

AmMetLife and AmMetLife Takaful Extend Compassionate COVID-19 Coverage to Front-line Medical Workers

As the impact of COVID-19 (Novel Coronavirus) continues to evolve, AmMetLife Insurance Berhad (AmMetLife) and AmMetLife Takaful Berhad (AmMetLife Takaful) extend a compassionate coverage, due to COVID-19, to all front-line medical workers of hospitals registered with Ministry of Health (MOH).

Eligible front-line medical workers will be paid **a one-off lump sum of RM6,000 per life** in the event of death due to COVID-19. This death benefit will be made available from today until **31 December 2020**¹.

Coverage Snapshots:

Eligibility	Permanent full-time, permanent part-time and contract staff in various roles (including doctors, nurses, patient care assistants, ward clerks, cleaners etc.) who are directly employed by the hospitals registered with Ministry of Health (MOH) regardless of coverage status with AmMetLife Insurance Berhad/AmMetLife Takaful Berhad.
Insurance coverage on COVID-19	One-off lump sum coverage of RM6,000 per life for death due to COVID-19.
Coverage Period	From now until 31 December 2020.
Claims and enquiries	<u>AmMetLife Insurance Berhad</u> Call : 1300 88 8800 Email : customercare@ammetlife.com
	<u>AmMetLife Takaful Berhad</u> Call : 1300 22 9777 Email : customercare@ammetlifetakaful.com

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.

AmMetLife and AmMetLife Takaful reserves the right to vary, amend, delete or add to any of the Terms and Conditions specifically set out herein, in whole or in any part from time to time including to vary the coverage period as it deems necessary and appropriate with notice via the AmMetLife Insurance Berhad/AmMetLife Takaful Berhad's official website.

Updated as of 16 June 2020

Frequently Asked Question (FAQ)

- 1. Q:** What is the compassionate COVID-19 coverage to front-line medical workers about?
A: A one-off lump sum of RM6,000 per life will be paid to front-line medical workers of hospitals registered with Ministry of Health (MOH) upon death 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: Permanent full-time, permanent part-time and contract staff in various roles (including doctors, nurses, patient care assistants, ward clerks, cleaners etc.) who are directly employed by the hospitals registered with Ministry of Health (MOH) regardless of coverage status with AmMetLife Insurance Berhad/AmMetLife Takaful Berhad. The identity of the eligible person shall be validated by AmMetLife Insurance Berhad/AmMetLife Takaful Berhad.
- 3. Q:** What is the Coverage Period?
A: Coverage Period refers to the date of the death has occurred which covers from now until 31 December 2020.
- 4. Q:** How much does this coverage cost?
A: This coverage is introduced at no cost.
- 5. 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 and/or AmMetLife Takaful 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 and/or AmMetLife Takaful Berhad Life Assured/Person Covered. Death claim entitlement is subject to the limit of RM12,000 per life only. Any other coverage offered by AmMetLife Insurance Berhad and/or AmMetLife Takaful Berhad in any other campaign shall not be applicable.
- 6. Q:** How to make the death claim?
A: A claimant can notify us via telephone, fax, write-in or walk-in personally to AmMetLife/AmMetLife Takaful's Head Office or branches from the date of loss.
- 7. Q:** Who is considered the rightful claimant?
A: For those front-line medical workers who are not currently covered with AmMetLife/AmMetLife Takaful, the rightful claimant will be in the following priority order: spouse, children, parents and siblings. Meanwhile, for those front-line medical workers who are currently covered with AmMetLife/AmMetLife Takaful, the rightful claimant as per nominee indicated in the respective policy/certificate.
- 8. Q:** What are the supporting documents required for claims submission?
A: i) Valid proof of employment for permanent full-time, permanent part-time or contract staff of the registered hospitals.
 ii) Valid NRIC or passport.
 iii) Death certificate
 iv) Valid proof of deceased diagnosed with COVID-19.
- 9. Q:** Who should I contact if I have further queries?
A: Please contact:

	Customer Care	Email
AmMetLife Insurance Berhad	1300 88 8800	customercare@ammethlife.com
AmMetLife Takaful Berhad	1300 22 9777	customercare@ammethlifetakaful.com