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:

<table>
<thead>
<tr>
<th>Benefit</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Death Benefit</td>
<td>In the unfortunate event that the Life Assured diagnosed with and passes away due to COVID-19, an additional coverage of RM6,000 per life basis will be paid.</td>
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</tbody>
</table>

- The benefit stated above will be covered until 31 December 2020¹.
- 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 or when the total payout under the combined COVID-19 coverage provided to both AmMetLife and AmMetLife Takaful Life Assured/Person Covered, Front-Line Medical Workers and Agents reached RM300,000, whichever is earlier.

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 16 June 2020*
Frequently Asked Question (FAQ)

1. Q: What is the Death Benefit amount provided for COVID-19?
   A: An additional coverage of RM6,000 per life will be paid upon death of the Life Assured due to COVID-19. The benefit will be covered until 31 December 2020 and it will be terminated at the end of the coverage period or when the total payout under the combined COVID-19 coverage provided to both AmMetLife and AmMetLife Takaful Life Assured/Person Covered, Front-Line Medical Workers and Agents reached RM300,000, whichever is earlier.

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 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 AmMetLife Insurance Berhad Life Assured. 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 do I submit a claim?
   A: You 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: Who should I contact if I have further queries?
   A: Please contact our Customer Care at 1300 88 8800 or customercare@ammetlife.com.

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