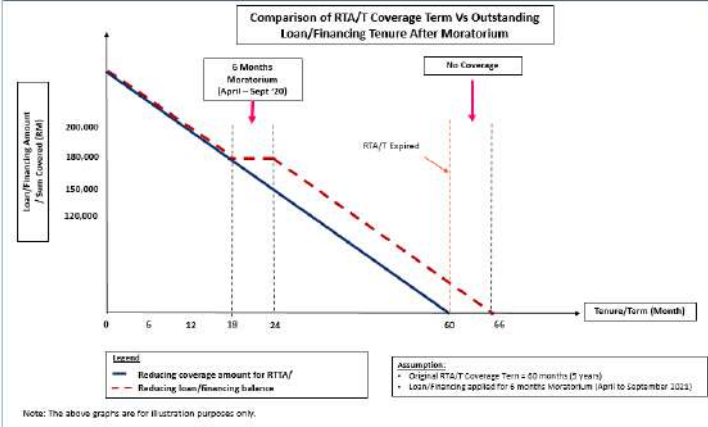


Dear Valued Customer,

If you are reading this, you are most likely interested to know about the insurance treatment for moratorium offered by Etiqa in line with the announcement by Bank Negara Malaysia (BNM).

Please find below a list of Frequently Asked Questions (FAQs), to assist you in how it impacts you, understanding your options, as well as the steps you may need to take.

No	Questions	Answers
1	<p>I have chosen the 6 months moratorium from April to September 2020 / 6 months moratorium plus RA (Repayment Assistance), how does the moratorium affect my existing insurance coverage?</p>	<p>Your insurance coverage will end earlier hence, there is a <b>RISK OF NO COVERAGE</b> during the extended loan repayment period.</p>  <p>Since you have taken up a reducing term coverage, the insurance coverage will continue to reduce as stated in your policy contract.</p> <p>This means your loan balances will be higher than your insurance coverage resulting in a protection gap.</p>
2	<p>a) I have chosen the 6 months moratorium from April to September 2020 / 6 months moratorium plus RA, is it then compulsory to have the insurance coverage for the extended loan period?</p>	<p>While it is not compulsory, having an additional coverage for the extended loan repayment period will protect you and your family against outstanding loan amount, in the event of death or Total Permanent Disability (TPD) prior to age 70.</p> <p>The risk/ protection gap already exists from first month of moratorium i.e. April 2020 onwards. Hence, the longer the moratorium is being extended, the protection gap will be bigger.</p>
	<p>b) How do I go about purchasing insurance coverage to address my protection gap?</p>	<p>If you want to apply/sign up for the additional coverage to address the protection gap, please contact Etiqa Contact Centre with details as shown below and we will assist you further:</p> <p>Etiqa Online: 1300 13 8888 Email: <a href="mailto:bancasupport@etiqa.com.my">bancasupport@etiqa.com.my</a></p>
3	<p>What if I decide <b>NOT</b> to take the additional coverage?</p>	<p>Your existing insurance coverage will <b>NOT</b> be able to cover your protection gap/outstanding loan during and until the end of your loan period.</p>

		Note: Assuming your existing coverage amount and term is same with the loan tenure.
4	<b>What is my option of additional coverage?</b>	The option is: <ul style="list-style-type: none"> <li>Credit Level Term Assurance (CLTA)</li> </ul>
5	<b>What are the benefits of CLTA?</b>	The CLTA will pay the sum insured/covered on death or TPD of the life insured, during the cover period. Unlike your existing insurance protection plan, the sum insured for CLTA remains the same throughout the coverage term.  Please contact us by phone or email for the Product Disclosure Sheet (PDS). The PDS is to help you to make an informed decision based on a clear understanding of the main features and risks of the product. Please read the PDS before you make your decision and also read the general terms and conditions.  <u>Etiqua Contact Centre:</u> Etiqua Oneline: 1300 13 8888 Email: <a href="mailto:bancasupport@etiqua.com.my">bancasupport@etiqua.com.my</a>
6	<b>I am applying for the additional coverage, will I be automatically covered or underwriting is required?</b>  <b>Do I have to submit new application and any other required documents?</b>	Your application will be subjected to underwriting, depending on the coverage amount, age, occupation, medical history etc.  Yes, you have to submit a new application for the additional coverage amount. Once you have contacted Etiqua Contact Centre, the support team will advise you further on the documents required or the additional coverage amount.
7	<b>What is the minimum coverage amount and the minimum coverage period?</b>	The minimum amount and period are as follows:  Coverage Amount: Minimum: RM10,000 Maximum: No limit, subject to be underwritten  Coverage Period: Minimum: 5 years Maximum: 45 years
8	<b>My existing loan repayment period is less than 5 years. Would I be able to purchase the additional coverage and surrender later?</b>	The minimum coverage is 5 years, however, if the loan repayment period is less than 5 years, you can opt for the following: <ol style="list-style-type: none"> <li>Surrender the CLTA coverage and get back some surrender value upon loan settlement; or</li> <li>Let the coverage continue until end of the coverage term.</li> </ol>
9	<b>Can I opt for the additional CLTA coverage later / midway?</b>	Yes, you can opt for the additional CLTA coverage later/midway.  In line with the bank's moratorium period, you may contact our Etiqua Contact Centre from now till 30/09/2021 to apply for additional coverage due to moratorium.
10	<b>Will I be able to exit/surrender the additional CLTA insurance</b>	No, you cannot exit/surrender the additional CLTA insurance coverage midway.

	coverage prior to loan settlement?	Once the loan is settled, you may exit/surrender the insurance coverage by contacting our Etiqa Contact Centre.
11	I have more than one loan, do I need to apply the additional CLTA coverage for each of my loan?	Yes, if you have more than 1 loan, you have to apply for the insurance coverage separately for each loan.
12	Will I be able to apply for additional insurance coverage from Etiqa for all of my different types of loans from different banks, at the same time?	No, this additional insurance coverage is only applicable to loans with Maybank.
13	How do I apply/sign up the additional CLTA coverage? Do I need to go to the Branch or can it be done online?	<p>If you want to apply/sign up for the additional CLTA coverage, please contact Etiqa Contact Centre with details as shown below and we will assist you further:</p> <p>Etiqa Online: 1300 13 8888 Email: <a href="mailto:bancasupport@etiqa.com.my">bancasupport@etiqa.com.my</a></p> <p>You can also go to any Maybank branch if you need further assistance.</p>
14	a) If my additional coverage (CLTA) application is accepted/approved, how do I pay the premium?	Payment can only be done through Credit Card of the life insured.
	b) Can I capitalise the premium payment for the additional coverage?	Payment for the additional coverage cannot be capitalized to the same loan account. For other options to finance the premium payment of the additional coverage, please visit the nearest Maybank Branch for further assistance.
15	Should I missed my loan repayment during the remaining loan repayment period - will I continue to be covered?	Yes, you will be covered. Once CLTA policy is issued, you are covered during the applied coverage period, if the claim is payable.
16	Can I apply coverage from other insurer?	<p>You may assign existing policy that you may have with other insurer to Maybank, subject to the Terms &amp; Conditions.</p> <p>Applying additional insurance coverage with Etiqa is advantageous as the claims on the existing and new policy will be processed concurrently without requiring additional documentations and payment of coverage amount will be credited automatically to your loan account to offset your outstanding loan.</p>
17	What is the sum covered and coverage term that I have to apply for the additional coverage?	
	<b>Illustration 1:</b> Loan Monthly Instalment: RM10,000	Sum Covered to be applied: $RM10,000 \times 6 \text{ months moratorium} = RM60,000$ Coverage period:

	<p>You have opted for 6 months auto-moratorium from April to September 2020. Your remaining insurance term and loan repayment term: 15 years</p>	<p>15 years (remaining term) + 1 year = 16 years Applicant's Age Next Birthday = 35 years old Loan Interest Rate: 4.00% Estimated Standard Premium Amount: *RM1,765.00</p> <p>Hence, your new application will be as shown below: Coverage Amount : RM60,000 Coverage Term: 16 years</p> <p>*Standard Premium will be varied in accordance to your age next birthday, loan interest rate, sum covered and coverage term applied.</p>
	<p><b>Illustration 2:</b> Loan Monthly Instalment: RM1,500 You have opted for 6 months auto-moratorium from April to September 2020. Your remaining insurance term and loan repayment term: 3 years</p>	<p><b>Illustration 2:</b> Sum Covered to be applied: RM1,500 x 6 months moratorium = RM9,000 Coverage period: 3 years (remaining term) + 1 year = 4 years Applicant's Age Next Birthday = 35 years old Loan Interest Rate: 4.00% Estimated Standard Premium Amount: *RM81.00</p> <p>Hence, your new application will be as shown below: Coverage amount : RM10,000** Coverage Term: 5 years**</p> <p><b>Note:</b></p> <ol style="list-style-type: none"> <li>1) *Standard Premium will be varied in accordance to your age next birthday, loan interest rate, sum covered and coverage term applied.</li> <li>2) **Minimum coverage amount allowable is RM10,000 and the minimum coverage term is 5 years.</li> </ol>