

SERVICE GUIDE (w.e.f. 1 July 2016)

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

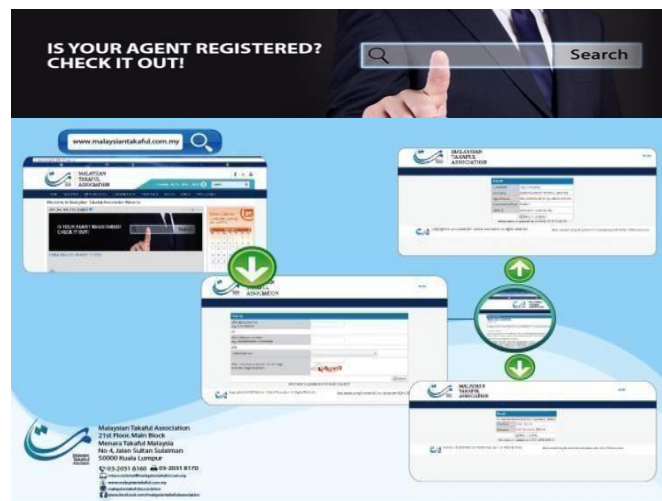
What Services can you expect from our Agent?

BEFORE YOU PARTICIPATE IN A TAKAFUL PLAN



Deal only with registered agents

You can check the status of the agent via the Malaysian Takaful Association (MTA) website on Public Enquiry on Agent Status. Visit <https://takaful4all.org/agent-status/> for more details.



Assist you in Choosing the Right Takaful Plan

- ☐ Go through the Customer Fact Find form with you to understand your financial needs and risk appetite.
- ☐ Recommend suitable Takaful plan(s) based on the facts furnished in the form.

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.

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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.
- ☐ Provide information on making a nomination and/or hibah to ensure benefits payable are received by your nominee or beneficiaries in the event of death.
- ☐ Submit your application for underwriting after you have signed the proposal form.
- ☐ Arrange for medical examination with one of our panel clinics, if required.

Explain the Certificate Terms and Conditions

- ☐ Your Takaful certificate will be delivered to you (by hand or via post) within 28 days.
- ☐ Go through the certificate terms and conditions with you to ensure that this is the right Takaful plan that you have participated in.

DURING THE TERM OF THE TAKAFUL PLAN

Continuous Certificate Servicing

- ☐ Assist in the renewal process of the certificate.
- ☐ Provide continuous service e.g. certificate modifications, change of address and frequency of contributions. If the agent has left the Company, we shall appoint a new agent to service your certificate.

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.greateasterntakaful.com> for online access to your Takaful certificate information.

Note: If you are not satisfied with the services of our agent, or require additional support from our Company, you may contact us at 03 4259 8338.