



Policy Number: 000001234
Date of Issue: [Insert date of Issuance]
Policy Holder: [Name]
ID No: [Insert Identification No]
Address: [Insert Address]
Contact Information: [Insert Phone No]

POLICY CERTIFICATE

Fund Secure Protection

We Are Happy To Be Your Partner

Dear [Policy Holder Name],

Thank you for choosing Index Insurance to protect your valuable investments. We understand the importance of securing your capital and ensuring peace of mind as you navigate the complexities of the virtual exchange market. This policy is designed to provide comprehensive coverage tailored to your specific needs, offering you a range of options to safeguard your investment.

Your trust in us is something we value deeply. We are committed to delivering the highest level of service and support throughout your journey with us. This certificate outlines the terms and conditions of your policy, including the coverage options you have selected, the procedures for making a claim, and the provisions for policy renewal and cancellation. Please review this document carefully, and do not hesitate to reach out to us if you have any questions or require further assistance.

We look forward to a long and prosperous partnership, ensuring that your investments are protected every step of the way.

Sincerely,




Johnronnie Meriño Mance
CEO
Index Insurance

A. Policy Overview

1. Coverage Type:

50% Coverage of Capital Investment – 1st year

2. Sum Assured:

The sum assured under this policy is _____ AED, representing the maximum liability of Index Insurance in the event of a claim, which is __% of the capital invested.

3. Policy Period:

- **Start Date:** _____
- **End Date:** _____
- **Coverage Duration:** The coverage under this policy is valid for a period of 1 year from the start date.
- The policy can be renewed for subsequent 1-year periods. Renewal terms will be detailed in the Provisions section of this certificate.

4. Premium Details:

- Premium Amount: _____ AED
- Payment Due Date: _____
- Payment Method: _____
- The premium is non-refundable after the policy's commencement, except under specific circumstances outlined in the cancellation provision.

B. Coverage Details

1. Covered Risks:

This policy provides comprehensive coverage against the following risks associated with investments in a virtual exchange platform:

- **Theft or Fraud:** Coverage for loss of funds due to theft, embezzlement, or fraudulent activities committed by employees or third parties.
- **Cyber Attacks:** Protection against financial losses resulting from cyber attacks, such as hacking or phishing, impacting the company's financial assets.
- **Operational Disruptions:** Coverage for losses due to disruptions in company operations caused by external events, such as system failures or infrastructure issues, affecting the utilization of invested funds.
- **Legal Liabilities:** Protection against legal claims or lawsuits resulting from the

INDEX INSURANCE

Plot No: 972, Goldcrest Executive 2nd Floor, Jumeirah Lake Towers
Cluster C, Dubai, United Arab Emirates
info@index-insurance.com | +971-4-557-3028
www.index-insurance.com

use of invested funds for company operations, including any resulting financial penalties or settlements.

- **Company Insolvency:** Coverage for losses if the company faces insolvency or bankruptcy, ensuring investors' funds are protected up to the policy limits.
- **Fraudulent Financial Reporting:** Coverage for losses due to misrepresentation or fraudulent activities related to financial reporting of the company's use of invested funds.
- **Asset Mismanagement:** Protection against losses from mismanagement or misuse of invested funds by company executives or management.

2. Exclusions:

This policy does not cover:

- **Acts of War or Terrorism:** Losses resulting from war, terrorism, or other political risks that disrupt company operations or cause financial losses.
- **Natural Disasters:** Losses caused by natural disasters such as earthquakes, floods, or hurricanes, unless otherwise specified in the policy.
- **Intentional Misconduct by Investors:** Any losses arising from fraudulent or illegal activities conducted by the investors themselves.
- **Regulatory Changes:** Financial losses arising from adverse effects of changes in regulations or compliance requirements impacting the company's operations and growth.
- **Market Condition:** This insurance does not cover any loss, reduction in value, or failure to realize projected returns on investment due to market fluctuations, economic downturns, or any other changes in financial market conditions.
- **Pre-Existing Conditions:** Losses related to conditions, agreements, or circumstances that existed prior to the Effective Date of this Agreement and were known to the Policyholder or investors.

C. Claims Process

1. Claim Filing:

- **Notification:**

The policyholder must notify Index Insurance within 30 days of discovering a loss or event that may lead to a claim.
- **Required Documentation:**
 - Completed claim form
 - Proof of loss (e.g., transaction records, account statements)
 - Platform communication records

INDEX INSURANCE

Plot No: 972, Goldcrest Executive 2nd Floor, Jumeirah Lake Towers
Cluster C, Dubai, United Arab Emirates
info@index-insurance.com | +971-4-557-3028
www.index-insurance.com

- Police report (if applicable)
- Legal documentation (if applicable)
- **Submission:**

Claims should be submitted through Index Insurance's official claims portal or by contacting the claims department at claim@indexinsurance.ae. All documents must be submitted within 60 days of the loss event.

2. Claim Assessment:

- **Initial Review:** An initial review of the claim will be conducted within 10 days to determine its validity and completeness.
- **Investigation:** A thorough investigation will be conducted by Index Insurance, which may include interviews with the policyholder, communication with the exchange platform, and consultation with forensic experts.
- **Resolution:** Index Insurance will provide a written decision on the claim within 30 days of receiving all necessary documentation. The decision will outline the amount payable under the policy or reasons for denial.

3. Payment of Claims:

- **Direct Payment:** Approved claims will be paid directly to the policyholder's designated account within 15 days of claim approval.
- **Alternative Compensation:** Index Insurance reserves the right to settle claims through asset replacement, equivalent compensation, or other methods as deemed appropriate.

4. Disputed Claims: If the policyholder disputes the claim decision, they must notify Index Insurance within 30 days. Disputes will be resolved through the dispute resolution process outlined in the policy.

D. Provisions

1. Policy Renewal:

- **Automatic Renewal:** The policyholder may apply for renewal of this policy at the end of the policy period. Index Insurance will review the application and provide renewal terms, including any adjustments to the premium or coverage, at least 30 days before the policy's expiration date.
- **Renewal Terms:** Premium rates and coverage terms may be subject to change upon renewal. The policyholder will be notified of the renewal terms, which will be effective upon acceptance and payment of the applicable premium.

INDEX INSURANCE

Plot No: 972, Goldcrest Executive 2nd Floor, Jumeirah Lake Towers
Cluster C, Dubai, United Arab Emirates
info@index-insurance.com | +971-4-557-3028
www.index-insurance.com

2. Free Look Period:

The policyholder is entitled to a Free Look period of 15 days from the date of receipt of the policy document. During this time, the policyholder can review the terms and conditions of the policy.

- **Cancellation During Free Look:** If the policyholder is not satisfied with the terms and conditions, they may cancel the policy within the Free Look period by providing written notice to Index Insurance. The policyholder will receive a full refund of the premium paid, minus any applicable charges for medical examinations, if any, and the cost of stamp duty.
- **Policy Effectiveness:** If the policyholder does not cancel the policy within the Free Look period, the policy will continue in force as per the terms stated in the certificate.

3. Policy Cancellation:

Index Insurance may cancel the policy in the event of non-payment of premium, fraud, or material misrepresentation by the policyholder. In such cases, the policyholder will receive 30 days notice of cancellation.

4. Upgrade of Sum Assured:

- **Eligibility:** The policyholder may request an upgrade of the sum assured during the policy period or upon renewal, subject to an assessment by Index Insurance.
- **Assessment and Approval:** The upgrade is contingent upon the policyholder providing additional documentation, such as proof of increased investment value or other relevant financial information. Index Insurance will assess the risk and may adjust the premium accordingly.
- **Effective Date:** Upon approval, the upgraded sum assured will become effective immediately or on the next premium due date, as specified in the endorsement.

5. Dispute Resolution:

- **Arbitration:**

Any disputes arising under this policy shall be resolved through arbitration in accordance with the rules of United Arab Emirates' law and the decision of the arbitrator(s) shall be final and binding.

- **Jurisdiction:**

The arbitration shall be conducted in United Arab Emirates and this policy shall be governed by the laws of United Arab Emirates.

INDEX INSURANCE

Plot No: 972, Goldcrest Executive 2nd Floor, Jumeirah Lake Towers
Cluster C, Dubai, United Arab Emirates
info@index-insurance.com | +971-4-557-3028
www.index-insurance.com

6. Policy Modifications:

- **Written Agreement:** Any modifications to this policy must be agreed upon in writing by both the policyholder and Index Insurance. No verbal agreements or representations will be binding.
- **Endorsements:** Additional coverages or amendments to this policy may be added through endorsements, which must be attached to and made part of this policy.

7. Governing Law: This policy shall be governed by and construed in accordance with the laws of United Arab Emirates, without regard to its conflict of laws principles.

8. Confidentiality: Index Insurance and the policyholder agree to maintain the confidentiality of all information related to this policy, including the terms, conditions, and any claim details, except as required by law.

This policy represents a commitment by Index Insurance to protect the investment capital of the insured in line with the terms and conditions outlined above. Our goal is to provide investors with the assurance that their funds are safeguarded, allowing them to invest with confidence in the company's growth and operations.

INDEX INSURANCE

Plot No: 972, Goldcrest Executive 2nd Floor, Jumeirah Lake Towers
Cluster C, Dubai, United Arab Emirates
info@index-insurance.com | +971-4-557-3028
www.index-insurance.com