



Frequently Asked Questions RM 1 Million COVID-19 Financial Support Fund

1. Who is eligible to claim?

All policy holder with in-force TMLM policy(s) (except Group Policies) and their immediate family members. Immediate family members refer to spouse, children (up to age 21 years old) and parents of the policy holder.

2. What is the definition of Front Line Medical Staff?

Under this special programme, 'Front Line Medical Staff' is defined as medical officers, houseman, specialist, nurses and paramedics who are registered with the Ministry of Health of Malaysia and works in a Hospital in Malaysia.

3. Is there a waiting period to claim for the additional benefits?

There is no waiting period to claim for Compassionate Benefit. However, for Daily Hospital Income Support, there will be a waiting period of fourteen (14) days from the date of policy issuance or reinstatement for your TMLM policy(s).

4. What are the documents required to claim for Compassionate Benefit?

- (i) Death Certificate;
- (ii) Claimant & Deceased's Proof of IC;
- (iii) Birth Certificate (if applicable);
- (iv) Marriage Certificate (if applicable); and
- (v) any Doctor's Statement (if applicable)

5. Is the Compassionate Benefit applicable to death occurring outside Malaysia?

Yes.

6. Can I claim for the Daily Hospital Income Support if I am tested positive for Covid-19 outside Malaysia?

No. You can only claim if you are tested positive for Covid-19 and is being quarantined at designated hospitals by Ministry of Health Malaysia.

7. Are these additional benefits payable on top of my existing benefits from TMLM policy(s)?

Yes. All benefits from your TMLM policy(s) are payable subject to the terms and conditions of the policy(s).

8. Currently, I have three TMLM policies as policy holder. If say, multiple deaths occurred to my immediate family members, how many times can I claim for the additional benefits?

Only one claim per policy holder, regardless of how many TMLM policies you have. This is to enable Us to provide Covid-19 Financial Support to as many people as possible.

*** Ends ***