

Group Multiple Benefits Insurance Scheme

FREQUENTLY ASKED QUESTIONS (FAQ)

A. PRODUCT INFORMATION

1. What is Group Multiple Benefits Insurance Scheme?

Group Multiple Benefits Insurance Scheme (GMBIS) is a regular premium investment-linked group policy that provides protection coverage and non-guaranteed investment return, with no medical underwriting.

This plan is underwritten by Great Eastern Life Assurance (Malaysia) Berhad.

B. PURCHASING Group Multiple Benefits Insurance Scheme

1. How do I become eligible for this plan?

This plan is offered to the eligible members, their legal spouse and child who have fulfilled the eligibility requirements as follows:

- a) entry age next birthday for member and spouse between nineteen (19) years next birthday to sixty (60) years next birthday;
- b) entry age next birthday for child between thirty (30) days and nineteen (19) years next birthday or twenty-three (23) years next birthday if still in fulltime higher education;
- c) holds a Malaysian citizenship or permanent residency in Malaysia;
- d) meet the minimum enrolment of five (5) members for the group policy;
- e) answered the 4 health questions accordingly; and
- f) successfully completed the proposal form or the online submission for this plan.

2. How can I purchase this plan?

You must fulfil the eligibility requirements and

- a) complete the proposal form for this plan; or
- b) submit the proposal request online via www.greatasteernlife.com.

3. Do I need to undergo any medical check-up before I am covered?

No medical check-up is required from you.

4. Will my spouse and child be allowed to purchase the same amount of benefit under this plan?

The amount of benefit purchasable for spouse and child MUST BE equal or lesser than the member's benefit.

5. Can I cancel this plan?

The policyholder may cancel the coverage within fifteen (15) days after they have received the group policy from the Company, provided always that no claim has been made under the group policy. In respect of the life assured's coverage, the life assured may cancel the plan within fifteen (15) days after the life assured has received the certificate of assurance, by notifying the policyholder and/or the servicing intermediary in writing. Please also complete the Direct Credit Facility form and submit together with a copy of your identification document to your policyholder or servicing intermediary or email to gmbadmin@greatasteernlife.com. The Company shall then cancel the plan and credit the refund of any premium paid for the coverage to the respective policyholder's or the life assured's nominated bank account (where applicable).

C. COVERAGE

1. What is the coverage period under this plan?

The coverage period is up to age sixty-five (65) years next birthday.

2. How much sum assured can I purchase?

The minimum sum assured for this plan is RM40,000.

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3. When will my coverage commence under this plan?

Your coverage will commence and expire in accordance with the dates as stated in the certificate of assurance which will be issued to you upon successful purchase.

4. Can I choose to attach the optional benefits for this plan?

The optional benefit is at the option of your policyholder and will be offered across the group policy, if any.

5. What can I do if my investment value is insufficient to last until maturity of my policy?

In the event your plan is unable to sustain until maturity due to insufficient investment value, you will be given a few options to pay for the fees and insurance charges, as follows;

- a) Increase premium or do single/regular premium top-up; or
- b) Reduce the sum assured for this plan.

6. What will happen if my investment value is insufficient to pay for the fees and insurance charges?

The plan will lapse when the investment value is insufficient to pay for the fees and insurance charges.

7. Will I be notified when my investment value is insufficient to pay for the fees and insurance charges?

An Annual Sustainability Notice will be issued annually to notify you whether the plan's investment value is sufficient to pay for the coverage until your plan matures. You will receive an email notification / SMS when this notice becomes available in customer portal, eConnect. Please ensure you register your latest mobile number and email address to receive this notification.

D. PREMIUM/CHARGES

1. How much premium do I have to pay?

You are required to pay the premium based on your chosen sum assured. The premium is also subject to prevailing government tax (where applicable).

2. How can I pay the premium for this plan?

You may pay your premium via auto-debit from your credit or debit card.

3. What are the current fees and charges?

There are three (3) types of charges applicable to this plan which are paid from your plan investment value, as follows:

Insurance charges

Insurance charges will be deducted monthly and may vary according to the attained age next birthday.

Policy fee

At the beginning of each month, the Company will deduct a monthly policy fee based on the scheme size.

Fund management charge

You can refer to the fund fact sheet for the details on fund management charges.

Note: Changes to fees and charges can be made on the plan anniversary by giving the policyholder 3 months' advance written notice.

4. Are there additional charges/fees for this plan?

The premium payable is inclusive of commission fee and service fee. You are advised to refer to the sales illustration.

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E. **BENEFITS**

1. **What are the benefits provided under this plan?**

This plan provides you the following benefits:

- a) Death
- b) Total and permanent disability benefit
- c) 45 covered event
- d) Personal accident
- e) Funeral expenses
- f) Maturity benefit

At the option of the policyholder, the following benefits can be attached to the group policy:

- a) Hospitalisation benefit

Please refer to the master policy contract for more information.

2. **Is there any waiting period imposed for this plan?**

Yes, a waiting period of sixty (60) days from the risk commencement date of your plan is applicable for the covered event benefit. Please refer to the master policy contract for more information.

F. **EXCLUSIONS**

1. **What are the circumstances of events excluded under this plan?**

You may refer to the list of exclusions in the Product Disclosure Sheet. Please refer to the master policy contract for the full list of exclusions.

G. **POLICY SERVICING**

1. **How do I check my plan details?**

You may refer to the policyholder or the servicing intermediary for general and policy related enquiries. Alternatively, you may view your coverage information through our customer's portal, eConnect by registering as eConnect user at <https://www.greasternlife.com/my/en/personal-insurance/get-help/customer-service/e-connect.html>.

2. **My plan has subsequently lapsed. What should I do?**

You are allowed to reinstate your plan within three (3) months from the lapse date in accordance with the reinstatement clause in the master policy contract by paying the outstanding premiums due for the plan. Information on the outstanding premium due is available from eConnect portal.

Health warranty is not required and the plan will be reinstated after all the unpaid premium has been received by the Company. Reinstatement request will NOT be allowed after three (3) months from the lapse date.

3. **If I were to cancel this plan, will I be entitled to any surrender value?**

You may cancel this plan by giving at least thirty (30) days written notice to the Company before the next premium due date and submit the necessary documents. The plan cancellation will take effect from the next premium due date, and there is no partial refund of premium. The termination of member's plan will automatically terminate the coverage of your spouse and child's plan, if any.

The surrender value is based on the cancellation of the units' net asset value on the next valuation date, if any. The surrender value, if any, will be payable to you and your spouse respectively. In the case of your child, the surrender value will be payable to you.

4. **What do I need to do if there are changes to my contact details/personal details after I have purchased the plan?**

Kindly ensure your personal and contact details are complete and accurate when you complete the Proposal Form for your purchase. If there are any changes, please update the Company by completing the Request

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For Person Changes Form or doing it online via eConnect portal accessible from our website at greateasternlife.com/my.

It is important to submit a copy of your identification document together with the form to the servicing intermediary or email to gmbadmin@greateasternlife.com or mail to our Head Office or any of our branches as listed in the Company's website at <https://www.greateasternlife.com/my/en/personal-insurance/get-help/contact-us.html>.

5. **Where can I get the Premium Statement for this plan for my income tax submission?**

The plan's Premium Paid Statement is accessible online via eConnect portal at econnect-my.greateasternlife.com. Please register as eConnect user to enjoy easy access to your assurance's annual statements.

H. **CLAIM**

1. **How do I make a claim?**

You must submit a duly completed claim form together with the necessary documents. In this respect, the documents required may vary according to the types of claims. Please refer to the Company's website at <https://www.greateasternlife.com/my/en/personal-insurance/get-help/claims.html> for more information on the claims documents. Alternatively, you may get assistance from the policyholder or servicing intermediary or email to wecare-my@greateasternlife.com for further assistance.

You may submit the claims with complete documents as follows:

- a) Through the policyholder or servicing intermediary; or
- b) Customer Service Centre at Mezzanine Floor, at the Head Office or the nearest branch office; or
- c) Submit the claims documents to the address below:

Claims Department, Menara Great Eastern, 303 Jalan Ampang 50450 Kuala Lumpur.

The term the "Company" refers to Great Eastern Life Assurance (Malaysia) Berhad (198201013982 (93745-A)).

If there is any discrepancy in this document, the benefits, terms and conditions stated in the master policy contract shall prevail.