

ALLIANZ ASSISTANCE EASY HOME SERVICE AGREEMENT

By subscribing to Easy Home offered by Allianz Assistance, Customer accepts all the terms and conditions, limitations and exclusions stipulated hereunder:

1. Definitions

- (a) "Accidental Damage" means damage caused by an unexpected and non-deliberate event occurring at a definable time and place and impairing the functionality or safe use of the covered good.
- (b) "Allianz Assistance", "Us" or "We" means AWP Services Singapore Pte Ltd.
- (c) "Appliance" means white or brown goods which including but not limited to televisions, refrigerators, chillers, freezers, washers, dryers, built-in ovens, hoods and hobs, sound systems, ceiling fans, air-conditioners valued between SGD500 to SGD2,000 (as indicated on the original proof of purchase (Purchase Price)). The Appliance must be out of the original manufacturer's warranty and not more than 5 years old from the date of purchase or delivery date (whichever is the later as indicated on the original proof of purchase and/or on the shipping documentation).
- (d) "Assistance Service" means reasonable efforts made by the Service Provider(s) to complete a temporary repair to limit or prevent further damage or a permanent repair at the similar cost or expenses of completing a temporary repair during an Emergency.
- (e) "Call Out" means the provision of one (1) time of Assistance Service to Customer whom subscribes to Easy Home by Service Provider engaged or appointed by Allianz Assistance.
- (f) "Current Market Value" means the amount to pay to replace an Appliance at the present time, according to its current worth.
- (g) "Customer", "You" or "Your" means an eligible subscriber who subscribes to Easy Home Assistance Service offered by Allianz Assistance.
- (h) "Customer Personal Data" means Personal Data which a Customer or prospective customer discloses to Allianz Assistance, or which Allianz Assistance processes on behalf of a Customer or prospective customer, pursuant to the offering of Easy Home Assistance Service.
- (i) Date of Subscription means the inception date as specified in the receipt attached herewith
- (j) Date of Expiry means the expiry date as specified in the receipt attached herewith
- (k) "Easy Home" means each subscription plan (as more fully described in the Subscription Plan Table under page 9 of this Service Agreement) offered by Allianz Assistance, in arranging and managing Assistance Services to be provided to the Customer of Allianz Assistance together with the respective appointed Service Provider(s) whom have been engaged or appointed by Allianz Assistance to provide the relevant Assistance Services (as more fully described under Section 3 – Assistance Service Information of page 2 of this Service Agreement or in the Subscription Plan Table under page 9 of this Service Agreement) in the event of an Emergency in accordance to the terms and conditions of each subscription Plan contained within this Service Agreement.
- (l) "Emergency" means a state, especially of need for or call for any of the Assistance Service described herein to be rendered, created by a sudden, unforeseen and expected event.
- (m) "Operating Errors" means self-inflicted technical errors generated by the operating system without human intervention.
- (n) "Personal Data" means data, whether true or not, about an individual who can be identified
 - I. from that data alone, or
 - II. from that data and other information which Allianz Assistance has or is likely to have.
- (o) "Premises" means Singapore domiciled residential property of a Customer of which the full address is filed with Allianz Assistance as the result of subscribing to Easy Home Assistance Service.
- (p) "Service Provider" means third party contractor(s) appointed or engaged by Allianz Assistance to perform Easy Home Assistance Service.
- (q) "Service Agreement" means this agreement (including all the figures, tables, terms, conditions limitations and exclusions as well as the annexes attached to this agreement, if any) as may be modified, amended, supplemented, revised or replaced from time to time via written addendum(s).
- (r) "Subscription Plan" means the individual subscription plan offered by Allianz Assistance to the Customer with terms and conditions as set out in Subscription Plan Table under page 9 of this Service Agreement.
- (s) "Terrorism" means the use, or threatened use, of biological, chemical and/or nuclear force by any person or group of people whether acting alone or on behalf of or in connection with any organization(s) or government(s) committed for political, religious, ideological or similar purposes including the intention to influence any government and/or to put the public or any section of the public in fear and/or any act deemed by the government of the Country of Residence to be an act of terrorism.

2. Eligibility

- (a) Only Customers with Premises subscribed to Easy Home are eligible for the Assistance Service offered herein.
- (b) Allianz Assistance Easy Home Subscription Plan cannot be offered to the following:-
 - Any property which is domiciled outside of Singapore;
 - Any non-residential property;

- Any property used for business or commercial purposes and professional equipment;
 - Any non-inhabited property;
 - Any property for which the habitation certificate has not been issued or has been withdrawn by the local authorities;
 - Any property under construction or renovation; and/or
 - Any Premises that has been continuously left unoccupied for ninety (90) days or more.
- (c) The Service is valid for one (1) calendar year from the Date of Subscription and it shall expire at the Date of Expiry. Each Subscription Plan is associated with a maximum number of Call Out(s), depending on the plan subscribed (Please refer to Subscription Plan Table under page 9 of this Service Agreement for more details). Any unutilised Call Out during the calendar year will be deemed to be invalidated.
- (d) Each Call Out is limited to one (1) type of covered Assistance Service. Every single Assistance Service rendered will be deemed as one (1) Call Out. Prior consent or confirmation of eligibility by Allianz Assistance is required before an Assistance Service is rendered by the appointed Service Provider of Allianz Assistance to the Customer.
- (e) Each subscription is only valid for one (1) registered Premise and the subscription cannot be changed, transferred, or modified during the duration of the subscription.
- (f) The Assistance Service is not redeemable for cash or exchangeable for any other products and/or services unless otherwise agreed by Allianz Assistance in writing. Allianz Assistance reserves the rights to amend the terms & conditions of the Assistance Service offered herein, or suspend, or terminate it at any time without any prior notice.
- (g) Allianz Assistance shall not provide Assistance Service in the event the original proof of purchase, such as sales receipt, invoices, shipping documentation and original manufacturer's warranty registration certificate is/are not able to be produced by the Customer.
- (h) Allianz Assistance reserves the rights to refuse the render of Assistance Service to any Customer by virtue of the terms, conditions, limitations and exclusions stipulated in this Service Agreement.
- (i) This Service Agreement is a service contract. It is not a contract of insurance, policy, guarantee nor a warranty of any kind.
- (j) Allianz Assistance shall not be liable in any way to any person for any loss or damage suffered directly or indirectly as the result of an Assistance Services rendered, including but not limited any delay in the provision of Assistance Service.

3. Assistance Service Information

(a) 24/7 Emergency Home Assistance Service

In the event of an Emergency, Customer whom subscribes to Easy Home may reach out to Allianz Assistance via the respective hotlines provided herein by following the step-by-step procedure described herein for an Assistance Service to be secured.

For general enquiries or specific information on signing up Easy Home,

Step 1: Please contact Allianz Assistance at **6280-0349** during office hours

(Mondays to Fridays, 9am - 6pm excluding public holidays)

Step 2: Please select Option 2 for signing up or general enquiries

Please note that Customer Personal Data will be disclosed to the appointed Service Provider solely for the purposes of making the necessary arrangement for an Assistance Services to be rendered.

(b) Emergency Home Assistance Service

The Emergency Home Assistance Service offered by Us is limited to the a maximum number of Call Out in totality (as more fully described in each plan in Subscription Plan Table) which is valid for one (1) calendar year which can be used for either one for the following Assistance Services or a mixed of them as long as it is not exceeding the maximum no of Call Out during the calendar year.

- **Locksmith Assistance Service**
- **Plumbing Dysfunction Assistance Service**
- **Electrical Dysfunction Assistance Service**
- **Pest Infection Assistance Service**

Locksmith Assistance Service

In the event that You are unable to access the Premises due to:

- (a) You are locked out of Your Premises due to faulty lockset (including the lockset in Your bedroom); or
- (b) You experience a situation where broken key is stuck in the lock (including the lock in Your bedroom),

You may contact Us to arrange for a Service Provider for Locksmith Assistance Services to be rendered.

Exclusions:

Allianz Assistance shall not provide Assistance Service or liable for

- (a) Broken lock or lockset due to force entry, actual or attempted theft.
- (b) Any digital locks.
- (c) The cost of replacing a lock, lockset, door, spare part, repair part or replacement part and the like, regardless of whether it is repairable or unrepairable. The cost incur shall be borne by the Customer.
- (d) Lost, misplaced or broken keys due to negligence of a Customer, his or her family members, relative, friends or an outsider.
- (e) Any other door which including but not limited to the door of a bathroom, safety box, storeroom, study room, gate, car, motorcycle, bicycle, toys and the like.
- (f) Any Assistance Service request made by a Customer within the first the 30 days upon the commencement of each Subscription Plan.

Plumbing Dysfunction Assistance Service

In the event Your Premises experiences:

- (a) Broken or leaking water pipes that are visible and situated at a location which can be easily accessed by a Service Provider appointed by Allianz Assistance;
- (b) Choked sink, water pipe or toilet bowl;
- (c) Broken or leaking cistern; or
- (d) Broken or leaking water tap/faucet,

You may contact Us to arrange for a Service Provider for the necessary plumbing Assistance Service to be rendered.

Exclusions:

Allianz Assistance shall not provide Assistance Service nor liable for

- (a) Any leaking water tap which requires rewashing or refurbishing.
- (b) Any leaking water heater / shower head(s), gas stove or air-con pipes.
- (c) Any leaking water pipe that is not easily accessible by the Service Provider appointed by Allianz Assistance e.g. water pipes concealed behind a wall (including tiled / false wall), ceiling (including false ceiling) or blocked by unmovable fixtures.
- (d) Leaks on any household appliance, sink, shower or bath (whether leakage occurs when the appliance is in use or due to a cracked or broken unit).
- (e) The cost of replacing a water tap, pipe, toilet bowl, cistern, faucet, spare part, repair part or replacement part and the like, regardless of whether it is repairable or unrepairable. The cost incur shall be borne by the Customer.
- (f) Any Assistance Service request made by a Customer within the first the 30 days upon the commencement of each Subscription Plan.

Electrical Dysfunction Assistance Service

In the event Your Premises experiences:

- (a) Power blackouts as the result of lightning or due to an overloaded circuit;
- (b) Malfunction power supply circuit; or
- (c) Burnt fuse within the Main Electrical Circuit Board (ELCB) as a result of circuit overload,

You may contact Us to arrange for a Service Provider for the necessary electrical Assistance Service to be rendered.

Exclusions:

Allianz Assistance shall not provide Assistance Service nor liable for

- (a) Failure or malfunction of any electrical appliances or lightings of any kind.
- (b) Food spoilage of any kind.
- (c) Wirings and/or circuitry that is not easily accessible by a Service Provider appointed by Allianz Assistance e.g. wiring or circuitry concealed behind a wall (including tiled / false wall), ceiling (including false ceiling) or blocked by unmovable fixtures.
- (d) The cost of replacing a socket, cable, wiring, electrical appliance, lightings, circuitry, spare part, repair part or replacement part and the like, regardless of whether it is repairable or unrepairable. The cost incur shall be borne by the Customer.
- (e) Any Assistance Service request made by a Customer within the first the 30 days upon the commencement of each subscription plan.

Pest Infection Control Assistance Service

In the event Your Premises is infested with pests (bees, wasps, hornets or rodents), You may contact Us to arrange for a Service Provider for the necessary pest control Assistance Service to be rendered. Please note that due to safety and technical reasons, bees, wasps and hornets Assistance Service can only be conducted on a specific pre-arranged date between 5pm to 7pm. Hence, scheduling an appointment is required.

Exclusions:

Allianz Assistance shall not provide Assistance Service nor be liable for

- (a) Infestation caused by any other insects or animals which including but not limited to ants, cockroaches, lizards, termites and the like.
- (b) Infestation outside the Premises of a Customer.
- (c) Any Assistance Service request made by a Customer within the first sixty (60) days upon the commencement of each Subscription Plan.

General Exclusions Applicable to Emergency Home Assistance

Allianz Assistance shall not provide Assistance Service nor be liable for

- (a) Any loss or damage due to construction error;
- (b) The cost of any consumables used for repairing;
- (c) Any loss or damage to the buildings;
- (d) Any Premises made of wood or Premises without permanent habitation certificate;
- (e) Garage not accessible by an internal door or separated from Premises is not covered;
- (f) Garden shed not connected to the Premises is not covered;

How can a Customer secure Emergency Home Assistance Service?

Step 1: Please contact Allianz Assistance at **6280-0349**

(Allianz Assistance hotline is available 24 hours, 7 days a week, including weekends and Public Holidays)

Step 2: Please select Option 1 to speak to an officer of Allianz Assistance for an Emergency Home Assistance Service required by You.

Step 3: You are required to provide Personal Data and Subscription Plan number for verification purposes in order for the eligibility of an Assistance Services to be determined.

(c) Multi-Home Appliance Assistance Service

In the event that the Appliance within Your Premises requires an Assistance Service due to a mechanical and/or electrical failure and/or breakdown which results in the sudden stoppage of the normal function of the Appliance which necessitates a repair to restore the functionality of the relevant Appliance, You may contact Us to arrange for a Service Provider for the necessary repair Assistance Service to be rendered.

The Multi-Home Appliance Assistance Service offered by Us is limited to a maximum number of Call Out (as more fully described in the Subscription Plan Table) which is valid for one (1) calendar year.

Please note that Customer is required to provide proof of purchase to Allianz Assistance for verification purposes before a Multi-Home Appliance Assistance Service is rendered. Hence, in order to expedite coverage validation process and service delivery, please make sure You retain the original proof of purchase such as receipts, invoices, shipping documentation and original manufacturer's warranty registration certificate and Allianz Assistance Easy Home Subscription Plan registration certificate.

We will cover You for costs (inclusive of all labour charges and transportation expenses) up to the Current Market Value or the Purchase Price of the Appliance, whichever is lower.

Exclusions:

Allianz Assistance shall not provide Assistance Service nor be liable for

- (a) Any Appliance not defined in this Service Agreement.
- (b) Any Appliance which falls within the original manufacturer's warranty period or more than 5 years old from the date of purchase or delivery date (whichever is the later as indicated on the original proof of purchase and/or on the shipping documentation).
- (c) Any Accidental Damage.
- (d) Any loaned Appliance.
- (e) Any breakdown of the device if the type of fault would not have been covered under the original manufacturer's warranty.
- (f) Any incomplete in-warranty repair.
- (g) Faults or failures covered by the original manufacturer's warranty.
- (h) Any accessories.

- (i) Any brown or white goods valued below SGD500 or above SGD2,000.
- (j) Any counterfeit Appliance.
- (k) Any Appliance purchased from grey market.
- (l) Any work involving the change of source for television, radio, other device or Appliance for whatsoever reason.
- (m) Any damage or malfunctions which can be modified by cleaning the Appliance.
- (n) Any Assistance Service request made by a Customer to Allianz Assistance after the withdrawal of Assistance Service by a third party.
- (o) Any Appliance where the serial number or MEI number has been removed, defaced or altered.
- (p) Any loss or damage or loss to Appliance caused by insect infection or human or animal fluid/matter.
- (q) Any Appliance which is non-repairable where replacement is required instead. The replacement of the Appliance shall be done at the cost of the Customer.
- (r) Any Call Out charges where the Service Provider appointed by Allianz Assistance is unable to identify any fault(s) or defect(s) on the Appliance involved. The Call Out charges incur in such an instance shall be borne by the Customer.
- (s) Any loss or damage to Appliance in the event a Customer fails to follow recommendation by manufacturer for routine maintenance, inspection, cleaning, lubrication, external adjustments, installation, operation or any other instructions provided by the manufacturer to the Customer.
- (t) Any non-operating and cosmetic items associated to a covered Appliance which including but not limited to paint, colour, finish accessories, external cables and cords, glass and lens, any other add-on incorporated to be part of an Appliance.
- (u) Any Appliance which has been subjected to unauthorised delivery, repair, modification or installation.
- (v) Any hardware or software which is added to the original Appliance after purchase.
- (w) The cost of consumables including but not limited to batteries, bulbs, compact discs, digital tapes which are attached to the covered Appliance.
- (x) Any loss or damage involving pixel fault or defective pixel.
- (y) Any external faulty of an Appliance such as rust, wiring, cable, electrical connection, plumbing connection, piping connection, fitting, signal realignment receiver due to poor reception and the like.
- (z) Any loss or damage to an Appliance as a result of improper maintenance, accidental or intentional physical damage, damage by sand or water and the like.
- (aa) Any loss or damage to the Appliance due to failure triggers by a voltage converter and/or as a result of applying incorrect voltage to the Appliance.
- (bb) Any loss or damage to Appliance as a result of water leakage caused by drainpipe blockage.
- (cc) Any loss or damage to Appliance where in the opinion of the manufacturers, such damage has been caused by overdriving and/ or clipping distortion.
- (dd) Any damage Appliance due to power surges.
- (ee) Any loss or damage involving breakdown of any other mechanical equipment.
- (ff) Costs for any Assistance Service that would require the use of heavy machinery and/or equipment.
- (gg) Any repairs that requires dismantling and assembling of any unmovable fixtures
- (hh) Any building structure or land outside the boundaries of the Premises of a Customer.
- (ii) In the event You acting illegally or break any government prohibition or regulation or illegal use of the Product
- (jj) Any investigation to locate the source of a leak.
- (kk) Any loss or damage to Appliance caused by computer viruses or malware.
- (ll) Any liability arising directly or indirectly out of, resulting from, caused or contributed to by deterioration or spoilage of any food stored within due to defect or malfunction of an Appliance.
- (mm) In the event any spare part, service part, repair part or replacement part required to restore the functionality of the Appliance is obsolete.
- (nn) In the event that the Appliance is beyond economical repair.
- (oo) Any damage or fault caused whilst the Appliance is in the possession of a courier / postal company or any other form of delivery service where the service is not provided as part of the repair as appointed by us.
- (pp) In the event all the original proof of purchase, such as sales receipt, invoices, shipping documentation and original manufacturer's warranty registration certificate is/are not able to be produced by the Customer.
- (qq) Any request made by a Customer within the first the thirty (30) days upon the commencement of each Subscription Plan.

[How can a Customer secure Multi-Home Assistance Service?](#)

- Step 1:** Please contact Allianz Assistance at **6280-0349** during office hours (Mondays to Fridays, 9am to 6pm excluding Public Holidays) for Multi-Home Appliance Assistance.
- Step 2:** Please select 1 to speak to an officer for Multi-Home Appliance Assistance that is required by You.
- Step 3:** You are required to provide Your Personal Data and Subscription Plan number during the call for verification purposes.
- Step 4:** Please describe the issue You encounter with the faulty appliance.

Step 5: Please email a copy of your Appliance proof of purchase and original manufacturer's warranty registration certificate to eha@allianz.com and the officer of Allianz Assistance will contact You for a service appointment to be arranged.

(d) Data Recovery Assistance Service

In the event You experience loss of data on a physical storage device, stored for personal use which caused by the following covered events:

- damage caused by a technical defect affecting the storage medium (e.g. damage to the read head);
- damage caused by software errors;
- damage caused by viruses or malware; or
- damage to the storage medium caused by operating errors (but not the unintended deletion of data),

You may contact Us to arrange for a specialist Service Provider for data recovery Assistance Service to be rendered.

The specialist Service Provider will assist to restore data or recover data from a defective storage medium. The defective storage medium will be returned alongside one or more separate data carriers containing the recovered data. At Your request, the Service Provider can delete and/or dispose of the data carrier in accordance with data protection provisions.

The data loss protection benefits offered by Us are limited to a maximum number of Call Out (as more fully described in the Subscription Plan Table) for (1) one calendar year.

Data recovery service shall not be attempted on devices that are older than 2 years from the date of purchase or delivery date (whichever is the later as indicated on the original proof of purchase and/or on the shipping documentation). The list of insured devices includes:

- Internal drives as meant to be a component of computers or laptops such as HDD and SSD (up to two (2) TB);
- Smartphones;
- Tablets; and
- Netbooks.

Exclusions

(a) Storage media excluded from the Assistance Service:

- Hardware owned by You or anyone for business or commercial use;
- External HDD and SSD (USB drives);
- Internal HDD and SSD exceeding two (2) TB;
- Other hardware, including but not limited to multiple drives in a RAID configuration, game consoles and USB-attached flash media;
- Disks;
- DVDs; and
- CDs.

(b) Uncovered events

Allianz Assistance shall not provide Assistance Service for or liable for

- Any events caused with wilful intent;
- Consequential loss or damage associated with the destruction of the data;
- Damage for which a third party is liable;
- The unintentional deletion of individual data records by the Customer himself/herself;
- The rescue of data that is available in full as a back-up copy on another storage medium;
- The replacement/repair of the storage medium itself; and
- Damage caused by other physical damage to the storage medium (e.g. after the laptop is dropped).

(c) Scenario where the data recovery cannot be done on Mobile Phone/Tablet/Desktop/Laptop:

- Forget password (Android/IOS);
- Phone locked (Android/IOS);
- Factory reset (Android/IOS);
- Storage overload (IOS);
- Error 14 (IOS); and
- Ransomware (All Devices).

(d) Other Exclusions applicable to data recovery Assistance Service

Allianz Assistance shall not provide Assistance Service nor liable for

- Any corporate device.

- Any device that is business or commercial use.
- At the time of purchasing the Subscription Plan, the Customer is aware of something that could give rise to triggering the Call Out offered under the Assistance Service.
- Any Call Out whereby, a failure to follow the manufacturer's recommended routine maintenance or any other instructions to the Customer has been determined.
- Unauthorized modifications, repairs, alterations made to the physical storage device.
- The cost of repairs.
- External faults such as rust, wiring, electrical connection or plumbing, piping, fitting, realigning of signal receivers (poor reception), and consequential loss of any kind.
- Failure caused by a voltage converter and/or applying incorrect voltage to the physical storage device.
- Any accidental or intentional physical damage.
- Any onsite, pick up or drop-off recovery services.
- Where all the original proof of purchase, such as sales receipt, invoices, shipping documentation and original manufacturer's warranty registration certificate is/are not able to be produced by the Customer.

Special obligations of Customer relating to the data recovery component

- (1) It is a condition precedent to liability that as a Customer, You must observe the following obligations:-
- (a) Before the occurrence of the covered events.
 - Up-to-date security software must be installed on Your Laptops, Computers, Smartphones, Tablets and Netbooks insofar as this is technically possible.
 - (b) During an insured event?
 - Duty of notification, duty to provide information and duty to minimize loss
 - (c) After the occurrence of an insured event, You must:
 - inform Us of the loss without delay (e.g. via Our service hotline);
 - allow Us to conduct any reasonable investigations into the cause and amount of the loss and the scope of the indemnification obligation, provide any useful information and furnish supporting evidence; and
 - do everything in Your power to prevent and minimize the loss when it occurs.
- (2) Cooperation obligation
You must support Us/the Service Provider we have commissioned to recover the data in the data recovery process insofar as You can be reasonably expected to do so. In particular, You must make any electronic keys (passwords, tokens, etc.) available for encrypted end devices.

How can a customer secure Data Recovery Assistance Service?

Step 1: Please call **6280-0349** during office hours (Mondays to Fridays, 9am to 6pm excluding Public Holidays).

Step 2: Then choose Option 1 to speak to an officer for Data Recovery Assistance.

Step 3: Please provide Your Personal Data and Subscription Plan number during the call for verification purposes.

Step 4: Email a copy of Your device proof of purchase to eha@allianz.com and we will contact You for a Service Assistance to be rendered to Your device.

To expedite service and validate coverage, We would require You to provide and email Us at eha@allianz.com, proof of Your device purchase, such as original sales receipts, invoices shipping documentation and original manufacturer's warranty registration certificate. Data recovery Service Assistance will only be provided upon Our receipt and acceptance of the necessary documentations. Data recovery Service Assistance will only be conducted by Our appointed Specialist Service Provider during office hours (excluding Public Holidays). You are required to deliver Your device to Our appointed data recovery specialist Service Provider based on address provided for diagnosis and recovery Assistance Service.

Allianz Assistance reserves the rights and absolute discretion to amend or terminate data recovery Assistance Service without further notice.

4. General Conditions (Applicable to all the Assistance Services offered in this Service Agreement)

Commencement & Termination

- (a) Except for Pest Infection Control Assistance Service which shall only commence sixty (60) days from the Date of Subscription, the rest of the components of Emergency Home Assistance Service (Locksmith Assistance Service; Plumbing Dysfunction Assistance Service and Electrical Dysfunction Assistance Service) shall only commence thirty (30) days from the Date of Subscription of the Easy Home plan.
- (b) The Multi-Home Appliance Assistance shall only commence thirty (30) days from the Date of Subscription of the Easy Home Plan.
- (c) The Data Recovery Assistance shall only commence thirty (30) days from the Date of Subscription of the Easy Home plan.

Each Subscription Plan will terminate automatically:

- (a) Upon the expiry of the term of the Subscription Plan or when the total number of Call Out has been reached, whichever is earlier;
- (b) Upon written notification of termination of the Subscription Plan is receipt by Us from the You within fourteen (14) days from the Date of Subscription, provided no Assistance Service has been activated as of the date when the notification of termination is receipt by Us, full subscription fee will be refunded to You. If an Assistance Service has been activated within fourteen (14) days from the Date of Subscription, no refund of subscription fee will be provided;
- or
- (c) No refund of subscription fee will be provided if the notification of termination is receipt by Us from the Customer after fourteen (14) days of the Date of Subscription.

No Reimbursement Option

All Assistance Services will be coordinated, organized and provided by Allianz Assistance. Allianz Assistance under no circumstances is obliged to reimburse the cost of any Assistance Service made/arranged by the Customer on his/her own without Allianz Assistance prior written consent.

General Exclusions Applicable to all the Assistance Services offered in this Service Agreement.

Allianz Assistance shall not provide Assistance Service nor liable for

- (a) Any Assistance Service required which is outside of the boundary of the Premises of a Customer (Except Data Recovery Assistance Service).
- (b) Any loss or damage caused by intentional or fraudulent acts.
- (c) Any damage which already existed prior to the Date of Subscription of this Service Agreement or falls within the stipulated waiting period or take place after the Date of Expiry.
- (d) Any loss or damage due to lack of maintenance or non-adherence maintenance requirement as mandated by manufacturer.
- (e) Shipping charges, express service charges, transportation damage, removal, installation or reinstallation of the Appliance.
- (f) Any consequential loss or damages of any kind.
- (g) Any liability arising directly or indirectly out of, resulting from, caused or contributed to by loss or injury to a person or loss or damage to a property.
- (h) Cost incurred in the event no defect is found or noted on an Appliance after diagnosis has been performed. The Call out charges incur in such an instance shall be borne by the Customer.
- (i) Any event which is not an Emergency nor a covered event;
- (j) Any loss or damage relating to the attempted repair by the Customer, an authorised person or anyone acting on their behalf;
- (k) Any loss or damage by malicious or wilful action, negligence, misuse, interference or faulty workmanship of anyone;
- (l) Any loss arising out of major structural damage;
- (m) Any loss or damage arising out of a rea-wide disruption to essential services as the result of disconnection by the relevant authority or utility providers, whether it is mere temporary or permanent.
- (n) Any request for Assistance Service which is meant for general maintenance or preventative work;
- (o) Any pre-existing defect(s), fault(s) or condition(s) or damage(s) caused by a pre-existing event(s) or condition(s);
- (p) Any loss or damage to Appliance caused by a foreign object.
- (q) Any loss or damage caused by burglary, theft, normal wear and tear, scratching, chewing, spilled liquids, corrosion, animal and insect infestation, fungi, wet or dry rot, or bacteria, misuse, neglect and abuse and the like.
- (r) Any loss or damage caused by external events such as storms; natural forces; nuclear energy; and land subsidence, insect infestation; electro-magnetic pulse, whether man-made or naturally occurring, seepage, pollution or contamination; ionizing radiation or contamination by radioactivity from any nuclear fuel, or from any nuclear waste from burning nuclear fuel or the radioactive, toxic, explosive or other dangerous properties of any explosive nuclear machinery or any part of it; pressure waves from aircraft and other flying objects travelling at or above the speed of sound.
- (s) Any loss or damage to any Appliance of whatever nature directly or indirectly caused by, resulting from or in connection with war, invasion, revolution or any act of terrorism regardless of any other cause or event contributing at the same time or in any other sequence to the loss.
- (t) Any loss or damage to arising directly or indirectly out of, resulting from, caused or contributed to by act of God including but not limited to natural disaster, fire, flood, war, invasion, act of foreign enemy, hostilities or warlike operations, civil war, civil commotion or political acts of violence.

Damages

- (a) Allianz Assistance and Service Provider will take all reasonably practicable steps to avoid damaging Your property during the course of your repair. Our Service Provider will fill any reasonable minor hole and reassemble fittings and features that were removed or caused by the Service Provider as and when required. However, Allianz Assistance and

Service Provider are not liable nor responsible to repair any damages that would have been pre-existed before any Assistance Service is rendered.

- (b) Each of the subscriber accepts that some damages to the Premises of the subscriber may be an inevitable consequence. Allianz Assistance and Service Providers will inform subscriber of any potential damages which may cause to Premises as a result of the Assistance Service rendered before the commencement of an Assistance Service. By accepting the render of Assistance Service, You agree and undertakes to hold Allianz Assistance and Service Provider harmless in respect of such damages.

Personal Data

- (a) Allianz Assistance shall not, and shall take all steps to ensure that each Allianz Assistance Representative shall not, transfer Customer Personal Data to a place outside Singapore without the Customer's prior written consent.
- (b) Allianz Assistance shall protect Customer Personal Data in Allianz Assistance's control or possession by making reasonable security arrangements (including, where appropriate, physical, administrative, procedural, and information & communications technology measures) to prevent unauthorised or accidental access, collection, use, disclosure, copying, modification, disposal or destruction of Customer Personal Data, or other similar risks.
- (c) Allianz Assistance shall only permit authorised personnel to access Customer Personal Data on a need-to-know basis.
- (d) Where Allianz Assistance provides Customer Personal Data to its authorised representatives or Service Providers Allianz Assistance shall make reasonable efforts to ensure that the Customer Personal Data is accurate and complete before providing the same to its authorised representatives or Service Providers. Allianz Assistance shall put in place adequate measures to ensure that the Customer Personal Data in its possession or control remains, or is otherwise accurate and complete. In any case, Allianz Assistance shall take steps to correct any errors in the Customer Personal Data, as soon as practicable.
- (e) Allianz Assistance shall not retain Customer Personal Data (or any agreements or records containing Customer Personal Data, electronic or otherwise) for any period of time longer than is necessary to serve the purposes of this subscription.
- (f) For more details, please refer to our Privacy Policy at <https://www.allianztravel.com.sg/privacy-policy.html>. Allianz Assistance reserves its right to modify the Privacy Policy anytime without prior notice.

5. Indemnity

Each Customer releases and indemnifies Allianz Assistance and its officers, shareholders, employees, agents, directors, affiliates, assigns, suppliers, licensors, promoters, and agencies ("Representatives") connected with this Service Agreement against all liability, cost, loss or expense arising out of acceptance of the Assistance Service or participation in this Assistance Service including (but not limited to) damage to property and whether direct, consequential, or reasonably foreseeable due to a negligent act or omission. IN NO EVENT WILL ALLIANZ ASSISTANCE OR ITS REPRESENTATIVES BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL, PUNITIVE, EXEMPLARY, OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OR INABILITY TO USE THE ASSISTANCE SERVICE.

6. Governing law

This Service Agreement is governed by and construed in accordance with Singapore law and the parties to this Agreement submit to the non-exclusive jurisdiction of the courts of Singapore.

7. Force Majeure

Neither Allianz Assistance nor a Customer shall be liable for failure to perform their obligations under this Service Agreement if such failure is caused or materially contributed to by acts of God, acts of public enemy, acts of any government authority or any political sub-division or any department or regulatory agency thereof or entity created thereby, orders of any court or arbitral body, acts of any person engaged in subversion activity or sabotage, strikes, embargoes, delays by either AWP Services Singapore Pte Ltd or the Customer due to any of the above causes or events or any other cause beyond each Party's reasonable control.

8. Subscription Plan Table:

<i>Description</i>	<i>Gold</i>	<i>Silver</i>	<i>Bronze</i>
Multi-Home Appliance Assistance Service	√ up to 2 call-outs	√ up to 1 call-out	x
Data Recovery Assistance Service	√ up to 1 device	x	x
24/7 Emergency Home Assistance	√ up to 4 call-outs	√ up to 4 call-outs	√ up to 4 call-outs