

Allianz PowerLink Power Up Campaign FAQ

The "Allianz PowerLink Power Up Campaign" ("**Campaign**") is organised by Allianz Life Insurance Malaysia Berhad ("**ALIM**") for customers with existing PowerLink or Allianz PowerLink (collectively and severally known as "**PLK**") who have added on a WealthCover Rider ("**WCR**") or topped up the WCR premium with a minimum monthly premium of RM30 will:

- Receive complimentary COVID-19 coverage; and
- Stand a chance to win Touch 'n Go ("**TNG**") eWallet Reload PIN, subject to the Campaign terms and conditions.

Customers who participated in the "Stronger Protection, Better Confidence Campaign" will also be eligible to stand a chance to win TNG eWallet Reload PIN.

Please be advised that this is not a guaranteed reward giveaway. It is subject to campaign terms and conditions and winners of the TNG eWallet Reload PIN will be drawn from the pool of eligible customers who participated in the campaign.

Campaign Period: **30 June 2022 – 31 August 2022**

A. CAMPAIGN PARTICIPATION

1. Who is eligible to participate in the Campaign?

This Campaign is open to individual customers of ALIM holding an existing PLK policy with one of the following in-force Eligible Medical Rider during the Campaign Period:

- MediSafe Infinite+, MediSafe Infinite, MediSafe Infinite Xtra, MediSafe, MediSafe Xtra
- MediEssential
- MediCover
- Enhanced MediCover
- MediAide

Note: The HealthInsured medical rider is excluded from this Campaign.

The individual customers must be a registered and active MyAllianz user by 31 August 2022.

2. How to participate in the Campaign?

Step 1: Apply for a WCR add-on/premium top-up under a PLK policy with an in-force Eligible Medical Rider.

Step 2: Submit the WCR add-on/premium top-up request via one of the following channels during Campaign Period:

a. MyAllianz – click "Join Now" on the campaign pages link per below:

- WCR add-on/premium top-up RM30 –
<https://hub.allianz.com.my/customer/#/campaigns/details/123>
- WCR add-on/premium top-up RM60 –
<https://hub.allianz.com.my/customer/#/campaigns/details/122>
- WCR add-on/premium top-up RM90 –
<https://hub.allianz.com.my/customer/#/campaigns/details/121>

b. ALIM agent

c. ALIM Branches – fill in and submit the campaign manual form

Please register for MyAllianz if you have not done so as the TNG eWallet Reload PIN will be rewarded via the portal.

3. I received a call from Allianz Malaysia via the number +603 2264 0400 regarding the Campaign. Is this a genuine call?

Yes, it is. Our customers may receive a call from Allianz Customer Service via this number regarding the Campaign.

4. Is there a minimum amount required for the WCR add-on/premium top-up?

Yes, the minimum WCR add-on/premium top-up amount is as stated below:

Payment Mode	Minimum WCR Premium (RM)
Yearly	360
Half-yearly	180
Quarterly	90
Monthly	30

The WCR premium or revised WCR premium shall take effect from the next premium due date.

5. Can I participate in the Campaign if I have more than one (1) PLK policy?

Yes, there is no limit on the maximum number of policies under which a customer can perform a WCR add-on/premium top-up for this Campaign. However, under each PLK policy, the total WCR premium is subject to a cap of five (5) times the basic premium.

6. How are the Campaign entries computed?

The number of campaign entries will be based on the value of the WCR add-on/premium top-up per month. The number of entries will be rounded down in the event of decimal.

Example of the Campaign entry calculation based on WCR add-on/top-up with different payment mode:

Payable WCR Add-On/ Premium Top-Up	WCR Add-On/Premium Top-Up Amount Per Month	Campaign Entries
RM68 monthly	RM68	68
RM90 quarterly	RM30	30
RM1500 half-yearly	RM250	250
RM3200 yearly	RM266.67	266

The higher the WCR add-on/ premium top-up amount, the higher the chances of winning.

7. What are the Campaign reward and prizes?

- Complimentary COVID-19 Coverage

The life assured of the Eligible Medical Rider attached to the PLK policy ("Eligible Life Assured") which the customer has performed a WCR add-on/ premium top-up during the Campaign Period will be entitled to the complimentary COVID-19 coverage once the request is successfully processed and approved by ALIM.

- **TNG eWallet Reload PIN**

1,000 winners will be selected from the pool of eligible customers who have submitted the request for WCR add-on/premium top-up during Campaign Period. The prize categories per below:

Category	Campaign Prize	Number of Units
1.	RM200 Touch n' Go eWallet Reload PIN	100
2.	RM100 Touch n' Go eWallet Reload PIN	300
3.	RM50 Touch n' Go eWallet Reload PIN	600

B. COMPLIMENTARY COVID-19 COVERAGE

1. How do I know if my request was successful and I'm entitled to the complimentary COVID-19 coverage under this Campaign?

An endorsement letter concerning the approval of your request to add-on/top-up will be sent within 14 working days from the date we receive such request. If the relevant Eligible Medical Rider lapses or is terminated, the complimentary COVID-19 coverage for the Eligible Life Assured will cease accordingly.

2. What benefit does the complimentary COVID-19 coverage provide?

ALIM will reimburse the hospitalisation expenses incurred by the Eligible Life Assured due to COVID-19 within Malaysia during the coverage period, of which the Eligible Life Assured has received active treatment as a Category 3, 4 or 5 COVID-19 patient.

Claims for the complimentary COVID-19 coverage are subject to the terms and conditions of the Eligible Medical Riders and Medically Necessary and Reasonable and Customary Charges.

3. What is the complimentary COVID-19 coverage period?

Coverage period shall start from 30 June 2022 or the approval date of the WCR add-on/premium top-up request, depending on when the customer submit the request for add-on/premium top-up, and shall end upon three years from the Campaign launch date, 29 June 2022.

Notwithstanding the aforesaid, ALIM reserves the right and have the absolute discretion to terminate this complimentary COVID-19 coverage with or without prior notice.

For the avoidance of doubt, for Eligible Life Assured who are also eligible for the COVID-19 medical coverage under the Return Stronger with Confidence Campaign and the Stronger Protection, Better Confidence Campaign ("Previous Campaigns"), the terms and conditions of the COVID-19 coverage under this Campaign shall supersede those under the Previous Campaigns.

4. Is there a waiting period for the complimentary COVID-19 coverage?

The complimentary COVID-19 coverage is subject to a 30 days waiting period, starting from the approval date of the WCR add-on/ premium top-up request or the policy reinstatement date after qualifying for this Campaign, whichever is later.

The waiting period for the complimentary COVID-19 coverage under this Campaign will not apply if the Eligible Life Assured is also entitled to COVID-19 coverage under our Previous Campaigns.

5. Is there any limit on the COVID-19 claims?

Subject to the terms and conditions of this Campaign, there is no limit in terms of the number of times COVID-19 claims each Eligible Life Assured can make during the coverage period. However, the Eligible Life Assured can only claim for reimbursement once regardless of the number of policies and medical riders and any COVID-19 coverage under the Previous Campaigns or otherwise. For this Campaign, the Eligible Life Assured can claim for each episode the Eligible Life Assured is hospitalised due to Category 3, 4 or 5 COVID-19.

6. Will the COVID-19 coverage affect my medical riders?

No, the COVID-19 claims under this Campaign will not reduce the annual limit and lifetime limit of the Eligible Medical Riders.

C. TNG EWALLET RELOAD PIN – WINNERS ANNOUNCEMENT AND PRIZE REDEMPTION

1. When will the winners be announced? How will the prizes be given away?

The Winners will be notified on the campaign page on MyAllianz Customer Portal and will receive an email from Allianz Malaysia confirming that they have won, within 14 working days from the last day of the Campaign i.e. 21 September 2022.

2. Where and how do I redeem the TNG eWallet Reload PIN?

- i. Retrieve the unique TNG eWallet Reload PIN under the My Vouchers tab on MyAllianz Customer Portal at <https://hub.allianz.com.my/customer/#/campaigns>
- ii. Redeem by keying in the unique TNG eWallet Reload PIN on the TNG App through the eWallet tab on the app home screen.

Note: TNG eWallet Reload PIN redemption is subject to TNG eWallet terms and conditions.

3. Is there an expiration date to redeem the TNG eWallet Reload PIN?

Yes, winners must redeem the TNG eWallet Reload PIN by the date stated on the winner's campaign page.

4. Can a winner receive more than one (1) TNG eWallet Reload PIN?

No, each winner is entitled to receive one (1) TNG eWallet Reload PIN only.

5. Will I receive any notifications if I am not selected as one of the winners?

No, we will only be sending notification to the winners of the Campaign.