

Credit Cards

Purchase Protection Insurance

ibq credit cards offer customers peace of mind. Please read through the cover details in order to understand thoroughly the cover offered by us.

Important Notice

- Cover automatically starts from the Card issue date.
- The scheme is free of charge
- Cover will be applicable for primary & supplementary card members and shall exclude corporate and lodged Cards.
- The geographical limit under the Cover is 'worldwide'.
- The cover is subject to the jurisdiction of the competent courts of Qatar
- **ibq** reserves the right, at any time, to amend the terms and conditions and/or to reject, discontinue or cancel the Cover/benefits applicable either wholly or partially without assigning any reason thereof.
- An insured Person's coverage shall terminate from the date the Cardholder is no longer eligible to participate as per **ibq's** rules.
- Any claim payable under the Cover shall be paid directly to the Insured Person.
- The Bank shall not at any time be considered as an agent partner, employee or representative of the Insurance Company. Any claims or contestations for any insurance coverage or in relation to the Cover shall be made and/or negotiated directly by the Insured Person with the Insurance Company.
- The Bank shall not be responsible nor held liable for any disputes, payments, claims, representations or any other matters relating to this policy or the Cover and shall not in any way be construed as conducting or offering any form of insurance or travel protection business.

1. Definitions

'Bank' means the Insured specified in the schedule under this Policy.

'Card' means a Titanium/Platinum/Signature/Infinite Credit Card issued by the Bank including Principal and Supplementary Cards for which the benefits under this Policy shall apply.

'Cardmember' means holders of cards issued to Eligible Accounts by the Bank.

'Commencement Date' means the date the Cardmember is enrolled for this benefit.

'Company' means the Qatar Insurance Company.

'Covered Purchase' means an item purchased by a Cardmember and paid for by using an Eligible Account. For a purchase to be considered a Covered Purchase, the entire purchase amount for the item must have been made through the Eligible Account by a single transaction.

'Due Diligence' means the performance of all vigilant activity, attentiveness and care that would be taken by a reasonable and prudent person in the same or similar circumstances in order to guard and protect a Covered Purchase from loss, theft or damage.

'Eligible Account' means Titanium/Platinum/Signature/Infinite Credit Card Account issued by the Bank for which benefits under this Policy shall apply as per the provisions of the Bank.

'Mysterious Disappearance' means the vanishing of a purchased item in an unexplained manner where there is an absence of evidence of a wrongful act by a person or persons.

'Stolen' means a loss which involves the disappearance of a Covered Purchase from a place following violent entry and/or exit.

In the event of a Covered Purchase being stolen or damaged by accidental, external, violent and visible means within 90 days of the date of the Covered Purchase, the Company shall, subject to the terms and conditions of this Policy, pay

- i. the amount of the Covered Purchase indicated on the Eligible Account; or
- ii. the actual cost to repair or replace the Covered Purchase with an item of like kind and quality.

Whichever is less subject to the Limits of Indemnity specified in the schedule of this policy.

Limits of Indemnity			
Titanium Cards	Platinum Cards	Signature	Infinite Cards
Per Item: QAR 10,000/-	Per Item: QAR 15,000/-	Per Item: QAR 20,000/-	Per Item: QAR 25,000/-
Per Occurrence: QAR 10,000/-	Per Occurrence: QAR 15,000/-	Per Occurrence: QAR 20,000/-	Per Occurrence: QAR 25,000/-
Per Cardholder: QAR 10,000/-	Per Cardholder: QAR 15,000/-	Per Cardholder: QAR 20,000/-	Per Cardholder: QAR 25,000/-

Excess

QAR 300/- each and every occurrence per cardholder

5. Pair and Set Clause

With respect to Covered Purchase which consist of articles in a pair or set, the Company's liability shall be limited to the cost of any particular part(s) which may be stolen or damaged, unless the articles are unusable individually and cannot be replaced individually; provided, however, liability for items of jewellery or fine arts consisting of articles in a pair, set or collection will not be more than that cost of any particular parts which may be lost or damaged without reference to any special value which such article or articles may have as part of such pair, set or collection.

6. Misrepresentation and Fraud

Coverage as to an Cardmember shall be void if, whether before or after a loss, the Cardmember has concealed or misrepresented any material fact or circumstances concerning this insurance or the subject thereof, or the interest of the Cardmember therein, or if the Cardmember commits fraud or false swearing in connection with any of the foregoing.

7. Right to Recover From Others

If the company makes payments, it is entitled to recover such amounts from other parties or persons.

Any party or person to or for whom the Company makes payment must transfer to the Company his or her rights of recovery against any other party or person. The party or person transferring such right must do everything necessary to secure these rights and must do nothing that would jeopardise them.

3. Claims Procedure

1. In the event of a claim under this policy, notify **ibq** branch, **ibq** Call Centre immediately or within 45 days from the date of loss.
2. **ibq** will provide the Claim form to the Cardholder.
3. A claim form must be completed by the Cardholder and/or his/her legal representative and submitted to the Company with such evidence to substantiate the claim to the satisfaction of QIC as QIC may reasonably require.
4. All the documents must be submitted in originals and not photocopies for verification before the final the settlement of claim.
5. The Cardholder and/or his/her legal representative shall submit the following documents.
 - i. Original Purchase Invoice
 - ii. Original Credit Card Payment Slip
 - iii. Original Police Report (if applicable)
 - iv. Repair Estimate (if applicable)
 - v. Photographs of damaged insured properties (if applicable)

All papers as indicated above may be required to be produced in original (other than those surrendered to the authorities or for verification before the final settlement of claim. Upon the receipt of the claim documents QIC shall review the claim documents and advise Card Member if any additional documents required depending upon the nature of claim.