

Terms and Conditions: "Our Promise, or else We Pay Double"

The "**Our Promise, or else We Pay Double**" campaign ("**Campaign**") is organised by Allianz General Insurance Company (Malaysia) Berhad ("**Us**" or "**We**" or "**Our**").

1. Campaign Mechanics

- (a) Under this Campaign, We are committing to a guaranteed claims payout within three (3) business days to customers ("**You**" or "**Your**") in respect of claims submitted under the:

- (1) Allianz Travel XPert policy ("**ATX Policy**"); or
(2) Allianz Travel Easy policy issued from 31 July 2025 onwards ("**ATE Policy**");

that do not exceed RM5,000.00 (per loss event), subject always to the following conditions:

- (i) Your claim must be submitted through the MyAllianz platform;
(ii) All documents and evidence required to support the claim are submitted together with Your claim, failing which, Your submission will be deemed incomplete.; and
(iii) Claims submission received after 2pm will be treated as being received the next business day.
- (b) In the event that We are unable to pay Your claims within three (3) working days, We will pay you double (two times) the amount of the claim submitted ("**Double Payment**").
- (c) The Double Payment shall be payable only once for a single loss event. This means that if We have paid you the Double Payment pursuant to Section 1(b) above, You will not be eligible for any further Double Payment if you submit subsequent claims for losses arising from the one and same loss event.

2. Other Conditions:

- (a) The assessment of each claim submitted to Us will continue to be subject to the terms and condition of the ATX and ATE Policies.
- (b) We reserve the right and have the absolute discretion to vary the Campaign Period and any other terms and conditions of this Campaign, or to suspend, cancel or terminate the Campaign with or without any prior notice or reason.
- (c) The terms and conditions of the Campaign shall be governed and interpreted in accordance with the laws of Malaysia.