

Additional Coverage for COVID-19 (Novel Coronavirus) at No Extra Cost

As the COVID-19 situation is constantly evolving, the health and wellbeing of our customers remain our highest priority. We are committed to live our purpose and will continue to support you during these uncertain times.

AmMetLife Insurance Berhad is pleased to offer an additional coverage of **RM6,000**, which is payable upon death due to COVID-19 to Life Assured of **individual** and **group policies** with immediate effect.

The additional coverage is offered without any charges and will include the following benefit:

Benefit	Details
Death Benefit due to COVID-19	In the unfortunate event that the Life Assured is diagnosed with and passes away due to COVID-19, an additional coverage of RM6,000 per life basis will be paid.

- The benefit stated above will be covered until 30 April 2021¹.
- It is applicable to all in-force policies for Life Assured of AmMetLife Insurance Berhad covering individual and group policies.
- For Life Assured covered under more than one policy, only one payment is payable based on the following order of priority: claim notification date and risk commencement date.

Important Note:

¹This coverage will be terminated at the end of the coverage period (30 April 2021) or when the total pay-out for the AmMetLife COVID-19 Fund reaches RM1,000,000, whichever is earlier. All claims payable for the benefits will be on first-come-first-serve basis.

For further enquiry regarding the additional coverage, please speak to our Customer Care at **1300 88 8800** or email us at customercare@ammetlife.com.

Updated as of February 2021

Frequently Asked Question (FAQ)

- 1. Q: What is the amount provided for Death Benefit due to COVID-19?**
A: An additional coverage of RM6,000 per life will be paid upon death of the Life Assured due to COVID-19. This coverage will be terminated at the end of the coverage period (30 April 2021) or when the total pay-out for the AmMetLife COVID-19 Fund reaches RM1,000,000, whichever is earlier. All claims payable for the benefits will be on first-come-first-serve basis.
- 2. Q: Who is eligible?**
A: All AmMetLife Life Assured with an in-force policy with AmMetLife Insurance Berhad.
- 3. Q: How much does this additional coverage cost?**
A: There is no additional cost or surcharge for this additional coverage.
- 4. Q: How do I sign up for this additional coverage?**
A: Registration is not required. The offer is applicable to all AmMetLife Life Assured with an in-force policy with AmMetLife Insurance Berhad.
- 5. Q: Is there any waiting period imposed?**
A: There is no waiting period imposed for this additional coverage.
- 6. Q: How much is the death claim entitlement for additional coverage of death due to COVID-19 for an individual who is a front-line medical worker of the hospitals registered with Ministry of Health (MOH) and also currently covered with AmMetLife Insurance Berhad?**
A: The individual is entitled for the death claim of RM12,000 in total per life, where RM6,000 as a front-line medical worker of hospitals registered with Ministry of Health (MOH) and another RM6,000 as Life Assured of AmMetLife Insurance Berhad Death claim entitlement is subject to the limit of RM12,000 per life only. Any other coverage offered by AmMetLife Insurance Berhad in any other campaign shall not be applicable.
- 7. Q: Will other benefits be payable in accordance to existing policy?**
A: Benefits for existing policy remain unchanged and are subject to benefit limits, and terms and conditions of your policy with AmMetLife Insurance Berhad.
- 8. Q: How to make a claim?**
A: The claimant can notify us via telephone, fax, write-in or walk-in personally to AmMetLife's Head Office or branches within 90 days from the date of loss for all claims.
- 9. Q: How can I know if the additional coverage of RM6,000, which is payable upon death due to COVID-19 to Life Assured of individual and group policies are still available?**
A: Official announcement will be made on ammethlife.com when the total pay-out for AmMetLife COVID-19 Fund reaches RM1,000,000, before 30 April 2021.
- 10. Q: Who should I contact if I have further queries?**
A: Please contact our Customer Care at 1300 88 8800 or customercare@ammethlife.com.

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