

## PRODUCT DISCLOSURE SHEET

*Read this Product Disclosure Sheet before you decide to take up the Product. Be sure to also read the general terms and conditions. Seek clarification from us if you do not understand any part of this documents or general terms. The information provided in this Product Disclosure Sheet is valid as at 01.08.2022.*

### Product Name: Insurance Guarantee (JITPA)

1. What is this product about?  
This is a guarantee placed with Labour Department in lieu of cash deposit which provides payment to Labour Department on demand of an amount not exceeding the guarantee amount in respect of the cost of the immigrant workers' passage to Negara Brunei Darussalam.
2. What are the coverage and exclusions provided?  
An amount not exceeding the guarantee amount in respect of the cost of the immigrant workers' passage to Negara Brunei Darussalam, subsistence including salary, accommodation and medical expenses, granted by Labour Department to the employee in the event the employer failing to repatriate their immigrant workers from Negara Brunei Darussalam to the countries of nationalities of those immigrant workers.  
  
Duration of cover is in accordance of the LD issued by Labour Department plus additional six (6) months.
3. How much premium do I have to pay?  
A premium rate of 3.5% to 5% of the guarantee amount is charge depending on the amount of guarantee and the period of coverage.
4. What are the fees and charges that I have to pay?
  - Stamp duty BND0.25 and
  - When we sell a policy through insurance agent or broker, the insurer pays a percentage of commission from the total premium to the insurance agent or broker.
5. What are some of the important notes that customer should know?
  - a. Duty of Disclosure – You must disclose all material facts that you know or ought to know and confirm all the declarations/details are true and correct. Misrepresentation of material facts or non-disclosure of information in connection of the risk to be insured will invalidate the policy.
  - b. Duty of Care – You shall take all reasonable care and comply with all reasonable recommendations to prevent loss, damage or liability including to comply with any statutory requirements.
  - c. Change in Risk – You must inform the insurer or your agent in writing on any material changes so that the necessary amendments are endorsed into your policy.
  - d. Claim – Upon the happening of an accident which gives rise to a claim, you shall notify us immediately.
  - e. Guarantee Renewal – Depending on the circumstances of the loss or claims made during the term of policy, we may review the policy terms and conditions upon renewal or decline renewal.

**Note:** This list is non-exhaustive. Please refer to the letter of guarantee for the full list of terms and conditions.
6. What do I need to do if there are changes to my contact details?  
It is very important that you inform us of any changes to your contact details. This is to ensure that all the correspondence will reach you in a timely manner.
7. What happens in the event of cancellation?

You cannot cancel the insurance guarantee unless authorized by Labour Department. If approval was given by Labour Department for cancellation, the premium charge will be calculated based on pro-rata for the period of the guarantee which has been in force subject to a minimum premium balance of \$50.00.

8. What is a notice of expiry?  
The notice is a reminder to notify that your policy is due for renewal
9. What happens in the event that insurance agent ceases to operate?  
You may get your insurance needs from any other authorized agent or directly from insurer.
10. What are the documents that I need to submit to apply for this product?  
You will need to submit the duly completed Counter Indemnity Form, original Company Registration & Form X or Section 16 & 17, a copy passport/IC the Directors signing the Indemnity Form and original LD.
11. Where can I get assistance and redress?  
If you have difficulties, you must contact us the earliest possible. You may contact us at:  
Head Office: Units 12 & 13, Block A Regent Square  
Spq 150, Kg Kiarong  
Bandar Seri Begawan BE1318  
Negara Brunei Darussalam  
Fax: (673) 2 454277 Tel: (673) 2 226222, 2233999  
E-mail: [insurance@national.com.bn](mailto:insurance@national.com.bn)  
  
Branch Office: Unit 20, Block C, Lot 8989  
Jalan Pandan Tujuh, Kuala Belait KA1931  
Fax: (673) 3 342191 Tel: (673) 3 331222, 3 336468  
E-mail: [kb@national.com.bn](mailto:kb@national.com.bn)  
  
If your query or complaint is not satisfactorily resolved by us, you may contact Financial Consumer issues, Brunei Darussalam Central Bank via e-mail at [fci@bdc.gov.bn](mailto:fci@bdc.gov.bn) or walk-in at their address as follows:  
Financial Consumer Issues  
Brunei Darussalam Central Bank  
Level 7, Ministry of Finance and Economy Building  
Commonwealth Drive BB3910  
Brunei Darussalam  
Tel: (673) 2 380007
12. Where can I get further information?  
Should you require additional information about Workmen's Compensation Protector Insurance, please refer to your servicing Agent or alternatively visit our website at [www.national.com.bn](http://www.national.com.bn). You may also visit us at our Head Office or Branch Office for an assistance.

The terms and conditions indicated in this Product Disclosure Sheet are indicative and not binding on us. The final terms and conditions are as stipulated in the insurance policy after our assessment.