

FREQUENTLY ASKED QUESTIONS FOR CUSTOMER AWARENESS INSURANCE COVERS FOR BOP NAAZ CURRENT ACCOUNTS

What is NAAZ Account?

This product initiative allows Woman customers to open especially designed bank accounts to cater their specific needs. Following accounts are offered under the scheme of BOP Naaz Deposit Products:

- BOP Naaz Current Account &
- BOP Naaz Saving Account

What Types of Insurance Cover Will Be Provided to Me?

BOP NAAZ current account customers who maintain Monthly Average Balance of PKR. 50,000, following insurance covers are provided free of cost:

- Woman Critical Illness Insurance Cover &
- School Fee Continuation Cover &
- Home Expenditure Continuation Cover

What types of illnesses are covered under this insurance scheme?

The scheme will be operative under Group Term Contract under which the female NCA account holder will be covered on monthly basis for the following major women related critical illnesses:

- Breast Cancer
- Uterus Cancer
- Cervix Uteri Cancer
- Ovary Cancer
- Fallopian Tube Cancer
- Vagina Cancer
- Vulva Cancer
- Severe Osteoporosis and Rheumatoid Arthritis.

The Sum Assured for the above critical illnesses will be PKR 500,000 flat.

What are School Fee Continuation and Home Expenditure Continuation Covers?

Following two types of insurance covers are available for eligible female Naaz Current account holder due to death owing to any cause or accidental permanent total disability on monthly basis:

School Fee Continuation Benefit	Home Expenditure Continuation Benefit
PKR 20,000 Per Month for 12 Months	PKR 20,000 Per Month for 12 Months

To Whom These Insurance Covers Will Be Provided? What is the Insurance Eligibility Criteria of the Bank?

These complementary (free) monthly insurance covers will be provided to any female NCA account holder for the current month who meets the following criteria:

- who maintained monthly average balance of Rs.50,000/- & above during the last month
- where atleast one calendar month has been passed since the date of account opening (broken days of account opening month will be ignored)
- where the age of female NCA customer is between 18-59 years at the time of account opening
- where the age of female NCA customer is between 18-60 years as of last month end

- In case of joint account, insurance cover will only be provided to female NCA customer whose name & CNIC number is first entered in BOP flexcube system

Will these Insurance Covers Be Available to Me Immediately After Account Opening?

Insurance cover will be provided to BOP Naaz Current female accountholders who have completed at least One Calendar Months. Broken days of account opening month will be ignored.

Who is EFU Life Assurance Limited?

M/s EFU Life Assurance Ltd is the underwriter of this life insurance policy and will service your queries and claims.

How Late Can I/my successors Intimate regarding my Claim?

It is the responsibility of the customer to educate his/her family/successors about this embedded insurance coverage. Intimation regarding any claim must be made by you or your Claimant to the Bancassurance Central Department, The Bank of Punjab, Consumer Banking Group, Head Office, BOP Tower, Main Boulevard, Gulberg-III, Lahore (claims@bop.com.pk) through his/her parent branch as soon as possible but not later than **90 days** of the occurrence of insured event.

What Documents Required for Claim Lodgement?

Customer/Claimant should inform your parent branch immediately about the occurrence of the insured event (death or APTD) and forward initially the following documents to our above mentioned address (through proper channel) while forwarding Death/Accidental Permanent Total Disability claim:

Women Critical Illness or Accidental Permanent Total Disability (APTD) Claims:

- Request from customer (or in case of claimant clearly mentioning his/her relationship with the insured customer), address, contact numbers & sign duly verified by BOP branch
- Copies of all medical records including treatment details and test reports
- Attested copy of CNIC-Customer & Claimant(s)
- Statement of Account from the last calendar month immediately preceding the date of occurrence of insured event
- Other documents will be intimated by the insurance company on case to case basis later on.

Death Claims:

- Request from Claimant clearly mentioning his/her relationship with the deceased, claimant address, contact numbers & sign duly verified by the branch
- Attested copy of Death Certificate clearly mentioning reason of death
- Attested copy of CNIC-Deceased & Claimant(s)
- Statement of Account from the last calendar month immediately preceding the date of death
- Other documents (if any) will be intimated by the insurance company later on.

Claim Settlement

Valid claims shall, upon receipt of all complete documents so required by the insurance company, be settled at the earliest and Bancassurance Central Department, Consumer Banking Group will furnish the same to concerned branch for onward credit to customer account.

Whom should I or my successors contact if I/we require more information regarding my insurance coverages?

You or your successors can either contact your Branch Manager

or

Contact the Manager Claims, Group Benefit Division, EFU Life Assurance Limited, EFU Life House, Plot No. 112, 8th East Street,

Phase-I, DHA, Karachi. Tel: 021-111-338-111

or

Bancassurance Central Department, The Bank of Punjab, Consumer Banking Group, 3rd Floor, BOP Tower, Head Office, Main Boulevard, Gulberg-III, Lahore at 042-111-200-100, 042-35783700-10, Ext: 9317, 9306, 9349, 9340.

Direct Lines: 042-35783826, 35758560, 35757969, 35751470

STANDARD EXCLUSIONS FOR WOMEN CRITICAL ILLNESS, SCHOOL FEE CONTINUATION AND HOME SAFETY INSURANCE COVERAGE FOR BOP NAAZ CURRENT ACCOUNT HOLDERS

The scheme will operate with certain exclusions of the insurance company.

A- Women Critical Illness Benefit

No Benefits will be payable in respect of an Insured under this Policy where the event giving rise to illness which occurs as a result of:

- Any Pre-existing conditions.
- Covered illnesses occurring within ninety (90) days after the commencement of insurance cover under the Policy;
- Any self-inflicted injuries while sane or insane; or Willful misuse of drugs or alcohol; or
- Signs or symptoms of any of the covered conditions/benefits (including those leading to performance of the surgery if required) which first occurred within the Waiting Period. In case of a conflict, we will adopt and follow Physician's professional opinion.

B- School Fee Continuation & Home Safety Benefit

No Benefits will be payable in respect of an Insured under this Policy where the event giving rise to death or accidental permanent total disability which occurs as a result of:

- Any Pre-existing conditions which includes disease and incapacity or bodily injury which existed prior to this coverage
- Suicide and attempt to suicide, murder, self-injected injury and illegal act of the covered member
- Participating in exercise or operations while serving with of the armed or parliamentary forces or while performing any form of police duty
- War, invasion, act of foreign enemy, hostilities (whether war be declared or not), armed or unarmed truce, civil war, mutiny, rebellion, revolution, insurrection by military or usurped power, riot or civil commotion, an illegal organization or an industrial dispute.