

INVOLUNTARY LOSS OF EMPLOYMENT FAQs**Involuntary Loss of Employment Cover (ILOE) - FAQ****Q1. What is ILOE?**

A1. ILOE stands for "Involuntary Loss of Employment." It is a Takaful product that covers a maximum payment of up to 6 EMIs (Max AED 30K) for DIB customers in case they involuntarily loss their jobs.

Q2. What is Minimum Salary to take ILOE cover?

A2. Gross Salary of AED 4000/-

Q3. Does ILOE apply for cash deals?

A3. No, it is only applicable for customers financed by DIB and holding a valid UAE residence visa.

Q4. Who pays for the product?

A4. This is an optional product introduced to the customer. In case, the customer opts for this product, he will pay for contribution to the Takaful policy.

Q5. What is the maximum tenure of the policy coverage?

ILOE coverage is up to 48 months, which means If the customer (who participated in the ILOE policy) lost his Job in the first 4 years of ILOE participation date, the relevant Takaful policy will cover the Customer's installments for 6 months (maximum AED 30K).

Q6. What is the age criteria?

A6. The customer must be over 18 years and under 59 years.

Q7. Is a customer working for less than 6 months eligible?

A7. Yes, a customer is eligible to participate in the cover once he completes 3 months with an organization.

Q8. What is the residence visa criteria?

A8. Customers must hold a valid UAE residence visa from the same company to be eligible for this product. Golden Visa holders should have a Labor Card from the company they are working for.

Q9. How can a customer make a claim?

A9. The following conditions must be met to be covered under the policy:

1. A written notice of claim must be submitted within 30 days of unemployment.
2. A detailed claims procedure must be followed to ensure eligibility.

INVOLUNTARY LOSS OF EMPLOYMENT FAQs

3. Proof of unemployment, last day of service, and termination reason must be provided.
4. Claims must be reported within 30 days to the Claims Administrator via:
 - Phone: +971 582522149
 - Email: info@leftfield.net
 - Working Hours: Monday-Friday, 9:00 AM - 5:00 PM

Q10. How does a customer initiate a claim?

A10. The customer must provide the following documents in person:

1. Bank finance statement showing transactions and current outstanding balance.
2. Letter of termination on official letterhead of the employer.
3. Service Certificate confirming employment details and salary information.
4. Certified employment contract from the Ministry of Labour or Free Zone Authority.
5. Salary slips for the last 6 months and supporting bank statements (if required).
6. Proof of social security benefits (for UAE nationals, if applicable).
7. Copy of passport & residence visa page (for non-UAE nationals).
8. Undertaking letter authorizing the Takaful company to verify employment details.
9. Any other documents reasonably required by the Takaful Company.

Q11. Are additional documents required for a claim?

A11. Yes, the Takaful company may request additional documents as necessary.

Q12. What if a customer has a 3-4 month notice period before visa cancellation?

A12. The product only pays out during unemployment. While serving a notice period, the customer is still employed and not eligible for a claim.

Q13. What if a customer has a 3-4 month visa cancellation exemption without pay?

A13. The Takaful covers customers until they find a new job, reach the maximum payment limit, or hit the claim limit.

Q14. What if a customer resigns and then loses his job at a new company?

A14. The coverage applies if the customer has completed the 6-month period at the new job.

Q15. What is the mode of payment for claims?

A15. Payments are made directly to the bank into the customer's finance account.

INVOLUNTARY LOSS OF EMPLOYMENT FAQs

Q16. Is a redundancy letter required for a claim?

A16. Yes, without a redundancy letter, no benefits will be provided under ILOE cover.

Q17. Can a customer claim after 6 months of visa cancellation or leaving the country?

A17. No, claims must be made within 30 days of involuntary unemployment. The policy only covers customers who are still legally reside in the UAE and remain unemployed.

Q18. What if a customer has a notice period before visa cancellation?

A18. The customer must wait until the notice period ends before making a claim. Once unemployed, he can submit a claim.

Q19. What if a customer has a visa cancellation exemption to search for a job?

A19. The Takaful company will cover the customer until he finds a new job or reach the claim limit.

Q20. What if a customer leaves the UAE immediately after visa cancellation?

A20. If a customer leaves due to unemployment, the policy will be terminated.

Q21. Is a personal finance covered under ILOE?

A21. No, only Auto finance is covered under this policy.

Q22. If the auto finance is in the husband's name but the vehicle is registered in the wife's name, is the customer covered?

A22. Yes, the finance customer (husband) is eligible to claim under ILOE.