

FREQUENTLY ASKED QUESTIONS
ManuEZ-Med Cashback Campaign exclusively for Mastercard credit card and debit card holders

Q1	:	Who is eligible for this ManuEZ-Med Cashback Campaign (“Campaign)?
A1	:	Anyone who holds a Mastercard credit card or debit card (“ Mastercard Cardholder ”) is eligible to join this Campaign regardless whether they are an existing Manulife Insurance Berhad (“ Manulife ”) customer or not.
Q2	:	When is the Campaign Period?
A2	:	This Campaign commences from 15 July 2020 to 17 October 2020 (both dates inclusive).
Q3	:	How does this Campaign work?
A3	:	Each Mastercard Cardholder is entitled to receive a cashback amount equivalent to one (1) month’s premium of the ManuEZ-Med plan applied by the Insured (“ Cashback ”) when the Mastercard Cardholder pays the premium of the ManuEZ-Med plan applied by their immediate family members or themselves at www.manulifenow.com.my with their Mastercard credit card or debit card (“ Mastercard Card ”), and the ManuEZ-Med e-policy (“ Policy ”) must be issued within the Campaign Period (“ Eligible Mastercard Cardholder ”).
Q4	:	When my immediate family members apply for ManuEZ-Med plan, can I use my Mastercard Card to pay the premium on their behalf and enjoy the Cashback?
A4	:	Yes, you can. Manulife only allow the Mastercard Cardholder to pay the premium for their own immediate family members or themselves and be eligible for the Cashback.
Q5	:	Is there a minimum spend on the ManuEZ-Med premium to be eligible for the Cashback?
A5	:	There is no minimum spend.
Q6	:	What is the maximum Cashback a Master Cardholder will receive?
A6	:	You are only entitled for one (1) Cashback for every person who purchased a ManuEZ-Med plan with your Mastercard Card. However, there is no limit to the Cashback amount received.
Q7	:	If the same person purchased more than one (1) ManuEZ-Med plan, how does Manulife determine which Cashback will they receive?
A7	:	Manulife will determine the Cashback amount based on the approved ManuEZ-Med plan with the highest monthly premium at the end of the Campaign Period.
Q8	:	Am I allowed to participate in other campaigns by Manulife running concurrently, and still be eligible for this Campaign as well?
A8	:	No, you shall not participate in any other Manulife online campaigns that are running concurrently with this Campaign.

Q9	:	When will I receive my Cashback?
A9	:	Manulife will credit the Cashback to your Mastercard Card that was used to pay for the Policy premium two (2) months after the end of the Campaign period. Please be informed that the Policy should remain inforce with no outstanding premiums at the point of the fulfilment period.
Q10	:	How will I know that my Cashback has been credited?
A10	:	Manulife will send the Insured an email and SMS informing him/her that the cashback has been processed and credited into the Mastercard Card used to pay for the Policy.
Q11	:	What should I do if I have not received my Cashback?
A11	:	If you have not receive the cashback within three (3) months after the end of the Campaign Period, please contact Manulife at 1-300-13-2323 or (603) 2719 9112 or email Manulife at MYCARE@manulife.com .