



# Alfa Transaction Insurance by EFU

Your comprehensive solution for safeguarding your finances

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While technological advancements have eased the lives of many people, the corresponding rise in digital/electronic crime has inflicted misery upon consumers at the same time. Transactional banking is one of those technological advancements that facilitates as a transition of money from one account/ to another. To mitigate these risks, Alfa Transaction Insurance by EFU provides cover in case of loss of cash from the account of the customer due to fraudulent/unauthorized transaction into the account. Fraud and unauthorized transactions involve dishonest actions by individuals/group intending to make customers lose money for their own financial gain. These activities include electronically or digitally stealing cash and can be executed by an individual or in collaboration with others.

Also, this plan has a built-in life cover benefit as well which will provide complete financial security by paying a defined amount as per the selected category to the family in case of a customer's death due to any cause.

## What are the benefits of the plan?

Following are the benefits:

(All figures are in PKR)

Category	Fraudulent Transaction Benefit	Term Life Benefit	Annual Premium*
Option 1	Up to 30,000	10,000	260
Option 2	Up to 50,000	50,000	530
Option 3	Up to 100,000	100,000	850
Option 4	Up to 150,000	150,000	1,250

\*The premiums are inclusive of all applicable taxes, duties etc. Any change in the tax structure will affect the premium accordingly.

## What is the Eligibility Criteria for this plan?

- Enrollment Age: 18 years to 64 years\*
- Coverage Age: 18 years to 65 years\*

\*It is only applicable for Term Life. The above clause is not applicable for Fraudulent Transaction Benefit.

## How long will this plan keep you protected?

This is an annual plan which provides full coverage to you for the period/term of one year.

## What if I don't feel satisfied with the plan?

If you feel unsatisfied with the plan, there is a fifteen (15) days free look period for the plan in which you can cancel the plan and get your paid premium back. But remember, insurer(s) or bank will not entertain any refund request(s) after free look period, however the plan can be cancelled at any time.

Moreover, if policy is cancelled after free-look period, the refund shall not be given, however the policy can be cancelled anytime. In case of any claim, premium will not be refunded.

## How to Claim?

In case of any claim with regards to the plan, please contact the insurers on below address:

For Term Life	For Fraudulent Transaction
EFU Life House Contact Details: EFU Life House - Claims Department, Plot No 112, 8th East Street, DHA Phase 1, Karachi. Phone: +92-21-111-338-111 Email to EFU: claims@efulife.com	EFU General Contact Details: First Floor, KashifCenter, Shahrah-e-Faisal, Karachi. Phone: (+92-21) 3565 3907-9 Email to EFU General: central@efuinsurance.com

The customer can also lodge their claim(s) through Bank Alfalah's Helpline at (021) 111-225-111.

## Who is the underwriter of this product?

The underwriter of this product is EFU Life & EFU General. Bank Alfalah is only acting as a corporate insurance agent on behalf of EFU Life & EFU General for this plan.

## What is not covered under the plan?

- Suicide, intentional self-inflicted injury, Murder, assault, assassination, injury sustained through firearm injury, participation in any criminal activity or violation of law.
- Any kind of errors in Transactions Recording System;
- Debiting of customer's account by amounts in excess of or less than the actual transaction amount
- Debiting the account by an amount in excess of the allocated card limit allocated by the bank/ financial institution/ account balance.
- No cover for any kind of cyber fraud/ liability/ crime related and similar losses.
- No cover given for losses which were already known to the Insured before the issuance date of this Policy
- No coverage for spoofing and social engineering where customer innocently or knowingly provide confidential bank information;
- No cover for any mysterious transaction whose cause of loss cannot be ascertained and determined.
- Any loss not discovered and intimated during the policy period.
- Any kind of fraud committed by the customer himself/ herself whether alone or in collusion with anyone.
- Any loss resulting directly or indirectly by customer's sharing the personal information including but not limited to OTP (One time password), personal account and/ or card details etc. consciously or unconsciously or while under any threat or duress.
- War, SRCC, terrorism and political risk exclusion, nuclear risks exclusion, communication / infectious disease, Sanction Limitation Exclusion and Money Laundering exclusion.

## Disclaimer:

Alfa Transaction Insurance by EFU is pre-underwritten, issued and is subject to the Terms & Conditions set by EFU Life & EFU General. EFU Life - having its principal office at Plot No. 112, 8th East Street, DHA Phase 1, Karachi, Pakistan-75500. EFU General - WTO - having its principal office at EFU House, M.A. Jinnah Road Karachi Pakistan -74000 Bank is acting as a corporate agent for the plans on behalf of EFU Life & EFU General. Bank will not be responsible in any manner if your application or claim is rejected by EFU Life and/or EFU General nor will investigate or provide any opinion on merits of the claim.

# EFU LIFE ASSURANCE LTD.

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