

PRODUCT DISCLOSURE SHEET

This Product Disclosure Sheet (PDS) provides you with key information on your insurance. Other customers have read this PDS and found it helpful. You should read it too.

1. What is QBE SME Business Insurance Solution Insurance

This policy insures your business property (including building and/or content) against loss or damage caused by fire, lightning and explosion of domestic boilers or gas used for domestic purposes. You can take up additional cover to make it a comprehensive cover, tailored for your business needs.

2. Know Your Coverage

This insurance provides the following as a base:	
This policy covers:	This policy excludes:
<ul style="list-style-type: none"> Pay for loss or damage caused by fire and/or lightning Pay for clean-up cost incurred in clearing/repairing drains, gutters, pits and the like at or in the vicinity of the property insured due to an insured loss. Pay for cost incurred to provide temporary protection for the safety of the property during an insured event, pending repair/replacement of damage. Pay for the extra charged, cost and expenses for overtime, and the like, reasonably incurred in the reinstatement, replacement or repair of the Insured Property. Indemnity for the cost of re-writing or re-drawing plans or specifications of the insured property for reinstatement following an insured loss. 	<ul style="list-style-type: none"> Loss or damage by theft during or after the occurrence of fire Loss or damage in consequences of the burning of property by order of any Public Authority Loss or damage by Subterranean Fire War, Civil War and any act of Terrorism Radioactive and nuclear energy risks Loss or damage caused by pollution or contamination Date recognition Property damage to data or software
<p>On top of the basic cover, by paying additional premium, you can extend your coverage to further include other covers available such as Business Interruption, All Risks, Burglary, Money, Plate Glass, Public Liability and Group Personal Accident, depending on your business needs.</p> <p>You may also extend the cover to various perils offered under the tariff such as Riot Strike & Malicious Damage, Flood, Subsidence & Landslip, Bush/Lalang Fire.</p> <p>Note: This list is non-exhaustive. You should refer to the policy for the full list of terms and conditions or speak with your servicing agent, or us directly to understand the coverage.</p>	
<p>The duration of coverage is 1 year. You need to renew your policy annually.</p>	

If you have any questions or require assistance with our insurance:	
<p>Call or email us at: Tel : +603 7861 8400 e-mail : cs.mal@qbe.com.my</p> <p>You may visit us at https://www.qbe.com/my/contact for other contact methods that you prefer</p>	<p>If you have any complaints on our products or service, please reach out to us. If our complaint resolution does not satisfy you, you may refer to:</p> <p>Financial Markets Ombudsman Service @ www.fmos.org.my or BNMLINK @ https://bnm.gov.my/BNMLINK</p> <p>Please visit https://www.qbe.com/my/service/charter on our commitment to you.</p>

3. Know Your Obligations

The total premium that you have to pay may vary depending on your business, the construction classification of your premises, the sum insured and our underwriting requirements.	
You also have to pay the following fees and charges:	
Commission:	15% of premium (included in premium)
Stamp duty:	RM 10.00 per policy (excluded in premium)
Service Tax*	8% of premium (excluded in premium)
<i>*QBE Insurance (Malaysia) Berhad reserves the right to adjust the Service Tax rate applied to policy premiums in accordance with any alterations to the prevailing Service Tax legislation and guidelines.</i>	

4. Other Key Terms

<ul style="list-style-type: none">• You must give all the facts in your application form fully and accurately.• You must ensure that your property is insured at the appropriate amount taking into account the renovation made to your property. The sum insured should cover the cost of rebuilding the property in the event of loss/damage.• You may refer to the Building Cost Calculator available in PIAM's Website: https://bcc.piam.org.my/• Change of risk: You must inform us of any material changes during the policy period. This ensures that necessary amendments can be made and endorsed to your insurance policy.• Average - If the amount insured in your policy is lower than the actual value at the time of loss you will be responsible for the difference and bear a proportional share of the loss.• Excesses – the amount which you must bear in the event of a claim. This is applicable for certain perils, for example, bursting or overflowing of water tanks or pipes, windstorm, earthquake and flood.• Claims Procedures - Notice should be given within fifteen (15) days or as soon as practicable of any loss or damage by giving detailed statement in writing to us. In the case of loss or damage by theft or any attempt thereat an immediate notice to the Police is required. Please visit https://www.qbe.com/my/claims for the step-by-step process on how to make a claim with us.• Claims settlement - In the event of a loss to the property insured, we shall pay based on the market value of the insured property, whichever is the lower subject to the deduction of any excess and amounts which you are required to bear under the policy. <p>Note: This list is non-exhaustive. You should refer to the policy for the full list of terms and conditions or speak with your servicing agent or us directly to understand what your are covered on.</p>

5. Can I cancel my policy?

Yes, you may cancel your policy at any time by giving a written notice to us.
Upon cancellation, you are entitled to a partial refund of the premium according to the terms and conditions of the policy, provided you have not made a claim.

This provides a summary for your quick and easy reference of the product, and you should also read the policy. You should speak with your servicing agent or us directly to understand any of the contractual terms, prior to purchasing the policy.

The benefit(s) payable under eligible certificate/policy/product is(are) protected by PIDM up to limits. Please refer to [PIDM's TIPS Brochure](#) or contact QBE Insurance (Malaysia) Berhad or PIDM (visit <http://www.pidm.gov.my>).

QBE Insurance (Malaysia) Berhad is licensed under the Financial Services Act 2013 and regulated by Bank Negara Malaysia.

The information provided in this disclosure sheet is issued on 01Jan2026 and will be valid until the next periodical review.