

GoTyme Shop Protect – Product Brief

Introduction

GoTyme Bank is a digital bank in the Philippines offering **easy, secure, and rewarding** financial services. As part of its **customer-first approach**, GoTyme offers protection for your purchases made through its **Buy Now, Pay Later (BNPL)** feature.

GoTyme Shop Protect is a **complimentary insurance program underwritten by Chubb and paid for by GoTyme** that protects items you bought using GoTyme's BNPL. If your item gets **accidentally damaged, intentionally damaged by someone else, or stolen** within **60 days from date of purchase**, you may be eligible for a **repair, replacement, or payment from Chubb**.

Key Benefits

1. **Covers Accidental Damage and Malicious Damage** – For eligible physical damage or third-party damage
2. **Covers Theft** – If your item is stolen, you may be covered as long as the situation does not fall under specific exclusions (like leaving it behind in public or at work)
3. **Claim Payment Options** – Chubb may **repair, replace, or pay the Insured** up to the Claim Limit (see below)
4. **Valid Worldwide** – Coverage applies **24/7 globally**
5. **No Registration Needed** – User will be covered upon making an eligible transaction subject to the eligibility provisions under the group policy
6. **Convenient Claims Process** – By **email, or phone**

Coverage Details

- I. **What's Covered:**
 - a. **Insured Items:** Eligible Item(s) bought using **GoTyme's BNPL** feature
 - b. **Events Covered:**
 - **Accidental Damage** (e.g., drops, spills)
 - **Malicious Damage** (e.g., vandalism)
 - **Stolen Items**
- II. **Coverage Period:**
 - GoTyme will notify its customer via email once they qualify for GoTyme Shop Protect.
 - All eligible item(s) purchased via BNPL within the next 12 months will be covered for 60 days from the date of purchase.
- III. **Claim Limits:**
 - a. Up to **₱50,000 per claim**
 - b. Sub-limit of **₱25,000** applies for **personal electronics** (like phones, tablets, etc.)

General Exclusions

GoTyme Shop Protect **will not cover losses resulting from:**

1. **Losses recoverable from any other source** such as (but not limited to) banks, payment card issuers, or e-money account providers.
2. **Incidents occurring** before the policy start date or after the expiry, cancellation, or termination of the coverage.
3. **Fraudulent claims** or where the Insured willfully conceals or misrepresents material facts.
4. **Losses arising from** war, invasion, civil war, rebellion, or confiscation by government authorities.
5. **Losses caused by** nuclear fuel, waste, or radioactive contamination.
6. **Losses due to natural disasters**, including fire, flood, earthquake, storm, tsunami, and similar events.
7. **Losses linked to illegal activities** or transactions involving illegal goods or services, whether known or unknown to the Insured.
8. **Consequential loss or damage** resulting from the incident.
9. **Loss or mysterious disappearance** of the insured item.
10. **Normal wear and tear** of the insured item.
11. **Cosmetic damage** that does not affect the item's correct operation.
12. **Manufacturer defects or product recalls** covered under warranty.
13. **Damage due to faulty workmanship or design**, structural or inherent defects.
14. **Damage resulting from modifications** made after purchase.
15. **Damage due to cleaning, dyeing, restoring**, light, atmospheric conditions, pests, or gradual causes.
16. **Confiscation or destruction** by any public authority.
17. **Theft in a public place** where the items was left unattended.
18. **Theft from a vehicle** where the item is visible, regardless of whether the vehicle was locked.
19. **Theft from the Insured's place of employment.**

Eligibility

You are eligible if you:

- ✓ **Live in the Philippines**
- ✓ **Are at least 18 years old**
- ✓ **Registered GoTyme user.**

Participation Fee

For each **approved claim**, a **10% participation fee** applies. This will be **automatically deducted** from the **claim amount**.

How to File a Claim

You must **report the claim within 7 days** from when it happened.

- Email: GoTymePH_Claims@Chubb.com
- Call: **+63 2 8849 6000**

Required documents include:

- **Proof of purchase** showing GoTyme BNPL was used
- **Police report** (for stolen items)
- **Damaged item** (if requested)

Chubb will:

- **Review your claim**
- **Repair, replace, or pay you**
- **Complete the process within 10 business days** of receiving all required documents

Frequently Asked Questions (FAQs)

1. **How long am I covered?**
All eligible item(s) purchased via BNPL within the next 12 months will be covered for 60 days from the date of purchase.
2. **Is there a fee to use this protection?**
None, GoTyme Shop Protect is a complimentary insurance program underwritten by Chubb and paid for by GoTyme.
3. **Will I be charged anything if my claim is approved?**
Yes, a **10% participation fee** applies for every **approved claim**. It will be **deducted automatically** from your claim amount.
4. **What's the most I can claim?**
You can claim up to **₱50,000 per item**. If it's a **personal electronic device**, the limit is **₱25,000**.
5. **How will Chubb settle my claim?**
If your claim is approved and the Insured Item cannot be repaired or replaced, Chubb will **pay you and it will be credited back to your GoTyme account**.
6. **What if I can't explain how my item went missing?**
Losses where the cause cannot be determined—such as simple misplacement or unexplained disappearance—are **not covered** under the policy.
7. **Can I file a claim if I don't have my receipt?**
No. You need to show proof that you used GoTyme BNPL for your purchase by way of screenshot as seen in-app.
8. **What should I do if my item is stolen?**
File a police report within 24 hours and file your claim within 7 days.

9. **Where do I file a claim?**

- Send an email to GoTymePH_Claims@Chubb.com
- Call: +63 2 8849 6000

10. **How long will it take?**

Claims are processed within **10 business days** once **all documents** are submitted.

11. **What if my claim is denied?**

Chubb will give you a **written explanation**. You can **contact them if you have questions**.

Need Help?

Email: GoTymePH_Claims@Chubb.com

Call: +63 2 8849 6000

Electronics: www.chubbclaims.com.ph