# PRODUCT DISCLOSURE SHEET

**A PIDM MEMBER**

Date: 26 November 2025

**Dear Customer,**

This Product Disclosure Sheet (PDS) is designed to provide you with some key information on your personal accident 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 Professional Indemnity Policy?

This policy protects professional against a wide range of potential actions arising from a breach of their professional duty in duty in the conduct of their professional business practice.

## 2. Know Your Coverage

This Policy reflects terms and conditions of the contract of insurance as agreed between the Insured and the Insurer:

1. Legal liability

   all sums which the Insured shall become Legally liable to pay as damages and claimant's costs as a result of any Claim first made against the Insured during the Period of Insurance by reason of:

   (i) a negligent act, negligent error or negligent omission by the Insured in the conduct of the Insured's Business as stated in the Proposal and regulated by Professional Body or related Authority; or

   (ii) libel or slander written or spoken by the Insured or by any Employee of the Insured in connection with the Insured's Business; or

   (iii) any unintentional breach of confidentiality by the Insured or by any Employee of the Insured in connection with the Insured's Business; or

   (iv) any dishonest, fraudulent, criminal or malicious act or omission of any Employee of the Insured in the conduct of the Insured's Business;

2. Costs and expenses

   necessary and reasonable legal costs and expenses incurred with Insurers' prior written consent, such consent not to be unreasonably withheld, in the investigation, defence or settlement of any Claim which falls to be dealt with under Insuring Clause 1 above;

   Costs and expenses do not include:
   (i) damages or costs awarded against the Insured
   (ii) remuneration of whatsoever nature due to the Insured or to any Director, Partner, Member or Employee of the Insured;

3. Loss of Documents

   necessary and reasonable costs and expenses incurred with Insurers' prior written consent, such consent not to be unreasonably withheld, in replacing or restoring Documents either owned by or the responsibility of or in the custody of the Insured in the conduct of the Insured's Business, which are discovered during the Period of Insurance to be damaged, destroyed, lost, mislaid or otherwise unobtainable and which after diligent search cannot be found.

## 3. Know Your Obligations

**How much premium do I have to pay?**

The total premium that you have to pay may vary depending on the sum insured, risk exposure and the underwriting requirements of the insurance company.

| You also have to pay the following fees and charges | Amount |
|---|---|
| Commission paid to the insurance intermediary (if any) | 15% of the premium |
| Stamp Duty | RM 10 |
| **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, 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 Financial Services Act 2013, if you are applying for this insurance for a purpose related to your trade, business or profession, you have a duty to disclose any matter that you know to be relevant to our decision in accepting the risks and determining the rates and terms to be applied and any matter a reasonable person in the circumstances could be expected to know to be relevant, otherwise it may result in avoidance of your contract of insurance, refusal or reduction of your claim(s), change of terms or termination of your contract of insurance.
- The above duty of disclosure shall continue until the time your contract of insurance is entered into, varied or renewed with us.
- You also have a duty to tell us immediately if at any time after your contract of insurance has been entered into, varied or renewed with us any of the information given in the Proposal Form (or when you applied for this insurance) is inaccurate or has changed.

c) You must ensure that the proposal form is completed accurately as it forms the basis of the insurance.

d) In the event of any occurrence which might give rise to a claim under this policy, you shall immediately notify us in writing during the Period of Insurance of any Claim, or any Circumstance.

e) You must observe and fulfil the terms, provisions, conditions, clauses and endorsement of this policy.

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

## 5. Can I cancel my policy?

- You may cancel your policy at any time by giving written notice to us.
- We may also cancel this policy by thirty (30) days notice given in writing to the Insured or the broker; and the premium hereon shall be adjusted on the basis of Insurers receiving or retaining pro rata premium.

**Important Notes:**

- You should read and understand the insurance policy and discuss with the broker/agent or contact P&O directly for more information.

**If you have any questions or require assistance on your Professional Indemnity 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,**

**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