

# PRODUCT DISCLOSURE SHEET



A member of the Fairfax Group

## Dear Customer,

This Product Disclosure Sheet (PDS) is designed to provide you with some key information on your fidelity guarantee 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 Fidelity Guarantee Insurance?

Fidelity Guarantee Insurance indemnifies you as an employer against any direct loss of pecuniary that you may sustain through act(s) of dishonesty by your employees such as act(s) of forgery, embezzlement, larceny or fraudulent conversion. The coverage is not limited to loss or money but also covers loss of real property and stock-in-trade belonging to you.

### 2. Know Your Coverage

As an illustration, a general merchandise shop with sum insured of RM500,000, for RM2,500.00 annually (subject to Service Tax and Stamp Duty), you will receive the following fidelity guarantee insurance coverage:

This policy covers:	This policy excludes:
<ul style="list-style-type: none"><li>Pecuniary loss or goods belonging to you due to the act of fraud or dishonesty committed by your employees:<ul style="list-style-type: none"><li>during the Period of Insurance</li><li>during the uninterrupted continuance of employment of such employee</li><li>in connection with the occupation and duties of such employees; and</li><li>discovered during the aforesaid Period of Insurance or within 6 months thereafter or within 6 month after the death, dismissal or retirement of such employee whichever shall happen first.</li></ul></li></ul>	<ul style="list-style-type: none"><li>Any indirect or consequential loss</li><li>Any third party losses Extortion</li><li>Any loss sustained prior to policy inception or discovered prior to policy inception or discovered subsequent to the termination of the policy period including the discovery period</li><li>Stock taking or inventory losse</li><li>Losses arising from ionizing radiations or contamination by radioactivity from any nuclear fuel, nuclear waste or any nuclear weapons material</li><li>Losses caused by any act of terrorism</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 fidelity guarantee insurance, you can:



Call us at  
+603-2633 8999



Visit us at:  
[The Pacific Insurance Berhad](http://The Pacific Insurance Berhad)



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

### 3. Know Your Obligations

For this insurance, you must pay a premium of:

Standard Cover	<b>RM2,500.00 annually</b>
Total premium you must pay is <b>RM2,500.00</b> .	

You also have to pay the following fees and charges:

Stamp duty	<b>RM10.00</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	25% of premium or <b>RM625.00</b> (included in the total premium)
Service Tax	8% of premium or <b>RM200.00</b>

#### 4. Other Key Terms

- Importance of disclosure – you must disclose all material facts that you know or ought to know; otherwise your policy may be invalidated.
- If this policy be continued in force for more than one period of insurance, our liability in respect of any one claim shall not be accumulated or increased thereby and our aggregate liability during any number of periods of insurance and for any number of losses forming the basis of any one claim whether under this policy or any similar policy in substitution for or substituted by this policy shall not exceed the Amount of Guarantee under the current policy.
- If at the time of any loss there shall be any other security guarantee or insurance existing covering the same loss, we shall not be liable to pay or contribute more than its ratable proportion of any sums payable in respect of such loss
- You must inform your insurance intermediary or us in writing on any material changes during the policy period so that the necessary amendments are endorsed to your policy
- 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.
- Duration of cover is for one year. You need to renew your insurance 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 by giving written notice to The Pacific Insurance Berhad provided no claim has arisen during the current period of insurance. Refund of premium, however, is subject to the terms and conditions stipulated in the policy.

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)