

# 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 all risks 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 01 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 All Risks Insurance?

The All Risks Insurance Policy is designed to cover property, particularly static equipment and assets such as office equipment, industrial/commercial plant and machinery, furniture, fixtures and fittings, leased items other than stock in trade.

## 2. Know Your Coverage

As an illustration, mobile devices insured in a hotel with a sum insured of RM500,000, for RM2,500.00 annually (subject to Service Tax and Stamp Duty), you will receive the following All Risks insurance coverage:

This policy covers:	This policy excludes:
<ul style="list-style-type: none"> <li>Lost or damage by any accident or misfortune to Property Insured or any part due to perils such as fire, theft and accidental damage by external means not specifically excluded.</li> </ul>	<ul style="list-style-type: none"> <li>Loss or damage directly or indirectly occasioned by or through or in consequence of:                             <ul style="list-style-type: none"> <li>(a) war, invasion, act of foreign enemy, hostilities or warlike operations (whether war be declared or not);</li> <li>(b) civil war, mutiny, civil commotion assuming the proportions of or amounting to a popular rising, military rising, insurrection, rebellion, revolution, conspiracy, military or usurped power;</li> <li>(c) martial law or state of siege or any of the events or causes which determine the proclamation or maintenance of martial law or state of siege;</li> <li>(d) any act of any person acting on behalf of or in connection with any organisation with activities directed toward the overthrow by force of any de jure or de facto Government or to the influencing of it by terrorism or violence or loot sack or pillage in connection with any of the aforementioned occurrences.</li> </ul> </li> <li>Any consequence of strike or riot.</li> <li>Theft of property left in                             <ul style="list-style-type: none"> <li>(a) unoccupied touring or convertible cars.</li> <li>(b) other unoccupied vehicles unless all windows, doors, luggage compartment or boot roof and windscreen are completely close and securely locked.</li> </ul> </li> <li>Loss or damage arising from wear and tear, gradual deterioration, depreciation, mechanical or electrical breakdown or derangement moth, vermin any process of cleaning, dyeing, repairing or restoring or action of light, atmospheric or climatic conditions (other than lightning).</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 All Risks 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

- You must ensure that your property is insured at the appropriate amount.
- Your premium will vary depending on the risk exposure, our underwriting requirements and sum insured of the property.
- You must disclose all material facts that you know ought to know.
- You must take all ordinary and reasonable precaution for the safety of the property insured.
- You may insure your property on Market Value or Replacement Value basis –
  - a) **Market Value basis** – we will pay the cost of repairing the loss or damaged property less the amount of wear, tear and depreciation.
  - b) **Replacement Value basis** – we will reinstate repair or replace the loss or damages property without deductions being made for wear, tear or depreciation, provided that the sum covered is adequate to cover the total cost of replacing your property.
- If your property amount insured is less than the actual value at the time of loss (i.e. under insurance), you are deemed to be self-insurance the difference.
- The excess being the amount you have to bear before we indemnify the claim.
- 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)