

FAQ - RM5,000 Cash Relief

1) How do you qualify for this RM5,000 Cash Relief?

Customers will qualify for this Cash Relief upon diagnosis of Covid-19.

2) What are the terms and conditions to be eligible for this?

- You must be an individual customer of Etiqa Life Insurance Berhad or Etiqa Family Takaful Berhad (group customers are excluded).
- Your plan must be in-force, active and non-delinquent (i.e. no outstanding premiums/contributions that are unpaid) at the point of diagnosis and claim submission.

3) Is this available only for customers who own a Medical plan?

The good news is that this relief is available for any and all individual customers (group customers are excluded), irrespective of what kind of plan you have with Etiqa Life Insurance Berhad or Etiqa Family Takaful Berhad.

4) When will this Cash Relief offer end?

Currently it's planned to end on 31st Dec 2020. However, Etiqa reserves the right to change, extend or withdraw this offer at anytime without notice.

5) Can I claim more than once if I have more than 1 plan with Etiqa Life Insurance Berhad or Etiqa Family Takaful Berhad?

No. This relief is a one-time offer per individual.

6) How much can I claim if I bought 4 individual plans for the 4 members of my family?

The cash relief is RM5,000 per diagnosed individual. In the unfortunate event of more insured/covered members being diagnosed, those members will all receive RM5,000 each.

7) How do I claim this Relief?

All you have to do is reach out to us on Livechat at www.eti.qa/livechat or email at info@etiqa.com.my; and share any official documentation from the hospital of your Covid-19 diagnosis together with your IC & bank account details. We'd be happy to process the RM5,000 claims payout to you.

8) Once I claim this relief, will it reduce the benefit coverage amount of my plan?

This cash relief is a special/extra benefit we provide to our Etiqa Life Insurance Berhad & Etiqa Family Takaful Berhad individual customers (group customers are excluded). Thus, the existing benefits of your plan will be unaffected and remain unchanged.

** Note for all FAQ's above:*

- *Subject to Etiqa's approval.*
- *Whilst exceptions have been made to our terms to allow for Covid-19 coverage, all other plan terms & conditions remain.*
- *Etiqa reserves the right to change, extend or withdraw our offer of exceptions at anytime without notice to support the dynamic nature of stakeholder directions during this period (such as the Government, BNM, Industry bodies, Health authorities & the Community at large).*