

# PRODUCT DISCLOSURE SHEET

Dear Customer,

This Product Disclosure Sheet (PDS) is designed to provide you with some key information on your Electronic Equipment Insurance.

Other customers have read this PDS and found it helpful; **you should read it too.**

The information provided in this Product Disclosure Sheet is valid from 1 January 2026.

The benefit(s) payable under eligible certificate/policy/product is(are) protected by PIDM up to limits. Please refer to PIDM's TIPS Brochure or contact The Pacific Insurance Berhad or PIDM (visit [www.pidm.gov.my](http://www.pidm.gov.my)).

## 1. What is Electronic Equipment Insurance?

Electronic Equipment Insurance policy provides coverage for your computers and other electronic equipment.

## 2. Know Your Coverage

As an illustration, a hotel equipment with total sum insured of RM500,000.00, for RM 1,965.00 annually (subject to Service Tax and Stamp Duty), you will receive the following Electronic Equipment Insurance coverage:

This policy covers:	This policy excludes:
<ul style="list-style-type: none"><li><b>Section I – Material Damage (MD)</b> Any unforeseen and sudden physical loss or damage from any cause other than those specifically excluded to all hardware installation including peripheral equipment and accessories. Impact of aircraft, aerial devices.</li><li><b>Section II – External Data Media (EDM)</b> Any material damage indemnifiable under the policy to the external data media such as disc, tapes inclusive of the information stored thereon.</li><li><b>Section III – Increase cost of working (ICOW)</b> Any additional expenditure incurred for the use of substitute EDP equipment following loss or damage to those equipment insured under Section 1 of the policy.</li></ul>	<ul style="list-style-type: none"><li>Willful acts or willful negligence</li><li>Wear and tear</li><li>Consequential loss of any kind or description whatsoever</li><li>Loss or damage for which the manufacturer or supplier of the insured items is responsible either by law or under contract</li><li>War, Civil War and any act of Terrorism</li><li>Radioactive and nuclear energy risks</li></ul> <p><i>Note: This list is non-exhaustive. You should refer to the policy for the full list of exclusions.</i></p>

If you have any questions or require assistance on your Electronic Equipment insurance, you can:



Call us at  
+603-2633 8999



Visit us at:  
[Electronic Equipment Insurance](#)



Email us at:  
[customerservice@pacificinsurance.com.my](mailto:customerservice@pacificinsurance.com.my)

## 3. Know Your Obligations

For this Electronic Equipment Insurance, you must pay a premium of:

Standard Cover	<b>RM 1,965.00 annually</b>
Total premium you must pay is <b>RM 1,965.00</b> .	

You also have to pay the following fees and charges:

Stamp duty	<b>RM 10.00</b> (eligible for exemption until 31 December 2028 provided if the policyholder is an individual, and the annual gross premium does not exceed RM150; or a MSME with a valid MSME certificate submitted, and the annual gross premium does not exceed RM250)
Commission	15% of premium or <b>RM294.75</b> (included in the total premium)
Service Tax	8% of premium or <b>RM157.20</b>

#### 4. Other Key Terms

- You must ensure that your property is insured at the appropriate amount as follows:

##### Section I

Sum Insured shall be the cost of replacement of the insured items by new items of the same kind and capacity including e.g. freight, customs duties and dues (if any), and erection costs.

If the sum insured in your policy is less than the actual value of the equipment at the time of loss, you are deemed to have underinsured and have self-insured the difference. This average condition will apply in the event of a claim.

##### Section II

Sum Insured shall be the amount required for restoring the insured external data media by replacing lost or damaged data media by new material and reproducing lost information.

##### Section III

Sum Insured shall be the amount which the Insured is required to pay as additional expenditure for 12 months use of substitute EDP equipment of similar performance to the EDP equipment insured.

- The deductible/excess is the amount you have to bear before we pay a claim.
- Your premium will vary depending on the risk exposure, our underwriting requirements and total sum insured.
- If the sum insured stated in the Schedule is less than the amount required to be insured at the time of loss (i.e. under-insurance), you are deemed to be self-insuring the difference.
- Contribution Condition – If at the time any claim arises under the Policy there is any other insurance covering the same loss, damage or liability, we shall not be liable to pay or contribute more than its rateable proportion of any claim for such loss, damage or liability.
- The premium must be paid and received by us within 60 days from the inception date of the cover, otherwise the cover is automatically cancelled and you will still be responsible to pay the pro rata premium for the period we have been on risk.
- You are required to disclose any other matter that you know to be relevant to our decision in accepting the risks and determining the rates and terms to be applied and any matter a reasonable person in the circumstances could be expected to know to be relevant.
- You have a duty to tell us immediately if at any time after your contract of insurance has been entered into, varied or renewed with us any of the information given in the Proposal Form (or when you applied for this insurance) is inaccurate or has changed.
- The duration of coverage is 1 year. You need to renew your policy annually.

*Note: This list is non-exhaustive. You should refer to the policy for the full list of terms and conditions.*

#### 5. Can I cancel my policy?

You may cancel your policy at any time by giving written notice to us. Upon cancellation, any refund of the premium would be based on the conditions stipulated in the policy contract.

If you have any complaints, please contact us at:

##### **Complaint Monitoring Unit**

40-01, Q Sentral, 2A Jalan Stesen Sentral 2, Kuala Lumpur Sentral, 50470 Kuala Lumpur, Malaysia.

(P.O. Box 12490, 50780 Kuala Lumpur, Malaysia.)

Tel: +603-2633 8999 Fax: +603-2633 8998 E-mail: [customerservice@pacificinsurance.com.my](mailto:customerservice@pacificinsurance.com.my)

If you are not satisfied with our response, you may contact the following:

(a) **Laman Informasi Nasihat dan Khidmat (BNMLINK) Bank Negara Malaysia**

4<sup>th</sup> Floor, Podium Bangunan AICB, No. 10, Jalan Dato' Onn, 50480 Kuala Lumpur

Tel: 1-300-88-5465 Fax: +603-2174 1515 Web Form: [bnm.gov.my/BNMLINK](http://bnm.gov.my/BNMLINK)

(b) **Financial Markets Ombudsman Service** (formerly known as Ombudsman for Financial Services)

Level 14, Main Block, Menara Takaful Malaysia, No. 4, Jalan Sultan Sulaiman, 50000 Kuala Lumpur

Tel: +603-2272 2811 Website: [www.fmos.org.my](http://www.fmos.org.my)