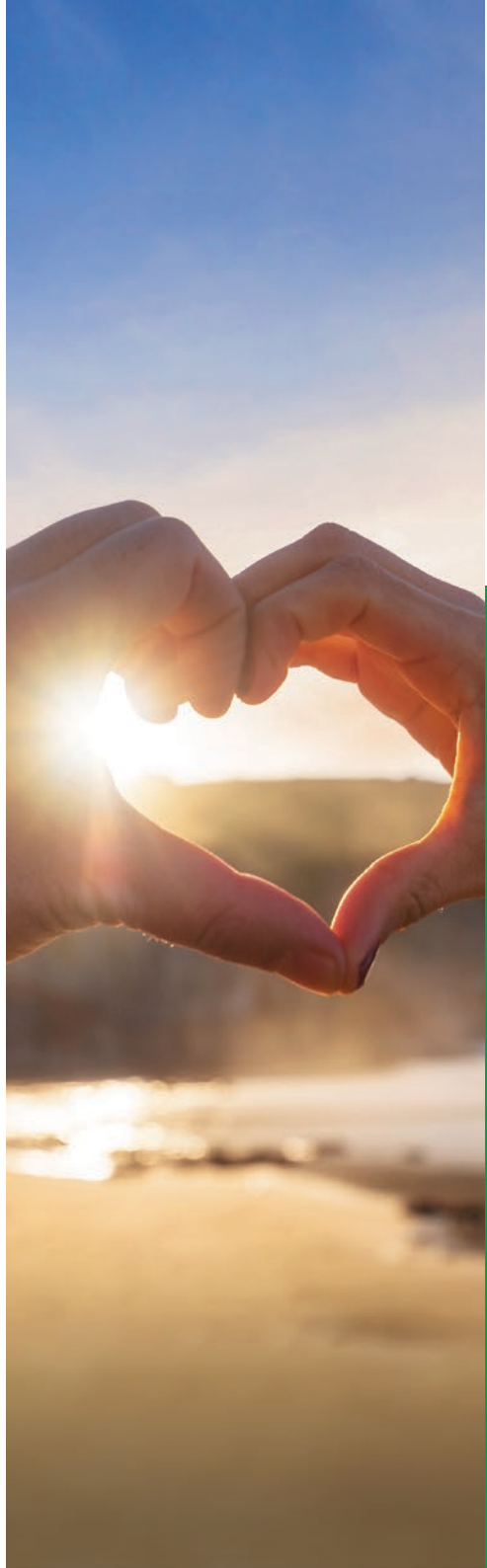


Manulife is  
*here* for you  
and *with* you



Throughout this challenging time, our top priority remains the *health* and *safety* of our customers, partners and employees. We hope you are staying *safe* and *healthy*.

Manulife is well-positioned to navigate through this trying situation. We are taking steps to ensure that you receive continuous support as we provide you with uninterrupted protection and assistance during these trying time.

Here are the initiatives we have put in place in order to support you throughout the COVID-19 pandemic and Movement Control Order (MCO):

## 1) RM1 million Special Financial Assistance Programme (SFAP)



### A helping hand in these uncertain times for all Manulife policy owners

We have in place the following benefits for customers who are diagnosed with COVID-19:

- *Hospitalisation Income Support* – a daily benefit of RM200 if you are kept in quarantine in any Ministry of Health designated hospitals
- *Compassionate Benefit* – a lump sum payment of RM10,000 per customer; OR RM15,000 per customer if you are a Medical Staff working in a hospital

We will *waive* the *30-day waiting period* for Manulife's medical plan policy if your hospitalisation is due to COVID-19. The *90-day exclusion* for overseas medical treatment claims will also be *waived* if you're affected by travel restrictions.

This programme runs from 26 February 2020 to 31 March 2021 (both dates inclusive).

Please click this link <https://www.manulife.com.my/en/individual/services/announcements.html> for more details.

## 2) Ensuring continuous service to you



We want you to stay home and stay safe while we continue to provide you with services you may need such as claims applications, policy administration, policy benefits services or even in buying new insurance products. Hence, we have simplified our service processes mainly by using online communications for your convenience during and after MCO.

### a) Non-Face-To-Face (NF2F) Claims Application

You can download the applicable claim form(s) at <https://www.manulife.com.my/en/individual/services/file-a-claim.html> and email to [MYCARE@manulife.com](mailto:MYCARE@manulife.com) for processing.

### b) NF2F Policy Administration and Policy Benefits services

For any request of change in your policy, kindly download the applicable forms from <https://www.manulife.com.my/en/individual/services/forms-library.html> and e-mail to:

- [MY\\_POS@manulife.com](mailto:MY_POS@manulife.com) for Policy Admin requests such as initiate premium top-up, switching of investment-linked funds, adding or changing nominee/trustee etc.
- [MY\\_POSBEN@manulife.com](mailto:MY_POSBEN@manulife.com) for Policy Benefit requests such as policy maturity, withdrawal or surrender.

Call your servicing agent or our Customer Careline at 03 2719 9112/1 300 13 2323 if you need any assistance.

**Note:** Customers will need to submit a selfie with their original NRIC if a witness is not available.



### c) NF2F New Application

**Be sufficiently protected for better peace of mind**

Our NF2F Sales Process makes it easier for you to engage with us by:

- *utilising online communications platforms*
- *using selfies with IC for verification purposes*

We are pleased to share with you our flagship critical illness product, **Beyond Critical Cover (BCC)**, a plan that was designed with you in mind. BCC gives you protection against *Admission Events* and *39 Covered Critical Illnesses*.

Do call your servicing agent if you would like to know more about BCC or our other products.

### 3) Convenient cashless premium payment methods



### Stay home, stay safe, and continue to stay protected

We have various cashless premium payment methods such as *Auto Billing*, *JomPAY*, and *Internet Banking* to help ensure you enjoy uninterrupted protection.

Find out more from your servicing agent or click on this [link](#) for more details.

### 4) Premium Deferment Program (PDP)



### Helping to ease your financial situation while keeping you protected

In line with the COVID-19 financial relief initiative by Bank Negara Malaysia, we are offering eligible policy owners a *deferment period of 3 months* to pay their insurance premiums. During this deferment period, Manulife will continue to provide insurance protection.

Call your servicing agent or our Customer Careline at 03 2719 9112 / 1 300 13 2323 if you need any assistance.

**Note:** This is **NOT** an automatic premium deferment programme. Therefore, policy owners have to approach Manulife to apply for this programme.

### 5) RM8 million Covid-19 Test Fund (CTF)



### Standing together with our industry members

All Manulife medical and health insurance policy owners may apply for *reimbursement of up to RM300* for *COVID-19 tests* under CTF.

CTF was set up by the Life Insurance Association of Malaysia (LIAM), Persatuan Insurans Am Malaysia (PIAM) and Malaysian Takaful Association (MTA).

Complete the online form and submit supporting documents directly to CTF's portal at [www.myCTF.my](http://www.myCTF.my)

