Guide to Investment-linked Policy Owners on Insurance Coverage

- ✓ You have purchased an investment-linked policy which is an insurance product that is tied to the performance of the investment fund(s) which you selected.
- ✓ This Guide gives you general information on factors that may reduce your fund value and steps that you can take to enjoy insurance coverage for the full term of your policy.
- √ Please contact your servicing representative or contact us at 03-20596188 or customercare@tokiomarinelife.com.my if you have any questions.

Let's recap how your investment-linked policy works...

- ✓ A portion of your premiums (i.e. allocated premium) are used to purchase units in the investment fund(s).
- ✓ Charges will be deducted from your investment funds, including charges to pay for your insurance cover.
- ✓ Your fund value needs to be sufficient to ensure continued insurance coverage for the full policy term. If your fund value is insufficient and reduces to zero, you can take steps to maintain your insurance cover.

Please refer to the diagram in Appendix A for an illustration of how an investment-linked policy works.

What could reduce your fund value*?



Not paying premiums when it is due1



✓ Choosing not to increase premiums when increasing protection cover (e.g. buying riders)¹



✓ Poor investment return



✓ Choosing not to increase premiums or perform top up when the insurer increases insurance/other charges



Making partial withdrawals from the fund

What do you need to do*?

Step 1: Review your insurance coverage regularly

- ✓ For the year 2019, we will inform you if your policy is expected to be at risk of insufficient balance to pay for charges due.
- ✓ From 1 January 2020 onwards, your annual statement will contain information on the expected duration of your insurance cover based on your fund value.

Step 2: Take necessary actions* if there is a risk that your fund may become insufficient, to ensure continued insurance coverage for the full policy term



✓ Increase premium payment or perform top up



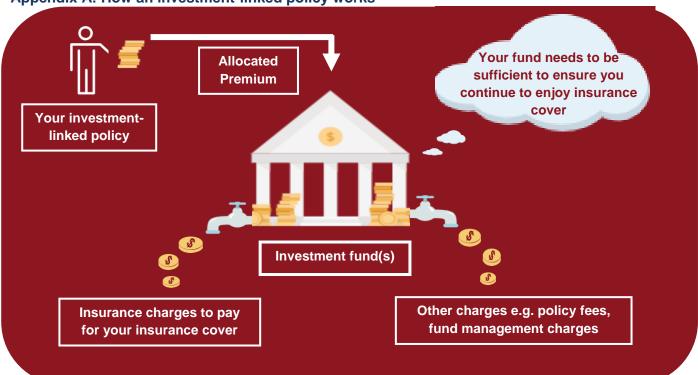
✓ Reduce your insurance coverage¹

WARNING: If you choose not to perform any of the actions above, your policy may not be able to remain in-force until full policy term.

^{*} Disclaimer: Some of these information and options may not apply to you. For information and options specific to your policy, please contact us for further details.

¹ Not applicable to single premium policy.

Appendix A: How an investment-linked policy works



Members of LIAM:



Telephone No: 1-300-88-1899 / 03-2056 1111 Fax No: 03-2056 2292 E-mail: my.customer@aia.com http://www.aia.com.my



Telephone No: 03-2117 6688 / 1300-88-1616 Fax No: 03-2117 3698 / 2117 6768 Email: customer.care@axa-life.com.my http://www.axa.com.my



Telephone No: 1300-1300-88 Fax No : 03-4259 8000

Email:wecare-my@greateasternlife.com

http://www.greateasternlife.com



Telephone No: 03-2780 6611 Fax No: 03-2780 6622 Email: info@mlre.rgare.com



Telephone No: 03-2031 8228 Fax No : 03-2032 3939 Customer Service Tel No: 03-2116 0228 Email: customer.mys@prudential.com.my https://www.prudential.com.my



Telephone No : 03-2109 6000 Fax No: 03-2109 6888 Call Centre : 1300-888-622 / 03-2146 9999 Email: callcentre@zurich.com.my https://www.zurich.com.my



Telephone No : 03-2264 1188 / 2264 0688 Fax No: 03-2264 8499 E-mail: Customer.service@allianz.com.my



http://www.allianz.com.my

Telephone No: 03-2297 3888 Fax No : 03-2297 3800 Etiqa Contact Centre : 1-300-13-8888 Email:info@etiqa.com.my http://www.etiqa.com.my

hannover re°

Telephone No: 03-2687 3600 Fax No: 03-2687 3760 / 2687 3762 http://www.hannover-re.com



Telephone No: 03-2719 9228 Fax No: 03-2092 2960 / 2094 0972 http://www.manulife.com.my



Telephone No: 03-2612 3600 Fax No : 03-2698 7035 Client Careline : 1300-88-5055 Email: wecare@sunlifemalaysia.com http://www.sunlifemalaysia.com

MAmMetLife

Telephone No: 03-2271 8000

Fax No: 03-2272 3226 E-mail: customercare@ammetlife.com feedback@ammetlife.com https://www.ammetlife.com



Telephone No : 03-2298 2000 Fax No: 03-2298 2222 Customer Service Hotline : 1300-22-6262 (local) / 03-2687 2020 (overseas) Email: customerservice@gibraltarbsn.com http://www.gibraltarbsn.com



Telephone No : 03-7650 1818 Fax No: 03-7650 1991

Email: customerservice@hla.hongleong.com.my Customer Service Hotline: 03-7650 1288 Customer Service Hotfax: 03-7650 1299 http://www.hla.com.my



Telephone No: 03-7652 3388 E-mail:info@mcis.mv http://www.mcis.my



Telephone No: 03-2059 6188

Fax No: 03-2162 8068 Email: customercare@tokiomarinelife.com.my http://www.tokiomarine.com

