

DriveShield Car Insurance Policy (Comprehensive)



Important.
Please read and keep it safe.



Guide to your DriveShield Car Insurance Policy

DriveShield
Car Insurance Policy

Contents

Contract	01
Definitions	03
Section 1 Loss or damage to your car	05
Section 2 Your liability	07
Section 3 Injury to you	08
Section 4 Medical expenses	08
Section 5 Personal belongings	09
Section 6 Child seat cover	09
Section 7 Use of your car outside Singapore	09
Section 8 No claims discount	10
Section 9 Glass	11
Section 10 Gap cover	11
Section 11 Loan protector	11
Section 12 Waiver of own damage policy excess	12
Section 13 Daily hospital allowance	12
Section 14 Optional Cover: Replacement locks and keys	12
Section 15 Optional Cover: Any workshop extension	12
Section 16 Optional Cover: Loss of use	12
Section 17 Optional Cover: No claims discount protector	13
Section 18 Optional Cover: Waiver of young and/or inexperienced driver excess	13
Policy extensions for electric car	14
Premium before cover warranty	15
Premium warranty	15
General exceptions	16
General conditions	17
Emergency breakdown assistance	18
Our promise of service	18
Customer care policy	19
How to make a claim	19
Policy Owners' Protection Scheme (PPF)	19

Introduction

This policy booklet forms part of **Your** legal contract with **Us** and explains exactly what **You** are covered for. **Your Schedule** shows the level of cover **You** have chosen.

Contract of insurance

This policy is a contract of insurance between **You**, the **Policyholder**, and **Us**, Singapore Life Ltd (referred to as “Singlife”).

This policy, the application or any statement of facts, any clauses endorsed on the policy, the **Schedule**, the **Certificate of Insurance** and any changes highlighted in **Your** renewal notice form the contract of insurance between **You** and **Us**.

In return for **You** paying **Your** premium, **We** will provide the cover shown in the **Schedule** for any accident, injury, loss or damage that happens within the **Territorial Limits** during the **Period of Insurance**.

Governing law

The law of the Republic of Singapore will apply to this contract.

Use of language

Unless otherwise agreed, the contractual terms and conditions and any other information relating to this contract will be in English.

Cancellation rights

If **You** wish to cancel the policy, **You** will be entitled to a refund of the premium paid, subject to a deduction for the period for which **You** have been covered. This will be calculated on a short period basis for the period **You** have received cover.

However, if **You** take up another insurance policy with **Us** within 90 days from the effective date this policy is cancelled, **We** will refund based on the following:

$$\text{Premium refund} = \frac{\text{Premium} \times \text{Unexpired Period of Insurance (days)}}{\text{Original Period of Insurance (days)}}$$

In the event the **Period of Insurance** has not commenced, **We** will charge a minimum premium of SGD 50 (before GST).

You will not be entitled to a refund if **You** have made a claim or there has been an incident likely to give rise to a claim during the current **Period of Insurance**.

If **You** do not exercise **Your** right to cancel **Your** policy, it will continue to be in force and **You** will be required to pay the premium.

You must return **Your** original **Certificate of Insurance** to enable **Us** to cancel **Your** policy.

We may cancel this policy by giving **You** 7 days’ written notice to **Your** last known address. **You** will be entitled to a refund of the premium paid, subject to a deduction for the time for which **You** have been covered.

Please refer to the table below for the short period rates for a policy.

Period of Insurance	Refund of Premium	Period of Insurance	Refund of Premium
Up to 15 days	90% of the total premium	Up to 7 months	25% of the total premium
Up to 1 month	80% of the total premium	Up to 8 months	20% of the total premium
Up to 2 months	70% of the total premium	Up to 9 months	15% of the total premium
Up to 3 months	60% of the total premium	Up to 10 months	10% of the total premium
Up to 4 months	50% of the total premium	Up to 11 months	5% of the total premium
Up to 5 months	40% of the total premium	Up to 12 months	0% of the total premium
Up to 6 months	30% of the total premium		

Please note that all refunds will be issued within 14 working days. To cancel **Your** policy, please call **Our** Customer Services Department at 6827 9200 or email **Us** at dbsdriveshield@singlife.com.

Introduction

Changes we need to know about

Please tell **Us** immediately when **You** become aware of:

- Any changes to **Your** circumstances which may affect this insurance; or
- Any other material facts - for example, a change to the people to be insured, convictions for any of the people to be insured, a change of car, **Modifications** to **Your Car** which do not comply with and/or are not approved by the Land Transport Authority of Singapore or a change in the way **Your Car** is used.

This could result in additional premium being payable by **You** or **Your Car** policy being declared void.

Should **You** fail to do so, **Your** claim may be prejudiced.

Definitions

Wherever the following words or phrases appear in bold, they will have the meaning described below.

Accessories	This refers to all standard equipment originally fitted by the manufacturer which includes upholstery, multi-media equipment, communication equipment, personal computers, satellite navigation and radar detection systems provided they are permanently fitted to Your Car .
Approved Repairer	A facility approved by Us for the repair, damage assessment or storage of Your Car . For the list of Approved Repairers , please refer to Our website.
Certificate of Insurance	The current document that proves You have the car insurance required by the Road Traffic Act 1961 to use Your Car on a road or other public places. It shows who can drive Your Car , what You can use it for and whether You are allowed to drive other cars. The Certificate of Insurance does not show the cover You have.
Charging Cable	Refers to a cable between the charging station and the Electric Car to supply electricity or power to it.
Electric Car	An electric vehicle (EV) that operates on one or more electric motors without an internal combustion engine and gasoline tank, is fully powered by electricity only and has a battery that requires recharging.
Endorsement	Changes in the terms of Your policy. These are shown in Your Schedule .
Excess	The amount You may be required to pay towards any claim, subject to Goods and Services Tax (GST) if applicable.
Fire	Fire , self-ignition, lightning and explosion.
Ignition Keys	Any key, device or code used by You to secure, gain access to, and enable Your Car to be started and driven.
Inception Date	The date on which cover under Your policy starts as stated in the Schedule .
Loss of Any One Limb	Severance at or above the wrist or ankle, or the total and permanent loss of use of a hand, arm, foot or leg.
Market Value	The cost of replacing Your Car with one of the same make, model, specification and condition inclusive of residual value of Certificate of Entitlement (COE) and Preferential Additional Registration Fee (PARF) at the time of loss.
Modification	Refers to changes made to a car including Accessories .
Outstanding Car Loan	The outstanding loan amount for the purchase of Your Car including interest owing by You to the financing company or hire purchase company as at the date of accident but excluding any overdue interest, penalties or fines and/or any amounts due in arrears and payable by You before the date of accident.
Period of Insurance	The period of time covered by this policy, as shown in the Schedule , and any further period that We agree to insure You .
Personal Belongings	Personal property within Your Car , including portable audio equipment, multi-media equipment, communication equipment, personal computers, satellite navigation and radar detection systems not permanently fitted to Your Car .
Private Charging Station	Refers to the charger of Your Electric Car , that is owned by You and installed within Your private dwelling house in Singapore. The private charging station must be installed by a licensed electrical worker and comply with the prevailing regulations of the local authorities.

Definitions

Wherever the following words or phrases appear in bold, they will have the meaning described below.

Relevant Laws	Any laws or regulations which govern the driving or use of any car within the Territorial limits .
Schedule	The document which gives details of the cover You have.
Territorial Limits	The Republic of Singapore, West Malaysia and Peninsula Thailand up to 80 kilometers from the border with West Malaysia. You are also insured when Your Car is in transit by direct sea route between Singapore and the mainland of West Malaysia.
Theft	Theft , attempted Theft or taking Your Car , Accessories or Personal belongings without Your consent.
Theft by Deception	When someone try to gain control over Your Car by deceiving or lying to You .
Total Loss	When We decide that Your Car is not repairable or the cost of repair to Your Car exceeds the Market Value of Your Car less the salvage value at the time of accident.
We/Us/The Insurer	Singapore Life Ltd. except where otherwise shown for any policy section.
You/Your/Insured/Policyholder	The person named as Insured in the Schedule .
Your Car	Any car described in the Schedule for which details have been supplied to Us and a Certificate of Insurance bearing the registration mark of that car has been delivered to You and remains effective.

SECTION 1 • LOSS OR DAMAGE TO YOUR CAR

If **Your Car** is lost, stolen or damaged, **We** will at **Our** sole discretion, which **We** deem appropriate:

- Pay for **Your Car** to be repaired; or
- Replace **Your Car**; or
- Pay **You** a cash amount equal to the loss or damage.

We may decide to use suitable parts not supplied by the original manufacturer. If the suitable parts or **Accessories** are not available, **We** will pay for reasonable costs of shipping spare parts from overseas to Singapore, but not by air freight.

The same cover also applies to:

- **Accessories.** The most **We** will pay for **Accessories** is SGD 500 unless originally fitted by the manufacturer.
- Audio equipment permanently fitted to **Your Car**. The most **We** will pay for audio equipment is SGD 500 unless originally fitted by the manufacturer.
- Spare parts and components for **Your Car** while these are in or on **Your Car** or while in **Your** private garage.

The most **We** will pay will be the **Market Value** of **Your Car** at the time of the loss. This also applies in the case of a **Total Loss**.

If **We** know that **You** are still paying for **Your Car** under a hire purchase or leasing agreement, **We** will pay any claim to the owner described in that agreement. **Our** liability will then end.

Accident Reporting

In the event of an accident, **You** may report the accident at any of **Our** accident reporting centres within 24 hours or by the next working day.

Alternatively, **We** can arrange for someone to help **You** with the accident reporting at the scene of the accident in Singapore (This benefit does not apply for Basic Plan). Please call **Our** claims helpline at 6333 2222 for assistance.

Accident Recovery

Within the **Territorial Limits**, **We** can arrange to send **Your Car** to **Our** nearest accident reporting centre if **Your Car** is not roadworthy after an accident at no additional cost. Please call **Our** claims helpline at 6333 2222 for assistance.

Note: **We** will use reasonable care and skill when providing accident recovery assistance. However, **We** can cancel any services or refuse to provide them if, in **Our** sole opinion, the demands made are excessive, unreasonable or impractical.

We can also arrange transport home or to **Your** chosen destination in Singapore for **You** and **Your** passengers (This benefit does not apply for Basic Plan).

Accident Repairs

You can only send **Your Car** for repairs at **Our Approved Repairer**. Otherwise, **Your** claim will be affected.

New Car Replacement

Subject to the following, **We** will replace **Your Car** with a new car of the same make, model and specification (if one is available in Singapore), if:

- The cost of repairing any damage covered by the policy is more than 70% of the car's Singapore list price (including COE and GST) when **You** bought the car; or
- **Your car** is stolen and not recovered.

provided **You** have purchased **Your Car** from new and the accident happens within 24 months from the date of original registration of **Your Car**. (This benefit does not apply for Basic Plan).

We will only replace **Your Car** if:

- **You** own the car or are buying it under a hire purchase agreement or other type of agreement where ownership passes to **You**;
- The financing company agrees; and
- **You** are the first registered owner of the car.

Cars sold as 'ex demonstrators' do not qualify for replacement under this section.

SECTION 1 • LOSS OR DAMAGE TO YOUR CAR (continued)

Excess

If **Your Car** is lost, stolen or damaged, **You** will be responsible for paying the **Excess** as shown in **Your Schedule**. This also applies in the case of a **Total Loss**.

Except for windscreen claims, the **Excess** shown below in Table 1 will apply in addition to the **Excess** shown in **Your Schedule**, while the person (including **You**) driving **Your car** is:

Table 1:

	Excess amount
Aged 24 and below and/or has held a valid driving licence for less than 2 years	SGD 2,500

For the avoidance of doubt, **You** will be deemed to be aged 24 and below so long as **You** have not attained **Your** 25th birthday at the date of incident.

The **Excess** applied to windscreen claims can be found in Section 9 of this policy.

Exceptions to Section 1 of your policy

We will not pay for:

- Loss of use, wear and tear, depreciation.
- Mechanical, electrical or electronic failure, breakdown or breakage.
- Computer and equipment failure or malfunction.
- Loss or damage arising from **Theft** whilst the **Ignition Keys** of **Your Car** have been left in or on the car.
- Loss or damage arising from **Theft By Deception**.
- Damage to tyres by braking or by punctures, cuts or bursts unless **Your Car** is damaged at the same time.
- Loss or damage directly occasioned by pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speed.
- Loss of value following repair.
- Loss or damage arising from confiscation or requisition or destruction, by or under order of any government or public or local authority.
- Loss or damage directly arising from **Your** failure to comply with any manufacturer's recall or service bulletin.
- Any accident recovery services which is not approved by **Us**.
- Any loss of use or any consequential loss due to unavailability of suitable parts or **Accessories**.
- Any costs, payment, loss or expenses arising from or associated with a hire purchase agreement.
- Any miscellaneous fees if the car is not repaired at an **Approved Repairer**.

SECTION 2 • YOUR LIABILITY

We will insure **You** for all amounts which **You** may have to pay as a result of **You** being legally liable for:

- A person's death or injury.
- Damage to their property up to a maximum amount of SGD 5,000,000 including claimant's costs and expenses and any other costs and expenses incurred with **Our** written consent in relation to damage to their property as a result of an accident caused by **Your Car**.

On the same basis that **We** insure **You** under this section, **We** will also insure the following persons:

- Any person **You** give permission to drive **Your Car** provided that **Your Certificate of Insurance** allows that person to drive.
- Any passenger travelling in or getting into or out of **Your Car**.

Legal costs

If **You** are involved in an incident which is covered under this section, **We** will pay the fees and disbursements of any legal representative **We** agree to, to defend anyone **We** insure under this section:

- At a coroners inquest;
- Fatal accident inquiry;
- In any proceedings brought under **Relevant Laws** as a result of the incident which is covered under this section.

We will not pay fees and disbursement of any legal representation for:

- A plea of mitigation (unless the offence **You** are charged with carries a custodial sentence);
- Appeals; or
- Any charge or conviction of the following:
 - reckless driving;
 - dangerous driving;
 - causing death by reckless, dangerous driving or murder.

Exceptions to Section 2 of your policy

We will not pay for:

- (1) Any claim if **You** or any of the insured person can claim under another policy.
- (2) Death of, or injury to any employee of the insured person which arises out of, or in the course of, that employee's duties, unless **We** must provide cover under the **Relevant Laws**.
- (3) Loss or damage to any property that is on or in **Your Car** whether or not this property is owned by **You**.
- (4) Damage to **Your Car**.
- (5) Loss, damage, injury or death while **Your Car** is being used on:
 - Part of an aerodrome or airport used for aircraft taking off or landing;
 - Aircraft parking areas including service roads;
 - Ground equipment parking areas; or
 - Any parts of passenger terminals within the Customs examination area; unless **We** are liable under the **Relevant Laws**.
- (6) Loss or damage while **Your Car** is being used by any person not covered under **Your** policy.
- (7) Any loss, damage, injury or death arising from **Your** failure to comply with any manufacturer's recall or service bulletin.
- (8) Any consequence whatsoever which is the direct or indirect result of any of the following, or anything connected with any of the following, whether or not such consequence has been contributed to by any other cause or event, except to the extent that **We** are obliged by the **Relevant Laws** to provide insurance:
 - (a) Terrorism
Terrorism is defined as any act or acts including, but not limited to:
 - The use or threat of force and/or violence and/or;
 - Harm or damage to life or to property (or the threat of such harm or damage) including, but not limited to, harm or damage by nuclear and/or chemical and/or biological and/or radiological means caused or occasioned by any person(s) or group(s) of persons in whole or in part for political, religious, ideological or similar purposes, or is claimed to be caused or occasioned in whole or in part for such purposes.

SECTION 2 • YOUR LIABILITY (continued)

Exceptions to Section 2 of your policy

- (8) (b) Any action taken in controlling, preventing, suppressing or in any way relating to (a) above. In respect of (a) and (b) above, where **We** are obliged by the **Relevant Laws** to provide insurance, the maximum amount **We** will pay for damage to property as a result of any accident or accidents caused by a vehicle or vehicles driven or used by **You** or any other person, for which cover is provided under this section, will be:
- SGD 5,000,000 in respect of all claims resulting directly or indirectly from one originating cause; or
 - Such greater sum as may in the circumstances be required to meet the minimum insurance requirements of the **Relevant Laws**.
- (9) Loss, damage, injury or death directly caused by pollution or contamination unless caused by a sudden, identifiable, unintended and unexpected event which occurs in its entirety at a specific time and place during the **Period of Insurance** except where such liability is required to be covered under the **Relevant Laws**.

For the purposes of this exclusion, pollution or contamination means all pollution or contamination of buildings or other structures or water or land or the atmosphere.

SECTION 3 • INJURY TO YOU

This Section applies to Enhanced Plan only.

If **You**, **Your** authorised driver, or any passengers travelling in **Your Car** suffer accidental bodily injury in direct connection with **Your car** or while getting into or out of **Your car**, **We** will pay SGD 50,000 if, within three months of the accident, the injury is the sole cause of:

- Death.

Or SGD 25,000 if, within three months of the accident the injury is the sole cause of:

- Irrecoverable loss of sight in one eye or total and permanent loss of hearing in one ear; and/or
- **Loss of Any One Limb**.

The most **We** will pay during any one **Period of Insurance** is SGD 50,000, regardless of the number of insured persons who are claiming. Therefore, if the sum of payouts to all insured persons exceed SGD 50,000, the actual payout shall be capped at SGD 50,000 and this SGD 50,000 shall be apportioned among all insured persons.

Exceptions to Section 3 of your policy

If **You** have any other policies with **Us** in respect of any other car or cars, **You** will only be able to obtain compensation for **Your** injuries under one policy.

We will not pay for death or bodily injury arising from

- Any self-inflicted acts;
- Suicide or attempted suicide.

SECTION 4 • MEDICAL EXPENSES

This Section applies to Enhanced Plan only.

If **You** or any other person in **Your Car** is injured as a direct result of **Your Car** being involved in an accident, **We** will pay the medical expenses arising in connection with that accident. The most **We** will pay for each injured person is SGD 2,500.

Exceptions to Section 4 of your policy

We will not pay for medical expenses for any physiotherapy treatment.

SECTION 5 • PERSONAL BELONGINGS

This Section applies to Enhanced Plan only.

We will pay **You** (or, at **Your** request, the owner) for loss or damage to **Personal Belongings** caused by **Fire, Theft** or an accident while they are in or on **Your Car**.

The maximum amount payable for all losses resulting from one incident is SGD 1,000 subject to **You** making a claim under Section 1 of **Your** policy.

Special condition **You** must notify the police as soon as reasonably possible if **Your Personal Belongings** are lost or stolen.

Exceptions to Section 5 of your policy **We** will not pay for:

- Money, fraudulent charges to stolen/lost credit, debit or charge cards, cash cards or any cards with stored value, cheques, cashier's orders, bills of exchange, negotiable instruments, non-negotiable instruments, stamps, tickets, documents or securities (such as shares and bonds).
- Goods or samples carried in connection with any trade or business.

SECTION 6 • CHILD SEAT COVER

If **You** have a child seat fitted in **Your Car** and **Your Car** is involved in an accident or is damaged following **Fire** or **Theft** which damages the child seat, **We** will contribute up to SGD 250 per child seat towards the cost of a replacement, subject to **You** making a claim under Section 1 of **Your** policy.

SECTION 7 • USE OF YOUR CAR OUTSIDE SINGAPORE

This policy provides the minimum necessary cover to comply with the laws on compulsory insurance of vehicles within the **Territorial Limits**.

Cover includes:

- Reimbursement of any customs duty **You** may have to pay on **Your Car** after its temporary importation into any country within the **Territorial Limits**, subject to **Your** liability arising as a direct result of any loss of or damage to **Your Car** which is covered under Section 1 of **Your** policy.
- General average contributions, salvage, sue and labour charges whilst **Your Car** is being transported by sea between any countries within the **Territorial Limits** provided that loss of or damage to **Your Car** is covered under Section 1 of **Your** policy.

If you take your car abroad All countries covered within the **Territorial Limits** have agreed that **Your Certificate of Insurance** provides sufficient evidence that **You** are complying with the laws on the compulsory insurance of vehicles in any of these countries that **You** visit.

If **You** have purchased loss of use optional cover, **We** do not provide a replacement car outside Singapore.

Exceptions to Section 7 of your policy **We** will not cover for any accident, injury, loss or damage incurred outside the **Territorial Limits** of **Your** policy.

SECTION 8 • NO CLAIMS DISCOUNT

If no claim is made under **Your** policy, **We** will increase **Your** No Claims Discount (NCD) when **You** renew **Your** policy in line with the scale **We** apply at that time.

If **Your** renewal is due and investigations for any accident **You** were involved in are still on-going, **You** may lose **Your** NCD temporarily.

Once **Our** investigation is completed and **We** have decided that the accident was not **Your** fault, **We** will restore **Your** NCD and refund any extra premium **You** have paid to **Us**.

This only applies if the accident **You** have is involved with identifiable Singapore car(s) only.

Where **You** have made a claim or there has been an incident likely to give rise to a claim, and **We** decide that **You** were at fault, **We** may reduce **Your** NCD in line with the scale that **We** apply at that time.

We do not grant NCD for policies running for less than 12 months.

Please refer to the table below for the NCD scale. Please note that this NCD reduction rate is only applicable for **Our** policies as the NCD reduction rate for other insurers may not be the same.

For Basic Plan:

Current NCD with us	NCD with Us upon renewal	
	after zero claim	after one claim
0%	10%	0%
10%	20%	0%
20%	30%	0%
30%	40%	0%
40%	50%	10%
50%	50% with SDD	20%
50% with Safe Driver Discount (SDD)	50% with SDD	20%

For Enhanced Plan:

Current NCD with us	NCD with Us upon renewal	
	after zero claim	after one claim
0%	10%	0%
10%	20%	0%
20%	30%	10%
30%	40%	20%
40%	50%	30%
50%	50% with SDD	40%
50% with Safe Driver Discount (SDD)	50% with SDD	40%

If **You** are currently earning 50% NCD and are still claim-free when **Your** policy is due for renewal with **Us**, **We** will reward **You** with a Safe Drivers Discount (SDD).

Note: **You** cannot get a NCD if **Your** Car(s) is insured under the policy as fleet-rated risks.

SECTION 9 • GLASS

We will pay for the replacement or repair of the glass in **Your Car's** windscreen, sunroof, moonroof or windows if:

- it is lost or damaged or
- the bodywork of **Your Car** suffers scratching arising solely from the breakage of glass on **Your Car**.

Your No Claims Discount will not be affected if **You** make a claim under this section.

	Basic Plan	Enhanced Plan
Maximum number of claims claimable per Period of Insurance	One claim	Unlimited

Replacement and Repair

- **You** can only send **Your Car** for the replacement or repair of the glass at **Our Approved Repairer** and **You** must telephone **Our** claims helpline (6333 2222) before any work is carried out. Otherwise, **Your** claim will be affected. This does not apply if **You** have purchased Any Workshop Extension optional cover under **Your** policy as shown in **Your Schedule**.
- For replacement of glass, **You** will have to pay an **Excess** as shown in **Your Schedule**.
- If the glass is repaired rather than replaced, **We** will not charge any **Excess** if **You** use **Our Approved Repairer**.

Exceptions to Section 9 of your policy

- We** will not pay for any repair, replacement, loss or damage:
- If the glass is chipped or scratched.
 - To the solar/security film or any parts or items on **Your** glass as a result of the breakage of the glass unless it can be proven that it is originally fitted by the manufacturer.
 - If it falls under the exceptions of Section 1 of **Your** policy.

SECTION 10 • GAP COVER

This Section applies to Enhanced Plan only.

If **Your Car** is a **Total Loss** and the **Total Loss** settlement amount of **Your Car** at the time of the loss is lower than the **Outstanding Car Loan** for **Your Car** at the time of the loss, **We** will cover for the difference between the **Total Loss** settlement amount and the **Outstanding Car Loan** up to SGD 30,000, provided the accident happens within 3 years from the date of original registration of **Your Car**.

For the avoidance of doubt, the **Total Loss** settlement amount refers to the **Market Value** of **Your Car** at the time of the loss less the **Excess** as shown in **Your Schedule**.

Special condition

This is subject to **You** making a claim under Section 1 of **Your** policy.

Exceptions to Section 10 of your policy

We will not cover if the **Outstanding Car Loan** has already been discharged before the date of accident.

SECTION 11 • LOAN PROTECTOR

This Section applies to Enhanced Plan only.

If **You** suffer accidental bodily injury while driving **Your Car** or as a passenger in **Your Car**, including while getting into or out of **Your Car**, **We** will cover up to SGD 50,000 of the **Outstanding Car Loan** **You** owe for **Your Car** if, within three months of the accident, the injury is the sole cause of death.

Exceptions to Section 11 of your policy

We will not cover if the **Outstanding Car Loan** has already been discharged before the date of accident.

SECTION 12 • WAIVER OF OWN DAMAGE POLICY EXCESS

This Section applies to Enhanced Plan only.

If **Your** NCD as shown in the **Schedule** is 30% or more, up to SGD 500 of the Own Damage Policy **Excess** applicable to Section 1 of the policy as specified in the **Schedule** will be waived by **Us** if the accident is covered under the policy. **You** will only be entitled to this benefit for the first claim during the **Period of Insurance** as stated in the **Schedule** and the repair must be carried out by **Our Approved Repairer**.

SECTION 13 • DAILY HOSPITAL ALLOWANCE

This Section applies to Enhanced Plan only.

If **You**, **Your** authorised driver, or any passengers travelling in **Your Car** is hospitalised as a result of an accidental bodily injury in direct connection with **Your Car** or while getting into or out of **Your Car**, **We** will pay a daily limit of SGD 100 for each complete 24-hour period and up to a maximum of 30 days in any one **Period of Insurance**.

Exceptions to Section 13 of your policy

We will not pay for:

- any hospital confinement for the purpose of convalescence;
- any hospital confinement if the accidental bodily injury is not directly connected with **Your Car**.

SECTION 14 • OPTIONAL COVER - REPLACEMENT LOCKS AND KEYS

If this additional cover is purchased and is shown on **Your Schedule** and **Your Ignition Keys** are lost or stolen, **We** will pay up to a maximum of SGD 500 for the cost of replacing the:

- Keys or key fob;
- Affected locks;
- Lock transmitter and central locking interface;
- Affected parts of the alarm and/or immobiliser;

provided **You** can establish to **Our** satisfaction that the identity or garaging address of **Your Car** is not known to any person who is in possession of **Your Ignition keys**.

Special condition

You must notify the police as soon as reasonably possible if **Your Car Ignition Keys** are lost or stolen.

SECTION 15 • OPTIONAL COVER - ANY WORKSHOP EXTENSION

If this additional cover is purchased and is shown on **Your Schedule**, **Your Car** can be repaired at any repairer of **Your** choice and the condition under section 1 - 'Accident Repairs' does not apply.

SECTION 16 • OPTIONAL COVER - LOSS OF USE

If this additional cover is purchased and is shown on **Your Schedule**, **We** will pay for up to 10 days in any one **Period of Insurance** the cost of a replacement car to be supplied to **You**, to reduce **Your** inconvenience and where possible ensure **You** remain mobile after an accident. It is not intended for this replacement car to be an exact replacement for **Your** own car. All replacement cars will have comprehensive cover in place for the period the car is provided. Please note that a replacement car cannot be provided until **Your** claim has been accepted and cover has been confirmed.

Important information

- A standard replacement car is a medium size saloon car with an engine size of 1.6 litres.
- If **Your car** is immobile or unroadworthy, **We** aim to provide a replacement car within one working day (however, if an incident occurs during a weekend or a public holiday, it may not be possible to provide a replacement car until the following business day).

SECTION 16 • OPTIONAL COVER - LOSS OF USE (continued)

Important information

- **You** will be responsible for any deposits required, and/or any **Excess** (applicable for an accident **You** are involved in while the replacement car is in **Your** custody) imposed by **Our** selected replacement car supplier. **You** will also be responsible for any petrol charges, parking fines, summons and damage to the replacement car provided to **You** by **Our** service provider.
- In order to avoid undue delays, please advise **Us** during the early stages of **Your** claim if a manual transmission replacement car is required. Manual transmission replacement cars can be supplied, provided the car being repaired is also equipped with a manual transmission.
- If **You** require the replacement car for more than 10 days, this will be at **Your** own cost.
- If **You** chose not to have the replacement car provided, **You** will not be entitled to an alternative replacement car from an alternative supplier or any alternative form of compensation.
- Please note that the replacement car covers use for social, domestic pleasure purposes and for use in connection with the **Policyholder's** own business. It does not cover use for (i) hire and rewards, (ii) racing, pace making, reliability trial or speed testing, (iii) driving tuition or tests, (iv) the carriage of goods (other than samples) in connection with any trade or business, (v) any purpose in connection with the motor trade.

SECTION 17 • OPTIONAL COVER - NO CLAIMS DISCOUNT PROTECTOR

If this additional cover is purchased and is shown on **Your Schedule**, **We** will protect **Your** NCD for one claim during the **Period of Insurance**. If **You** are currently enjoying Safe Driver Discount (SDD) under the policy with **Us**, **Your** SDD will be affected.

If **You** make more than one claim within the **Period of Insurance**, then **Your** NCD and SDD **You** have will be affected as shown in the following table.

Please note that this NCD reduction rate is only applicable for **Our** policies as the NCD reduction rate for other insurers may not be the same.

For Basic Plan:

Current NCD with us	NCD with Us upon renewal	
	after one claim	after two claims
30%	30%	0%
40%	40%	10%
50%	50%	20%
50% with Safe Driver Discount (SDD)	50%	20%

For Enhanced Plan:

Current NCD with us	NCD with Us upon renewal	
	after one claim	after two claims
30%	30%	20%
40%	40%	30%
50%	50%	40%
50% with Safe Driver Discount (SDD)	50%	40%

SECTION 18 • OPTIONAL COVER - WAIVER OF YOUNG AND/OR INEXPERIENCED DRIVER EXCESS

If this additional cover is purchased as shown on **Your Schedule**, then the young and/or inexperienced driver **Excess** under Table 1 of Section 1 will not be applicable.

POLICY EXTENSIONS FOR ELECTRIC CAR

This policy is extended to cover the following if **Your Car** is an **Electric Car**.

1. Electric Car Battery

- If the battery of **Your Electric Car** is lost, stolen or damaged, **We** will extend Section 1 - Loss or Damage to Your Car to cover it.
- This extension of cover is subject to all the terms and conditions and 'Exceptions to Section 1 of your policy' under Section 1 - Loss or Damage to Your Car.

2. Charging Cable Liability Protection

- We will extend to cover **You** under Section 2 - Your Liability for any accidents to others involving any **Charging Cable** when it is attached to **Your Electric Car** provided **You** have taken due care to prevent such an accident.
- This extension of cover is subject to all the terms and conditions and 'Exceptions to Section 2 of your policy' under Section 2 - Your Liability.

3. Additional Total Loss Payout (Applicable only for Enhanced Plan)

- If **Your Electric Car** is a **Total Loss** as a result of fire or explosion during charging of **Your Electric Car**, **We** will pay an additional **Total Loss** payout of 10% on top of the **Market Value** of **Your Electric Car** at the time of the loss.
- This extension of cover is subject to all the terms and conditions and 'Exceptions to Section 1 of your policy' under Section 1 - Loss or Damage to Your Car.

4. Electric Car Charging Cable (Applicable only for Enhanced Plan)

- If the **Charging Cable** of **Your Electric Car** is lost, stolen or damaged, **We** will extend Section 1 - Loss or Damage to Your Car to cover it.
- This extension of cover is subject to all the terms and conditions and 'Exceptions to Section 1 of your policy' under Section 1 - Loss or Damage to Your Car.
- **We** will not provide cover for a charging cable that is not owned by **You**.

5. Private Charging Station Cover (Applicable only for Enhanced Plan)

- If **Your Private Charging Station** for **Your Electric Car** is damaged as a result of an accident, **We** will cover the replacement or repair of **Your** damaged **Private Charging Station**.
- **We** will not pay for:
 - a) Loss of use, wear and tear, depreciation.
 - b) Mechanical, electrical or electronic failure.
 - c) Scratching, denting, chipping or defacing.
 - d) Any accident, injury, loss, damage or liability to any property and/or person arising from or in connection with **Your Private Charging Station**.

6. Towing Assistance (Applicable only for Enhanced Plan)

- If the battery of **Your Electric Car** runs out in Singapore, please contact **Our** emergency breakdown assistance helpline at 6333 2222 for assistance. The helpline is managed on **Our** behalf by Mobile Accident Response Service (MARS). MARS will arrange to tow (free of charge) **Your Electric Car** to anywhere in Singapore.
- This extension of cover is subject to all the terms and conditions under the Emergency Breakdown Assistance section.
- **We** will not pay for the battery charging fee of **Your Electric Car**.

7. Enhanced Loss of Use Cover (Applicable only when Section 16 - Loss of Use optional cover is purchased and as shown in Your Schedule. Not Applicable for Basic Plan.)

- **We** will pay for the cost of a replacement car to be supplied to **You**, to reduce **Your** inconvenience and where possible ensure **You** remain mobile after an accident for up to 15 days in any one **Period of Insurance**.
- **We** will provide **You** with a standard replacement **Electric Car**, but this is not guaranteed and subject to availability. Otherwise, **We** will provide a standard replacement car that is a medium size saloon car with an engine size of 1.6 litres as stated in Section 16 - Loss of Use.
- For the avoidance of doubt, these 15 days is not on top of the 10 days under Section 16 - Loss of Use. The maximum cover during any one **Period of Insurance** is up to 15 days only. If **You** require the replacement car for more than 15 days, this will be at **Your** own cost.
- This extension of cover is subject to all the terms and conditions and 'Important Information' under Section 16 - Loss of Use.

PREMIUM BEFORE COVER WARRANTY

(applicable for individual **Insured**)

1. The premium due must be paid to **Us** (or the intermediary through whom this policy was effected) on or before the **Inception Date** or the renewal date of the coverage. Payment shall be deemed to have been effected to **Us** or the intermediary when one of the following acts takes place:
 - a) Cash or honoured cheque for the premium is handed over to **Us** or the intermediary;
 - b) A credit or debit card transaction for the premium is approved by the issuing bank;
 - c) A payment through an electronic medium (including the internet) is approved by the relevant party; or
 - d) A credit in favour of **Us** or the intermediary is made through an electronic medium including the internet.
2. In the event that the total premium due is not paid to **Us** (or the intermediary through whom this policy was effected) on or before the **Inception Date** or the renewal date, then the insurance shall not attach and no benefits whatsoever shall be payable by **Us**. Any payment received thereafter shall be of no effect whatsoever as cover has not attached.

PREMIUM WARRANTY

(applicable for non-individual **Insured**)

1. Notwithstanding anything herein contained but subject to clause 1 (a) below, it is hereby agreed and declared that if the **Period of Insurance** is 60 days or more, any premium due must be paid and actually received in full by **Us** (or the intermediary through whom this policy was effected) within 60 days of the **Inception Date** of the coverage under the policy, renewal certificate or cover note.
 - a) In the event that any premium due is not paid and actually received in full by **Us** (or the intermediary through whom this policy was effected) within the 60-day period referred to above, then:-
 - i. the cover under the policy, renewal certificate or cover note is automatically terminated immediately after the expiry of the said 60-day period;
 - ii. the automatic termination of the cover shall be without prejudice to any liability incurred within the said 60-day period; and
 - iii. **We** shall be entitled to a pro-rata time on risk premium subject to a minimum of SGD 50.00.
 - b) If the **Period of Insurance** is less than 60 days, any premium due must be paid and actually received in full by **Us** (or the intermediary through whom this policy was effected) within the **Period of Insurance**.
 - c) **We** will not pay any claims under the policy until **We** have received the full payment of the premium. In the event that the policy is terminated due to non-payment of premium and a claim is payable, **We** will deduct the premium from the claim payable.

GENERAL EXCEPTIONS

We will not pay for:

- (1) Any accident, injury, loss or damage while any vehicle that is insured under this policy is being:
 - Used otherwise than for the purposes described under the “Limitations as to use” section of **Your Certificate of Insurance**.
 - Driven by, or is in the charge of any person for the purposes of being driven who:
 - Is not described under the section of **Your Certificate of Insurance** headed “Permitted drivers”;
 - Does not have a valid and current licence to drive **Your Car**;
 - Is not complying with the terms and conditions of the licence;
 - Does not have the appropriate licence for the type of vehicle;
 - Is under the influence of intoxicating liquor or drugs as defined under Sections 67 to 71A of the Road Traffic Act 1961 and/or any statutory law regarding the abuse of drugs where the offence was committed at the time of an accident or event giving rise to a claim under this policy.
 - Driven as part of any other agreement such as a “drive you home” service.
 - Used whilst in an unroadworthy condition.

We will not withdraw this cover:

- While **Your Car** is in the custody or control of:
 - A member of the car trade for the purposes of maintenance or repair; or
 - An employee of a hotel or restaurant or car parking service solely for the purpose of parking **Your Car**.
 - Under Section 1 if the injury, loss or damage was caused as a result of the theft of **Your Car**.
- (2) Any liability **You** have accepted in an agreement which **You** would not have had if that agreement did not exist.
 - (3) (a) Loss or destruction of, or damage to, any property or associated loss or expense, or any other loss; or
(b) Any legal liability.

That is directly or indirectly caused by, contributed to by or arising from:

 - Ionising radiation or contamination by radioactivity from any irradiated nuclear fuel or from any nuclear waste from the combustion of nuclear fuel.
 - The radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.
 - (4) Any consequence whatsoever which is the direct or indirect result of any of the following, or anything connected with any of the following, whether or not such consequence has been contributed to by any other cause or event:
 - (a) War, invasion, act of foreign enemy, hostilities or a warlike operation or operations (whether war be declared or not), civil war, rebellion, revolution, insurrection, protests, processions assuming the proportions of or amounting to an uprising, military or usurped power.
 - (b) Any action taken in controlling, preventing, suppressing or in any way relating to (a) above; except to the extent that it is necessary to meet the requirements or the **Relevant Laws**.
 - (5) Any accident, injury, loss or damage if **Your Car** is being used or driven when it is not registered under the Road Traffic Act 1961 (and subsequent amendments) or when its registration under the Road Traffic Act 1961 (and subsequent amendments) has been cancelled.
 - (6) Any accident, injury, loss or damage while any vehicle insured under this policy is being used outside of the **Territorial limits**.
 - (7) Any person who is not party to this contract. Such persons shall have no rights under the Contracts (Rights of Third Parties) Act 2001 or any subsequent revisions of this Act to enforce any of its terms.
 - (8) Any accident, injury, loss or damage caused by **Your** or **Your** authorised driver’s wilful act, wilful negligence or collusion.
 - (9) Any accident, injury, loss or damage arising from criminal breach of trust.
 - (10) **We** shall not be deemed to provide cover and **We** shall not be liable to pay any claim or provide any benefit hereunder to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose **Us** to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union or United Kingdom or United States of America.

GENERAL CONDITIONS

1. Claims procedure

Following any accident, injury, loss or damage (irrespective of whether it would give rise to a claim), **You** or **Your** legal personal representatives must, within 24 hours of the accident (or by the next working day), report the accident to **Us** and give full details of the incident by calling 6333 2222.

Any communication **You** receive about the incident should be sent to **Us** immediately.

You or **Your** legal personal representatives or deputy must also let **Us** know immediately if anyone insured under this policy is to be prosecuted as a result of the incident or if there is to be an inquest or a fatal accident inquiry.

You or anyone else claiming under this policy, must not admit to any claim, promise any payment or refuse any claim without **Our** written consent.

If **We** want to, **We** can take over and conduct, in **Your** name or that of the person claiming under the policy the defence or settlement of any claim or take proceedings for **Our** own benefit to recover any payment **We** have made under this policy.

We shall have full discretion in the conduct of any proceedings or the settlement of any claim.

Any person who is seeking indemnity under this policy, shall give **Us** all the information, documents and assistance **We** require to enable any claim to be validated for **Us** to achieve a settlement. If **You** are making a claim under the policy for damage to **Your car**, **You** must submit such a claim to **Us** with all relevant facts and documents within 30 days of the accident or discovery of damage.

You must notify the Police as soon as reasonably possible if **Your car** is lost, stolen or broken into.

2. Other insurance

If at the time of any claim arising under this policy there is any other insurance covering the same loss, damage or liability, **We** will only pay **Our** share of the claim. This condition does not apply to benefits under Section 3 and Section 13.

This provision will not place any obligation upon **Us** to accept any liability under Section 2 which **We** would otherwise be entitled to exclude under Exception 1 to Section 2.

3. Your duty to prevent loss or damage

You shall at all times take all reasonable steps to safeguard **Your car**, **Your Personal Belongings** and **Your Ignition Keys** from loss or damage.

You shall maintain **Your car** in a roadworthy condition.

We shall have at all times free access to examine **Your car**.

4. Arbitration

All disputes arising from or in connection with this policy must be submitted to and resolved in the first instance by the Financial Industry Disputes Resolution Centre Ltd and, if necessary, finally submitted to and resolved in the English language by a sole arbitrator at the Singapore International Arbitration Centre (SIAC), with Singapore, as the arbitral seat, and in accordance with the Rules of the Singapore International Arbitration Centre ("SIAC Rules") at the time in force.

5. Your duty to comply with policy conditions

Our provision of insurance coverage under this policy is conditional upon **You** observing and fulfilling the terms, provisions, conditions and clauses of this policy (Condition precedents).

6. False declaration

If **You** did not declare truthfully upon buying this policy, all premiums paid and benefits under this policy shall be forfeited without recourse.

7. Fraud

If any claim is any way fraudulent or if **You** or anyone acting on **Your** behalf has used any dishonest or fraudulent means, including collusion, conspiracy, inflating or exaggerating the claim or submitting forged or falsified documents, all premiums paid and the benefits under this policy shall be forfeited without recourse.

GENERAL CONDITIONS (continued)

8. **Payments made under insurance regulations and rights of recovery**
- If the law or collective industry agreement in any country in which this policy operates requires **Us** to settle a claim which, if this law or collective industry agreement had not existed, **We** would not be obliged to pay, **We** reserve the right to recover such payments from **You** or from the person who incurred the liability.
- If **We** have paid for any loss, damage or injury where such amount is recoverable from another party, all **Your** rights of recovery will be subrogated to **Us**.
9. **Direct right of access**
- Third parties may contact **Us** directly in the event of accident. In these circumstances **We** may deal with any claim, subject to the terms and conditions of **Your** policy.
10. **Car sharing and insurance**
- If **You** receive a contribution as part of a car sharing arrangement involving the use of any car insured under this policy for carrying passengers for social or similar purposes, **We** will not consider this to be carriage of passengers for hire or reward provided the:
- Vehicle is not constructed or adapted to carry more than eight passengers (excluding the driver).
 - Passengers are not being carried in the course of a business of carrying passengers.
 - Total contributions received for the journey concerned do not involve an element of profit.
- Important:**
- If **Your car** is used under a car sharing arrangement and there is any doubt as to whether this arrangement is covered by the terms of **Your** policy **You** should immediately contact **Us** for confirmation.
11. **Legal personal representatives**
- If anybody who is insured under this policy dies, the rights they would have received under this policy will be assigned to his or her legal personal representatives, or if the **Insured** is mentally incapacitated, to his deputy duly appointed and empowered under the Mental Capacity Act 2008.

EMERGENCY BREAKDOWN ASSISTANCE

This Section applies to Enhanced Plan only.

All **Our** car policies provide **You** with free access to **Our** emergency breakdown assistance helpline. The helpline is managed on **Our** behalf by **Mobile Accident Response Service (MARS)**. If **You** require assistance following the breakdown of **Your Car** in Singapore, call our hotline 6333 2222, which is open all day, all night and everyday of the year. The person **You** speak to will be able to understand the nature of **Your** emergency and what assistance **You** need. Following **Your** call and if required, **MARS** will dispatch a breakdown specialists to assist **You**. If they cannot repair or restart **Your Car** at the roadside, they will arrange to tow (free of charge) **Your Car** to a repairer of **Your** choice, anywhere in Singapore.

Neither Singlife nor **MARS** is responsible or liable for the action or advice given by third party service providers. The service providers are not agents of Singlife or **MARS**.

If roadside repair is not feasible and **Your Car** has to be towed to a repairer, any repairs carried out by that repairer will have to be paid directly by **You**.

OUR PROMISE OF SERVICE

If **You** have any comments or suggestions about **Our** cover, services or any other feedback please write to:
The Head of General Insurance
Singapore Life Ltd.
5 Straits View, #01-18/19
Marina One The Heart
Singapore 018935

CUSTOMER CARE POLICY

At Singlife, **We** will make every effort to provide the high level of service expected by all **Our Policyholders**. If on any occasion **Our** service falls below the standard of **Your** expectation, the procedure detailed below explains what **You** can do:

Your first point of contact should always be to **Our** Customer Service Department. **You** can email **Us** at dbsdriveshield@singlife.com. **We** will acknowledge receipt of **Your** feedback within 3 working days whilst **We** look into the matter **You** raised. **We** will contact **You** for further information if required within 7 working days and provide **You** with a full reply within 14 working days.

If **You** are dissatisfied with **Our** response, **We** will refer **You** to an independent dispute resolution organisation; the Financial Industry Disputes Resolution Centre Ltd (FIDReC).

FIDReC's contact details are:

Financial Industry Disputes Resolution Centre Ltd.
36 Robinson Road #15-01 City House Singapore 068877
Telephone: 6327 8878 Fax: 6327 8488 Email: info@fidrec.com.sg Website: www.fidrec.com.sg

Important - Please remember to quote **Your** policy reference in **Your** communication.

HOW TO MAKE A CLAIM

Claiming on **Your** motor policy couldn't be easier. **Our** claims telephone lines are open all day, all night, every day of the year. If **You** need **Us** all **You** have to do is call 6333 2222 and the person taking **Your** call will record all the details relating to **Your Car** insurance claim and provide recovery assistance at the scene of the accident if necessary.

The benefit of **Our** motor claims service include:

- 'One Call Does It All' trauma management team to guide **You** through the claims process.
- **Our** free 'Get You Home Service' for **You** and **Your** passengers if **Your Car** cannot be driven following an accident in Singapore (This benefit does not apply for Basic Plan).
- Free accident recovery 24 hours a day, seven days a week, all year round.
- A network of high quality **Approved Repairer** with a 12 month guarantee on all repairs.
- No **Excess** to pay if **We** decide the accident is not to be **Your** fault. **We** don't make **You** pay for other people's negligence and **We** will pursue the responsible party for the recovery of all of **Our** costs therefore not affecting **Your** NCD.

Note: This only applies if the accident **You** have is involved in is with identifiable Singapore car(s).

Important Notes

All that **We** ask in return is that **You** MUST report all accidents to **Us** within 24 hours of the occurrence or by the next working day regardless of whether **You** intend to claim on **Your** own policy or not, or whether **Your Car** is damaged or not.

Should **You** fail to do so, **Your** NCD could be affected and **Your** claim may be prejudiced.

Full details of **Our** claims service and what to do in the event of an accident or **Theft** involving **Your Car** can be found at **Our** website singlife.com.

POLICY OWNERS' PROTECTION SCHEME (PPF)

This policy is protected under the Policy Owners' Protection Scheme which is administered by the Singapore Deposit Insurance Corporation (SDIC). Coverage for **Your** policy is automatic and no further action is required from **You**. For more information on the types of benefits that are covered under the scheme as well as the limits of coverage, where applicable, please contact **Us** or visit the GIA or SDIC web-sites (www.gia.org.sg or www.sdic.org.sg).



Singlife

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Company Reg. No. 196900499K

GST Reg. No. MR-8500166-8