



Frequently Asked Questions

Additional Measure to Assist Policyholders Affected By Revision of Premium/ Cost of Insurance/ Insurance Charge for Medical Riders

1. What is the additional measure to assist policyholders affected by Revision of Premium/ Cost of Insurance/ Insurance Charge for Medical Riders?

The measure provided is:

Temporary Change the Medical Rider to a Lower Plan Type and Switch Back to the Original Plan Type within the SAME Medical Rider WITHOUT Underwriting (“Temporary Change”).

For an affordable medical coverage, the policyholder may change the medical rider plan type to a lower plan type within the **SAME** medical rider plan which takes effective from next policy anniversary (for traditional policies) and next monthsary (for investment-linked policies), provided that the lower plan type is available.

If the policyholder has performed this Temporary Change which takes effective between 1st January 2022 and 31st December 2022 and wants to switch back to the original medical rider plan type later, we will accept the application to switch back to the original medical rider plan type **WITHOUT** any underwriting within **12 months** period from the effective date of this Temporary Change.

The waiting period of the medical rider will **NOT** be applied after the original medical rider plan type is switched back.

The policyholder who opts for this measure will be reminded to switch back to the original plan type at least 30 days before the deadline of the switch back.

Other Options

Besides, the policyholder may also consider other options below:

1. Revise Premium Payment Frequency

The policyholder may change to pay the premium more frequently, e.g. from annual payment to semi-annual/quarterly/monthly payment to reduce financial burden. The premium amount may will be adjusted based on the modal factor for the revised payment frequency.

2. Apply for Premium Deferment Program. For more details, please visit [Tokio Marine Life Corporate Website](#).

2. Who are eligible to this additional measure?

This additional measure is available to policyholders affected by medical rider premium and insurance charges revisions which is going to take effective from 1st January 2022 - 31st December 2022.

3. How does the option of Temporary Change work?

The policyholders may change the medical rider plan type to a lower plan type within the **SAME** medical rider plan for an affordable medical coverage, provided that the lower plan type is available and the policy is **NOT** in waiver status.

If the policyholder has performed this change which takes effective between 1st January 2022 and 31st December 2022, we will accept the application to switch back to the original plan type **WITHOUT** any underwriting within **12 months** period from the effective date of change.

Example ①

The policyholder’s current medical rider is Traditional Health Care Supreme R&B 200. Policy Commencement Date (RCD) is 01 Apr 2010.



The policyholder submits application to Temporary Change the Room & Board to R&B 100 with effective date at 01 Apr 2022.
The policyholder is **ELIGIBLE** to submit application to switch back to the original plan type (i.e. R&B 200) until 31 March 2023.

Example ②

The policyholder’s current medical rider is Investment-Linked iHealth+ R&B 200.
Policy Commencement Date (RCD) is 01 Nov 2016.
The policyholder submits application to Temporary Change the Room & Board to R&B 100 with effective date at 01 Apr 2022.
The policyholder is **ELIGIBLE** to submit application to switch back to the original plan type (i.e. R&B 200) until 31 March 2023.

To apply for this, the policyholder may submit this using **Request for Alteration Form** to us, fill in the medical rider plan type to temporary change and state **“For Medical Repricing Additional Measure”** in “Part 3: Financial Changes” of the form.

PART 3: FINANCIAL CHANGES		
<input type="checkbox"/> Reduce Basic Sum Assured	New Basic Sum Assured	
<input type="checkbox"/> Reduce Rider Sum Assured	Name of Rider	New Sum Assured (RM)
	1. State medical rider plan type to temporary switch	
	2.	
<input type="checkbox"/> Reduce Basic Premium (Investment Linked)		per year (only allowed on Next Policy Anniversary)
		For Office Use:
PART 3: FINANCIAL CHANGES (CONTINUE)		
<input type="checkbox"/> Cancellation of Rider(s)	State “For Medical Repricing Additional Measure”	
<input type="checkbox"/> Others		
Checklist: <input type="checkbox"/> For Cancellation of Riders, Reduce Basic Sum Assured and Reduce Rider Sum Assured (if any), please submit Direct Credit Payment Form. <i>*only applicable for Convertible Term Rider, Life Care Rider Plus, Hospitalisation Benefit, IncomeShield Rider, iSaving Rider and medical rider after commencement date of 01/01/2006 for quarterly, semi-annual and annual payment mode</i> <input type="checkbox"/> For Cancellation of Riders, Reduce of Sum Assured and Reduce Basic Premium for all policies, please submit Trustee’s consent.		

Please take note this option is not applicable for policy in waiver status.

4. Will this Temporary Change impact the medical coverage and claim?

The medical coverage will be based on the plan type of the medical rider at the point of claim event.

Please note that any existing exclusions, terms and condition stated in the medical rider annexure will continue to apply.

5. Can this Temporary Change available to a policyholder who performed medical conversion to another medical rider and subsequently switch back to the original medical rider?

No, any application to change the original medical rider to another medical rider via medical conversion (e.g. conversion from Traditional AHP series or HCS to MedShield/ from iHealth+ to iMediCare) will be as per existing business rule.

6. How to apply for switch back to the original plan type of the medical rider after Temporary Change is performed?

The policyholder may apply to to switch back to the original plan type of the medical rider **WITHOUT** any underwriting within **12 months** period from the effective date of change.



Moreover, the policyholder will also be reminded to switch back to the original plan type at least 30 days before the deadline of the switch back.

To apply for this, the policyholder may submit this using **Request for Alteration Form** to us, fill in the original medical rider plan type to switch back and state **“For Medical Repricing Additional Measure”** in **“Part 3: Financial Changes”** of the form.

PART 3: FINANCIAL CHANGES		
<input type="checkbox"/> Reduce Basic Sum Assured	New Basic Sum Assured	
<input type="checkbox"/> Reduce Rider Sum Assured	<i>Name of Rider</i>	<i>New Sum Assured (RM)</i>
	1. State original medical rider type to switch back	
	2.	
<input type="checkbox"/> Reduce Basic Premium (Investment Linked)		per year (only allowed on Next Policy Anniversary)
		For Office Use:
PART 3: FINANCIAL CHANGES (CONTINUE)		
<input type="checkbox"/> Cancellation of Rider(s)		
<input type="checkbox"/> Others	State “Medical Repricing Additional Measure”	
Checklist:		
<input type="checkbox"/> For Cancellation of Riders, Reduce Basic Sum Assured and Reduce Rider Sum Assured (if any), please submit Direct Credit Payment Form. <i>*only applicable for Convertible Term Rider, Life Care Rider Plus, Hospitalisation Benefit, IncomeShield Rider, iSaving Rider and medical rider after commencement date of 01/01/2006 for quarterly, semi-annual and annual payment mode</i>		
<input type="checkbox"/> For Cancellation of Riders, Reduce of Sum Assured and Reduce Basic Premium for all policies, please submit Trustee’s consent.		

7. Can the policyholder apply for switch back to the original plan type of the medical rider after 12 months from the Temporary Change?

No. The switch back to the original plan type of the medical rider is only allowed within 12 months from the effective date of Temporary Change.

8. Is there any waiting period imposed after the switch back of the original medical rider plan type?

Waiting period will not be applied after the switch back of the original medical rider plan type.

9. How to apply for Premium Payment Frequency Revision?

To apply for this, the policyholder may submit this using **Request for Alteration Form**, fill in **“Mode of Payment”** to revise as per existing business rule.

Please take note this option is not applicable for policy in waiver status and investment-linked policy with increase of basic premium/regular top ups added with effective date different from the policy anniversary date.

10. What is Premium Deferment Program? How to apply for this?

This program is open to all active policy owners (policies that do not have any outstanding premiums and are not lapsed at the time of application) who are:

- infected with Covid-19; or
- undergoing mandatory quarantine as advised by authorities; or
- suffered loss of income which includes retrenchment, shorter working hours and salary deduction for individuals, loss of income for self-employed and small medium enterprises (SME)

With this program, the eligible policy owners are allowed a deferment period of 3 months to pay their premium for their insurance policy while continue to enjoy insurance coverage.



To apply for this, the policy owners can email to us at customercare@tokiomarinelife.com.my with the email subject title and content:

2021 PREMIUM DEFERMENT PROGRAM APPLICATION:

POLICY/ CERTIFICATE NUMBER XXXXXXX

I would like to apply for a 3-month deferment of my premium/contribution payment that is due on dd/mm/yyyy.

For non-monthly premium mode (annual, half-yearly, quarterly) policy,

I would like to request to change premium payment mode to monthly.

The supporting documents required to submit are:

- Doctor's letter confirming Covid-19 infection (if the policy owner is infected); or
- Letter of mandatory quarantine from authorities; or
- Employer's letter on retrenchment or termination or salary deduction; or
- Letter of closure of businesses; or
- Other relevant proof or documents, if any (for example hawker centre closure notice)
- For non-monthly premium payment mode, the customer is required to submit "Request for Alteration" form to revise the premium payment mode to monthly in order to process the application.