



**Persatuan Insurans Hayat Malaysia
Life Insurance Association of Malaysia**

FOR IMMEDIATE RELEASE

COVID-19 third wave: Life insurance companies extend additional relief measures for affected policyholders to 31 December 2020

Financial assistance and support programmes aim to assist affected policyholders to cope with the immediate health effects of the virus and the economic consequences.

Kuala Lumpur, 13 November 2020 – The Life Insurance Association of Malaysia (LIAM) and its member companies are pleased to announce the extension of the additional relief measures for affected policyholders to 31 December 2020 following the third wave of the COVID-19 pandemic in the country.

The additional relief measures come in a form of financial assistance amongst others include cash benefits, hospitalization allowance and lump-sum death/compassionate benefits.

The following are some examples of the additional benefits offered by the life insurers:

- i. An insurer offers products which entitled policyholders to enjoy 6 months premium relief of up to RM3,000 due to retrenchment (policy to be in force at least 12 months prior to retrenchment).
- ii. Six life insurers have pledged RM1 million each as part of their financial assistance and support programme for customers affected by COVID-19.
- iii. Four life insurers offer special death benefit payment ranging from RM5,000 - RM15,000 to frontline medical workers.
- iv. Cash Relief ranging from RM1,000 – RM5,000 for customers who are diagnosed with COVID-19.
- v. Cash benefits/allowance for hospitalisation ranging from RM60 - RM250 per day and up to 30 days of hospitalisation.
- vi. Special lump-sum death/compassionate benefits ranging from RM5,000 - RM20,000 upon the death of the insured.

According to LIAM President, Loh Guat Lan the additional relief measures are some of the immediate initiatives implemented by the various LIAM member companies to alleviate the hardships faced by the policyholders and their family members.

In support of the Government's measures to assist the rakyat in coping with the pandemic, LIAM and its member companies have come together in solidarity to implement various relief measures to assist policyholders who are affected by the pandemic and to ensure that they are able to continue with their livelihoods.

"We would like to advise affected policyholders to contact their insurance companies to find out on the additional benefits that they are eligible to claim and to check on the terms and conditions of their health insurance policy," Loh added.

LIAM and MTA have also granted a 90 days deferment period/no-lapse guarantee for 3 months for policyholders who are impacted by this pandemic. During this period, insurance and takaful companies will continue to provide insurance protection to affected policyholders if they are not able to pay for their premiums. Affected policyholders must apply to their insurance companies to get approval before they can benefit from this relief measure. This option is available from 1 April 2020 until 31 December 2020.

Policyholders who are qualified for this relief include those who are COVID-19 positive patients, those who are home quarantined (mandatory) or suffered a loss of income. We also extend to small and medium enterprises (SMEs) which have suffered a loss of income due to the COVID-19 pandemic. Examples of events that lead to such loss of income include retrenchment, shorter working hours and salary or commission reductions for individuals; and loss of business income for self-employed and SMEs.

According to Loh, policyholders affected by COVID-19 need to submit their applications to their insurance company for the deferment of payment of life insurance premiums. As of to date, over one million policyholders have been granted the premium deferment relief, involving a total of over RM1.6 billion premium payment.

Insurance companies will continue to provide other forms of support to help policyholders to keep their policies in force. Some of these may include a restructuring of policy features, such a lowering the sum assured or temporarily shortening the policy duration, so that policyholders can keep their insurance protection.

Details on the additional relief measures are available in the Appendix 1.

Kindly contact the respective life insurance companies directly if you wish to find out more about your insurance coverage for COVID-19.

LIAM Member Companies (refer to website www.liam.org.my)

1. AIA Bhd.
2. Allianz Life Insurance Malaysia Berhad
3. AmMetLife Insurance Berhad
4. AXA AFFIN Life Insurance Berhad
5. Etiqa Life Insurance Berhad

6. Gibraltar BSN Life Berhad
7. Great Eastern Life Assurance (M) Berhad
8. Hannover Rueck SE, Malaysian Branch (*reinsurer*)
9. Hong Leong Assurance Berhad
10. Manulife Insurance Berhad
11. Malaysian Life Reinsurance Group Berhad (*reinsurer*)
12. MCIS Insurance Berhad
13. Prudential Assurance Malaysia Berhad
14. Sun Life Malaysia Assurance Berhad
15. Tokio Marine Life Insurance Malaysia Bhd.
16. Zurich Life Insurance Malaysia Berhad

About LIAM

Formed in 1974, the Life Insurance Association of Malaysia (LIAM) is a trade association registered under the Societies Act 1966. LIAM has a total of 16 members, of which 14 are life insurance companies and 2 life reinsurance companies.

LIAM's objectives are to promote a progressive life insurance industry; to enhance public understanding and appreciation for life insurance; to upgrade the image and professionalism of the life insurance industry and to support the regulatory authorities in developing a strong industry.

For further clarifications, please contact:

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Facebook: [LIAM – Life Insurance Association of Malaysia](https://www.facebook.com/liamalaysia)



Instagram: <https://www.instagram.com/liamalaysia/>


Life Insurance Companies Additional Relief Measures for Policyholders in facing the COVID-19 crisis



Company/Contact details	Relief Measures
 <p>AIA Bhd.: 1300 88 1899 my.customer@aia.com / my.assist@aia.com www.aia.com.my</p>	<p>1. Hospitalisation benefits of RM200 per day (up to 30 days) upon diagnosis and quarantine due to COVID-19,</p> <p>2. benefit of RM10,000 upon death of the insured due to COVID-19. The coverage period is up to 31 Dec 2020</p> <p>*The coverage is also extended to AIA staff and agents, including waiver exclusion quarantine by law *Includes existing and new individual life policyholders (excluding Group) who purchase a policy with us before 31 December 2020. *No waiting period for the extra coverage.</p>
 <p>Allianz Life Insurance Malaysia Berhad: 1 300 22 5542 customer.service@allianz.com.my www.allianz.com.my</p>	<p>1. For our Hospital & Surgical (H&S) policyholders, Allianz Life will cover the hospitalisation for the treatment of COVID-19 according to the policy benefits, terms and conditions until further notice.</p> <p>2. Additional benefits listed below:</p> <p>a) There will be no waiting period applicable to all life assureds with H&S cover.</p> <p>b) There will be no co-payment due to isolation under H&S cover.</p> <p>c) Policyholders to receive a cash allowance of RM200 per day for hospitalization due to COVID-19. If any of the immediate family members is hospitalized due to COVID-19, a one time benefit of RM200 per day will be payable to the policyholder (although the immediate family members may not have a policy with Allianz).</p> <p>d) An additional Death Benefit due to COVID-19 of RM20,000 per life for the life assured only, applicable to those with life insurance policy.</p> <p>The above measures are offered until 31 December 2020.</p>


Company/Contact details	Relief Measures
 <p>AmMetLife Insurance Berhad 1 300 88 8800 customercare@ammetlife.com www.ammetlife.com</p>	<p>For new group policies issued from 1/7/20-31/10/20 -A lump sum of RM25,000 for death due to COVID-19; -Up to a maximum of RM100 daily hospital income due to COVID-19.</p> <p>For new Certificate of Assurance issued from 15/7/20-31/10/20 -A lump sum of RM25,000 for death due to COVID-19; -COVID-19 test or pre-surgical COVID-19 test reimbursement up to a maximum of RM400.</p> <p>For existing policies -A lump sum of RM6,000 upon death due to COVID-19; -Additional RM6,000 will be payable if the individual is a front line medical worker of hospital registered with MOH.</p> <p>Complimentary compassionate coverage - A lump sum of RM6,000 extended to eligible front line medical workers regardless of coverage status with AmMetLife/ AmMetLife Takaful.</p> <p>*Cover until 31 December 2020 or till exhaustion of allocated fund</p>
 <p>AXA Affin Life Insurance Berhad 1 300 88 1616 customer.care@axa-life.com.my https://www.axa.com.my</p>	<p>Cash Benefits/Daily Allowance</p> <p>Daily allowance of RM60 for Hospitalization in a government ward up to 60 days; WITH a further daily allowance of RM60 up to 30 days upon admission into an isolation ward of a Government Hospital.</p> <p>In regard communicable illnesses like COVID-19, our benefit is doubled when the hospitalization in the government hospital involves the isolation ward.</p>



Company/Contact details	Relief Measures
 <p>eTiqa Life Insurance</p> <p>Etiqa Life Insurance Berhad 1-800-88-9998 (Healthcare) Live chat: http://www.eti.qa/livechat info@etiqa.com.my http://www.etiqa.com.my</p>	<ol style="list-style-type: none"> Cash relief of RM5,000 for individual Etiqa Life Insurance policy owners who are diagnosed with COVID-19 for the period of 19 February 2020 until 31 Dec 2020. For Medical plan policyholders, Etiqa Life Insurance will pay the for hospitalisation benefits as per the medical plan coverage for admission due COVID-19. Etiqa Life Insurance will pay the death benefits to policyholders as per their policy benefits/plans. Campaign Basis: SecureLink – new policies from 1 July to 31 December 2020 Protect 88 – new policies from 17 July to 31 December 2020 <ul style="list-style-type: none"> Extra 50% Death Benefit due to Covid-19, cap at RM 100K Extra RM5,000 Cash Relief upon diagnosis of COVID-19 in addition of existing RM 5,000 cash relief campaign <p>3. Diagnosis falls under Quarantine is not payable inclusive of its HiB claims, but in this case, we do pay for Hospital income benefit (HiB)</p>
 <p>Gibraltar BSN</p> <p>Gibraltar BSN Life Berhad 1300-22-6262 customerservice@gibraltarbsn.com https://www.gibraltarbsn.com</p>	<ol style="list-style-type: none"> Waive the pandemic clause for hospitalisation due to Coronavirus for all our customers with an existing medical plan; Extend COVID-19 coverage for our selected products which have the Additional Death Benefit provision if death is due to COVID-19 and/or Hospitalisation Income if hospitalised due to COVID-19. No-lapse guarantee for customers diagnosed with COVID-19.

Company/Contact details	Relief Measures
 <p>Great Eastern Life Assurance (M) Berhad 1300-1300 88 wecare-my@greasternlife.com greasternlife.com/my</p>	<p>1. RM1 million Financial Assistance Programme to help customers who are affected by COVID- 19;</p> <p>2. Hospitalisation Cash Assistance of RM200 per day up to 60 days of hospitalisation, upon diagnosis of COVID-19 and kept in quarantine at any of the Ministry of Health Malaysia designated hospitals;</p> <p>3. A lump sum of RM20,000 death benefit per life upon death due to COVID-19;</p> <p>4. Coverage offered to all life assured of GELM (excluding Compulsory Group Employees Benefits) and its immediate family members (spouse and children up to age 18). From 17 February 2020 to 31 December 2020 or until the exhaustion of the Financial Assistance Programme of RM1 million.</p>
 <p>HongLeong Assurance</p> <p>Hong Leong Assurance Berhad 03-7650 1288 customerservice@hla.hongleong.com.my www.hla.com.my</p>	<p>Complimentary Dual Special Benefit Programme for COVID-19 at No Additional Cost</p> <ul style="list-style-type: none"> • Hong Leong Assurance and Hong Leong MSIG Takaful Berhad has jointly pledged RM 1 million to this Financial Assistance Programme to help customers affected by COVID-19. This includes: <ul style="list-style-type: none"> i. Hospitalisation Benefit of RM200 per day (up to 30 days) upon confirmed COVID-19 diagnosis and placed under quarantine at any Ministry of Health's designated hospitals. ii. An additional lump sum payment of RM10,000 as Death Benefit per life upon death due to COVID-19; • These coverages are in addition to their existing benefits i.e. Hospital Income, Daily Cash Allowance at Government Hospital, and 80% Cashback for Unutilized Room & Board Facilities. • All customers of individual policy with medical coverage are eligible. Coverage on first-come-first-served basis, from 28 Feb - 31 December 2020. <hr/> <p style="text-align: center;">Complimentary Retrenchment Benefit at No Extra Cost</p>

Company/Contact details	Relief Measures
	<ul style="list-style-type: none"> • 6 Months of Premium Relief of up to RM3,000 for customers between 18 to 60 years old who have been actively working and suddenly face unexpected retrenchment. • This Benefit is given to all customers who have purchased HLA CompleteCover, HLA Asset Secure and HLA Asset Protector Matrix plan between 1 July 2020 – 30 Jun 2021, provided that their policy is in-force for at least 12 months prior to claim. • In addition, customers must have been in employment with regular income continuously for a year in the same company in Malaysia, and immediately becomes involuntarily unemployed after that period of employment.
 <p>Manulife Insurance Berhad 1300-13-2323/03-2719 9112 MYLIFE_CustomerService@manulife.com www.manulife.com</p>	<p>RM1 million Special Financial Assistance Programme to help customers who are affected by COVID- 19;</p> <ol style="list-style-type: none"> 1. Hospitalisation Income Support of RM200 per day (up to 30 days) upon diagnosis and quarantine due to COVID-19; 2. A lump sum RM10,000 of Compassionate Benefit to customers and/or their immediate family members upon death due to COVID-19; 3. Additional RM5,000 will be payable in addition of the Compassionate Benefit if the individual is a medical staff of a registered hospital in Malaysia; 4. Waived the 30-day waiting period of a medical plan if hospitalisation due to COVID-19; 5. Waived the 90-day exclusion for overseas medical treatment claims if affected by travel restrictions. <p>Applicable until 31 December 2020 or until the exhaustion of the Special Financial Assistance Programme of RM1 million.</p>

Company/Contact details	Relief Measures
 <p>MCIS Insurance Berhad 03-7652 3388 customerservice@mcis.my https://www.mcis.my/</p>	<p>a) Waiver of quarantine diseases exclusion for COVID-19 for all clients of MCIS Life medical policies (group and individual);</p> <p>b) Special COVID-19 coverage as follows for MCIS Life customers (individual policies only) up to 31 December 2020 (period of coverage to be reviewed at the end and may be extended):</p> <p>i) Diagnosis Benefit of RM5,000 (upon positive diagnosis of COVID-19) ii) Death Benefit of RM10,000 if the client had a positive diagnosis of COVID-19.</p>
 <p>Prudential Assurance Malaysia Berhad 03 2771 0228 customer.mys@prudential.com.my www.prudential.com.my</p>	<p>Prudential Customer</p> <ol style="list-style-type: none"> RM1 million COVID-19 fund (for Prudential Assurance Malaysia Berhad and Prudential BSN Takaful Berhad) to help customer who are affected by COVID-19. COVID-19 Cash Relief of RM1,000 (RM2,000 for Pulse by Prudential register user) upon diagnosis of COVID-19 and hospitalization to any of the Ministry of Health Malaysia designated hospital. A lump sum of RM10,000 (RM20,000 for Pulse by Prudential register user) death benefit per life upon death due to COVID-19. Coverage offered to all in-force individual policies/certificate Life Assured/Covered Person including members of Group policies/certificates (e.g. MRTA/MRTT policies/certificates) underwritten by Prudential Assurance Malaysia Berhad or Prudential BSN Takaful Berhad except Group Employer-Employee Benefit policies/certificates. From 1 May 2020 to 31 December 2020 or until the exhaustion of RM1 million, whichever earlier. Sign up through Pulse by Prudential Malaysia before 30 June 2020 for double coverage. <p>Malaysian and Malaysian Permanent Resident (aged 17 and above)</p> <ol style="list-style-type: none"> RM300,000 Prudential CSR fund to help Malaysian and Malaysian Permanent Resident who are affected by COVID-19. COVID-19 Cash Relief of RM1,000 upon diagnosis of COVID-19 and hospitalization to any of the Ministry of Health Malaysia designated hospital. Coverage period 1 May 2020 to 31 December 2020 or until the exhaustion of RM300,000, whichever earlier. Sign up through Pulse by Prudential Malaysia before 30 June 2020.

Company/Contact details	Relief Measures
 <p data-bbox="259 384 775 515"> Sun Life Malaysia Assurance Berhad 1300-88-5055 wecare@sunlifemalaysia.com www.sunlifemalaysia.com </p>	<p data-bbox="846 132 2042 199">RM1 Million COVID-19 Relief Fund from 18 March until 31 December 2020¹ to support the following:</p> <ol data-bbox="846 236 2042 639" style="list-style-type: none"> <li data-bbox="846 236 2042 304">1. RM5,000 Special Cash Benefit payment to life assured / person covered upon diagnosis of COVID-19 (applicable once only). <li data-bbox="846 341 2042 410">2. RM7,500 Special Compassionate Benefit² payment upon death of immediate family members due to COVID-19; <li data-bbox="846 446 2042 515">3. RM7,500 Special Death Benefit payment upon death of life assured / person covered due to COVID-19; or <li data-bbox="846 552 2042 639">4. RM15,000 Special Death Benefit payment upon death due to COVID-19 of life assured / person covered who contributed in the essential service industries³ during the Movement Control Order⁴. <p data-bbox="846 676 2042 703"><i>Notes</i></p> <ul data-bbox="846 708 2042 831" style="list-style-type: none"> <li data-bbox="846 708 2042 767">- The benefits above are applicable to all life assured/person covered under an in-force Sun Life Malaysia policy/certificate. <li data-bbox="846 772 2042 799">- Both existing and new clients are eligible <li data-bbox="846 804 2042 831">- No waiting period for these benefits but pre-existing condition clause still applies. <p data-bbox="846 836 2042 890">¹ Available from 18 March until 31 December 2020 or until the Relief Fund is claimed in full, whichever happens first</p> <p data-bbox="846 895 2042 949">² Applicable to immediate family members (spouse & children under age 18) of the life assured/person covered</p> <p data-bbox="846 954 2042 981">³ Industries: Medical Personnel, Essential Governmental Offices, Airport Staff, Food, and Logistics</p> <p data-bbox="846 986 2042 1040">⁴ The RM15,000 Special Death Benefit is extended to Medical Personnel during the EMCO and CMCO periods, or until the expiry of the Relief Fund or claimed in full, whichever happens first</p> <p data-bbox="846 1086 2042 1114">Other Special Complimentary Measures until 31 December 2020:</p> <ol data-bbox="846 1150 2042 1414" style="list-style-type: none"> <li data-bbox="846 1150 2042 1219">1. Extension of medical coverage for hospitalisation and treatments to Clients with an individual hospital & surgical policy/contract who are diagnosed with the virus. <li data-bbox="846 1256 2042 1324">2. Continuation of coverage and benefits of the policy/contract if life assured / person covered is quarantined by law for hospitalisation and treatments <li data-bbox="846 1361 2042 1414">3. Waiver of 30-day waiting period to enjoy the benefits of the individual hospital & surgical policy/contract for confirmed cases of COVID-19

Company/Contact details	Relief Measures
	<p>4. Coverage for all outpatient treatments of your individual hospital & surgical policy/contract at any registered clinics/hospitals upon confirmed diagnosis</p> <p>5. Waiver of interest for automatic premium loan*</p> <p><i>Notes</i> - The measures above are also subject to the terms and conditions of the policy/contract with Sun Life Malaysia. - Not eligible for Clients with confirmed diagnosis of COVID-19 prior to application of individual hospital and surgical product(s). *Upon application and approval by Sun Life Malaysia</p>
 <p>Tokio Marine Life Insurance Malaysia Bhd. 03 2603 3999 customercare@tokiomarinelife.com.my www.tokiomarine.com</p>	<p>1. RM1 million COVID-19 Financial Support Fund to help customers who are affected by COVID- 19:</p> <ul style="list-style-type: none"> - Hospitalisation benefits of RM250 per day (up to 30 days) upon diagnosis of COVID-19 and being quarantined at any of the Ministry of Health Malaysia designated hospitals; - A lump sum RM10,000 of Compassionate Benefit to customers and/or their immediate family members upon death due to COVID-19; <p>An Additional RM10,000 will be payable if the individual is a front-line medical staff of a registered hospital in Malaysia;</p> <p>These additional benefits are open to all individual life policy holder. It will be offered until 31 December 2020.</p>
 <p>Zurich Life Insurance Malaysia Berhad 1-300-888-622 CallCentre@zurich.com.my https://www.zurich.com.my /</p>	<p>1. Our medical card holders, as well as those with hospitalisation and surgical policies will be entitled to the diagnosis and other benefits provided according to their cover</p> <p>2. Death benefits included in our base plans cover COVID-19 cases</p> <p>3. COVID-19 claims will be expedited and analysed individually</p> <p>All customers are advised to reach out to an official representative of Zurich Life Insurance if they would like to find out more about their cover and the options that Zurich can offer them.</p>