



PRIVATE & CONFIDENTIAL

Notice Date:
«NOTICE_DATE»

«LoanPNo»
«FullName»
«Address1»
«Address2»
«Address3»

Group Policy No:
«PolicyNo»

Welcome to AXA!

Dear «Title» «FullName»,

Thank you for choosing AXA, global leader in insurance and investment, as your partner in living the life you choose.

You have just taken an important step towards preparing for your family's financial protection through **Metro Credit Protect**, a Group Credit Life plan packaged with a Total and Permanent Disability rider, offered exclusively to credit cardholders of Metrobank.

We are pleased to provide you with your certificate which serves as proof of your insurance coverage. Together with your loved ones, we encourage you to read through the provisions of this certificate and understand the benefits to which you are entitled.

A summary of our conversation confirming your enrollment, as well as important details are also provided, for your quick reference.

Your enrolment details

Below is a summary of your telephone enrolment and important details of your Metro Credit Protect coverage for ready reference.

ENROLMENT DETAILS	
Date of Call	: «EffectivityDate»
Your Name	: «FullName»
Date of Birth	: «BirthDate» Gender: «Gender»
Address	: «Address1» «Address2» «Address3»
Coverage	: «AmountOfInsurance»

Your Metro Credit Protect benefits

CERTIFICATE INFORMATION: COVERAGE EFFECTIVE ON «EffectivityDate»	
BENEFIT	CERTIFICATE NO.
Group Credit Life Insurance	«GCLCertificateNo»
Group Total and Permanent Disability	«TPDCertificateNo»

Important reminders about your insurance coverage

- Please note that your insurance is in force for as long as premiums are charged to your Metrobank credit card. Non-payment of premiums will result in termination of insurance coverage based on the terms and conditions of the group insurance policy which may be accessed at the **Metrobank Card Center**, 6778 Ayala Avenue, Makati City.
- For new card number assignment due to transfer of account, upgrade/downgrade, lost/stolen card, your insurance enrollment and billing will automatically be transferred to your new card.
- To file a claim against your insurance coverage, please contact AXA Accounts Services Hotline Number at **(02) 8885-0101 local 1540**. You may also send an email at corporate.solutions@axa.com.ph. You will be required to submit required documents to support your claim.
- Should you find the benefits and advantages of Metro Credit Protect unsuitable for your needs, please send a cancellation letter request to Metrobank Head Office through customerservice@metrobankcard.com **within 15 working days from the date you received your certificate**. Your paid premiums will be refunded, provided that no claim has been made and processed against your coverage.
- Should you wish to terminate your insurance coverage anytime after the first 15 days upon receipt of the certificate, please submit a signed notice of cancellation thru email to customerservice@metrobankcard.com. Termination will take effect within 7 to 10 working days upon receipt of the signed letter. Please note however that previously billed insurance premiums charged to your Metrobank credit card will not be refunded.
- For other questions or assistance on your coverage, you may call the 24-hour Customer Service Hotline of Metrobank at (02) 870-0700 or 1-800-1-888-5775 (Domestic Toll-Free) or send an email to customerservice@metrobankcard.com.

Again, thank you for entrusting your financial protection to AXA Philippines and welcome to the AXA family.

Sincerely,

AXA Philippines

This is a system-generated document. No signature is required.



Certificate Number:
«GCLCertificateNo»

Insured:
«FullName»

Effective Date:
«EffectivityDate»

METRO CREDIT PROTECT GROUP CREDIT LIFE INSURANCE CERTIFICATE

AXA Philippines hereby insures the life of

«FullName»

(The Insured Debtor)

Under the Group Master Policy No.

«PolicyNo»

(herein called the Policy)

issued to

Metrobank

(The Policyholder-Creditor)

Upon Our receipt of due proof of the death of an Insured Debtor and while his insurance is in force, We shall pay proceeds less any unpaid Insured Debtor's contribution to the Policyholder-Creditor up to the extent of the indebtedness of the Insured Debtor and the balance, if any, to the designated secondary beneficiaries, subject to the provisions and conditions contained in the Policy.

Note: Documentary Stamps are affixed on the copy of the Policy

AXA PHILIPPINES
34th Floor, GT Tower International,
6813 Ayala Ave. corner H.V. Dela Costa St., Makati City, Philippines 1200
Customer Care Hotline: +63 2 5815-AXA, +63 2 3231-AXA
Web: www.axa.com.ph

PROVISIONS

This certificate of coverage is hereby issued to the Insured Debtor under the Group Master Policy, as indicated above. All matters pertaining to this insurance coverage are subject to the terms and conditions of the Master Policy.

The Policy is in the main premises of the Policyholder-Creditor and is available to the Insured Debtors for inspection during the office hours of the Policyholder-Creditor. The Policy may also be viewed by the Insured Debtor at AXA Philippines' Head Office upon request during office hours.

Any sum becoming due by reason of death of the Insured Debtor will be payable to his beneficiaries, namely (1) the Policyholder-Creditor as the primary irrevocable beneficiary up to the extent of the Insured Debtor's indebtedness and (2) any designated secondary beneficiaries who will receive the Amount of Insurance in excess of the Insured Debtor's indebtedness. In the event that there is no designated secondary beneficiary or if there is no designated secondary beneficiary surviving at the death of the Insured Debtor, the following persons are designated to receive the benefits, in the following order of preference:

- a. surviving spouse;
- b. surviving children;
- c. surviving parents;
- d. surviving brothers and sisters;
- e. estate executor or administrator.

Termination of Insured Debtor Insurance

Unless otherwise stated in the Policy Specifications, the insurance of any Insured Debtor will automatically terminate at the earliest of the following:

1. The date of termination of this Group Master Policy;
2. The date at the end of the Grace Period if any premium due for the Insured Debtor's insurance remains unpaid;
3. The date the Insured Debtor ceases to be eligible for Insurance;
4. The date of death of the Insured Debtor.

IMPORTANT NOTICE

The Insurance Commission, with offices in Manila, Cebu and Davao, is the government office in charge of the enforcement of all laws related to insurance has supervision over insurance providers and intermediaries. It is ready at all times to assist the general public in matters pertaining to insurance. For any inquiries or complaints please contact the Public Assistance and Information Division (PAID) of the Insurance Commission at 1071 United Nations Avenue, Manila with telephone numbers +632-5238461 to 70 and with email address pubassist@insurance.gov.ph. The official website of the Insurance Commission is www.insurance.gov.ph.



Certificate Number:
«TPDCertificateNo»

Insured:
«FullName»

Effective Date:
«EffectivityDate»

METRO CREDIT PROTECT

GROUP TOTAL AND PERMANENT DISABILITY INSURANCE CERTIFICATE

AXA Philippines hereby insures the life of

«FullName»

(The Insured Debtor)

Under the Group Master Policy No.

«PolicyNo»

(herein called the Policy)

issued to

Metrobank

(The Policyholder-Creditor)

Upon Our receipt of due proof of the total and permanent disability of an Insured Debtor and while his insurance is in force, We shall pay the Insured Debtor the Amount of Insurance, as shown below, less any unpaid Insured Debtor's contribution.

Amount of Insurance - Total and Permanent Disability
Outstanding Loan Balance

If such disability occurred within the Waiting Period, the Amount of Insurance shall be limited to the actual premiums We have received for such Insured Debtor.

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PROVISIONS

This Certificate of coverage is hereby issued to the Insured Debtor under the Group Master Policy, as indicated in the reverse side. All matters pertaining to this insurance coverage are subject to the terms and conditions of the Master Policy.

The Policy is in the main premises of the Policyholder-Creditor and is available to the insured Debtor for inspection during the office hours of the Policyholder-Creditor. The Policy may also be viewed by the Insured Debtor at AXA Philippines' Head Office upon request during office hours.

BENEFIT AMOUNT LIMITATION

The Amount of Insurance payable shall be subject to a maximum equal to the Amount of Insurance as stated in the Policy Specifications of the Policy.

PAYMENT OF BENEFIT

AXA shall have the right to require proof of the existence and continuance of Total and Permanent Disability and require the Insured Debtor to submit medical examinations or any other supporting evidence as AXA may deem satisfactory. An Elimination Period of six (6) months from the receipt of due proof shall be observed before settlement of the benefit.

No benefits shall be payable unless written notice is given to AXA within ninety (90) days after any event giving rise to a benefit. However, failure to provide this requirement within the time provided shall not invalidate or reduce any claim if it can be shown that it was not reasonable possible to do so and that notice was given as soon as reasonably possible.

If the Insured Debtor has continued payment for this Supplemental Agreement during the Elimination Period, a return of all premiums paid from initial submission of the claim will be payable to the Insured Debtor. Furthermore, any benefit claims due to sickness contracted within the Waiting Period, or due to any condition which the Insured Debtor is experiencing at the time of enrollment or is already pre-existing, will not be payable.

BENEFICIARY

The Insured Debtor shall have the right to designate anybody, not disqualified by law, as his beneficiary, to receive any outstanding amount payable from this policy in case the Insured Debtor is no longer alive at the time of payout. If there be no beneficiary designated by the Insured Debtor or if there be no designated beneficiary surviving at the time of such payout, the following persons are designated to receive the benefits, in the following order of preference:

1. surviving spouse;
2. surviving children;
3. surviving parents;
4. surviving brother and sisters;
5. estate executor or administrator

If all beneficiaries are designated as "revocable", the Insured Debtor may exercise any and all rights and privileges under this Policy. Else, if any is designated "irrevocable", the consent of all such irrevocable beneficiaries is required.

The Insured Debtor can also set other beneficiaries or change a beneficiary designation, subject to the consent of all irrevocable beneficiaries.

The Insured Debtor's beneficiaries are classified as either a Primary Beneficiary or a Secondary Beneficiary. The Insured Debtor's surviving beneficiaries in the same classification will share equally in the benefit proceeds for that beneficiary classification, unless otherwise specified. If no Primary Beneficiary survives, the benefit proceeds are payable to the beneficiaries under the next surviving classification, and so on.

TERMINATION OF INSURANCE

Unless otherwise stated in the Policy Specifications, the insurance of any Insured Debtor will automatically terminate at the earliest of the following:

1. The date of termination of the Policy;
2. The date of termination of the Supplemental Agreement attached to the Policy;
3. The date at the end of the Grace Period if any premium due for the Insured Debtor's insurance remains unpaid;
4. The date the Insured Debtor ceases to be eligible for Insurance as defined in the Supplemental Agreement Specifications;
5. The date of death of the Insured Debtor.

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