

Emirates Islamic Credit Shield Plus Frequently Asked Questions

1. What is Credit Shield Plus?

Credit Shield Plus is a comprehensive Card Takaful cover designed to cover your card outstanding balance as defined in product Terms & Conditions in case of an unforeseen event.

2. What eventualities does Credit Shield Plus covers?

Credit Shield Plus offers complete peace of mind to cardholder by covering the following eventualities:

- Job Loss Cover (Involuntary Loss of Employment)
- Accidental Death Benefit
- Permanent Total Disability by Accident
- Critical Illness
- Hospital Cash Benefit

3. What payment benefits are covered under Credit Shield Plus Takaful?

Payment benefits against each coverage are as follows:

Credit Shield Plus Card Takaful Cover Benefits	Max Covered Outstanding Amount
Involuntary Loss of Employment (ILOE)	<p>Total Coverage value shall not exceed AED 60,000 payable over a period of 12 months or until re-employment paid to Bank and Customer as below.</p> <p>Pay-out of 10 % of Credit Card Outstanding Balances for up to 12 months or until re-employment up to maximum of AED 4,000 per month towards repayment of your credit card outstanding.</p> <p>In addition, you will also receive a cash pay-out of 10% of your credit card outstanding balances for up to 12 months or until re-employment. This is up to a maximum of AED 1,000 per month towards supporting your personal expenses.</p> <p>These pay outs will be made upfront for a minimum period of 6 months and then followed by two quarterly pay-outs if you continue to be unemployed and as per the terms and conditions.</p>
Accidental Death	Will pay out your Credit Card Outstanding balance max up to AED 200,000
Permanent Total Disability by Accident	Will pay out your Credit Card Outstanding balance max up to AED 100,000
Critical Illness	Will pay out your Credit Card Outstanding balance max up to AED 100,000
Hospital Cash Benefit	AED 100 per day for 30 days per year in case of hospitalization due to an accident and hospitalization for period exceeding 48 hours (Two days).

Natural Death	Additionally, receive a complementary natural death cover subject to maximum Credit Card Outstanding balance up to AED 100,000
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ILOE payout structure be in three tranches:

Claim Payout	Description
First Payout / tranche	Lower of 10 % Credit Card Outstanding Balance at event date, Max AED 4,000 per month for Bank & Max AED 1,000 per month for Customer for 6 months. Upfront payment of 6 months will be made once claim is approved.
Second Payout / tranche	Lower of 10 % of Remaining Credit Card Outstanding Balance at the end of 6 th month from claim event date Max AED 4,000 per month for Bank & Max AED 1,000 per month for Customer for 3 months. Upfront payment of 3 months will be made on beginning of 7 th month.
Third Payout / tranche	Lower of 10 % of Remaining Credit Card Outstanding Balance at the end of 9 th month from claim even date Max AED 4,000 per month for Bank & Max AED 1,000 per month for Customer for 3 months. Upfront payment of remaining 3 months will be made on beginning of 10 th month.

4. What are the charges applicable to avail of Credit Shield Plus?

Credit Shield Plus will be charged at nominal rate of 0.99% (plus 5% VAT) monthly based on the outstanding balance on your card.

5. What is the age limit of Each Benefit?

Age criteria at entry	Minimum age	Maximum Age
Accidental Death	18 years	69 years
Permanent Total Disability (PTD) Accident	18 years	69 years
Critical Illness	18 years	64 years
Hospital Cash benefit	18 years	69 years
Involuntary Loss of Employment	18 years	59 years
Complimentary Natural Death Cover	18 years	69 years

The maximum coverage age is 70 years for Death due to accident, Permanent Total Disability due to accident, Hospital Cash Benefit and complimentary Natural death cover, 60 years for Involuntary Loss of Employment and 65 years for Critical Illness.

6. Is the cover Applicable for both Primary and Supplementary cardholders?

Cover is applicable only on Primary card holders. Supplementary cardholders are not covered.

7. What are the ailments covered under Critical Illness (CI)?

The following ailments are covered under critical illness:

- 1) Major Cancers
- 2) First Heart Attack
- 3) Stroke
- 4) Coronary Artery By-pass
- 5) Kidney Failure
- 6) Major Organ Transplant
- 7) Multiple Sclerosis

8. Can I immediately avail benefits under job loss cover (ILOE)?

There is 180 days waiting period from the date of entering into the scheme. If ILOE happens after the waiting period, benefits will be paid immediately upon submission of required documents.

9. Is the Credit Shield Plus cover on my credit card valid worldwide?

Yes, the coverage is valid worldwide except in respect of Involuntary Loss of employment (ILOE) and Hospital Cash Benefit which are limited to the UAE.

10. What should I do if I want to enroll into Credit Shield Plus Takaful with my credit card?

You can enroll into Credit Shield Plus by clicking on the enroll button on the email communication you would have received or call us @ 600 599995.

11. What are the major exclusions under ILOE cover?

Involuntary loss of employment does not cover involuntary loss of employment directly or indirectly resulting from or consequent upon:

1. Involuntary loss of employment which starts within 180 days of the cover commencement date.
2. Employees of firms not approved by the policyholder for issuance a Personal Finance.

3. Insured persons who have not been continuously employed with the same employer for minimum 6 months.
4. Insured persons who are on probation.
5. Employment on a fixed term contract (less than 2 years), part time or temporary Contract, casual or contingent employment or self-employment.
6. Resignation or leaving by mutual agreement or voluntary unemployment or redundancy after voluntary breaks from the job.
7. Disability, sickness or accident or any other medical reasons (mental and/or physical).
8. Where the insured person was aware of pending unemployment on or before the commencement date.
9. Where the unemployment is a normal seasonal part of the employment or due to non-renewal of employment contract.
10. Where the insured person has neither been terminated nor become redundant, but his/her salary or allowances are being withheld in part or in full for any reason of the employment contract.
11. Unemployment due to any of the following
 - A. Misconduct
 - B. Refusal to accept orders from superiors
 - C. Criminal conviction or
 - D. Dishonesty or fraudulent act
 - E. Non-performance or Under-performance
 - F. The employer's rights to do so under Article 120 of the UAE Labor Law.
12. Payment after the insured person reaches the maximum coverage age specified in the terms and conditions of this certificate.
13. Retirement including voluntary, early, temporary, or permanent retirement.
14. Employees of Emirates Islamic Bank and Emiratization.
15. The period for which payment from the employer is received instead of working notice.
16. Company failure where a contributing cause was a natural catastrophic peril, war or warlike event, nuclear radiation
17. The natural expiry of fixed term contract of employment or of an interim contract.
18. Non-renewal of employment contract due to cessation or expiry of visa.
19. Involuntary loss of employment due to breach of employment contract or terms.
20. If the involuntary loss of employment is in any way voluntary or results directly or indirectly from the insured's own actions.

21. Any involuntary loss of employment where the insured person cannot prove it was involuntary and that none of the exclusions in this section apply.
22. If the insured person is not able to claim under the TANMIA unemployment benefit (for UAE Nationals only)
23. Dismissal or redundancy when employer is a family member or scheme member is a shareholder of the same organization.
24. If any misrepresentation or concealment is made by or on behalf of the individual covered to obtain cover in support of any claim hereunder.

12. Would I be eligible for other benefits as soon as I enroll into the plan?

There shall be a waiting period for different covers attached to this scheme as below:

Cover	Waiting period
Involuntary Loss of Employment	6 months from enrollment date
Critical Illness	90 days from the effective date
Permanent Total Disability (PTD) Accident	6 months
Hospital Cash benefit	48 Hours

13. What are the major exclusions under Death, Disability and Critical Illness? Please refer Terms and conditions link as well.

No benefit will be payable if death, disability, Critical Illness results directly or indirectly from:

- 1) War, invasion, act of foreign enemies, hostilities, or warlike operation, (whether war be declared or not), civil war, mutiny, civil commotions, assuming the proportions of or amounting to a popular rising, military rising, insurrection, rebellion, military or usurped power or any act of any person acting on behalf of or in connection with any organization actively directed towards the overthrow of or the influencing of any government or ruling body by force, terrorism or violence.
- 2) Misuse of drugs or alcohol other than the proper use of drugs prescribed by a legally qualified medical practitioner
- 3) For Aviation industry (including helicopters or chartered flight) employees; no benefits will be paid under the Policy if the Insured's Death/ Disability/Injury occurs as a result of aviation related accidents while on duty.

- 4) Death or disability directly or indirectly occasioned through any unlawful or criminal act of the Participant / Customer.
- 5) Suicide while sane or insane, within 1 (one) year from the Participant / Customer's entry into the Policy and within 1 (one) year from the date of any increase in the Sum Assured.
- 6) Disappearance, if the Participant / Customer is not traceable or absconding from the UAE - Disappearance clause will apply
- 7) Critical illness due to any pre-existing condition and COVID 19.
- 8) Pre-Existing Conditions for Disability benefits are excluded for a period of one year from the date of entry to the scheme by Individual Member.
- 9) Congenital or hereditary conditions for critical illness
- 10) For critical illness, epidemics, defined as the widespread occurrence of an infectious disease in a community or region which is in excess of the number of instances normally expected in that community or region and classified as an epidemic by the World Health Organization.

14. What are the major exclusions under the complimentary Natural death cover?

The Natural Death Takaful certificate benefit will not be payable as consequences of:

- 1) War, invasion, act of foreign enemies, hostilities, or warlike operation, (whether war be declared or not), civil war, mutiny, civil commotions, assuming the proportions of or amounting to a popular rising, military rising, insurrection, rebellion, military or usurped power or any act of any person acting on behalf of or in connection with any organization actively directed towards the overthrow of or the influencing of any government or ruling body by force, terrorism or violence.
- 2) Misuse of drugs or alcohol other than the proper use of drugs prescribed by a legally qualified medical practitioner
- 3) HIV / AIDS (acquired immunodeficiency syndrome)
- 4) For Aviation industry (including helicopters or chartered flight) employees; no benefits will be paid under the Policy if the Insured's Death/ Disability/Injury occurs as a result of aviation related accidents while on duty.
- 5) Death directly or indirectly occasioned through any unlawful or criminal act of the Participant / Customer.
- 6) Suicide while sane or insane, within 1 (one) year from the Participant / Customer's entry into the Policy and within 1 (one) year from the date of any increase in the Sum Assured.
- 7) Disappearance, if the Participant / Customer is not traceable or absconding from the UAE - Disappearance clause will apply.
- 8) Self-inflicted bodily injury regardless of its date and of its cause, or
- 9) Insured cardholder engaging or taking part in any hazardous sports or activities involving a motor engine (including rallies), boxing, scuba / sky diving, parachuting, or hang-gliding
- 10) Pre-existing conditions for a period of one year from the date of entry into the scheme by individual member.

Exclusions for Passive War Risk: Passive War cover is excluded if:

- Participant / Customer is travelling to a country after war has been declared in that country or after it has been recognized as a war zone by the United Nations or where there is war like operations, as described below:
- “Warlike operations” means hostilities, mutiny, riot, civil commotion, civil war, rebellion, revolution, insurrection, conspiracy, military or usurped power and martial law or state of siege.
- The Participant / Customer was an “Active Participant”
- An Active Participant” shall mean a perpetrator of any of the events defined above as “Warlike operations” or a combatant in war.
- Any “Act of Nuclear, Biological and Chemical (NBC) Terrorism”
- Active War and NBC not covered

15. I already have medical cover, how will Hospital Cash benefit then be useful to me under the Credit Shield Plus Takaful cover through my credit card?

The benefits under Hospital Cash are payable to you over and above that you could claim using medical Cover.

16. How should I submit a claim to avail the Takaful Benefits?

Upon occurrence of an event giving rise to a claim under Credit Shield Plus, the covered Cardholder's legal representative(s) and/or the certificate holder shall submit an immediate written notice to Emirates Islamic but not later than 365 days from the date of event for Natural Death / Accidental Death/Disability Claims. The **claim notification period shall be 30 days from the date of event for ILOE, Critical Illness and Hospital Cash Benefit.**

For assistance in submitting a claim under this policy, please contact Emirates Islamic Recovery Team

- o Email: AbdulnadirS@emiratesislamic.ae and ElhamN@emiratesislamic.ae

Upon receipt of claim notification, Watania Takaful would register the claim & Emirates Islamic team will follow you for required documents.

For Detailed Claims Procedure please refer to Terms and Conditions document.

17. How can I continue claim ILOE benefit from outside the UAE, if I have to leave the country immediately after my job loss?

If you are not residing any more in the UAE and continue to remain unemployed after initial payout of 6 months, an additional lump sum benefit of remaining 10% of outstanding balance after 1st payout will be made to you on quarterly basis during 7th and 10th month for the remaining period.

Please write to Emirates Islamic before leaving the UAE to take the Claim forward accordingly.

18. What is the Claim Procedure for submitting a claim from outside the UAE?

You will be required to submit an evidence of continued unemployment including but not limited to Income Tax report or Social Security register report from your country of residence (attested and authenticated at the UAE consulate in that country) along with all other claims documents as mentioned in the Terms and Conditions document.

Once your claim is approved for the settlement outside UAE, you are required to submit the bank details form. The respective bank transfer charges will be borne by you.