

Online Banking Protection Terms and Conditions

1. What is online banking protection about?

1.1 What is online banking protection?

With the increasing importance of using all kinds of services on the Internet (particularly online transactions), you may come across a situation that your online bank account is compromised and someone you do not know makes an unauthorized transfer of money out of such account. Without much knowledge on what to do next, you may feel insecure about any online activities and even frustrated with the subsequent administrative procedures.

In view of this, MoneyHero has taken out a group policy underwritten by Allianz Global Corporate & Specialty SE (incorporated in the Federal Republic of Germany with limited liabilities) Hong Kong Branch (“Allianz”) to insure against the risk of online banking protection and to provide a range of coverage to you as specified in the Terms and Conditions of this document. To provide a smooth customer journey and an effective solution, Allianz Worldwide Partners (Hong Kong) Limited (“Allianz Partners”) is appointed by Allianz to support its claims services under the above group policy.

This group policy is entered into between Allianz and MoneyHero. MoneyHero is the only policyholder under this group policy and only they have the direct rights under such policy against Allianz. No direct rights under this group policy have been provided to you. Any claim to be settled under this group policy will be payable to you subject to strict compliance with the terms and conditions herein.

1.2 Who are Allianz and Allianz Partners?

Allianz Global Corporate & Specialty SE (incorporated in the Federal of Republic of Germany with limited liabilities) Hong Kong Branch is a general business insurer authorized and regulated by the Insurance Authority of HKSAR.

Allianz Assistance (as a trading name) is one of the four internationally renowned brands of Allianz Worldwide Partners (Hong Kong) Limited, which is a legal entity duly registered under HK laws and the local leading leader in assistance services.

Both Allianz and Allianz Partners are part of the Allianz Group established in 1890.

2. Scope of coverage

2.1 What is insured?

You, as a beneficiary, who has successfully registered as a new member at the official website of MoneyHero (located at <https://www.moneyhero.com.hk>) and selected this coverage, will be covered by way of reimbursement (as explained in 2.2) if a Cyber Attack has occurred for the purpose of obtaining goods, services and/or money.

2.2 What benefits will you be entitled to upon a Cyber Attack?

You will be reimbursed for the Financial Loss incurred by you during the Benefit Period, subject to all the requirements specified herein and up to the following limit:

- (i) HK\$5,000 per event; or
- (ii) HK\$10,000 per beneficiary.

On top of the above, you will also be entitled to the following under this coverage:

- (i) reimbursement of relevant expense/loss incurred up to the aforementioned limit;
- (ii) provision of relevant information to you on how to recover your expense/loss;
- (iii) assistance in reaching out to credit reporting agencies, banks and/or card networks (provided that Allianz / Allianz Partners will not take part in any communication/liaison directly with any credit reporting agencies, banks and/or card networks); and
- (iv) giving recommendations and advice on how to prevent future Cyber Attack.

2.3 Who is insured?

You must be 18 years of age or older, HKID cardholder, selected this coverage and possess an activated member account with MoneyHero at the time when a claim is made to receive the benefit of this coverage. The coverage is provided for you only. No other person will be covered, and the coverage cannot be transferred or assigned by you to any other person.

The credit card(s), debit card(s), and bank account(s) must be issued in your name.

2.4 In which countries are you insured?

The coverage is provided for Cyber Attack in respect of credit card(s), debit card(s) and/or bank account(s) held with/ issued by financial institutions in Hong Kong.

2.5 Other relevant terms

In the case of unintentional and/or inadvertent error or omission in your personal data, you are required to notify Allianz / Allianz Partners immediately. This coverage cannot be voluntarily

cancelled by you. This insurance coverage can be cancelled by MoneyHero if you delete your MoneyHero account.

2.6 About your right to access cover

This coverage is provided under a group policy which MoneyHero has entered into with Allianz for the period of insurance. Access to cover is provided to you if you meet the eligibility criteria specified below:

- (i) a person is a holder of Hong Kong Identity Card and is 18 years of age or older;
- (ii) such person successfully registers to be a member of MoneyHero at its official website;
- (iii) such person has selected this coverage;
- (iv) such person possesses an activated member account with MoneyHero at the time when a claim is made.

These Terms and Conditions may be amended by Allianz and/or MoneyHero, without prior notice. If the coverage is cancelled or varied by Allianz, your consent is not required. This insurance coverage can be cancelled by MoneyHero in its absolute discretion if you delete your MoneyHero account.

You are not obliged to accept any of the benefits of this coverage but if you wish to make a claim under any section, you will be bound by the terms, conditions, limitations and exclusions set out in these Terms and Conditions. Neither Allianz nor MoneyHero hold the cover(s) or the benefits provided hereunder on trust or for your benefit or on your behalf.

MoneyHero does not:

- act on behalf of Allianz or you in relation to the coverage;
- provide, and is not authorized to provide, any financial product advice, recommendations or opinions about the coverage; and
- receive any remuneration or other benefits from us. If you are seeking to access the benefit of the coverage, you should consider obtaining independent advice as to whether it is appropriate for your needs from a person who is licensed to give such advice. Nothing prevents you from entering into other arrangements regarding insurance.

3. General exclusions

What are the exclusions to be applied for this coverage?

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

- non-reporting of the Cyber Attack to the police and/or reporting of the Cyber Attack to the police with delay and/or you do not have a police reference number for such Cyber Attack.
- 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 circumstance concerning the coverage or provided fraudulent information, whether before or after the loss.
- failure to comply with your duties specified herein.
- human operating error or omission, including the choice of the program(s) used, an error in setting parameters or any inappropriate intervention by you, or a third party providing services to you.
- 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.
- power failure, surge or diminution of electronic systems.
- damage, error, omission that the credit/debit card or bank account provider which manages such card or account is liable to.
- payment or transfer of money of credit card, debit card or bank account by any person other than you.
- 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 Cyber Attack.
- Cyber Attack by you or a family member or any person acting on behalf of you or a family member, whether acting alone or in collusion with others.
- 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.
- loss arising out of any act or circumstance that could reasonably be expected to lead to a claim and which you, first discovered, or were first made aware of, prior to the Benefit Period.
- dishonest, fraudulent, criminal, malicious or intentional act, error or omission, or any intentional or knowledge violation of any applicable law by you.

- activity intended to realize a benefit or financial gain to which you are not legally entitled.
- Cyber Attack that occurs prior to the Benefit Period.
- any claim in respect of Cyber Attack first notified more than 30 days after the occurrence of the Cyber Attack.
- upon any circumstance that you are not liable for any loss, or the maximum liability is confined to certain limit, as of right against the credit / debit card or bank account provider under specific conditions as you have been notified by that provider in writing.
- loss arising out of using fraudulent website(s) and mobile application(s) whose activities are announced publicly as fraudulent by any competent authorities and/or legitimate financial institution(s).
- consequential loss of any kind including but not limited to direct and indirect consequential damage to property or financial loss.
- negligence of any kind.
- loss which occurs or commences during the Waiting Period.
- you are not a holder of Hong Kong Identity Card.
- you possess more than one subscription account at MoneyHero. For the avoidance of doubt, only one account of you is entitled to the coverage.
- loss which is entitled to be covered under any applicable laws, rules or guidelines from any competent authority, court or government.
- loss suffered from any person other than you.
- any loss, coverage or liability subject to the exclusions below:

(i) Sanction limitation and exclusion

These Terms and Conditions shall not be deemed to provide coverage and Allianz shall not be liable to pay any claim or provide any benefit hereunder to the extent that the provision of such coverage, payment of such claim or provision of such benefit would expose Allianz to any sanction, prohibition or restriction under the United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, United States of America and/or any other applicable national economic or trade sanction law or regulations.

(ii) Radioactive contamination exclusion clause

Loss or destruction of or damage to any property whatsoever or any loss or expense whatsoever resulting or arising therefrom or any consequential loss directly or indirectly caused by or contributed to or arising from:

- a) ionizing radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel;
- b) the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof;
- c) any weapon or other device employing atomic or nuclear fission and/or fusion or other like reaction or radioactive force or matter.

(iii) War and political risk exclusion clause

Notwithstanding any provision to the contrary within these Terms and Conditions or any endorsement thereto it is agreed that these Terms and Conditions exclude loss, damage, cost or expense of whatsoever nature directly or indirectly caused by, resulting from or in connection with any of the following regardless of any other cause or event contributing concurrently or in any other sequence to the loss:

War, invasion, act of foreign enemy, hostilities or warlike operations (whether war be declared or not), civil war, mutiny, civil commotion assuming the proportions of or amounting to a popular rising, military rising, insurrection, rebellion, revolution, military or usurped power, martial law or state of siege. Permanent or temporary dispossession resulting from confiscation, commandeering or requisition by any lawfully constituted authority.

These Terms and Conditions also exclude loss, damage, cost or expense of whatsoever nature directly or indirectly caused by, resulting from or in connection with any action taken in controlling, preventing, suppressing or in any way relating to the above.

If Allianz alleges that by reason of this exclusion, any loss, damage, cost or expense is not covered by these Terms and Conditions the burden of proving the contrary shall be upon you.

(iv) Electronic data exclusion clause

a) Electronic data exclusion

Notwithstanding any provision to the contrary within these Terms and Conditions or any endorsement thereto, it is understood and agreed as follows:

Allianz does not insure loss, damage, destruction, distortion, erasure, corruption or alteration of electronic data from any cause whatsoever (including but not limited to computer virus) or loss of use, reduction in functionality, cost, expense of whatsoever nature resulting therefrom, regardless of any other cause or event contributing concurrently or in any other sequence to the loss.

Electronic data means facts, concepts and information converted to a form useable for communications, interpretation or processing by electronic and electromechanical data processing or electronically controlled equipment and includes programs, software and other coded instructions for the processing and manipulation of data or the direction and manipulation of such equipment.

Computer virus means a set of corrupting, harmful or otherwise unauthorized instructions or code including a set of maliciously introduced unauthorized instructions or code,

programmatic or otherwise, that propagate themselves through a computer system or network of whatsoever nature. Computer virus includes but is not limited to "Trojan Horses", "worms" and "time or logic bombs".

4. Your obligations relating to online banking protection

4.1 Which obligations do you have to observe before the occurrence of the Cyber Attack?

(1) No dissemination of password, access codes and confidential information

You must not disseminate passwords, access codes and confidential information to any third parties (including your family members).

(2) Use of security software

Furthermore, up-to-date security and/or antivirus software must be installed on all Electronic Devices that you use for online banking. You must have activated automatic updates in the security software settings.

(3) Duty of Disclosure

It is important to observe your complete and faithful disclosure of all the facts that you know or should reasonably be expected to know which are relevant to Allianz in providing the insurance and the premium before you are covered under this group policy, failing which may result in adjustment of the payment of claims or refusal of claims.

4.2 Which obligations do you have to observe in a Cyber Attack?

(1) Reporting obligation

After you become aware of the Cyber Attack, you must:

- inform Allianz / Allianz Partners of the Cyber Attack within 24 hours of its first occurrence via email at onlinebanking_claims@allianz.com
- allow Allianz/Allianz Partners to conduct any reasonable investigations into the cause and the amount of Financial Loss and the scope of the indemnification obligation
- provide any useful information and furnish supporting evidence
- do everything in your power to prevent and minimize such loss

(2) Freezing of account and assertion of your claims

After you become aware of the Cyber Attack, you must, within 24 hours of its first occurrence, inform immediately the financial institution(s) responsible for issuing your credit card(s), debit card(s) and/or bank account(s) to freeze, deactivate and/or suspend such card(s) and/or account(s) in question without delay and, to the extent permitted by any applicable law, settle the Financial Loss with such institution(s).

(3) Confirmation from financial institution(s)

If the financial institution(s) responsible for issuing the credit card(s), debit card(s) and/or bank account(s) does not cover your Financial Loss, or does not cover it in full, or if it requests a deductible, a written confirmation issued by the financial institution(s) is required as proof.

(4) Police report / reference number

After you become aware of the Cyber Attack, you must report the case to the Hong Kong Police Force, obtaining relevant report / reference number without delay.

(5) General exclusions

It is important to observe the requirements specified in "General exclusions" to avoid any action and/or omission in those exclusions.

(6) Subrogation

You shall at the request and at the expense of Allianz do and concur in doing and permit to be done all such acts and things as may be necessary or reasonably required by Allianz for the purpose of enforcing any rights and remedies or of obtaining relief or indemnity from any other parties, to which Allianz shall be or would become entitled or subrogated upon its paying or making good any damage under this group policy, whether such acts and things shall be or become necessary or required before or after indemnification by Allianz.

We reserve the right to adjust the amount of your claim or reject the same if you do not comply with one or any of the combination of the aforementioned conditions.

For exact Terms and Conditions, please refer to the relevant policy or contact Allianz / Allianz Partners.

5. How to Claim

Allianz understands that each claim may have its particular circumstances. We will consider each individual set of circumstances on their own merits before we make a claim decision.

5.1 Contact details of Allianz for claim

- (1) Please send email to onlinebanking_claims@allianz.com to understand how to submit a claim.
- (2) Before you submit a claim, please check to make sure that the date of the Cyber Attack occurs and/or commences after the Waiting Period. Any Cyber Attack which occurs and/or commences during the Waiting Period are not covered.
- (3) When you contact us, we will let you know what information we need from you for claim and how your claim will be processed. At a minimum we will request:
 - Completed Claim Form
 - Email confirmation / reference number on the enrollment of this protection Proof of fraud (e.g. statement of your bank account)
 - Proof of reimbursement issued from the financial institution(s) which issued your credit card(s), debit card(s) and/or bank account(s)
 - Copy of HKID
 - Copy of police report
- (4) At the time you report a Cyber Attack to us or we contact you for processing a claim, we will provide some recommendation or advice on the prevention of future Cyber Attack. Even if there is no claim, you may still contact us for such recommendation or advice as a general guideline.

If at any time any claim arises hereunder and you are or would but for the existence of this group policy be entitled to indemnity under any other policy or policies, Allianz shall not be liable except in respect of any excess beyond the amount which would have been payable under such other policy or policies had this group policy not been effected.

Should there be any inconsistency or conflict between Chinese and English versions in this document, the English version shall prevail.

6. Definitions

The wordings below, when used in capital letters in this document, shall have the meanings as shown:

Benefit Period	A period of 90 / 180 / 365 days (depending on the coverage period you opt for) after the Waiting Period
Company or We or Us or Our or Allianz	Allianz Global Corporate & Specialty SE (incorporated in the Federal Republic of Germany with limited liabilities) Hong Kong Branch
Cyber Attack	<p>The following malicious or fraudulent acts:</p> <ul style="list-style-type: none"> (i) unauthorized access to or use of your credit card, debit card or bank account issued by a financial institution in Hong Kong in Electronic Device(s); (ii) transmission or introduction of a computer virus or harmful code, including ransomware, into your Electronic Device(s); (iii) alteration, corruption, damage, manipulation, misappropriation, theft, deletion or destruction of your Electronic Device; or (iv) inhibition or restriction of access targeted at or directed against your Electronic Device(s); <p>which directly and solely results in a Financial Loss</p>
Electronic Device(s)	Any personal network connected device including, but not limited to, desktop computer, laptop/netbook, smartphone, tablet, personal organizer and router
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 Hong Kong without your knowledge

MoneyHero

MoneyHero Global Limited

Waiting Period

A period of 7 days from the first date of you becoming a new member successfully registered at the official website of MoneyHero located at <https://www.moneyhero.com.hk> and selected this coverage

7. About Us

7.1 About Allianz

The above general insurance group policy is underwritten by Allianz Global Corporate & Specialty SE (incorporated in the Federal Republic of Germany with limited liabilities) Hong Kong Branch ("Allianz") which is a general insurer authorized and regulated by the Insurance Authority of the HK SAR. Allianz Partners is appointed by Allianz to handle the claims under the group policy.

7.2 About MoneyHero

MoneyHero Global Limited (registered number: 1864714) is the product owner (policy holder). MoneyHero is not the product issuer (insurer) of this policy and neither it nor any of its related corporations guarantee any of the benefits under this cover and MoneyHero does not receive any commission or remuneration in relation to these benefits. Neither MoneyHero nor any of its related corporations are authorized representatives of Allianz Global Corporate & Specialty SE Hong Kong Branch, Allianz Worldwide Partners (Hong Kong) Limited or any of their related companies.

8. Personal Information Collection Statement

Allianz may use the personal data we collect about you for the following purposes:

- processing and evaluating insurance application and any future insurance application that may make;
- administering of this group policy and providing services in relation to this group policy;
- undergoing any alternations, variations, cancellation or renewal of any insurance and related services;
- investigating, analysing, processing and paying claims made under this group policy;
- conducting identity, medical or credit checks;
- designing insurance and other financial products and/or services for customers' use;
- exercising any right under the group policy including right of subrogation, if applicable;
- invoicing and collecting premiums and outstanding amounts from you;
- reinsurance purposes;
- conducting research, surveys and analysis for the purpose of product design and/or the development and improvement of the services to you;
- conducting statistical or actuarial research, data matching and/or verification purposes;
- the operation and administration of Allianz's and MoneyHero's internal business including without limitation any corporate reorganisation;
- contacting you for any of the above purposes;
- other ancillary purposes which are directly related to the above purposes; and
- complying with any applicable laws, regulations or any industry codes, guidelines, requests from regulators, industry bodies, government agencies, law enforcement agencies and court orders.

Such personal data may be disclosed, shared, divulged, supplied or otherwise transferred, within or outside Hong Kong, to:

- Any of our related or associated companies, third party service providers, intermediaries, professional advisers and/ or vendors in relation to any of the aforesaid purposes;
- Any association, federation or similar organization of insurance companies and/or other business participants in the insurance industry that exists or is formed from time to time for the benefit and interest of the insurance industry or any members thereof or for regulating the insurance companies or other business participants or any other individual/organization/third party as we may consider necessary or desirable in our discretion;
- Any regulator or government body or authority.

If you do not agree to the provision of the personal data requested or the use of such data for the above purposes, we may not be able to process your claim.

You have the right to request access to and correction of information held by us about you. If you wish to access or correct your personal data, please contact our privacy compliance officer at Suite 304- 306, 3rd Floor, 12 Taikoo Wan Road, Taikoo Shing, Hong Kong.