

Eligibility Criteria for Complimentary Insurance Coverages:

Silkbank All-In-One (AIO) current account holders from **age 18 years to 65 years** who fulfill the monthly average balance criteria shall be eligible for complimentary insurance coverage's. Please refer to **Annexure A- Insurance Coverage's based on monthly average balance.**

a) Natural Death, Accidental Death and Permanent Disability Coverage:

Natural Death Coverage (ND):

In case the account holder dies due to any type of critical illness or medical condition, the beneficiary of the policy will get the Sum Assured as the natural death benefit.

Accidental Death Coverage (AD):

Accidental death coverage provides financial aid to the family of the life assured in case of an unforeseen demise of the life assured caused in an accident during the coverage period. In case of accident only the accidental death coverage as mentioned in **Annexure A** will be paid to the qualified customer's beneficiary.

Permanent Total Disability (PTD):

Permanent Total Disability insurance will cover the cost of living of individual who are disabled for life due to injuries sustained in an accident or debilitating illness rendering them unable to fend for themselves.

AD/ND/PTD	Monthly Average Balance (Rs.)				
	> 100K up to 250K	>250K up to 500K	>500K up to 750K	>750K up to 1MM	> 1MM
Accidental Death Coverage (Rs.)	300,000	500,000	1,000,000	3,000,000	5,000,000
Natural Death / PTD Coverage (Rs.)	150,000	250,000	500,000	1,500,000	2,500,000

- In case of Natural Death only qualified natural death coverage amount will be paid to the beneficiary.
- In case of accidental death only the coverage amount mentioned in Accidental Death will be paid.
- In case of Permanent Total Disability (PTD) only the coverage amount mentioned in Natural Death Cover/PTD will be paid.

b) Child Education Plan Coverage:

In case if accountholder dies the plan will provide an upfront payment and a fixed child School Fee continuation benefit for period of 3 years, providing financial protection & funds which can be used for the child education expense.

Child Education Plan	Monthly Average Balance (Rs.)				
	> 100K up to 250K	>250K up to 500K	>500K up to 750K	>750K up to 1MM	> 1MM
Coverage (Rs.)	500,000	1,000,000	1,000,000	1,500,000	1,500,000

- 50% of the qualified cover will be paid upfront in case of death due to accident & sickness.
- 50% of the qualified cover will be paid upfront on monthly basis in course of 36 months in context of education fees.

c) Income Continuation Coverage

In case if accountholder dies the plan will provide a fixed Income continuation amount for the period of 1 year, providing financial protection & funds which can be used for the home related expenses.

Income Continuation Plan	Monthly Average Balance (Rs.)				
	> 100K up to 250K	>250K up to 500K	>500K up to 750K	>750K up to 1MM	> 1MM
Coverage (Rs.)	120,000	120,000	300,000	300,000	600,000

- The coverage amount mentioned above as per average balance qualification criteria will be paid for a period of one year only in 12 equal instalments. **For Example:** The beneficiary of the customer qualifying for Rs. 120,000 will be get Rs. 10,000 per month for period up to 1 year only.

Terms & Conditions – Natural Death, Accidental Death and Permanent Disability Coverage

Exclusions: The benefit does not cover any loss resulting from or caused directly or indirectly, wholly or partly by:

- Suicide, attempted suicide, self-destruction or self-inflicted injury, while sane or insane, or any attempt thereat.
- Disease or bodily or mental infirmity, or medical or surgical treatment thereof, or hernia, ptomaine or bacterial infections except pyogenic infections of and through a visible wound accidentally sustained,
- If an insured person is participating directly or indirectly in any War or warlike activity or act of Terrorism is not covered. Also, the coverage is not provided where declared War or warlike situation.
- Aviation, gliding or any form of aerial flight other than as a fare paying passenger of a recognized airline or charter service.
- Being under the influence of alcohol, intoxicants or drugs other than in accordance with the directions of a registered medical practitioner.
- Involvement in any underwater activity.
- Participation in or training for any dangerous or hazardous sport or competition or riding or driving in any form of race or competition.
- Any breach of law by the Insured Person or assault provoked by him/her.
- Injury(ies) caused by nuclear fission, nuclear fusion or radioactive contamination
- While engaging in or taking part in any naval, military or air force operation.
- Pregnancy, abortion or childbirth.
- Nuclear, Chemical or Biological attack.
- Any disease or medical condition from which the Insured Person was suffering or had a past history at the commencement of the cover or his date of entry, if later.
- War, invasion, act of foreign enemies, hostilities or war like operations (whether war be declared or not), including civil war, mutiny, riot, civil commotion assuming the proportions or amounting to a popular rising, military rising, insurrection, revolution, rebellion, conspiracy, military usurped power, martial law or state of siege, or any acts of any person acting on behalf of or in connection with any organization actively directed towards the overthrow by force of any Government or to the influencing of it by terrorism or violence.
- Any deliberate (proven) self-inflicted injury, murder, assault, assassination, injury sustained through rearm injury participation in any criminal act or violation of law.
- Entering, servicing, operating, travelling in or ascending into or descending from any aircraft or aerial device except as a fare paying passenger on a licensed commercial airline flying on a regular scheduled flight.

- The influence of alcohol or drugs other than proper use of drugs prescribed by a legally qualified medical practitioner.
- The presence of the Human Immunodeficiency Virus (HIV) as revealed by the positive HIV anti-body or HIV test.
- Catastrophes such as floods, epidemics etc. resulting in 250 or more deaths.
- Service on duty with any armed or paramilitary forces.
- Hazardous sports such as motorcycling, hunting steeple chasing, mountaineering, racing of any kind, winter sports and diving.
- Atomic energy explosions of any nature whatsoever.
- Heatstroke or Sunstroke, Poison, gas or fumes.

d) ATM Cash Withdrawal / OTC Coverage

Cash withdrawal coverage is applicable for All-in-One account holders of the bank against the risk of snatching/ armed hold up/ forced deprivation of cash withdrawal from any of the 1-Link/M-net ATM of any bank or over the counter withdrawal from any branch of Silkbank Limited and in the jurisdiction of Pakistan. Maximum number of claims lodge by any one account holder for cash withdrawal should not exceed 2 claims during the year with total coverage of Rs. 50,000.

Cash withdrawal coverage shall commence from the moment an Individual account holder withdraws cash from any ATM and shall be valid up to 45 minutes or within the radius/area of 1.5 Kilometers from such withdrawal, whichever occurs first.

Cash withdrawal Coverage	Monthly Average Balance (Rs.)				
	> 100K up to 250K	>250K up to 500K	>500K up to 750K	>750K up to 1MM	> 1MM
Coverage - Any One Event	25,000	25,000	25,000	25,000	25,000
Coverage - Aggregated	50,000	50,000	50,000	50,000	50,000

Terms & Conditions – ATM Cash Withdrawal / OTC Coverage

- The risk of Riots, Strikes, Civil Commotion, Terrorism, and sabotage is specifically excluded.
- Maximum number of claims lodged by any one accountholder for cash withdrawal should not to exceed (2) claims during the year.
- TPL Insurance Limited will pay claims after due inspection and submission of required documents.
- The cash withdrawal coverage offered herein shall only be applicable if the account holder suffers loss of cash whilst personally withdrawing the amount from the any ATM or over the Silkbank Cash Counter and limited for Islamic Republic of Pakistan.
- Notice of claim of an occurrence must be given to the company within 2 working days together with claim form.
- FIR to be book immediately after cash snatched from the customer.
- Customer will provide the duly filled and signed claim Form along with necessary documents.

e) Health Insurance

In order to provide our valued customers with the best of its kind support during the times when it is most required, Silkbank offers an attractive free of cost Health Insurance Plan, that provides you financial support and assistance in case you had a medical emergency. The plan will provide following benefits free of charge to our All-in-One account holders qualifying the minimum average balance criteria of Rs. 100,000 and above.

Health Insurance	Monthly Average Balance (Rs.)				
	> 100K up to 250K	>250K up to 500K	>500K up to 750K	>750K up to 1MM	> 1MM
Annual Hospitalization Limit	50,000	100,000	200,000	300,000	500,000
Daily Room & Board Limit	1,500	3,000	6,000	9,000	15,000

In-Patient Hospitalization Expenses:

- Daily room/ward as per entitlement
- ICU/CCU Charges
- General nursing services
- Physician/Specialist/Surgeon Fee
- Operation and Anesthetist Charges
- Medicines and Laboratory tests
- Oxygen and Blood supplies
- Ventilators and allied services
- Out-patient treatment due to accidental emergency is covered within 24 hours of an accident up to sub limit mentioned in the Schedule of Benefit up to Rs. 5000 per emergency.
- The policy also pays for important and expensive specialized tests during hospitalizations, such as MR1, CT Scan, and Thallium Scan. Day Care Surgeries, Dialysis, MRI, CT-Scan, Thallium Scan, Angiography, Cataract (including IOL) & Endoscopy. Treatment for fractures & Lacerated wound, emergency dental treatment due to accidental injuries (within 48 hours for pain relief only), Emergency Road Ambulance Services
- This policy also pay emergency ambulance charges as mentioned in the Schedule of benefit from the place of accident to hospital
- Maternity is not covered under this plan.

Terms & Conditions – Health Insurance

- Coverage Age Limit is from **18 Years to 65 Year**.
- AKUH, South City, Hameed Latif and Shifa International Hospitals are **NOT COVERED** under the complimentary coverage's.
- 30 days waiting period will be applicable for Hospitalization due to natural illness/sickness the date of enrollment. No waiting period for Hospitalization and/or emergency treatment, due to accident.
- Treatment related to pre-existing conditions will be covered up to 15% of hospitalization limit applicable after 90 days from the date of enrollment.
- Pre-Existing conditions will be covered 100% after 1st Renewal on roll-over basis.
- The hospitalization and room boarding limit will be based on the last month average balance maintained in AIO account.
- . Any claim already paid during the period of last 12 month will be adjusted from the qualified amount of the next claim.

Exclusions: The benefit does not cover any loss resulting from or caused directly or indirectly, wholly or partly by:

- Abuse of Alcohol and Drugs • Congenital Birth Diseases • Elective Cosmetic Treatment • Sports Activities
- Optical and/or vision care • Self-inflicted injuries • Terrorism (Active Participation) • Vaccinations AIDS
- War (Active Participation) • Congenital Birth Diseases • Elective Cosmetic Treatment • Sports Activities
- Optical and/or vision care • Self-inflicted injuries • Terrorism (Active Participation) • Vaccinations AIDS
- War (Active Participation) • Infertility treatment • Prescribed Medical AIDS • Dental Treatment • Chronic Renal Dialysis • Pat Scan Cosmetic Treatment • Anti-Retro Viral Drugs • Dietary supplements and vitamins
- Harmon Replacement Therapy • Maternity.

f) Travel Insurance

Travel insurance provides medical and financial assistance during traveling. With this coverage, customer can get treatment for any medical emergency. In the event of hospitalization, payment will be made directly to the hospital.

g) Domestic Travel

The insurance will cover the customer during domestic trip in Pakistan against variety of risks including loss of baggage, loss of cash, illness and unforeseen accidents.

Domestic Travel Insurance	Monthly Average Balance (Rs.)				
	> 100K upto 250K	>250K upto 500K	>500K upto 750K	>750K upto 1MM	> 1MM
Accident Death & Permanent Disability	500,000	500,000	500,000	500,000	500,000
Accidental Medical Reimbursement	25,000	25,000	25,000	25,000	25,000
Emergency Medical Evacuation	15,000	15,000	15,000	15,000	15,000
Repatriation of Mortal Remain*	15,000	15,000	15,000	15,000	15,000
Loss of Baggage	3,500	3,500	3,500	3,500	3,500
Loss of CNIC	1,550	1,550	1,550	1,550	1,550

Domestic Travel Insurance
Period of Cover
1-2 days
3-5 days
Up to 7 days
8-14 days
15-21 days

Terms & Conditions – Domestic Travel Coverage

- The above mentioned benefit is only available to customers maintaining the minimum average balance of Rs. 100,000 and above. Customers are not covered for Travel Insurance by default and the qualified Customers are required to call Silkbank call center at 111-100-777 to enroll for travel coverage one day before the trip.
- Domestic Travel Cover is available up to maximum number of 21 days
- Maternity is totally excluded.

i) International Travel

The insurance will cover the customer during International Trip against the widest range of emergencies including flight delays, unexpected injuries, baggage loss, and emergency return to home, hijacking and much more.

International Travel Insurance	Monthly Average Balance (Rs.)				
	> 100K up to 250K	>250K up to 500K	>500K up to 750K	>750K up to 1MM	> 1MM
Medical Expenses (\$)	Not Applicable	Not Applicable	Not Applicable	50,000	100,000
Sub-limit (OPD) (\$)	Not Applicable	Not Applicable	Not Applicable	500	750
Emergency Dental Care (\$)	Not Applicable	Not Applicable	Not Applicable	250	500
Repatriation of Mortal Remain (\$)	Not Applicable	Not Applicable	Not Applicable	400	600
Deductible on Medical Expenses and Dental Care (EEL) (\$) *	Not Applicable	Not Applicable	Not Applicable	100	100
Emergency Evacuation (\$)	Not Applicable	Not Applicable	Not Applicable	2,000	4,000
Covid Emergency Medical Expense (\$)***	Not Applicable	Not Applicable	Not Applicable	2,500	5,000
Quarantine Accommodation (\$)****	Not Applicable	Not Applicable	Not Applicable	2,000	3,000
Covid Test (\$)	Not Applicable	Not Applicable	Not Applicable	150	250
Trip Interruption (\$)	Not Applicable	Not Applicable	Not Applicable	1,500	2,500
Emergency Return Home of Insured (\$)	Not Applicable	Not Applicable	Not Applicable	300	1,000
Return of Dependent Children (\$)	Not Applicable	Not Applicable	Not Applicable	200	1,000
Accidental Death & Permanent Total Disability (\$)	Not Applicable	Not Applicable	Not Applicable	15,000	20,000
Delivery of Medicines (\$)	Not Applicable	Not Applicable	Not Applicable	100	100
Loss of Passport (\$)	Not Applicable	Not Applicable	Not Applicable	200	200
Loss of Checked Inn Baggage (\$)	Not Applicable	Not Applicable	Not Applicable	500	1,000
Baggage Delay (Excess 8 Hours) (\$)	Not Applicable	Not Applicable	Not Applicable	50	100
Flight Delay (Excess 8 Hours) (\$)	Not Applicable	Not Applicable	Not Applicable	200	300
Trip Cancellation (\$)	Not Applicable	Not Applicable	Not Applicable	75	200
Travel of one immediate Family member (Maximum 10 Days) (\$)	Not Applicable	Not Applicable	Not Applicable	100 Per Day	100 Per Day
Hijacking (Maximum 7 Days) (\$)	Not Applicable	Not Applicable	Not Applicable	60 Per Day	100 Per Day
Kidnapping & Ransom Consultant (\$)	Not Applicable	Not Applicable	Not Applicable	1,000	1,000
Assistance Services (\$)	Not Applicable	Not Applicable	Not Applicable	Included	Included
Personal Liabilities (\$)	Not Applicable	Not Applicable	Not Applicable	25,000	100,000

- 50% of accidental death and permanent total disability limit for the spouse and 25% of the same for children (**)EEL - Each and every loss
- Covid cover will not be applicable on family policy.

Terms & Conditions – International Travel Coverage

- International Travel Coverage is only available for customers maintaining monthly average balance of Rs. 750,000 and above.
- The coverage's mentioned above are in USD
- International Travel Coverage is available up to maximum of two weeks.
- Customers are not covered for International Travel Coverage by default and the qualified Customers are required to call at Silkbank call center at 111-100-777 to enroll for travel coverage before the trip
- International Travel Coverage is also available for family up to maximum of 5 member
- **Excluded Countries:** Andorra, Argentina, Aruba, Bahrain, Brazil, Costa Rica, Czech, France, French Polynesia, Guam, Israel, Kuwait, Maldives, Montenegro, Occupied Palestine
- Quarantine Expenses would be only covered for non-mandatory quarantine. I.e. compulsory quarantine upon arrival is NOT covered. Furthermore, the non-mandatory quarantine would be covered subject to a confirmed Covid-19 infection.
- Covid test Expenses would be only covered for non-mandatory tests. I.e. compulsory tests upon arrival is NOT covered. Furthermore, the non-mandatory tests would be covered subject to a confirmed Covid-19 infection.
- Trip Interruption/Cancellation covered during the trip only.
- Pregnancy is totally excluded.

Terms & Conditions:

- All the complimentary insurance coverage's offered in All-in One Account are underwritten by TPL Life Insurance Limited and TPL Insurance Limited. It is not guaranteed or insured by Silkbank Limited or its affiliates and is not a Silkbank's product. Silkbank is acting as a distributor of the product on behalf of TPL Life Insurance Limited and TPL Insurance Limited and is not and shall not be held responsible in any manner whatsoever to any person, including but not limited to the insured customer(s), beneficiary (ies) or any third party.
- In case of joint account holder only primary account holder (First Applicant) will be covered as per stipulated terms and conditions and qualification criteria mentioned by Silkbank Limited. Secondary applicant or the authorized signatories of the account are not covered under this scheme.
- Insurance coverage's will be provided to customer free of charge provided the customer maintains the minimum monthly average balance requirement of Rs. 100,000; or as specified in Annexure A.
- If an account does not maintain the monthly average balance qualification criteria than the customer will not be entitled to insurance coverage's.
- The insurance coverage's may increase, decrease based on the monthly average balance maintained in the account. If the account does not maintained the minimum average balance requirement than the customer will not be entitled for insurance coverage's.
- Customer are not entitled to multiple claims on the basis of multiple All-In-One accounts for a same incident.
- All insurance coverage's are provided by TPL Life Insurance Limited and TPL Insurance Limited for which premium are paid by Silkbank. Silkbank reserve the rights to terminate the insurance coverage on a written notice of 30 days to the customer(s).
- The bank may substitute benefits at any time in its sole discretion within reasonable prior notice.

- In case of any dispute arising from or in the connection with any product or services offered under AIO product proposition, Bank's decision shall be final and conclusive.
- Products and services offered shall be governed and subject to the specific terms and conditions of the different product(s) to be availed by the customer, including the general account opening terms and conditions, which shall form part and parcel of these Terms and Conditions.
- The Bank may vary, modify, delete or add to these Terms and Conditions in accordance with its usual practice and in accordance with any applicable law / regulatory requirements in its sole discretion with reasonable notice.
- The Bank is expressly authorized/given consent by the customer to verify/share/exchange/disclose any information/documents related to the customer, his account(s) etc. with the insurance company for enrolment of insurance coverage's as and when required or the Bank may deem appropriate in its sole discretion.

Claim Process: To file a claim contact your nearest Silkbank branch or visit our website www.silkbank.com.pk for more information. You may be required to provide additional documents deemed necessary.

ANNEXURE A- INSURANCE COVERAGES BASED ON MONTHLY AVERAGE BALANCE

Insurance Coverage's		Monthly Average Balance				
		> 100K up to 250K	>250K up to 500K	>500K up to 750K	>750K up to 1MM	> 1MM
Accidental / Natural Death Coverage	Accidental Death Coverage	300K	500K	1 MM	2.5 MM	5 MM
	Natural Death Coverage/PTD	150K	250K	500K	1.5 MM	2.5 MM
Child Education Plan	Death Due to Accident or Sickness-50% Paid Upfront and 50% in 3 Years	500K	1 MM	1 MM	1.5 MM	1.5 MM
Income Continuation Plan	Death Due to Accident or Sickness- Paid for 12 Months	120K	120K	300K	300K	600K
Cash withdrawal Coverage	Cash withdrawal coverage on ATM and OTC Transaction	50K	50K	50K	50K	50K
Health Insurance	Hospitalization - In Patient Benefit	50K	100K	200K	300K	500K
	Room Limit	1.5K	3K	6K	9K	15K
Travel Insurance (Domestic)	Accident Death & Permanent Disability	500K	500K	500K	500K	500K
	Accidental Medical Reimbursement	25K	25K	25K	25K	25K
	Emergency Medical Evacuation	15K	15K	15K	15K	15K
	Repatriation of Mortal Remain*	15K	15K	15K	15K	15K

	Loss of Baggage	3.5K	3.5K	3.5K	3.5K	3.5K
	Loss of CNIC	1.55K	1.55K	1.55K	1.55K	1.55K

Travel Insurance International (USD)	Medical Expenses (\$)	N/A	N/A	N/A	50K	100K
	Emergency Dental Care (\$)	N/A	N/A	N/A	250	500
	Repatriation of Mortal Remain (\$)	N/A	N/A	N/A	400	600
	Deductible on Medical Expenses and Dental Care (EEL) (\$)	N/A	N/A	N/A	100	100
	Emergency Evacuation (\$)	N/A	N/A	N/A	2K	4K
	Covid Emergency Medical Expense (\$)	N/A	N/A	N/A	2.5K	5K
	Quarantine Accommodation (\$)	N/A	N/A	N/A	2K	3K
	Covid Test (\$)	N/A	N/A	N/A	150	250