

KEY FACT STATEMENT

Income Shield

A comprehensive insurance plan protecting you and your loved ones in case of unforeseen events.

Product Briefing

Income Shield is a unique product offered by Sukoon Insurance for Bank customers **protecting themselves and their loved ones in case of any unforeseen events.**

This is a plan which protects you and your loved ones in case of events like **Accidental Death** of the insured by paying lump sum as per the chosen plan to the beneficiary of the insured. It also protects you (the insured) in case of events like **Dismemberment & Permanent Total Disability** where the insured would be protected in case of any unfortunate incident as a living benefit payment to the insured .

The cover also provide access to the insured and the spouse (if chosen) access to Teleconsultation benefits as per the T&C of the policy.

You can choose the plan as per your protection needs instantly without any check ups . Your protection starts at as low as **AED 68** per month for yourself and **AED 59** for your spouse.

Your Covers at a Glance				
Events Covered	Pearl	Platinum	Diamond	Titanium
Accidental Death & Dismemberment & Permanent Total Disability Monthly Benefit	6,000 x 60 months	8,000 x 60 months	10,000 x 60 months	12,000 x 60 months
Accidental Death & Dismemberment & Permanent Total Disability Lumpsum Benefit	150,000	200,000	250,000	300,000
Total Benefit (Month + Lumpsum)	510,000	680,000	850,000	1,020,000
Telemedicine Benefit	Included			
Individual Plan				
Annual	816	1,080	1,212	1,440
Monthly	68	90	101	120
Spouse- Addon				
Annual	708	972	1,104	1,284
Monthly	59	81	92	107

**Premiums shown above are excluding 5% VAT.*

Key Benefits

Our Income Shield is all in one package which covers you for various benefits:

Death Due To An Accident

In the event of a Bodily Injury which results in death of an Insured Person within 365 days after the date of the Accident, the Company shall pay the Beneficiary the sum as stated in the certificate of insurance or any endorsement in accordance with the terms and conditions, less any other amount paid or payable under PTD or PPD benefits.

Permanent Total Disability (PTD)

In the event of a Bodily Injury which results in the Permanent and total disability of the Insured Person within 180 days of the date of Accident, the Company shall pay to the Policy Holder the sum as stated in the certificate of insurance or any endorsement in accordance with the terms and conditions of this Policy, less any amount paid or payable under PPD benefits.

Permanent Partial Disability (PPD)

In the event of a Bodily Injury, which results in permanent partial disability of the Insured Person within 180 days of the date of Accident, the Company shall pay to the Policy Holder a percentage of the sum as stated in the certificate of insurance or any endorsement in accordance with the Scale of Disabilities (percentage) mentioned hereunder (subject to a deductible of 10% of the payable amount):

Scale of Disability Benefits (percentage)

Nature of disability	Right	Left
For total		
• Loss of an upper limb	70%	60%
• Loss of the hand or forearm	60%	50%
• Loss of a lower member above knee	60%	60%
• Loss of a lower member at the level of the knee or below	50%	50%
• Loss of a foot	40%	40%
• Loss of the thumb	18%	16%
• Loss of the index finger	14%	12%
• Loss of the pinky finger	12%	10%
• Loss of the middle finger	08%	06%
• Loss of the ring finger	08%	06%
• Loss of the big toe		05%
• Loss of any other toe		03%
• Deafness of one ear		10%
• Deafness of both ears		40%
• Loss of visual acuity of one eye		25%
• Loss of visual acuity, both eyes		100%
• Loss of speech		100%

For ankylosis of the fingers (other than the thumb) and of the toes (other than the big toe) 50% only of the compensation, which would be due for the loss of the said members, shall apply. The total compensation payable in respect of several disablements due to the same accident is arrived at by adding together the various sums but shall not exceed the total sum stated in the Certificate of Insurance.

If the Insured Person is left handed, the percentage set out above for the various disabilities of the right upper limb and left upper limb will be transposed. Percentage of benefits in respect of any other permanent partial disability will be assessed by the medical advisors of the Company.

TELECONSULTATION BENEFITS: The teleconsultation benefit allows the Insured Person, to receive a consultation/opinion directly from medical specialists working in world-class medical and wellbeing institutions. This service offers 24 -7 access to speak to trained doctors and wellness experts to assist and educate calling members on their medical condition



FAQs

Who can buy this cover?

- Mashreq customers
- Valid UAE residency
- **Age:** 18 years to 70 years but not more than 65 at the time of enrollment
- In case of Spouse, she needs to be a UAE resident as well.

2. What is a Beneficiary?

It means the legal heirs as per Sharia Law, of the Policy Holder under Sharia law or the individual nominated by the Policy Holder to whom the benefits under the Policy would be paid in case of death of the Policy Holder.

3. Do I need to undergo any medical exams to enroll for this plan ?

No, this plan would enroll you instantly without any need for any medical tests . As soon as your first premium is collected. You would be protected under this plan..

4. What if I have a Pre-existing condition ?

Since, this plan has no medical component. There is no impact on the plan due to any pre-existing conditions

5. How soon can I avail the Teleconsultation benefits ?

30 days after being enrolled with the plan you would be entitled for this benefit free of cost.

6. Is it a Worldwide Cover ?

It's a 24 hours Worldwide cover except Teleconsultation benefits which is whilst being in UAE.

Contact Information

For any queries on coverage, benefits or claims procedure please contact call center of Oman Insurance Company (P.S.C) Sukoon at 800 758666 (toll free within UAE), contact us via email on Personallinesops@omaninsurance.ae

Claims Process and Notification

Process:

Please review the complete policy wording as some sections require time sensitive reports from third parties (e.g. Police, Hospitals) and contain specific limitations. You must submit Your claim as soon as possible but no later than 30 days from the date of the accident.

If there are any circumstances that may result in a claim, please follow these steps:

1. For serious accidents which may lead to inpatient hospital treatment, emergency repatriation or in the event of an insured's death, please contact Our UAE toll free number 800 758666 or email us at nmcoic@sukoon.com. You will be prompted to mention your policy number stated in the Policy Schedule.
2. Contact our Claims department on +971 4 233 7463/464, Fax: +971 4 233 7765, UAE toll free number 800 758666 or email us at nmcoic@sukoon.com
3. You will be prompted to mention your policy number stated in the Policy Schedule. You will need to:
 - i. Request a claim form and completion instructions.
 - ii. Complete the claim form and return it to us together with the required original supporting documentation.
 - iii. Give brief details of the loss circumstances.
4. You may, if you prefer, visit one of our offices to complete and file your claim.



Notification:

It is a condition precedent to our liability hereunder that written notice of claim must be given to Us immediately after the occurrence or commencement of any loss that may be covered by the Policy and in any event within 31 days thereafter.

Cooling Off Period/ Free Look up Period

The Policy Holder is entitled to a full refund of premium if coverage under the Policy is cancelled by the Policy Holder within thirty (30) days from the date the first premium is debited from the Policy Holder's Visa / MasterCard Credit Card with Mashreq. The Company reserves the right to decline a second application following the cancellation of the first application under this plan, from the same Policy Holder.

Cancellation and Refund Process

We may cancel this Policy at any time by giving 15 days written notice delivered to You or mailed to Your last address as shown by Our records, stating when such cancellation shall be effective. In the event of cancellation, We will return promptly the pro-rata unearned portion of any premium You have paid. Such cancellation shall be without prejudice to any claim originating prior thereto.

You also may cancel the Policy by calling the Bank call center and initiating this request. Such cancellation shall be without prejudice to any valid claim originating prior thereto. If the cancellation is done after 30 days from the policy Commencement Date, then there will be no premium refund made..

Terms and Conditions

Arabic

English

For More Information

call 800 785666 or visit www.sukoon.com

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