

## **Frequently Asked Questions for Interim Measures on Medical Repricing**

### **1. Why did Bank Negara Malaysia (“BNM”) introduce the interim measures on medical repricing?**

The interim measures were introduced by BNM to help manage the premium adjustments for existing policyholders who are impacted by premium repricing. These are only temporary measures while BNM will expedite these reforms to establish a clear path for exiting the interim measures in the coming years.

### **2. What are the interim measures announced by Bank Negara Malaysia?**

#### **(i) Spreading out repricing quantum**

Premium contribution in the following manner:

- Spread out the changes in premiums arising from medical claims inflation over a minimum of three (3) years if the quantum of repricing is 20%; and
- Spread out the changes in premiums arising from medical claims inflation over a minimum of five (5) years if the quantum of repricing is above 20%.

#### **(ii) Special provisions for those sixty (60) years old and above who are currently covered under the lowest plan**

One year deferment in premium adjustment for those aged sixty (60) and above, who are covered under the lowest plan. This temporary pause will be effective for one year from their policy anniversary.

The interim measures (i) and (ii) is not applicable to premium increases that may apply when a policyholder moves to a higher age band. Premium increase due to a change in age band applies when the policyholder attains a higher age band under the policy. Consequently, a higher premium is payable, consistent with the terms of the policy as agreed at the point of sale.

#### **(iii) Option to reinstate lapsed policies**

Policyholders who have lapsed policies due to medical repricing in 2024 will be eligible for reinstatement without additional underwriting requirements.

#### **(iv) Dedicated support hotline**

A dedicated helpline will be established at each insurance operator to provide guidance, address inquiries, and discuss other solutions tailored to the needs of affected policyholders.

For more details on the interim measures, you may refer to the following:

1. [Press Release](#) by Bank Negara Malaysia
2. [Frequently Asked Questions \(FAQ\)](#) by Bank Negara Malaysia
3. [Press Release](#) by the Life Insurance Association of Malaysia, the Malaysian Takaful Association, and Persatuan Insurans Am Malaysia
4. [Frequently Asked Questions \(FAQ\)](#) by the Life Insurance Association of Malaysia, the Malaysian Takaful Association, and Persatuan Insurans Am Malaysia.

**3. What is Allianz General Insurance Company (Malaysia) Berhad's ("AGIC") plan in implementing the interim measures?**

Allianz MediCure ("AMC") individual policyholders will receive a notification letter with details that adhere to the interim measures prior to the effective date of the revision in premium for the AMC policy.

However, if you have previously received repricing notification letter from us, we will send you another letter to cater for the changes due to the interim measures. Rest assured that the premium to be charged under your policy upon the policy anniversary on 1 January 2025 will be based on the revised premium as per the interim measures and this will be explained in the notification letter which will be sent to you.

If the insured person is:

- Aged sixty (60) years old (or older) at the policy anniversary when the premium revision takes effect; and
- Currently covered under the lowest plan option, you will be eligible for a one-year pause in premium revision.

Please note that the minimum plan option refers to the lowest plan applicable where you can no longer opt for any further downgrade under the same medical plan of your policy (i.e., AMC Plan 1) and the interim measures are not applicable to premium increases that may apply when a policyholder moves to a higher age band.

**4. If my AMC policy lapsed due to repricing in July 2024, can I reinstate my policy?**

You may apply to reinstate the policies without any additional underwriting subject to the applicable terms and conditions. These policies will be reinstated based on the interim measures. This special reinstatement request is only available from 15 January 2025 until 30 June 2025. You may reach out to us for further information.

**5. I have been given a one (1) year pause in premium revision, what will happen to my policy/premium payable in the following year after the pause?**

You will be notified of the premium revision for the subsequent policy year prior to the policy anniversary when the revised premium will take effect. The revised premium will be based on the applicable rates as per the interim measures.

**6. I do not have a medical policy at present. Can I purchase AMC with spread out repricing?**

The interim measures are only applicable to existing policyholders affected by repricing in year 2024, 2025 and 2026.

**7. What if I have already received the AMC repricing notification letter prior to the announcement for the interim measures:**

**(a) but have not paid/renewed my policy?**

You are advised to immediately renew your policy and pay the revised premium for continuous coverage. Otherwise your policy may lapse and will no longer be covered in times of need.

**(b) and have already paid the new premium and renewed my policy?**

We recommend that you continue paying your current revised premium for continuity of coverage.

Rest assured that we have taken the following measures to address policyholders affected by the interim measures:

**(i) Renewal policies issued between 1 January 2025 to 28 February 2025**

We will issue endorsement to effect the applicable rates as per the interim measures and issue affected policyholders a refund (if any).

**(ii) Renewal policies issued from 1 March 2025 onwards**

Policies will be issued based on applicable rates as per the interim measures.

You may reach out to us or your servicing agent from 15 January 2025 for further details or advice.

**8. What alternatives are available if I am unable to pay the premium for my AMC policy, despite the staggered premium increase?**

If you are still facing difficulties paying your revised premium, you may reach out to our Customer Service Specialist via email at [customer.service@allianz.com.my](mailto:customer.service@allianz.com.my), or the dedicated Allianz Medical Repricing hotline at 1 300-88-5542, Monday to Friday from 9:00am to 6:00pm (excluding public holidays), your Allianz agent or visit our nearest branch office to discuss and explore alternative options, such as switching to a lower plan, opting for a non-cashless plan or choosing deductible options.

**9. Will any of my policy coverage be affected?**

We would like to assure you that there will be no changes to the coverage under your policies (e.g. annual limit, room and board, etc.) as detailed out in your policy contract despite the interim measures taking effect.

**10. Who should I contact for anything related to the interim measures?**

From 15 January 2025 onwards, you may reach out to our Customer Service Specialist via email at [customer.service@allianz.com.my](mailto:customer.service@allianz.com.my) or the dedicated Allianz Medical Repricing hotline at 1300-88-5542 from Monday to Friday, 9.00 am to 6.00 pm (excluding public holidays). Alternatively, you may contact Allianz agent for further assistance.