

Frequently Asked Questions (FAQ) on Relief Program for COVID-19

NO.	QUESTION	ANSWER
1.	What is this Premium Relief Program?	<p>This program will allow our policy holders affected by COVID-19 an option below:</p> <ul style="list-style-type: none"> • Deferment of Premium Payments for 3 months, from the date we approve the request to exercise this option. This applies to all policies where premium is due on 18 January 2021 to 31 December 2021 (both dates inclusive). Once approved, policy/s shall remain in-force throughout the deferment period without affecting the policy coverage. • Extension of flexibilities in reinstatement with dispensation in underwriting if the policy(ies) lapse on or after 22 March 2021 to 31 December 2021 due to regular premium not paid. • Late payment interest will not be charged to the policy throughout the deferment or reinstatement period.
2.	Am I eligible?	<p>The above program is applicable for individuals who fulfil all the requirements below:</p> <ul style="list-style-type: none"> • Only for Individual life policy(ies); • Policy is in-force with premium paid up to date prior to being affected by COVID-19; • Policy holder and Payor must be the same individual; • A confirmed COVID-19 infection certified by a medical doctor from a Hospital or subjected to mandatory home quarantined (by request of the relevant government authorities); or • Suffering from loss of income from work or business due to the MCO which is supported by a formal document from employer, Letter of Business Closure of non-essential businesses by Business Owners or any relevant proof or documents as confirmation of such loss. • Multiple policy deferments are allowed under the same policy holder.
3.	Do I need to apply?	<p>Yes, policy holders are required to submit their request via AALI appointed representative or e-mail to customer.care@axa-life.com.my with the details below :</p> <ol style="list-style-type: none"> 1. NAME 2. NRIC 3. POLICY NUMBER

4.	When can I apply?	<p>You may apply for premium deferment or reinstatement from 1 Jan 2021 to 31 December 2021 (both dates inclusive). Once your application is approved, your premium deferment will take effect from your next premium due date for 3 months.</p>
5.	Can I apply for less than 3 months of deferment for my life insurance premium?	<p>No, the option is fixed for 3 months deferment.</p>
6.	What should I do if the payment for my insurance premium is through auto-debit bank account / credit card / Standing Instruction?	<p>For Traditional life policy, there are two repayment options available for policy holders to repay the 3 months premium:</p> <ul style="list-style-type: none"> • 6-months interest free instalment OR • Lump sum payment <p>For auto-debit bank account and credit card, Company will stop the regular billing deduction once the request of Deferment of Premium Payment is approved by Company.</p> <p>However, Policy holder is required to contact the respective bank to cancel the Standing Instruction if the request approved by Company.</p> <p>For further enquiries, please contact our Customer Care Hotline (1300-88-1616), servicing agent or branches for assistance.</p>
7.	Is there any supporting document(s) required?	<p>Please attach any of the relevant documents below:</p> <ul style="list-style-type: none"> • Doctor's letter from a Hospital confirming a Positive COVID-19 infection (if policy holder is infected); or • Employer's Letter of Salary Reduction/Termination Letter; or • Letter of Closure of non-essential businesses by Business Owners; or • Any other documents that may support the eligibility criteria.
8.	Are there any insurance / service charges during the deferment period?	<p>Yes. In the event of non-payment of premium, the usual Account / Cash Value will be charged for insurance and service charges during the deferment period. However, there won't be any service charge incurred.</p>

9.	<p>Can I request alteration of premium, sum assured or addition / deletion of rider during Deferment of Premium together with reinstatement?</p>	<p>Yes. Policy holder can submit alteration request together with reinstatement.</p> <p>However, increase of sum assured and addition of rider are subject to company's requirement including full underwriting assessment and approval by underwriter.</p>
10.	<p>What is the frequency of premium payment eligible under Deferment of Premium Payment?</p>	<p>All payment frequencies under regular premium is eligible under this relief program provided the premium paid is up to date and <u>paid to date</u> between 18 January 2021 to 31 December 2021.</p>
11.	<p>Other information</p>	<ul style="list-style-type: none"> • This is not a waiver of premium program, customers will continue to pay the premium in arrears after the deferment period failing which may result in the lapsation of the policy. • Contractual obligations of the customer resumes after the approved deferment period. • Customer will have to re-pay the 3 months premium after the deferment period. • Customer can resume paying their premium anytime within the 3 months (deferment period). • Any delay in repayment of 6-months installment, the amount will accumulate to subsequent month. We reserve the right to modify and cancel the repayment option if there is delay in repayment amount more than 2 months, subject to the policy's terms and conditions.

Latest amended – 30 June 2021