

Frequently Asked Questions

Allianz Online Banking Protection Insurance

Gift by SingSaver

(1) **What does the Allianz Online Banking Protection Insurance cover?**

The online banking insurance covers you for 3 months (Benefit Period). It covers incidents of Cyber Attacks, subject to exclusions. You will be reimbursed for the Financial Loss incurred by you during the Benefit Period, subject to the following limit:

- **SGD1,000 per event; or**
- **SGD2,000 per beneficiary.**

(2) **What constitutes a cyber attack?**

- Unauthorised access to or use of your credit card, debit card or bank account issued by a financial institution in Singapore via Electronic Device(s).
- Transmission or introduction of a computer virus or harmful code, including ransomware, into your Electronic Device(s).
- Alteration, corruption, damage, manipulation, misappropriation, theft, deletion or destruction of your Electronic Device(s).
- Inhibition or restriction of access targeted at or directed against your Electronic Device[®](s).

(3) **What is the definition of Electronic Device(s)?**

Any personal network connection device including, but not limited to:

- Desktop computer
- Laptop/netbook
- Smartphone
- Tablet
- Personal organiser
- Router

(4) **What is the definition of Financial Loss?**

A **monetary loss** which arises out of a Cyber Attack and directly and solely results in theft of your personal account funds (whether from credit card, debit card or bank account) from a financial institution in Singapore **without your knowledge**.

(5) **What is not covered under the online banking insurance?**

You will not be covered for any loss which is recoverable from any other source, or arising directly or indirectly from:

- Non-reporting of the incident to the police
- Failure to report to Allianz or Allianz Partners of the Cyber Attack within 24 hours of its first occurrence
- Concealment or misrepresentation of any material fact, or the provision of fraudulent information, whether before or after the loss
- Mistakes in legitimate electronic code or damage from code installed on your Electronic Device(s) during the manufacturing process, upgrade process or normal maintenance.
- Use of any non-personal credit card, debit card or bank account

- Mass Cyber Attack, which refers to a Cyber Attack caused by a mass, coordinate effort by a domestic or international actor intended to affect a large number of software or hardware users or members of a class or a group and such acts may include coordinate malware attacks to individuals or businesses which you may use for personal or professional reasons.
- A false report of a Cyber Attack
- Dissemination of username, password, access code and/or any other similar confidential information of credit card, debit card or bank account to any third party and/or disclose such username, password, access code and/or any other similar confidential information publicly
- A Cyber Attack that occurred prior to the Benefit Period

Find the full list of exclusions [here](#).

(6) What are the criteria to be eligible for the Allianz Online Banking Protection Insurance?

You must be 18 years of age or older, possess a NRIC or FIN, and an activated member account with SingSaver at the time when a claim is made.

(7) In which countries am I insured and what is the coverage?

The coverage is provided for **Cyber Attacks** that involve credit card(s), debit card(s) and/or bank account(s) held with or issued by **financial institutions in Singapore**. This insurance covers you for attacks that originate from any country.

(8) How long is the Waiting Period?

7 days from the date of registration of a new SingSaver login account, or from the date when you sign in to your existing SingSaver login account to redeem the offer, whichever is later. You will not be covered for any losses incurred during the waiting period.

(9) How do I make a claim if I'm a victim of a cyber attack?

In the event of a cyber-attack, contact the financial institution that issued your credit card, debit card or bank account immediately. You are also advised to **file a police report within 24 hours** of the incident. The financial institution will assist you to freeze the compromised account and commence the recovery of any losses.

If you are unable to recover your **Financial Losses** fully from the financial institution, you may proceed with a claim from your Allianz Online Banking Protection Insurance. Contact sgonlinebankingclaims@allianz.com to get further instructions on how to file a claim and receive a copy of the claim form.

Before you submit a claim, please check to make sure that the Cyber Attack occurred and/or commenced after the Waiting Period. Any Cyber Attack which occurs and/or commenced during the Waiting Period will not be covered.

Allianz may request the following documents from you:

- A completed claim form (you will receive this after emailing sgonlinebankingclaims@allianz.com)
- Written confirmation from your bank or financial institution that fraud has occurred
- Proof of reimbursement issued from the financial institution(s) which issued your credit card(s), debit card(s) and/or bank account if relevant
- Copy of NRIC/ Valid Pass (showing NRIC/ FIN)
- Copy of police report

(10) Where can I find my reference number?

You will be able to find your reference number in your Allianz Online Banking Protection Insurance confirmation email or within your SingSaver account dashboard, under the 'All Products' section.

(11) Can the Allianz Online Banking Protection Insurance be renewed after it expires?

No, unfortunately at this point the product is not available for purchase when your coverage expires after the 3 month Benefit Period. However, please sign up to receive SingSaver emails so we can notify you of our other exclusive offers.

(12) Do I need a policy number to make my claim?

As SingSaver is the master policy holder, you will not receive a policy number. Instead, please use the reference number in your confirmation email or within your SingSaver account dashboard.

(13) Will I still be covered if I delete my SingSaver account?

No, your coverage is only valid if you still have an active SingSaver account.

(14) I have two SingSaver accounts, can I redeem two sets of Allianz Online Banking Protection Insurance?

You will only be able to redeem one Allianz Online Banking Protection Insurance product per NRIC/FIN. If you have multiple SingSaver accounts, you will only be able to redeem the Allianz Online Banking Protection Insurance once.

(15) Who are Allianz and Allianz Partners?

Allianz Insurance Singapore Pte. Ltd (incorporated in the Republic of Singapore with limited liabilities) is a general business insurer authorised and regulated by the Monetary Authority of Singapore. Allianz Partners, a trading name of AWP Services Singapore Pte Ltd, is registered as a licensed insurance agent of Allianz in respect of this group policy. Both Allianz and Allianz Partners are part of the Allianz Group established in 1890.