

Frequently Asked Questions for Interim Measures on Medical Repricing

1. What are the interim measures on medical repricing about?

The interim measures were introduced by Bank Negara Malaysia to help manage the premium adjustments for existing policyholders who are impacted by premium repricing (between years 2024 and 2026). These are only temporary measures while the government will expedite broader health reforms to achieve clear outcomes in addressing medical inflation in the coming years.

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.

Note that the interim measures do not apply to cost of insurance/premium increase due to change in age band.

2. What is Allianz Malaysia's plan in implementing the interim measures?

For MediSafe Infinite (UMSIR) policyholders, we will send you a notification letter with the details that adhere to the interim measures prior to the effective date of the revision.

However, if you have previously received the notification letter from us, we will send you a supplementary letter to cater for the changes due to the interim measures. Rest assured that the cost of insurance to be charged under your policy upon the policy anniversary on or after 1 January 2025 will be based on the revised cost of insurance as per the interim measures and this will be explained in the supplementary letter as mentioned above. The supplementary letter is targeted to be sent to all impacted policyholders beginning 31 January 2025.

If the life assured is:

- Aged sixty (60) years old (or older) at the policy anniversary when the cost of insurance/premium revision takes effect; and
 - Currently covered under the lowest plan option,
- you will be eligible for a one-year pause in cost of insurance/premium revision, which will be applied automatically. If you have previously received the notification letter from us, we will send you another supplementary letter to cater for the changes due to the interim measures.

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., UMSIR Plan 150).

Additionally, the interim measures do not apply to cost of insurance/premium increase due to change in age band.

For MediSafe Infinite+ (UMI+) and Enhanced MediCover (EUMCR) policyholders who have undergone the cost of insurance/premium revision exercise in 2024, we encourage you to continue paying the current revised premium for continuous coverage. You may also reach out to us from 15 January 2025 onwards if you wish to apply for the interim measures and we shall furnish you with the necessary form for you to fill. You will be notified via endorsement upon successful application, which is expected to be from 1 March 2025 onwards.

3. If my policy was surrendered/lapsed due to medical repricing in 2024, can I reinstate my policy?

For UMI+ or EUMCR policies that were surrendered/lapsed due to the cost of insurance/premium revision in 2024, you may apply to reinstate the policies without any additional underwriting on the medical coverage subject to the applicable terms and conditions. This special reinstatement request is only available from 15 January 2025 until 30 June 2025.

4. If I have been given a one-year pause in cost of insurance/premium revision, what will happen to my policy in the following year after the pause?

You will be notified of the cost of insurance/premium revision for the subsequent policy year at least three (3) months prior to the policy anniversary when the revised cost of insurance/premium will take effect. The revised cost of insurance/premium will be based on the applicable rates as per the interim measures.

5. Can I choose to maintain my original premium despite the premium revision under the interim measures?

You should pay the revised premium to ensure continuity of coverage. Otherwise, your policy may lapse, and you will no longer be covered in times of need.

6. 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 & board, etc.), as detailed out in your policy contract, despite the interim measures taking effect.

7. Will the interim measures affect my policy sustainability in the long term?

The sustainability of your policy will change depending on many factors such as the performance of the fund(s), premium payment habits, any withdrawals/top-ups

made, increase in policy charges and increase in cost of insurance due to medical repricing.

As such, it is important for you to continue paying as per the recommended/revised premium of your policy as stated in our notification letter to ensure continuous insurance protection.

You may also refer to the policy sustainability as disclosed in your annual Statement of Accounts (SOA) and take the necessary actions to ensure that your policy can sustain up to maturity.

8. What if I have already paid additional premium upon receiving the notification letter prior to the announcement for the interim measures?

Rest assured that you have taken the right step by increasing your premium for better policy sustainability. We recommend that you continue paying your current revised premium for continuity of coverage. Nevertheless, should you wish to change your premium, you may do so by reaching out to us.

9. Can I request for a cost of insurance/premium refund if I have been charged for the additional cost of insurance/paid additional premium after receiving the notification letter prior to the interim measures' announcement?

Any cost of insurance charged/premium paid prior to the interim measures taking effect will not be refunded to policyholders.

10. What will happen to my cost of insurance/premium after the interim measures period ends?

While staggering the cost of insurance/premium increment provides immediate relief to policyholders, the reality is that the cost of insurance/premium will require material adjustments in the near future unless systematic changes are implemented across the healthcare eco-system.

As the current cost of insurance/premium are inadequate, insurance and takaful providers may have to step up cost containment initiatives, as part of the industry's commitment to provide accessible, affordable, and effective healthcare.

However, this alone won't be sufficient, and a "whole-of-nation" approach is strongly urged to address the rising costs of medical care with strong participation from policyholders, hospital providers, doctors and support from the Ministry of Health Malaysia.

All these efforts are essential to ensure the sustainability of the ecosystem and equitable access to affordable healthcare for all.

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

If you are still facing difficulties paying your revised premium, you may reach out to us or your agent to discuss and explore alternative options, such as switching to a lower plan, opting for a deductible option or adjusting your overall insurance coverage based on your current financial and protection needs.

12. 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 or the dedicated Allianz Medical Repricing hotline at 1300-88-5542, Monday to Friday from 9:00am to 6:00pm (excluding public holidays). Alternatively, you may contact your agent for further assistance.