

Take control of your
online safety with
protection.

MyCyberProtect Mate



FPG insurance



The internet has revolutionized the way we live our lives today. However, with great convenience comes great risk. FPG Insurance understands the importance of online protection, which is why we created **MyCyberProtect Mate**. This comprehensive personal cyber insurance protection is designed to safeguard users against a wide range of online threats such as scams, phishing, identity theft, online fraud, and cyberbullying. With **MyCyberProtect Mate**, you can stay ahead of cybercriminals and enjoy the benefits of the internet with complete peace of mind.

MyCyberProtect Mate is a first-of-its-kind personal cyber insurance product offered in the Philippines, focusing on digital protection against all cybercrimes. Through simple policy terms, this newest insurance product from FPG safeguards Filipinos from undelivered goods and losses due to fraudulent acts and unauthorized online transactions through phishing, malware, and scam.

Disclaimer

This information contained in this brochure is just a brief description of available FPG Insurance's **MyCyberProtect Mate**.

This brochure is not statement of contract. The precise and full coverage is subject to terms, conditions, exclusions, and limit of liability contained in the actual insurance policy which will be used to you upon approval of our application.

In case of conflict, our insurance policy shall prevail over this brochure.



SCHEDULE OF BENEFITS AND PREMIUMS

PERSONAL CYBER BASIC

COVERAGE	PC25(PHP)	PC50(PHP)	PC100(PHP)	PC150(PHP)
Identity Theft Online	Php 25,000	Php 50,000	Php 100,000	Php 150,000
Retail Fraud Electronic	Php 25,000	Php 50,000	Php 100,000	Php 150,000
Fund Transfer	Php 25,000	Php 50,000	Php 100,000	Php 150,000
Personal Cyber Premium	Php 999	Php 1,249	Php 1,599	Php 1,899

PERSONAL CYBER PLUS

COVERAGE	PCP25(PHP)	PCP50(PHP)	PCP100(PHP)	PCP150(PHP)
Identity Theft	Php 25,000	Php 50,000	Php 100,000	Php 150,000
Online Retail Fraud	Php 25,000	Php 50,000	Php 100,000	Php 150,000
Electronic Fund Transfer Fraud	Php 25,000	Php 50,000	Php 100,000	Php 150,000
Plus: Cyber Bullying	Php 25,000	Php 50,000	Php 100,000	Php 150,000
Personal Cyber Premium	Php 1,399	Php 1,699	Php 2,399	Php 2,899

Exclusions:

- animals;
- cash, bullion, negotiable instruments, shares, travelers checks;
- products purchased for commercial use including items purchased for re-sale or tools of trade or profession;
- counterfeit or fake products;
- products used for, or intended to be used for, commercial, retail and/or property rental, or other business purposes;
- products that were, at the time of purchase, used, rebuilt, refurbished, or remanufactured;
- misplacement;
- mysterious disappearance;
- products deemed to be illegal by local government authorities;
- gross negligence of any kind

Definition of Benefits



IDENTITY THEFT

Reimbursement for identity theft expenses arising directly from an identity theft, which is discovered during the policy period.



ONLINE RETAIL FRAUD

Reimbursement for financial loss arising directly from an online marketplace fraud, which is discovered during the policy period.



ELECTRONIC FUND TRANSFER FRAUD

Reimbursement for financial loss arising directly from a cyber-event, which is discovered during the policy period.



CYBER BULLYING

Reimbursement for cyber bullying expenses arising directly from cyber bullying that is first made against you in your personal capacity, during the policy period.

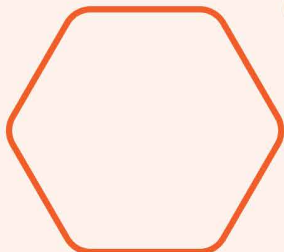


24/7 ACCESS TO CYBER CRISIS MANAGEMENT EXPERTS

- Specialist Guided Assistance and Services
- Claims Assistance and After-Event Follow-Up Program
- Dedicated Toll-Free Hotline



MyCyberProtect Mate



FPG Insurance understands that cyber threats can be unfamiliar and overwhelming to many Filipinos. That's why we created **MyCyberProtect Mate** – to offer personal cyber protection and access to 24/7 Cyber Crisis Management Experts any time needed.

Don't let the risks of the online world catch you unprepared. Take charge of your online safety with our comprehensive personal cyber insurance protection. Invest in your protection today!

FOLLOW US ON OUR SOCIAL MEDIA ACCOUNTS:



fpginsurance.ph



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fpginsurance_ph



fpg-insurance

APPLICANT'S INFORMATION

(ALL INFORMATION IS REQUIRED)

Name:

Last Name

First Name

Middle Name

Suffix

Mailing
Address:

Block/Lot/Phase No./Floor No./Unit No.

Street

Village/Subdivision/Condo Building

Barangay

City/Municipality

Province/State

ZIP Code

Mobile No.:

E-mail Address:

TIN/SSS/GSIS No.:

Gender:

☐

Male

☐

Female

Civil Status:

☐

Single

☐

Married

Date of Birth:

DD/MMM/YYYY

Place of Birth:

Citizenship/Nationality:

Source of Funds:

☐

Self-Employed

☐

Salary

Name of Employer/Business:

Nature of Employment/Business:

Occupation:

OPTIONS

PERSONAL CYBER BASIC

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PC25

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PC100

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PC50

☐

PC150

PERSONAL CYBER PLUS

☐

PCP25

☐

PCP100

☐

PCP50

☐

PCP150

FAMILY MEMBER TO BE COVERED

Full Name

Date of Birth

DD/MMM/YYYY

E-mail Address

Relationship

Coverage Effectivity Date:

DD/MMM/YYYY

AGREEMENT

I HEREBY DECLARE and warrant the answers given above in every respect true and correct; and have not withheld any information likely to effect acceptance of this proposal; I further agree that this proposal shall be the basis of the contract between FPG Insurance and me.

During the effectivity of the contract/policy, the customer/client agrees to the following:

(1) In case the Company is unable to comply with relevant customer due diligence (CDD) measures, as required under the Anti-Money Laundering Act, as amended and relevant issuances, due to the fault of the client, the company may apply the following:

a. Measures to restrict the services available or prohibit any further transactions on the contract/policy until full and proper CDD Measures have been successfully conducted; and

b. In case the foregoing is unsuccessful, terminate business relationship. The exercise of the company of this measure shall only entitle the client/customer to receive the unused portions of premium or withdrawal value, if any, whichever is applicable.

(2) Be bound by obligations set out in relevant United Nations Security Council Resolution relating to the prevention and suppression of proliferation financing of weapons of mass destruction, including freezing and unfreezing actions as well as prohibition from conducting transaction with designated persons and entities.

Applicant's Signature

DD/MMM/YYYY
Date

DATA PRIVACY CONSENT FORM

I acknowledge that FPG Insurance Co., Inc. (FPG) may collect, use, process and share my personal information to its stakeholders, duly authorized representatives, business partners, adjusters and other third parties for purposes such as but is not limited to underwriting, claims, business analysis, compliance with regulatory requirements and any other legitimate business purpose. I authorize FPG to disclose my personal data to FPG group of companies, their service providers, other insurance and distribution parties and to any other third parties and authorities to whom FPG must make disclosures under applicable laws and regulations.

I also authorize FPG to verify and investigate the information I have given, including documents submitted. FPG may retain my personal information as long as my business transaction with FPG is still in force and in case of termination, for a period of five (5) years from the date of termination. I acknowledge and agree to the data privacy provisions as stated above. I hereby provide my consent by affixing my signature in this form

CONSUMER ASSISTANCE MANAGEMENT SYSTEM



PLATFORM



TRUNKLINE

(02) 8859-1200
(02) 7944-1300



EMAIL

FOR COMPLAINT
consumercomplaint@fpgins.com
FOR INQUIRY/REQUEST
phcustomercare@fpgins.com



MAILING ADDRESS

CRM DEPARTMENT
6/F Zuellig Building, Makati Ave.,
corner Paseo de Roxas,
Makati City 1225, Philippines



WEBSITE

www.fpgins.com/ph



SOCIAL MEDIA



[fpginsurance.ph](https://www.facebook.com/fpginsurance.ph)



AGENT/ BROKER

CONTACT YOUR SERVICING
AGENT/ BROKER



RECEIPT AND ACKNOWLEDGEMENT

Complaints are received through
our various service delivery channels



INTERNAL INVESTIGATION, REQUEST, AND RESOLUTION

Our consumer assistance team conducts
the investigation and comes up with
a resolution for the complaint



COMMUNICATION OF RESOLUTION TO CUSTOMER

We communicate to the financial consumer the resolution
within the time frames below:
SIMPLE – within 5 working days
COMPLEX – within 30 working days

FPG Insurance is regulated by the Insurance Commission of the Philippines

FPG Insurance Co., Inc.

6/F Zuellig Building, Makati Avenue corner Paseo de Roxas, Makati City 1225, Philippines



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