



Ezy-Life Secure – Frequently Asked Questions (FAQ):

1. What is Ezy-Life Secure? What does it cover?

Ezy-Life Secure is a term insurance plan that pays the amount of sum insured in the event of death or Total and Permanent Disability (TPD) of the life insured. Please refer to the Product Disclosure Sheet or Sales Illustration on detailed exclusions, terms and conditions of the death and TPD benefits.

2. Who is this product suitable for?

This product is suitable for adults who are looking for a basic and simple protection plan, for the purpose of maintaining the family life style upon death or TPD. Unlike those savings plans with cash payout or maturity benefit, Ezy-Life Secure provides a higher cover with an affordable premium rate.

3. Who is eligible to sign up or purchase?

Malaysians between 17 and 60 years old (age next birthday) are eligible to purchase, subject to fulfillment of our minimum level of health criteria.

4. Can a foreigner enroll in this plan?

This plan is only offered to Malaysians.

5. How much does it cover and for how long?

This is a flexible plan in which you can opt for a minimum sum insured of RM50,000 or any amount higher by every RM10,000, up to a limit allowed by us. You can opt to be covered for a minimum of 5 years, up to 80 years old (age next birthday), whichever is earlier.

6. Can I have more than one policy?

Yes you can sign up for more than one policy. However, the total sum insured of all of your policies for this product must not be more than the limit allowed by us.

7. Can I increase or lower my sum insured?

Change of sum insured is not allowed after the policy has commenced. However, you may apply for additional policies to enjoy higher sum insured, subject to the limit of total sum insured allowed by us and other applicable terms and conditions.

8. Will there be any medical examination?

No medical examination is required. Your application will either be accepted or rejected based on our pre-determined requirements.



9. How does the premium amount determined?

You are charged a certain amount for every RM1,000 sum insured subject to your age and the policy term chosen at the time of application. The premium amount will remain the same throughout the policy term.

10. How to pay and what is the frequency to pay the premium for the policy?

You may pay the premium via credit card. You may opt to pay the premium monthly, or annually.

11. What happens if I stop paying the premium?

There is a grace period of 31 days from the premium due date given to you to pay the premium. You are still covered within the grace period. If the premium due is not paid within the grace period, your policy may lapse and you will not be entitled for the benefits shall the covered event (death or TPD) occurs. However, if your policy has gained surrender value, it will be automatically used to pay for any unpaid premium due, to continue the policy, until the surrender value is fully exhausted. This is called the Automatic Premium Loan, and it is subject to interest charged at a rate we shall determine.

12. How can I sign up? Can I go through an agent?

You can go through our website to sign up for the plan. This is an online product and not sold by our agents, there is no commission charged on this plan.

13. How will I receive confirmation on my application? When does the cover start?

The confirmation of your application is immediate through the website. The cover will start on the day your application is accepted with payment made, with a policy document and payment receipt emailed to you.

14. Can I cancel or surrender the policy?

You may cancel your policy with a written instruction to us within 15 days after the policy has been received by you. We will then refund the premium received to you. However, if you surrender (cancel the policy after the 15 days) within 2 years from the policy commencement date, you are not entitled for any refund.

If you surrender the policy after 2 years from the commencement date, you are entitled for the surrender value.

15. Who will receive the policy benefit if I become TPD or die within the cover period?

You may nominate an individual or more, to receive the policy benefit upon your death, at the time of application, or by notifying us in writing after the policy has been issued. However, the policy benefit is payable to you if TPD occurs.



16. How to file a claim in case of covered events happen (Death or TPD)?

We can be contacted via email at info@etiqa.com.my or call Etiqa Online at 1-300-13-8888.

17. What will I receive at the end of the policy term if no claim is made during the policy term?

This is a term insurance plan that does not provide maturity benefit.

18. What if I lose or do not receive my policy documents? Or if I need to update my personal information or contact details?

You may email us at info@etiqa.com.my or call Etiqa Online at 1-300-13-8888.

19. What if I misstate or do not disclose any of the required information?

Misstatement or non-disclosure of material information will result in voidance of the policy, or your claim not being paid. To help us make the right decision in accepting your application, you are required to disclose all relevant information, including medical condition and age, correctly.

20. Is the premium paid subject to GST?

No.

21. Do I enjoy a tax relief on the premium paid?

You may use the life insurance premium paid for tax relief, as per current Malaysian tax regulation and subject to the Inland Revenue Board's approval.

22. How do I change my credit/debit card used for premium deduction?

You may walk in to any of our branches and fill up a Request For Change form, and the Premium Payment through Visa/Master Card form.

23. Who can I contact for further information?

You may email us at info@etiqa.com.my, call Etiqa Online at 1-300-13-8888, or visit our website at www.etiqa.com.my for further information. A 24-hour Live Chat is also available on our website for enquiry.