know Your Coverage

This policy provides 5 types of coverage:

A. Institute Cargo Clauses (A)
cover all risks of loss or damage to the cargo other than those excluded (by vessel). Period normally for 60 days or upon discharging the cargo whichever come sooner.

B. Institute Cargo Clauses (B)
over loss or damage to the cargo insured reasonably attributable to named risks such as fire, explosion, stranding, grounding, sinking, capsizing of vessel, over-turning, derailment of land conveyance, collision or contact of vessel with any external object other than water, discharging of cargo at port of distress, general average sacrifice, jettison.

- Also cover loss or damage to the cargo attributable to washing overboard, entry of sea, lake or river water into vessel, craft, hold, conveyance, liftvan or place of storage. Total loss of package lost overboard or dropped during loading and unloading, earthquake, volcanic eruption or lightning.

C. Institute Cargo Clauses (C)
cover loss or damage to the cargo insured reasonably attributable to named risks such as fire, explosion, stranding, grounding, sinking, capsizing of vessel, over-turning, derailment of land conveyance, collision or contact of vessel with any external object other than water, discharge of cargo at port of distress, general average sacrifice, jettison.

D. Institute Cargo Clauses (Air)
cover all risks of loss or damages to the cargo other than those excluded. Period normally expiry of 30 days or upon discharge at the final destination whichever shall first occur.

E. All Risks Clause (Land Transit)
covers all risks of loss or damage to the cargo other than those excluded. This policy indemnifies you against loss or damage to cargo during transit from port to anywhere within the territorial limits (vice-versa).

Duration of cover is during the transit/shipment period, which will usually commence when cargo/goods are first moved in the warehouse or premises of the supplier for the purpose of immediate loading into carrying vehicle/conveyance, continues during the ordinary course of transit and terminates on completion of unloading from the carrying vehicles /conveyance at the final warehouse or premises of the buyer.

You may extend coverage to the following risks by paying additional premium:
- War risks
- SRCC
- Transshipment

3. Know Your Obligations

How much premium do I have to pay?
The premium that you have to pay may vary depending on the sum insured, coverage required, voyage, mode of transit, type and packing of cargo, claims history and our underwriting requirements.

What are the fees and charges that I have to pay?
The fees and charges that you will have to pay are:

Type	Amount
Commission paid to the insurance intermediary (if any)	**15% of premium**
Stamp Duty	**RM 10.00**
Service Tax	**8% of premium**

Note: The Service Tax (SST) amount herein may be subject to change as the SST rate applied shall be based on the prevailing rate (s) in accordance with the laws of Malaysia

4. What are some of the key terms and conditions that I should be aware of

Duty of Disclosure

(a) Consumer Insurance Contract

- Pursuant to Paragraph 5 of Schedule 9 of the Financial Services Act 2013 (FSA 2013), if you are applying for this insurance wholly for purposes unrelated to your trade, business or profession, you have a duty to take reasonable care not to make a misrepresentation in answering the questions in the proposal form (or when you apply for this insurance). You must answer the questions fully and accurately. Failure to take reasonable care in answering the questions may result in avoidance of your contract of insurance, refusal or reduction of your claim(s), change of terms or termination of your contract of insurance.
- The above duty of disclosure shall continue until the time your contract of insurance is entered into, varied or renewed with us. In addition to answering the questions in the proposal form (or when you apply for this insurance), you are required to disclose any other matter that you know to be relevant to our decision in accepting the risks and determining the rates and terms to be applied.
- You also have a duty to tell us immediately if at any time after your contract of insurance has been entered into, varied or renewed with us any of the information given in the proposal form (or when you applied for this insurance) is inaccurate or has changed.

(b) Non-Consumer Insurance Contract

- Pursuant to Paragraph 4(1) of Schedule 9 of the FSA 2013, if you are applying for this Insurance for a purposes related to your trade, business or profession, you have a duty to disclose any matter that you know or should know to be relevant to our decision in accepting the risks and determining the rates and terms to be applied and any matter a reasonable person in the circumstances could be expected to know to be relevant, otherwise it may result in avoidance of contract of insurance, refusal or reduction of your claim(s), change of terms or termination of your contract of insurance.
- The above duty of disclosure shall continue until the time your contract of insurance is entered into, varied or renewed with us.
- You also have a duty to tell us immediately if at any time after your contract of insurance has been entered into, varied or renewed with us any of the information given in the proposal form (or when you applied for this insurance) is accurate or has changed.
- Claims - if an incident occurs which gives rise to a claim, you shall immediately notify the carriers, port authority, forwarding agent or third party who may be responsible for the loss or damage.

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

5. Can I cancel my policy?

You may terminate your policy by giving written notice to P&O. Termination shall become effective on the date the notice is received or on the date specified in such notice whichever is the later. Refund of premium, however, is subject to the terms and conditions stipulated in the policy.

Important Note:

- You should read and understand the insurance policy and discuss with the agent or contact P&O directly for more information.
- Notice of Claim: You may call 1800-88-2121 or 03-2698-5033 extn. 3344 or 3348. You are advised to submit your claim (if any) to P&O as soon as possible.

If you have any questions or require assistance on your Marine Cargo Insurance, you can:

Call us at
03-2698 5033 /
1-800-88-2121

Visit us at:
www.poi2u.com

Email us at:
poi2u@pacific-orient.com

Walk in at:
11th Floor, Wisma Bumi Raya,
No. 10 Jalan Raja Laut,
50350 Kuala Lumpur

For Lodging of Complaints, kindly visit the following website for further details or call the phone number provided below:
P&O Complaint Department
https://www.poi2u.com/help/complaints/
03-2698 5033 (Ext 3263/3264/3471)

Redress Avenue:
1. **FMOS** https://www.fmos.org.my/en/
   03-2272 2811
2. **BNM Link** bnm.gov.my/BNMLINK
   1 300 88 5465