



Frequently Asked Questions

Interim Measure on Medical Repricing

Interim Measure Q&A

1. What is this Medical Repricing Interim Measure?

This Interim Measure is designed to assist eligible customers by spreading the medical premium/ cost of insurance (COI) increases over a minimum period of three (3) years. This will allow customer some space in managing the premium revision. This is only a temporary support while the industry collaborates with regulators, healthcare providers and the government to develop a sustainable long-term solution.

2. Am I entitled to the spread out of the medical premium/ COI adjustments under the Interim Measure?

Interim measure will be applicable for customers of iMediCare Non-Saver where the COI adjustment takes effect from **1 January 2025** onwards. This COI adjustment DOES NOT apply to the COI increase that is due to You moving up to a higher age band.

3. How does spread out of medical premium/ COI adjustments work?

a) I am not a customer of iMediCare Non-Saver Rider.

Please be informed that Interim Measure is not applicable to Your medical rider.

b) I am a customer of iMediCare Non-Saver Rider. I have received medical repricing notification and the re-pricing has taken effect.

From 15 January 2025 onwards, You can approach Us for access to Interim Measures that will take effect **after Your point of application**.

Example: You apply for Interim Measure in April 2025, the adjusted COI as per the Interim Measure will take effect on Your next COI due date.

However, please be informed that we are working on the systems to implement the Interim Measure. Until our systems are ready, We will continue to charge the COI as per the amount stated in Your medical re-pricing notification earlier. Once our systems are ready, please be assured that We will make the necessary adjustment as per the Interim Measure effective **1 January 2025**. We will refund any extra charges to Your policy's fund value. We thank You for Your patience.





Any revised premium you have paid will be allocated into your Fund Value. As such, We recommend that You continue to pay Your revised premium to ensure continuity of Your medical coverage and sustainability of Your policy.

- c) I am a customer of iMediCare Non-Saver Rider. I have received medical repricing notification but the re-pricing has not taken effect.

Please be informed that we are working on the systems to implement the Interim Measure. Once our systems are ready, please be assured that We will make the necessary adjustment as per the Interim Measure effective 1 January 2025. We thank You for Your patience.

Until our systems are ready:

- We will continue to charge the COI as per the amount stated in Your medical re-pricing notification earlier; and
- We will refund any extra charges to Your policy's fund value.

Any revised premium you have paid will be allocated into your Fund Value. As such, We recommend that You continue to pay Your revised premium to ensure continuity of Your medical coverage and sustainability of Your policy.

- d) I am a customer of iMediCare Non-Saver Rider. I have not received medical repricing notification.

Please be informed that we are working on the systems to implement the Interim Measure. Until our systems are ready, You may still receive Your medical repricing notification with a revised COI that **has not factored in** the Interim Measure. Once our systems are ready, please be assured that We will make the necessary adjustment as per the Interim Measure effective 1 January 2025. We thank You for Your patience.

Until Our systems are ready:

- We will continue to charge the COI as per the amount stated in Your medical re-pricing notification earlier; and
- We will refund any extra charges to Your policy's fund value.

Any revised premium you have paid will be allocated into your Fund Value. As such, We recommend that You continue to pay Your revised premium to ensure continuity of Your medical coverage and sustainability of Your policy.

4. I am 60 years old and above and I am covered by the minimum plan of iMediCare Non-Saver (i.e. Plan 100), what should I do?

- a) If You are age 60 and above* with iMediCare Non-Saver Plan 100

- You will be eligible for a 1-year temporary deferment in COI adjustment due to medical claims inflation.
- This 1-year temporary deferment DOES NOT apply to the COI increase that is due to You moving up to a higher age band.



- After the 1-year deferment, Your increased COI will spread as per the Interim Measure.

Please be informed that we are working on the systems to implement the Interim Measure. Once our systems are ready, please be assured that We will make the necessary adjustment as per the Interim Measure effective **1 January 2025**. We thank You for Your patience.

Until our systems are ready:

- We will continue to charge the COI as per the amount stated in Your medical re-pricing notification earlier; and
- We will refund any extra charges to Your policy's fund value.

b) If You are age 60 and above BUT Your iMediCare Non-Saver is not Plan 100

- You will be eligible for the spreading of the increased COI as per the Interim Measure.
- However, You are NOT eligible for the 1-year temporary deferment in COI adjustment.

Please be informed that we are working on the systems to implement the Interim Measure. Once our systems are ready, please be assured that We will make the necessary adjustment as per the Interim Measure effective **1 January 2025**. We thank You for Your patience.

Until our systems are ready:

- We will continue to charge the COI as per the amount stated in Your medical re-pricing notification earlier; and
- We will refund any extra charges to Your policy's fund value.

c) If You are age 60 and above BUT Your medical plan is NOT iMediCare Non-Saver plan

- Please be informed that the Interim Measure is not applicable to You.
- Please continue to pay Your current revised premium to ensure continuity of Your medical coverage and sustainability of Your Policy.

**At the point when the COI adjustment takes effect*

5. I terminated my iMediCare Non-Saver rider/ my iMediCare Non-Saver policy lapsed. Am I able to reinstate my iMediCare Non-Saver rider/ policy when these "Interim Measure" take place?

a) If You terminated your iMedicare Non-Saver rider OR Your iMediCare Non-Saver policy lapsed

- If Your iMediCare Non-Saver rider is terminated or iMedicare Non-Saver Policy has lapsed between **1 January 2024 to 31 December 2024**, You can add back Your iMedicare Non-Saver rider or reinstate Your iMedicare Non-Saver policy without additional underwriting.



- This special reinstatement is only available from **15 January 2025 to 30 June 2025**.
- You will be subject to the adjusted COI as per the Interim Measure upon reinstatement.

b) If You terminated/lapsed medical rider that IS NOT iMediCare Non-Saver plan

- Please be informed that the Interim Measure is not applicable to You.
- You may apply for reinstatement with usual underwriting requirement.

6. Will the Interim Measure affect my iMediCare Non-Saver coverages?

We would like to assure you that as long as Your iMediCare Non-Saver remains in force, the Interim Measure would not affect Your iMediCare Non-Saver coverages.

7. I do not have a medical insurance policy currently. Can I purchase insurance with spread out repricing?

The Interim Measures are **only applicable** to existing iMedicare Non-Saver customers commenced before 1st April 2024.

8. Who can I contact for anything related to the Interim Measure or Medical Repricing in general?

You may contact our dedicated hotline at 03-2603 3999 (Monday - Thursday 8:40am - 5:20pm; Friday 8:40am - 5:20pm, except during Public Holidays) from 15 January 2025 onwards. Alternately, you may reach out to your agent or email Us at customercare@tokiomarinelife.com.my.

Generic Q&A

9. Why are my medical insurance premium/ COI increasing even though I haven't made any claims?

Insurance companies work on the concept of risk pooling. When You take up a medical plan, You join a larger group of customers who have similar risk characteristics or profiles as You. The medical insurance premium/ COI that are collected from You and all other customers in the group are pooled together to provide for future claims. If claims paid from the pool become higher than expected over time, the insurance company may have to revise the medical insurance premium/ COI to make sure the said pool remains sustainable and that all customers in the group can continue to be covered in the long run (regardless of whether You have made a claim or not).



10. Why is my medical insurance premium/ COI increasing?

Medical insurance premiums/ COIs are revised periodically because of the rising cost of medical care and increases in the number of policyholder going to hospitals, resulting in increases in claims. Over the period of 2021 to 2023, the insurance and takaful industry experienced an unprecedented cumulative medical claims cost inflation rate of 56%¹ (i.e. close to 19% p.a.). As such, insurance companies need to adjust premium to ensure claims can be paid, so they can continue to provide You with the coverage You need.

Sources: ¹ [Life Insurance Association Malaysia](#)

11. Will my medical insurance premium/ COI increases as I get older?

Yes, it is common for medical insurance premium/ COI to increase with age, as older individuals tend to have higher healthcare needs and are more likely to make claims. Insurers may adjust medical insurance premium/ COI based on the age of the life assured. This should be clearly outlined in the terms and conditions of the policy.

12. What factors cause medical costs to rise?

- i. Advanced medical treatments, new procedures, and better medications are expensive.
- ii. Private hospitals invest in the latest imported equipment, supplies, and medicines.
- iii. The rise in non-communicable diseases (like diabetes, high cholesterol, and obesity) requires long-term care and hospitalisation.
- iv. Older individuals typically need more frequent and costly medical treatments.
- v. Enhanced policy/certificate benefits often lead to more claims, driving costs higher.

13. Do all insurance companies increase medical insurance premium/ COI at the same time?

No, each insurance company adjust medical insurance premium/ COI based on their respective claims experience and medical inflation.

14. How sustainable are these interim measures and how will it affect my medical insurance premium/ COI in the long-run?

While staggering premium/ COI increases provides immediate relief to policyholders, the reality is that the premium/ COI rates will require material adjustments in the near future unless systematic changes are implemented across the healthcare eco-system.

As the current premium/ COI rates are inadequate, insurance and takaful providers may have to step up cost containment initiatives, as part of the industry's commitment to provide accessible, affordable and effective healthcare. However, this alone won't be sufficient, and we strongly urge a "whole-of-nation" approach to address the rising costs of medical care with strong participation from hospital providers, doctors and support of the Ministry of Health Malaysia.



This, in addition to bringing down pharmaceutical drug prices, promoting a higher usage of generic drugs in tandem, ensuring appropriate and cost-effective diagnosis and treatments with price transparency in the short term as well as the implementation of Diagnosis-Related Group (DRG) initiatives in the medium term. All these efforts are essential to ensure the sustainability of the ecosystem and equitable access to affordable healthcare for all.

15. What if I cannot afford to pay my medical insurance premium/ COI?

If premium/ COI are becoming unaffordable, You have options:

- a. **Switch to a lower plan:** This reduces Your premium/ COI but provides less coverage. Consult Your agent to ensure it still meets Your needs.
- b. **Opt for a plan with co-payment option which could include a deductible/ co-insurance or both:** You agree to pay a specified percentage of the hospital bill to reduce Your insurance premium.

16. Will my policy lapse if I cannot pay the premium?

If You fail to pay Your premium for standalone or a premium paying medical product, Your insurance policy could lapse, resulting in the loss of coverage. However, You may have a grace period during which You can still make the payment without losing coverage. If the policy lapses, You may be able to reinstate it, though this could involve additional fees or higher premium. To avoid policy lapses, it is crucial to stay on top of payments and discuss with Your agent if You face financial difficulties.

For investment-linked policy, Your medical coverage will stay in-force as long as there is sufficient cash value in the policy to cover the COI deduction for Your coverage.