

“Allianz We Care” Campaign

Terms & Conditions for Allianz General Eligible Participants Only

“Allianz We Care” Campaign (“Campaign”) is organised by **Allianz Malaysia Berhad (“AMB”)** subject to the terms and conditions under the Allianz We Care Community campaign www.allianz.com.my/we-care.

For the purposes of these terms and conditions, AMB and Allianz General Insurance Company (Malaysia) Berhad (“Allianz General”) shall collectively be referred to as **“Allianz”**.

1. Campaign Period

The current Campaign which commenced on **1 January 2023** will continue to run **until 31 December 2024** or the date when the total amount payable under this Campaign reaches **RM 500,000.00**, whichever is earlier (**“Campaign Period”**).

2. Campaign Eligibility

The objective of this Campaign is to enable Allianz to reach out to care for those in our community. Therefore, the Campaign is open to citizens or permanent residents of Malaysia, who are 18 years old and above. (**“Eligible Participants”**).

3. Allianz General Eligible Participants

In conjunction with the Campaign, these terms and conditions apply only to the Eligible Participants who have purchased or renewed any of the personal insurance products set out in Appendix 1 (collectively, the **“AGIC Products”**) underwritten by Allianz General during the Campaign Period and are the policyholders on record for the AGIC Product (**“Allianz General Eligible Participants”**). Such individuals will be deemed an Allianz General Eligible Participant and will be automatically enrolled in the Campaign.

4. Campaign Benefits for Allianz General Eligible Participants Only

As Allianz General Eligible Participants you will be entitled to:

A. Free Healthcare and Lifestyle Benefits

Access to the healthcare and lifestyle benefits provided by the respective benefit providers as may be updated from time to time in the Campaign Microsite. Allianz makes no representation or warranty, express or implied, statutory or otherwise with respect to the quality, description or as to the fitness for any purpose or suitability of the benefits and hereby excludes all liabilities. The access to and use of the selected benefits is your own risk and subject to the terms and conditions that apply for each benefit. You shall deal directly with the benefit providers for their respective terms of use.

B. One-time RM500 payment in the event you are required to evacuate due to flood at your home during the Campaign Benefit Validity Period

Under this Campaign Benefit, Allianz General Eligible Participants are entitled to make a claim from the complimentary Emergency Flood Evacuation Benefit Fund set up by Allianz General in the event he/she is required to evacuate due to flood at his/her home during the Campaign Benefit Validity Period (defined below), subject to the terms and conditions of this Campaign. The coverage under this Campaign Benefit is as follows:

Emergency Flood Evacuation Benefit					
Campaign Benefit Validity Period	<p>The Campaign Benefit Validity Period of the Eligible Participant shall correspond with the policy issuance date of the AGIC Product purchased/renewed, provided always that the Campaign Benefit Validity Period shall end on:</p> <p>(a) 31st December 2024; (b) the date of total amount payable under this Campaign reaches RM 500,000; or (c) the expiry date of the period of insurance of the AGIC Product;</p> <p>whichever is earlier.</p>				
Amount payable in the event the Eligible Participant is required to evacuate due to flood at his/her home	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #e1eef6;">Emergency Flood Evacuation Benefit Coverage</th> <th style="background-color: #e1eef6;">Amount Payable</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">In the event the Eligible Participant is required to evacuate due to flood at his/her home</td> <td style="text-align: center;">One time RM 500* lump sum payment</td> </tr> </tbody> </table> <p>* In the event the evacuation date is before 1 January 2024, the lump sum payment will be RM200.</p> <p><u>Criteria for payment of this Campaign Benefit:</u></p> <ol style="list-style-type: none"> 1. This Campaign Benefit is only open to individual customers. 2. Eligible Participants must be the policyholder on record for the relevant AGIC Product purchased or renewed and must provide their NRIC number and valid contact details such as their mobile number and email address during their purchase or renewal of the AGIC Product(s), failing which any claim made under this Campaign Benefit may be rejected. 3. Under this Campaign Benefit, a seven (7) day waiting period from the policy issuance date for the AGIC Product is applicable. This means that the Eligible Participant is not entitled to make any claim for the Campaign Benefit if the Allianz General Eligible Participant is required to evacuate his/her home due to flood anytime during this seven (7) day waiting period. 4. As such, claims under this Campaign Benefit will only be payable for evacuations occurring after the seven (7) day waiting period. 5. This Campaign Benefit will only cover evacuation from the correspondence address registered under the AGIC Product purchased or renewed by the Allianz General Eligible Participant. 6. The Allianz General Eligible Participant is entitled to claim this Campaign Benefit only one (1) time, regardless of the number of AGIC Products he/she may have purchased or renewed during the Campaign Period. 	Emergency Flood Evacuation Benefit Coverage	Amount Payable	In the event the Eligible Participant is required to evacuate due to flood at his/her home	One time RM 500* lump sum payment
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In the event the Eligible Participant is required to evacuate due to flood at his/her home	One time RM 500* lump sum payment				
Claim Process	<ol style="list-style-type: none"> 1. Submit complete documents to an any Allianz General Branch office or to Allianz General via email to wecare@allianz.com.my. 2. Allianz General receives documents and validates claim entitlement. 3. Claims approved (<i>within 14 working days upon receiving complete documents by Allianz General</i>). 4. Claims payout via E-Payment (<i>5 working days</i>). 				

Claim Documents	<ul style="list-style-type: none"> ✓ Allianz General Emergency Flood Evacuation Benefit Claim Form; ✓ Evacuation Slip (provided by authorities); ✓ E-payment Authorisation Form; ✓ Claimant's ID Copy (e.g. both sides of NRIC); ✓ Proof of bank account details (e.g. first page of your bank statement);
<p>This complimentary Emergency Flood Evacuation Benefit is payable on a first come first served basis and shall cease to be payable to the Allianz General Eligible Participant upon expiry of the applicable Campaign Benefit Validity Period.</p> <p>For avoidance of doubt, notification of any claim under this Campaign Benefit must be submitted to an Allianz General Branch or to AGIC via email wecare@allianz.com.my within thirty (30) days from the date the Eligible Participant is required to evacuate due to flood at his/her home</p>	

5. Other Conditions

- a. By participating in this Campaign, the Allianz General Eligible Participants hereby agree to be bound by these terms and conditions, and any decisions made by Allianz in respect of this Campaign shall be final and conclusive.
- b. Allianz reserves the right and has the absolute discretion to vary the Campaign Period, Campaign Benefit Validity Period, and any other terms and conditions of this Campaign, or to suspend, cancel or terminate the Campaign with or without any prior notice or reason.
- c. By participating in this Campaign, the Allianz General Eligible Participants also hereby consent to the processing of their personal information by Allianz for the purposes as stated in the Campaign Privacy Notice described in allianz.com.my/campaign-privacy-notice and shall ensure such information provided is accurate, failing which, any claim of benefits under this Campaign may be rejected. In summary, your personal data may be used by Allianz for the following purposes:
 - Operations and administrative process of this Campaign;
 - Update Allianz Group of Companies' records;
 - Market research and statistical analysis and surveys with the aim of improving Allianz Group of Companies' products and services;
 - For advertising and promotion purposes. If the Eligible Participants wish to cease receiving any marketing material or no longer wish to be contacted for marketing and promotional purposes, please send an email to customer.service@allianz.com.my to notify the Allianz Group of Companies to cease such marketing and promotional activities. This request will take 2 to 4 weeks to take effect; and
 - For any purposes required by law or regulation.
- d. When using the Eligible Participants' details for the purposes referred to above, Allianz may need to disclose it to agents of Allianz Group of Companies and/or third-party service providers. When this happens, Allianz will require those parties to handle the Eligible Participants' details using the same level of care that Allianz applies to the same. Allianz will also require them to only use the Eligible Participants' details according to Allianz's instructions.
- e. Allianz shall not be liable for the benefits and services provided by any third-party service providers under this Campaign.
- f. Allianz shall not be liable for any direct or indirect loss or damage of any kind whatsoever or howsoever arising, that may be suffered by the Allianz General Eligible Participants or any person claiming through the Allianz General Eligible Participants in connection with this Campaign.

- g. For any enquiries related to this Campaign, please contact Allianz via Live Chat at allianz.com.my, email to customer.service@allianz.com.my or at 1300 22 5542, Monday to Friday from 9.00am to 6.00pm.
- h. The terms and conditions of the Campaign shall be governed and interpreted in accordance with the laws of Malaysia.

Terms & Conditions last updated: 1 November 2023.

Appendix 1 – List of AGIC Products

1. Motor Comprehensive
2. Motor Third Party
3. Motor Third Party, Fire & Theft
4. Motor Cycle
5. Motor Cycle Plus
6. Motor Trade Plate
7. Enhanced Road Warrior
8. Road Warrior
9. Bike Warrior
10. Allianz Shield Plus
11. Allianz Motorcyclist PA
12. ATM Shield
13. Drive Smart Shield
14. Personal Accident
15. Perlindunganku Allianz4all
16. Smart Home Cover
17. Houseowner & Householder
18. Homeguard
19. Allianz Medicare
20. Allianz Lifestyle Protect
21. Allianz Travel Care (Annual policy only)