

# FAQ - Deferment of Payments for Customers affected by Covid-19

## 1) What is the 3-month Premium/Contribution deferment offer?

Eligible customers are allowed to defer having to pay their Premium/Contribution for a period of 3 months, whilst continuing to enjoy coverage during this 3-month period. This special offer is currently being made available until 31st December 2021.

## 2) What are the other terms and conditions of the 3-month deferment offer?

Etiqa is pleased to share that during this 3-month period, no administrative charges, late payment fees or interest/profit costs will be applied, and the plan and coverage will remain intact.

## 3) What are the terms and conditions to be eligible for the deferment?

- You are able to demonstrate you are suffering from financial difficulty due to Covid-19.
- Your payments are structured as Regular Premium/Contribution payments for plans such as Life/Family, Medical & Investment-linked Insurance/Takaful that are underwritten by Etiqa Life Insurance Berhad/Etiqa Family Takaful Berhad (for individual customers only, group customers are excluded).
- You must submit an official request and receive approval from Etiqa within the offer period of 1st January to 31st December 2021.
- Your plan must be in-force, active and non-delinquent (i.e. no outstanding premiums/contributions that are unpaid) at the point of deferment submission.

## 4) What documentation do I need to submit to demonstrate that I am suffering from financial difficulty due to Covid-19?

You can demonstrate proof of financial difficulty due to Covid-19 with documents such as:

- A medical report confirming diagnosis of Covid-19
- Employer letter of termination or salary reduction
- Letter of business closure
- Financial statements demonstrating income loss

For example: You may have been hospitalised for 14 days due to Covid-19 but have already exceeded the number of medical leave days provided by your employer, and thus will be taking no-pay leave during the 14 days. A medical report from the hospital together with your employer's letter of salary reduction would be the relevant documentation required.

## 5) When will this offer end?

This special offer is currently being made available until 31st December 2021. However, Etiqa reserves the right to change, extend or withdraw this offer at anytime without notice.

## **6) I am confused, I can defer payments by 3 months, but the offer period is from 1st January to 31st December 2021 (12 months)?**

The offer allows for a deferment of 3 months, only upon request and approval within the 1st January to 31st December 2021 offer period. For example:

**Step 1:** Request for deferment submitted on 14th April (which is within the 12 month offer period of 1st January to 31st December 2021).

**Step 2:** Deferment request approved and commences for a period of 3 months from 15th April to 14th July.

**Step 3:** Premium/Contribution payments to resume on 15th July.

## **7) Can I apply for deferment more than once?**

Etiqa is pleased to share that you may apply for deferment more than once as long as the previously approved deferred premium/contribution amounts have been fully repaid. In addition, if you have multiple plans, you may submit official requests for deferments for all eligible plans.

## **8) My Premiums/Contributions are currently paid using automatic salary deduction/direct debit. Am I able to request for a deferment of automatic payments?**

Etiqa is pleased to share that deferment is allowable for automatic payment of premiums/contributions for eligible plans. However, you will first need to contact Etiqa to request for the deferment. Only upon approval should you then reach out to your employer/bank to temporarily suspend or cancel your instructions for automatic payment.

## **9) How do I apply for this Deferment?**

All you have to do is reach out to us on Livechat at [www.eti.qa/livechat](http://www.eti.qa/livechat) or email at [info@etiqa.com.my](mailto:info@etiqa.com.my); and share the required documentation to demonstrate proof of financial difficulty due to Covid-19 together with your plan details.

## **10) Aside from a deferment, are there other alternatives I can consider?**

Aside from a deferment, Etiqa is pleased to offer other alternatives to help you through this period of financial difficulty. You may choose to make changes to your plan in areas such as your coverage amount, tenure, payment structure or payment frequency (only if available & applicable for your plan).

## 11) What are my options to make payments for the deferred premiums/contributions once the deferment period has concluded?

Etiqa is pleased to share that you may choose to pay for the deferred premiums/contributions either via a lump sum amount or via instalments (up to 3 monthly payments for investment-linked plans & up to 6 monthly payments for other plans).

*\* Note for all FAQ's above:*

- *Subject to Etiqa's approval.*
- *Whilst exceptions have been made to our terms to allow for Deferments, all other plan terms & conditions remain.*
- *Etiqa reserves the right to change, extend or withdraw our offer of exceptions at anytime without notice to support the dynamic nature of stakeholder directions during this period (such as the Government, Bank Negara Malaysia, Industry bodies, Health authorities & the Community at large).*