

#### PRODUCT DISCLOSURE SHEET

(Read this Product Disclosure Sheet before you decide to take up the Product. Be sure to also read the General Terms and Conditions. Kindly seek clarification from us if in the event that you do not understand any part of this document or the general terms).

## **TAKAFUL BRUNEI AM SDN BHD (TBA)**

### **MUSAFIR (TRAVEL) TAKAFUL**

Date: 01/02/2024

#### 1. What is this product about?

Musafir (Travel) Takaful aims to provide protection to an individual while travelling outside the country, whether for the purpose of business or vacation, against a range of unforeseen events, including medical expenses, personal accidents, baggage delays, trip cancellations, and more.

You can choose short-term coverage for your trip or opt for annual coverage, which can be renewed each year to ensure continuous protection for all your travels throughout the year. Additionally, you have the option to add more coverages that are available with this plan.

## 2. What are the Shariah concepts applicable?

The beauty of this takaful contract is that it is syariah compliant and is based on a principle of mutual cooperation and helping each other. Here are the principles that this contract relies on.

**Tabarru'** – with your contribution entrusted to us, we'll help you to donate 65% of it to the appropriate takaful fund to help other participants under the same contract.

**Wakalah** — with this contract, you are appointing us to be a wakeel to administer, manage, invest and distribute the fund to other participants when they need the help. To perform the service, we'll apportion 35% of your contribution as a Wakalah fee. If there is a surplus in the fund, we'll get a percentage from that too as a performance fee for continuously ensuring the Takaful fund are managed in a responsible and sustainable manner at a percentage as approved by Our Shariah Advisory Body which it does not exceed the percentage of distributable surplus to all the participants.

#### 3. What are the coverage, exclusions and conditions?

Your coverage plan includes protection for your travels, including health and medical issues, travel disruptions and delays, personal and property protection, legal and personal liability assistance, and other special situations.

We've got you covered for:

- 1. Personal accident;
- 2. Medical expenses abroad (including medical expenses due to COVID-19);
- 3. Emergency dental care abroad;
- 4. Compassionate benefit;
- 5. Baggage delay;
- 6. Baggage lost / damage;
- 7. Trip cancellation, trip curtailment, and trip interruption abroad;
- 8. Trip delay;
- 9. Missed flight connection abroad;
- 10. Compassionate visit;
- 11. Escort of minor child;
- 12. Medical evacuation, repatriation and repatriation of mortal remains;
- 13. Compassionate emergency leave to country of residence following death of close family member;
- 14. Hospital cash benefit;
- 15. Loss of credit card abroad;
- 16. Loss of personal money abroad;

- 17. Loss of passport, driving license and national identity card;
- 18. Loss of travel documents abroad;
- 19. Personal liability;
- 20. Legal assistance;
- 21. Hijack / kidnap;
- 22. Overseas overbooked;
- 23. Missed event;
- 24. Terrorism;
- 25. 24-hour emergency medical assistance and travel assistance.

## Haj and Umrah Extension under Medical Expenses Abroad

Specially for Haj and Umrah Pilgrims, with additional contribution, this extension covers medical expenses caused by preexisting conditions, which are available only in Makkah, Madinah and Jeddah limited to the Al Khairi Care Sdn Bhd (AKC) Panel Medical Centers.

Note: You may refer to Appendix A for the detailed Schedule of Benefits and Appendix D for the AKC's Panel Medical Centers.

#### **GENERAL EXCLUSIONS**

Your Takaful Certificate does not cover expenses related to:

- a) Events occurring when in Brunei Darussalam;
- b) Costs not approved by or arranged through the Assistance Company, excluding emergency medical evacuations in remote areas:
- c) Extraordinary natural phenomena and disasters;
- d) Wars, conflicts, or military interventions;
- e) Nuclear reaction or radiation;
- f) Participation in competitions, certain sports, and hazardous activities;
- g) Chronic ailments or pre-existing conditions (with the exception of serious medical emergencies);
- h) Self-inflicted injury, substance abuse, or sexually transmitted diseases;
- i) Travel against medical advice or for medical treatment;
- j) Childbirth, miscarriage, or pregnancy-related expenses;
- k) Emotional, mental, or psychiatric illness;
- I) AIDS or related conditions;
- m) Cardiac or related conditions with prior treatment for hypertension;
- n) Seeking medical treatment, operation-related travels, or awaiting test results; or
- o) Activities on or from ships, oil rig platforms, or similar offshore locations.

Note: This list is non-exhaustive. Please refer to the Takaful Certificate Wording for the full list of exclusions under this Takaful Certificate.

#### 4. How much contribution do I have to pay?

For <u>short term</u> coverage, the total contribution you pay depends on:

- The plan you choose Medical Outbound, Naim, Firdaus or Family Plan
- The cover area you choose based on your travels ASEAN or Worldwide
- The coverage period you choose based on the date of your departure from Brunei Darussalam to the date of your arrival back to Brunei Darussalam.
- Your age whether you are 80 years old below and 81 years old above.

For <u>annual coverage</u>, the total contribution you pay depends on:

- The plan you choose Annual Medical Outbound, Annual Musafir (Travel)
- The cover area you choose based on your travels ASEAN or Worldwide

Note: You may refer to **Appendix B** for the detailed contribution table.

#### 5. What are the fees and charges that I have to pay?

#### The following charges/fees are applicable:

- 1. What you have to pay in addition to the Takaful Contribution amount:
  - Stamp Duty: B\$0.25 per Takaful Certificate
- **2.** What is included in the Takaful Contribution amount:

For direct participation (including the Takaful Brunei Mobile application, TBA Call Centre and Counters/Branches)

• Wakalah fees: up to maximum of 35% of Takaful gross contribution.

For participation through TBA Authorized Agent:

- The agent will receive a fee from us based on a percentage of the total takaful contribution.
- **3.** What you have to pay if there are any changes to the Takaful Certificate:
  - Cancellation Fee: B\$10.00 per Takaful Certificate
  - Endorsement charges: any refund or additional contribution plus service charge of B\$10.00 per endorsement.

## 6. What are some of the important notes that I should know?

#### • Trip Commencement

All trips must start and end in Brunei Darussalam and with the length of the trip not exceeding ninety (90) days.

#### Eligibility

- i. Participant must be an individual from the age of 18 and above.
- ii. If the Person Covered is a child, the child must be aged between 6 weeks old to 18 years old or a full-time student who is below 23 years old. Children under 18 years old must be accompanied by a parent or guardian.

## Family Plan

Includes the participant, their spouse, and up to two (2) children.

#### • 24 Hour Emergency Assistance

Aspire Lifestyles (APAC) Pte Ltd will provide 24-hour Emergency Assistance Service in case you encounter medical or travel difficulties whilst travelling anywhere in the world.

The Aspire Lifestyles (APAC) Pte Ltd Service Centre in Singapore can be contacted at +65 6339-6676.

#### 24 Hour Medical Emergency Assistance for Haj and Umrah Pilgrims

Al Khairi Care Sdn Bhd (AKC) will provide 24-hour Emergency Assistance Service in case you encounter medical emergencies such as medical treatments, emergency dental care, medical evacuation and repatriation, compassionate benefit while travelling for Haj or Umrah (only available for those who participate in the Haj and Umrah Extension).

#### The Al Khairi Care Sdn Bhd Service Centre can be contacted at +966 50-9227793.

# Importance of disclosure

- i. You must provide accurate information when filling out your proposal form.
- ii. When renewing, ensure your information is up to date.
- iii. Disclose any relevant information beyond what we've asked to help us make informed decisions about your coverage.

#### • Consequence of Breach of Duty

Breach of duty of disclosure may result in us voiding the takaful certificate and refusing all claims.

# Police Report

If you lose any personal belongings during your travels, you must immediately report to the nearest police station within twenty-four (24) hours. You must obtain a copy of the police report.

#### • Claims Procedure

Notification and submission of all documents of claims for all covered incidents must be given to Us within fourteen (14) calendar days after the happening of such incident.

TBA Claims Hotline: +673 873 4885

Note: Please refer to <u>Appendix C</u> for the Claim Guideline and summary of documents required for you to submit during claim reporting.

## 7. What do I need to do if there are changes to my contact details?

It is important that you inform TBA of any changes in your contact details to ensure that all correspondence reaches you in a timely manner.

## 8. What happens in the event of cancellation?

In case of cancellation:

- You can inform TBA with a 14-day written notice, as long as no claim has occurred;
- TBA keeps a portion of your paid contribution based on the time the certificate was active;
- The remaining contribution, after deducting fees and charges, will be refunded to you;
- Cancellation is effective from the date TBA receives the certificate and schedule; and
- TBA can also cancel the takaful certificate with a 14-day notice sent by registered mail.

## 9. What happens in the event that the takaful agent ceases to operate?

If our authorized agent that issued your takaful certificate ceased its operation, your takaful certificate is still valid until its expiry date. You can renew, do any endorsement and cancellation for their takaful certificate at any of TBA counters and branches.

## 10. What are the documents that I need to submit to apply for this product?

Documents required are as follows: -

For <u>new</u> participants:

- a. Proposal form duly completed and signed.
- b. Copy of flight itinerary (optional).
- c. Copy of passport (optional).

For <u>renewal</u> participants:

Proposal form duly completed and signed.

## 11. Where can I get assistance for redress?

If you have difficulties contact TBA as soon as possible:

#### Takaful Brunei Am Sdn Bhd

Ground Floor, Unit 9 & 10 Simpang 493 Kg Beribi Jalan Gadong BE1118 Negara Brunei Darussalam

Tel: +673 224 4000

E-mail: <a href="mailto:enquiry@takafulbrunei.com.bn">enquiry@takafulbrunei.com.bn</a>

If your query or complaint remains unresolved, you may contact Financial Consumer Issues of Brunei Darussalam Central Bank:

Financial Consumer Issues
Brunei Darussalam Central Bank
Level 7 Ministry of Finance and Economy
Building Commonwealth Drive Brunei Darussalam
Tel: +673 238 0007

#### 12. Where can I get further information?

For further information on similar plan, you may refer to our website at <a href="www.takafulbrunei.com.bn">www.takafulbrunei.com.bn</a> or call TBA Call Centre at 673 224 4000 or visit our TBA nearest counters or branches.

#### **IMPORTANT NOTE:**

YOU SHOULD SATISFY YOURSELF THAT THIS CERTIFICATE WILL BEST SERVE YOUR NEEDS.

YOU SHOULD READ AND UNDERSTAND THE TAKAFUL CERTIFICATE AND DISCUSS WITH THE AGENT OR

CONTACT TAKAFUL BRUNEI AM SDN BHD DIRECTLY FOR MORE INFORMATION

The terms and conditions indicated in this Product Disclosure Sheet are indicative and not binding on Takaful Brunei Am Sdn Bhd. The final terms and conditions are as stipulated in the Takaful Certificate after Takaful Brunei Am Sdn Bhd's assessment.

# **APPENDIX A: SCHEDULE OF BENEFITS**

Below is a detailed view of the schedule of benefits and sum coverages.

No			Individual		Family
	Benefits	Medical Outbound	Naim	Firdaus	(Maximum of 4 persons)
1	Personal Accident	Coocana			percency
	a) Adult aged 18 to 70 years old	-	Up to B\$100,000	Up to \$150,000	Up to B\$100,000
	b) Adult aged 71 years old and above	-	Up to B\$50,000	Up to B\$50,000	Up to B\$50,000
	c) Child aged 17 and below	-	Up to B\$25,000	Up to B\$25,000	Up to B\$25,000
	Aggregate limit for family				Up to B\$300,000
2	Medical Expenses Abroad				
	a) Aged 70 years old and below	Up to B\$20,000	Up to B\$150,000	Up to \$300,000	Up to B\$150,000
	b) Aged 71 years old and above	Up to B\$20,000	Up to B\$50,000	Up to B\$75,000	Up to B\$75,000
	Aggregate limit for family				Up to B\$300,000
	Sub limit for medical expenses due to COVID-19	Up to B\$20,000	Up to B\$20,000	Up to B\$50,000	Up to B\$20,000 per person
	Excess	B\$50	B\$50	B\$50	B\$50
	Sub limit for medical expense due to pre-existing illnesses under Haj and Umrah Extension	-	Up to B\$15,000	Up to B\$15,000	Up to B\$15,000
3	Emergency Dental Care Abroad	-	Up to B\$200	Up to B\$400	Up to B\$400 per family
4	Compassionate Benefit	-	Up to B\$20,000	Up to B\$20,000	Up to B\$30,000 per family
5	Baggage Delay		B\$300 per event	B\$500 per event	B\$500 per event
	Max limit	-	Up to B\$600	Up to B\$1,500	Up to B\$1,500
6	Baggage (Lost or Damaged)				
	Limit per bag	-	Up to B\$500	Up to B\$1,000	Up to B\$500
	Any one event		Up to B\$2,500	Up to B\$5,000	Up to B\$5,000
7	Trip Cancellation, Curtailment, Interruption Abroad	-	Up to B\$5,000	Up to B\$10,000	Up to B\$15,000 per family
	Excess		B\$100	B\$100	B\$100
8	Trip Delay				
	Per event (excess of 6 hours delay)		B\$200	B\$400	B\$400
	Maximum limit	-	Up to B\$400	Up to B\$800	Up to B\$800

9	Missed Flight Connection					
	First 4 hours delay		Up to B\$200	Up to B\$400	Up to B\$400	
	Maximum limit	-	Up to B\$400	Up to B\$800	Up to B\$800	
	Reimbursement of flight ticket (if any)		Up to B\$1,000	Up to B\$5,000	Up to B\$8,000 per	
			·		family	
10	Compassionate Visit by one					
	Immediate Family Member		Up to B\$10,000	Up to B\$10,000	Up to B\$10,000 per	
	(Accommodation expenses and up to the cost of one economy return	-	Ор 10 Б\$10,000	Ор 10 Б\$10,000	family	
	airfare)					
11	Escort of Minor Child				II I D\$40.000	
	Up to the cost of 1 economy return	-	Up to B\$10,000	Up to B\$10,000	Up to B\$10,000 per family	
	airfare				Taililly	
12	Medical Evacuation and Repatriation	Up to B\$5,000	Up to	Up to	Up to B\$1,000,000 per	
40		op to 243,000	B\$1,000,000	B\$1,000,000	family	
13	Compassionate Emergency Leave to The Country of Residence Following					
	Death of a Close Member	_		Full cover		
	(Up to the cost of one economy			i un cover		
	return airfare)					
14	Hospital Cash Benefit		B\$50 per day	B\$100 per day	B\$50 per day per	
					person	
		-			,	
	Maximum limit (excess of 24 hours)		Up to B\$500	Up to B\$1,000	Up to B\$1,000 per family	
15	Loss of Credit Card Abroad	_	Up to B\$500	Up to B\$1,000	Up to B\$1,000 per	
	2035 01 01 0410 041 4 7151 044		op to 54300	op to 541,000	family	
16	Loss of Personal Money Abroad	-	Up to B\$200	Up to B\$500	Up to B\$500 per family	
17	Loss of Passport, Driving License and	-	Up to B\$2,000	Up to B\$4,000	Up to B\$4,000 per	
	National Identity Card				family	
18	Loss of Travel Documents	-	Up to B\$2,000	Up to B\$4,000	Up to B\$4,000 per	
					family	
19	Personal Liability	-	Up to B\$500,000	Up to B\$500,000	Up to B\$500,000 per family	
20	Legal Assistance	_	Up to B\$2,000	Up to B\$5,000	Up to B\$5,000 per	
_•					family	
21	Hijack or Kidnap		B\$25 each day	B\$50 each day	B\$50 each day per	
	Full consecutive 6 hours				family	
	Maximum limit	-	11n to 001 000	11n to 062 000	Un to DC3 000	
	Maximum limit		Up to B\$1,000	Up to B\$2,000	Up to B\$2,000 per family	
22	Overseas Overbooked	-	Up to B\$200	Up to B\$200	Up to B\$200 per family	
23	Missed Event		Up to B\$500	Up to B\$1,000	Up to B\$1,000 per	
="		_	op to 83300 op to 831,000 per family			
24	Terrorism	-	Coverage for all sections up to the maximum limit (excluding			
			nuclear, chemical and biological terrorism)			
25	24-hour emergency assistance	-	$\checkmark$			

## **APPENDIX B: CONTRIBUTION TABLE**

Below is a detailed view of the contribution table for (1) Musafir ASEAN Plan, (2) Musafir Worldwide Plan and (3) Annual Musafir Plan.

### Important notes:

- List of ASEAN countries includes Cambodia, Indonesia, Laos, Malaysia, Myanmar, Philippines, Thailand, Vietnam and including Timor Leste.
- Worldwide cover area includes the USA, Canada, Australia and Japan.
- The Family Plan can cover an unlimited number of children, subject to additional contributions.
- Participants aged 81 years old and above are not eligible for the Family Package.
- The Annual Musafir Plan is only applicable for participants aged 18 to 80 years old.
- Haj and Umrah Extension is only applicable for Naim and Firdaus and Family Plans.

#### 1. Cover area – ASEAN Countries

ACEAN	ASEAN		Individual					
ASEAN	80 years old and below			81 years old and above			Plan	
Cover Period	Medical Outbound (B\$)	Naim (B\$)	Firdaus (B\$)	Medical Outbound (B\$)	Naim (B\$)	Firdaus (B\$)	(Max for 4 person) (B\$)	
1 – 5 days	5.00	26.00	51.00	8.00	39.00	77.00	80.00	
6 – 8 days	8.00	35.00	67.00	12.00	53.00	101.00	110.00	
9 – 11 days	11.00	44.00	83.00	17.00	66.00	125.00	140.00	
12 – 14 days	14.00	53.00	99.00	21.00	80.00	149.00	170.00	
15 – 17 days	17.00	62.00	115.00	26.00	93.00	173.00	200.00	
18 – 20 days	20.00	71.00	131.00	30.00	107.00	197.00	230.00	
21 – 23 days	23.00	80.00	147.00	35.00	120.00	221.00	260.00	
24 – 26 days	26.00	89.00	163.00	39.00	134.00	245.00	290.00	
27 – 29 days	29.00	98.00	179.00	44.00	147.00	269.00	320.00	
30 – 32 days	32.00	107.00	195.00	48.00	161.00	293.00	350.00	
Every addition of 3 days	3.00	9.00	16.00	5.00	14.00	24.00	30.00	
*Additional for Each Child							22.00	

# 2. Cover area – Worldwide

WORLDWIDE	Individual						
WORLDWIDE	80 years old and below			81 years old and above			Plan
Cover Period	Medical Outbound (B\$)	Naim (B\$)	Firdaus (B\$)	Medical Outbound (B\$)	Naim (B\$)	Firdaus (B\$)	(Max for 4 person) (B\$)
1 – 5 days	15.00	42.00	94.00	23.00	63.00	141.00	156.00
6 – 8 days	24.00	60.00	119.00	36.00	90.00	179.00	208.00
9 – 11 days	33.00	78.00	144.00	50.00	117.00	216.00	260.00
12 – 14 days	42.00	96.00	169.00	63.00	144.00	254.00	312.00
15 – 17 days	51.00	114.00	194.00	77.00	171.00	291.00	364.00
18 – 20 days	60.00	132.00	219.00	90.00	198.00	329.00	416.00
21 – 23 days	69.00	150.00	244.00	104.00	225.00	366.00	468.00
24 – 26 days	78.00	168.00	269.00	117.00	252.00	404.00	520.00
27 – 29 days	87.00	186.00	294.00	131.00	279.00	441.00	572.00
30 – 32 days	96.00	204.00	319.00	144.00	306.00	479.00	624.00
Every addition of 3 days	9.00	18.00	25.00	14.00	27.00	38.00	52.00
*Additional for Each Child							33.00

# \*With Haj and Umrah Extension

WORLDWIDE		Sauc'ha Dian			
WORLDWIDE	80 years old and below		81 years old	Family Plan (Max for 4 person)	
Cover Period	Naim (B\$)	Firdaus (B\$)	Naim (B\$)	Firdaus (B\$)	(B\$)
1 – 5 days	61.00	136.00	92.00	204.00	226.00
6 – 8 days	87.00	173.00	131.00	260.00	302.00
9 – 11 days	113.00	209.00	170.00	314.00	377.00
12 – 14 days	139.00	245.00	209.00	368.00	452.00
15 – 17 days	165.00	281.00	248.00	422.00	528.00
18 – 20 days	191.00	318.00	287.00	477.00	603.00
21 – 23 days	218.00	354.00	327.00	531.00	679.00
24 – 26 days	244.00	390.00	366.00	585.00	754.00
27 – 29 days	270.00	426.00	405.00	639.00	829.00
30 – 32 days	296.00	463.00	444.00	695.00	905.00
Every addition of 3 days	26.00	36.00	39.00	54.00	75.00
*Additional for Each Child					48.00

# 3. Annual Coverages

Cover Area	Annual Medical Outbound (B\$)	Annual Musafir (Travel) (B\$)		
ASEAN	145.00	515.00		
WORLDWIDE	515.00	715.00		

## **APPENDIX C: CLAIMS PROCEDURE GUIDELINE**

## **Notification & Submission of Documentations**

You need to notify and submit complete documentation to us within fourteen (14) calendar days of the incident for which you are making a claim, using a fully completed claim form.

For total and permanent disablement claims, you must provide us with affirmative proof of your disability within six (6) to nine (9) months of the incident causing the disability. If you are unable to provide a notice within that time due to your disability, please inform us as soon as you are able to do so.

You may submit your notification via:

- Takaful Brunei Mobile app
- TBA Claims Whatsapp Hotline at +673 873 4885
- TBA Claims Email at tbaclaim@takafulbrunei.com.bn

#### Proof

For us to process your claims, you are required to provide us with a **fully completed claim form** with satisfactory proof, which must be produced at your own expense.

#### **Documents Required and Excess**

Below is a summary of proof / documents required for you to provide for us to process your claims:

No.	Type of Claim	Documents required	Excess
1.	Personal Accident	<ul><li>Medical report.</li><li>Death certificate (in case of death).</li></ul>	-
2.	Medical Expenses	<ul><li>Medical report.</li><li>Original medical bills.</li></ul>	B\$50.00 (No excess is applied under the Haj and Umrah Extension)
3.	Emergency Dental Care	<ul><li>Medical report.</li><li>Original medical bills.</li></ul>	-
4.	Compassionate Benefit	<ul> <li>Medical report.</li> <li>Death certificate.</li> <li>Receipts for all associated costs.</li> </ul>	-
5.	Baggage Delay	Baggage irregularity report.	-
6.	Baggage Damage / Lost	<ul> <li>Baggage irregularity report.</li> <li>Photograph of damaged baggage.</li> <li>Original quotations of baggage damage repair.</li> <li>Police report (in the event that your baggage is lost).</li> </ul>	-

7.	Trip Cancellation, Curtailment, Interruption	<ul> <li>All original bills, receipts, tickets relevant to the claim.</li> <li>Written statement from the public common carrier's operators, accommodation manager, or relevant authority.</li> <li>Police report (if applicable).</li> <li>Medical report / confirmation letter form hospital (if applicable).</li> <li>Death certificate (if applicable).</li> </ul>	B\$100.00
8.	Trip Delay / Missed Flight Connection	<ul> <li>All original bills, receipts, tickets relevant to the claim.</li> <li>Written statement from the public common carrier's operators, accommodation manager, or relevant authority.</li> </ul>	-
9.	Compassionate Visit	<ul> <li>Medical report.</li> <li>Hospital discharge ticket.</li> <li>Ticket and receipt of flight or transport and accommodation.</li> </ul>	-
10.	Compassionate Emergency Leave	<ul> <li>Death certificate / medical report / confirmation letter from hospital.</li> <li>Ticket and receipt of flight or transport.</li> </ul>	-
11.	Hospital Cash Benefit	Medical report.     Hospital discharge ticket.	-
12.	Loss of Credit Card	<ul> <li>Report from the credit card issuer.</li> <li>Police report.</li> <li>Receipts for all associated costs.</li> </ul>	-
13.	Loss of Personal Money	<ul> <li>Police report.</li> <li>Any other proof of amount and currency of money lost.</li> </ul>	-
14.	Loss of Passport, Driving License, National Identity Card, Travel Documents	<ul><li>Police report.</li><li>Receipts for all associated costs.</li></ul>	-
15.	Personal Liability & Legal Assistance	<ul> <li>Police report.</li> <li>Immediate written notification detailing the incident's nature and circumstances.</li> <li>Confirmation that no liability has been admitted and no settlements have been made without prior knowledge and written consent.</li> <li>All legal documentation, including court documents, legal correspondence, and copies of summons.</li> </ul>	-

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16.	Hijack or Kidnap, Strike, Terrorism	<ul> <li>Written statement / documentation from relevant authority proving that the hostilities were officially recognized.</li> </ul>	-
17.	Overseas Overbooked	Written statement from the public common carrier's operators, their agent or relevant authority.	-
18.	Missed Event	<ul> <li>Written confirmation of the relevant medical issues from a practitioner.</li> <li>Written confirmation of transport issues from the carrier.</li> <li>Legal summons from appropriate authorities.</li> </ul>	-

## **APPENDIX D: AKC PANEL MEDICAL CENTERS**

#### Al Khairi Care Sdn Bhd's Panel Medical Centers

This appendix is applicable only to those who participate in the Haj and Umrah extension.

For any medical treatments or emergency dental care, Al Khairi Care Sdn Bhd's services are limited to the AKC Panel Hospitals and Clinics listed below.

The AKC Panel Hospitals and Clinics include:

# 1. Wahat Al-Shifa 3 Polyclinic

Al Majhar, Industrial City 1, Jeddah, Saudi Arabia ⊘ +966-12-920007501

#### 2. Wahat Al-Shifa 2 Polyclinic

Madinah, Zarah Ibn Amir Al Rayah, Saudi Arabia, 42313, P.O. Box 6847 ⊘ +966-12-920007501

### 3. Al-Zahra Hospital

Madinah, Ali bin Abi Talib Street, 42316, Kingdom of Saudi Arabia 
⊘ +966-14-84888808

#### 4. Al Shefa Hospital

Al Mansur, Al Hindawiyyah, Mecca 24232, Kingdom of Saudi Arabia ⊘ +966-12-5333555

## 5. Albayt Medical Centre

Clock Tower P11, Mecca, Saudi Arabia ⊘ +966-12-5718400