



## SERVICE GUIDE

Our Company offers Takaful products through our agency force, bank partners, etc. If you intend to participate in a Takaful product from our bank representative/financial executive, you can enjoy these value-added services.

### What Services can you expect from Bank Representative/Financial Executive?

#### BEFORE YOU PARTICIPATE IN A TAKAFUL PLAN

##### Assist you in Choosing the Right Takaful Plan

- Go through the Prospective Certificate Owner Customer Fact Find form with you to understand your financial needs and risk appetite.
- Recommend suitable Takaful plan(s) after assessing your needs.

##### Explain Product Features

- Explain the product features, benefits payable, exclusions, contributions and charges.
- Provide Product Disclosure Sheet, to assist you in making informed decision and to facilitate product comparison.

#### WHEN YOU DECIDE TO PARTICIPATE IN A TAKAFUL PLAN

##### Assist you in completing the Takaful Application

- Explain the importance of answering the questions in the proposal form fully and accurately.
- Explain the importance of making a nomination and/or hibah to ensure benefits payable are received by your nominee or beneficiaries in the event of death.
- Submit your Takaful application for underwriting after you have signed the proposal form.

##### Explain the Certificate Terms and Conditions

- Your Takaful certificate will be delivered to you within 28 days subject to approval.
- Go through the certificate terms and conditions with you to ensure that this is the right Takaful plan that you have participated in.



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DURING THE TERM OF THE TAKAFUL PLAN
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### Continuous Certificate Servicing

- Assist in submitting your service requests to Great Eastern Takaful Berhad e.g. certificate modifications, change of address and frequency of contributions payments.

### Assist you in making a Takaful Claim

- Guide you through the standard procedures on how to file a Takaful claim.

### Customer's Portal

- Please visit our Customer Portal at <https://igetintouch.greateastertakaful.com/> for online access to your Takaful certificate information.

### ***Important Note:***

- 1. If you are not satisfied with the services of bank representatives/ financial executive, or require additional support from us, you may contact us at 03 4259 8338.***
- 2. Great Eastern Takaful Berhad will make the necessary modification based on the service agreement made by respective bank partners.***