



EFU Secure

Mobile and Wallet Insurance

Get Insured and avail free



In the face of the prevalent challenge of mobile phone and personal possession snatching, an unfortunate and common occurrence in today's environment, EFU strives to provide a robust solution that mitigates the unexpected disruptions caused by such adversities. Recognising the profound impact these incidents can have on individuals, we are dedicated to offering comprehensive coverage that goes beyond the conventional offerings, ensuring the protection in various unforeseen circumstances

What is EFU Secure Mobile and Wallet Insurance?

EFU Secure Mobile and Wallet Insurance is a complete wallet and mobile protection for HMB's accountholders, underwritten by EFU General Insurance Limited. This plan covers not only snatching of your mobile, wallet but also provides accidental death benefit and reimbursement for medical expenses.

EFU Secure Mobile and Wallet Insurance also provides free Bogo services as an ADD-ON Feature.

You can avail the following exclusive packages where coverage/ premium varies as per the chosen plan:

Description	Platinum	Gold	Silver
Mobile Phones	35,000	25,000	15,000
Cash in Wallet	16,000	8,000	4,000
Identification Documents	8,000	4,000	2,000
Card-reissuance Fees	8,000	4,000	2,000
Wallet Replacement	8,000	4,000	2,000
Fraudulent Transactions	100,000	45,000	20,000
Accidental Death	300,000	200,000	100,000
Accidental Medical Expenses	25,000	10,000	5,000
FREE  FOR CUSTOMERS			
Total Sum Insured	500,000	300,000	150,000
Premium	8,000	6,000	4,000

**The above premiums are inclusive of all applicable Government taxes and levies i.e. 15% Sales Tax on Services (SST), 1% Federal Insurance Fees (FIF), 5% Admin Surcharge with minimum of PKR 500 and maximum of PKR 5,000/- and PKR 500 Stamp Duty. Any change in the taxes will affect the premium accordingly.*

What are the individual covers offered in the EFU Secure Mobile and Wallet Insurance?

1. Loss of Mobile Phone:

If you suffered loss of mobile phone against snatching / theft due to armed hold up, your loss will be covered upto the amount as stated in the Sum Insured or the Market Value whichever is lower.

2. Transactions Under Duress:

It covers forced transactions on any credit and/or debit card (contained in wallet) and by way of ATM Cash Withdrawal by the fraudsters and/ or the robbers by placing the Insured Customer under the state of duress through armed hold up.

3. Loss of Identification Documents:

Provides cover for re-generation cost of the identification documents (CNIC, Driving License & Passport only), which are lost as a result of forced snatching and/ or forced deprivation of the wallet due to armed hold-up.

4. Card Re-issuance Fee:

It covers re-issuance fees of a new card (debit and/ or credit card) while the cards are contained in the wallet, which are lost as a result of forced snatching due to armed hold up.

5. Loss of Cash:

It covers loss of cash contained in the wallet as a result of forced snatching and/ or forced deprivation of the wallet due to armed hold up.

6. Wallet Replacement Cost:

It covers the replacement cost of the lost wallet which is lost, due to forced snatching and/ or forced deprivation as a result of armed hold up.

7. Personal Accident:

Provides cover for accident resulting in Death and Permanent Total Disability.

8. Accidental Medical Expenses:

Provides reimbursement for medical expenses due to an accident.

What is not covered under EFU Secure Mobile and Wallet Insurance?

There are some major exclusions to this coverage:

- Loss of mobile phones due to mysterious disappearance and/ or if left unattended.
- Loss to the mobile phone due to short circuit/ excess voltage related damages.
- Loss or damage to mobile phone accessories
- Any loss due to wear and tear, depreciation and gradual deterioration of the mobile phone
- Death due to suicide and self-inflicted injury

***Other details are as per policy terms and conditions**

How can I get enrolled for this cover?

You shall receive a call from HMB's Business Development Unit (BDU) for an enrolment and you will be enrolled upon receipt of your acceptance or you can call our helpline i.e 111-142-242

How will I get confirmation of my enrolment?

Upon deduction of premium amount from your account, your bank statement will serve as a proof of your enrolment.

When will I receive my Policy documents?

You will receive your on-line Policy documents via Email as well as originals of the same on your correspondence address from EFU General Insurance Limited – Central Division within 05 working days from your enrolment date.

Who is EFU General Insurance Limited – Central Division?

EFU General Insurance Limited is the Underwriter of this Policy and Central Division is the branch office of EFU General Insurance that will service your queries and claims.

Address: 1st Floor, Kashif Center, Shahrah-e-Faisal, Karachi.

What should I do in case of a claim?

You simply need to notify EFU General Insurance – Central Division within 30 days of the incident:

Phone: 021-35640535 or 35653907-9

EFU General Insurance Ltd - Central Division will further guide you regarding the documents necessary to process the claim

How long does claim settlement take?

The expected time for settlement of claim under this Policy may extend up to 30 working days considering that all required documents have been submitted to EFU General Insurance Ltd. and all the necessary terms and conditions have been followed.

How will I receive my claim amount?

Your claim will be paid through a cheque by EFU General Insurance Ltd. – Central Division. You will be asked to collect the cheque from them.

What is Free Look-in Period?

Free Look-in Period is a 14 Days grace time after receiving the Policy documents during which you can understand the terms and conditions of EFU Secure Mobile and Wallet Insurance and develop your suitability in continuing this insurance coverage.

What is the procedure in case I want to cancel Policy?

You may either call Customer Interaction Centre or provide a written cancellation notice by visiting any HMB's branch. Premium will only be refunded if the request has been submitted within 14 days (free look-in period) after receiving the Policy documents provided that there is no claim.

Whom should I contact if I have queries & complaints regarding EFU Secure Mobile and Wallet Insurance?

You can either contact your Branch or call our Customer Interaction Centre at 111-142-242 or contact EFU General at 021-35640535, 5653907-9.

DISCLAIMER

- HabibMetro Bank Limited ("HMB") is acting as a distributor/ facilitator of the EFU Secure Mobile and Wallet Insurance' on behalf of the EFU General Insurance Limited ("Insurance Company") and shall not be held responsible/liable in any manner whatsoever to any person, including, but not limited to the Insured or any third party.
- It is clarified that the Bank shall not, under any circumstances, be liable either directly or indirectly for any obligation of the EFU General Insurance Limited. The Bank is only acting as an agent in providing this facility and cannot be held responsible for settling claims emanating from this Scheme or for the approval or rejection of any claim by EFU General Insurance Limited.
- In addition, the Bank shall not be either directly or indirectly liable for any obligation of the Insured towards EFU General Insurance Limited in respect of the business or any Policy offered to the Insured. The Policy Documents shall constitute as independent contract between the EFU General Insurance Limited and the Insured.