

FUNDS PROTECT PERSONAL POLICY

A QUICK AND CONCISE GUIDE TO OUR PRODUCT AND HOW WE HELP SECURE YOUR FUNDS

WHAT IS COVERED



A loss of funds



from an account in your name



as a result of a Funds transfer



whether authorised or unauthorised



due to the fraudulent conduct of a third party



Which is irrecoverable from your financial institution or third party

WHO IS THIS PRODUCT SUITABLE FOR?



Anyone who holds a bank account or similar account



Anyone who transacts online

KEY CONCEPTS

ACCESS DEVICE



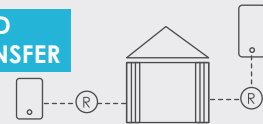
The device used to transfer funds e.g computer, mobile phone etc

ACCOUNT



Bank account used for personal transactions in your name

FUND TRANSFER



An electronic transfer of funds from your account for a personal transaction

FINANCIAL INSTITUTION



Your Bank

LOSS OF FUNDS



Actual monetary amount debited from your account due to fraudulent conduct of a third party. Includes amounts paid for cyber extortion events (see limitations)

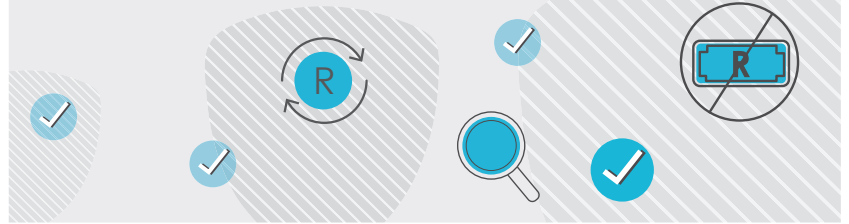
MAJOR FEATURES



- Ⓞ **Authorised and unauthorised funds transfers are covered**
- Ⓜ **Affordable**
- ✓ **Simple application process**
- 😊 **Easy claims procedure with no excess payable**
- 🔍 **No lengthy investigations unless there is suspected suspicious activity**
- 72 **Once claim requirements are met, valid claims are paid within 72 hours**

NEED TO CLAIM – NOW WHAT?

- Within 24hrs of becoming aware of the loss, notify your financial institution to avoid further transactions
- Lodge a claim with Phishield within 90 days of Funds Transfer date by submitting
 - ✓ Fully completed claim form
 - ✓ Bank statement reflecting the Funds Transfer
 - ✓ Letter from bank stating that they will not reimburse the loss;
 - ✓ ID document and proof of residence
 - ✓ Any documents proving the claim



EXAMPLES OF EVENTS (not an exhaustive list)

- Email interception fraud
- Transactions due to your stolen identity
- EFT/deposit scams
- Hacking /phishing/vishing attacks
- Demands for ransomware attacks, denial of service attacks etc
- Fraudulent invoices
- Sim Swap fraud
- EFT Fraud
- Online banking fraud
- Online shopping fraud
- Holiday scams
- Fake classified adverts
- Bogus property rentals



LIMITATIONS

- Payments made in cash
- Payments made by persons you know or are familiar with and/or who has access to your accounts and/or access devices
- For classified goods / services, cover is limited to 30% of the cover limit
- Business related transactions
- Cyber extortion losses are limited to 10% of the cover limit
- Losses for funds transfer prior to inception date
- Funds Transfer effected by your financial institution
- All transactions with a common cause are treated as one event



WHAT IS NOT COVERED

- ✗ Fraudulent / dishonoured cheques
- ✗ Errors/omissions/ negligence
- ✗ Losses due to non-delivery of goods/services
- ✗ Dishonest, criminal, malicious, fraudulent acts by you
- ✗ Transactions deducted /reversed by your financial institution
- ✗ Cryptocurrency accounts / unregulated funds or schemes

