

“Allianz We Care Community” Campaign Terms & Conditions

“Allianz We Care Community” Campaign (“**Campaign**”) is organised by Allianz Malaysia Berhad (“**AMB**”) and your participation in this Campaign is subject to the following terms and conditions.

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

1. Campaign Period

This Campaign will run from 1 June 2020 until 31 December 2022, both dates inclusive (“**Campaign Period**”). Notwithstanding the aforesaid, AMB reserves the right to change the Campaign Period without prior notification.

2. Campaign Eligibility

The objective of this Campaign is to enable Allianz to reach out to care for those in our community. Therefore, this Campaign is open to citizens or permanent residents of Malaysia, who are 18 years old and above who may or may not be Allianz customers. (“**Eligible Participants**”).

3. How to Participate

a. To participate in this Campaign,

Manual Registration

Eligible Participants are required to register at allianz.com.my/we-care (“**Campaign Microsite**”) during the Campaign Period by providing all the required personal information accurately for our processing.

Automatic Enrolment

- i. Individual policyholders who purchased any personal insurance product of the Allianz Life issued from 22 September 2020 until end of Campaign Period and have provided NRIC number, valid mobile and email contact details; or
- ii. Individual policyholders who purchased or renewed any personal insurance products of the Allianz General issued from 5 October 2020 until end of Campaign Period and have provided NRIC number, valid mobile and email contact details.

Such Allianz customers will be automatically enrolled into this Campaign and will be confirmed upon their receipt of a notification email from Allianz.

- b. Please refer to the allianz.com.my/campaign-privacy-notice (“**Campaign Privacy Notice**”). By providing your personal information upon registration, submission of Allianz Life Policy Application or Allianz General New Policy, you have consented to allow AMB to process the same for the purposes as stated in the Campaign Privacy Notice.
- c. Eligible Participants are required to ensure that the personal information provided for this Campaign at registration, submission of Allianz Life Policy Application or Allianz

General New Policy is accurate failing which any claim of benefits under this Campaign may be rejected.

4. Campaign Benefits

(A) Free Healthcare and Lifestyle Benefits

The Eligible Participant who has successfully registered through Manual Registration and Automatic Enrolment within the Campaign Period will be eligible to 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. AMB 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 at the Eligible Participant's own risk. The Eligible Participant shall deal directly with the benefit providers for their respective terms of use.

(B) Complimentary COVID-19 Coverage **[ENDED ON 30 JUNE 2021]**

Upon first diagnosis of COVID-19 positive and proof of hospitalisation⁵ at a designated facility during the **Coverage Validity Period for this Complimentary COVID-19 Coverage** or death due to COVID-19 during the Coverage Validity Period for this Complimentary COVID-19 Coverage, the Eligible Participant may claim a one-time benefit under ONE (1) of the following THREE (3) categories of Campaign benefits subject to the Eligible Participant meeting the requirements of the relevant category **at the time of the claim**:

Coverage Validity Period for this Complimentary COVID-19 Coverage	Commences 14 days after the Eligible Participant's Campaign registration date onwards until 30 June 2021 OR until the date when the total benefit claims payable under this Complimentary COVID-19 coverage reaches RM3,000,000.00, whichever is earlier.		
Categories of Campaign Benefits	Standard	Advanced	Premium
Requirement of each Category at the time of claim	Applicable to the Eligible Participant who is not a customer of Allianz.	Applicable to the Eligible Participants who are Allianz customers, and Non-Allianz customers who registered for " Friends of Allianz ".	Applicable to the Eligible Participants who are Allianz customers, registered for " Friends of Allianz " and/or a MyAllianz Customer Portal ² user.

¹ **Friends of Allianz** (FoA) means a referral program managed by Allianz Life. Details of the FoA can be found at: allianz.com.my/friends-of-allianz

² **MyAllianz Customer Portal** is operated by Allianz Life where existing customers may access the portal to conduct self-services regarding their insurance policy contracts.

Requirements for one-time cash relief upon first diagnosis of COVID-19 positive & hospitalisation⁵ during Coverage Validity Period for this Complimentary COVID-19 Coverage	RM1,000 is payable if the registered Eligible Participant has a confirmed diagnosis and hospitalised.	Up to a maximum of RM4,000 per family ³ where: <ul style="list-style-type: none"> - RM2,000 is payable if the registered Eligible Participant has a confirmed diagnosis and hospitalised; and - RM2,000 is payable if any immediate family members⁴ of the registered Eligible Participant has a confirmed diagnosis and hospitalised. 	Up to a maximum of RM6,000 per family where: <ul style="list-style-type: none"> - RM3,000 is payable if the registered Eligible Participant has a confirmed diagnosis and hospitalised; and - RM3,000 is payable if any immediate family members of the registered Eligible Participant has a confirmed diagnosis and hospitalised.
Regardless of the number of Eligible Participants registered in this Campaign, each family is entitled to claim up to the maximum one-time cash relief of RM4,000 or RM6,000 per family for Advanced and Premium categories upon diagnosis & hospitalisation⁵.			
Upon the Death of the Eligible Participant due to COVID-19 during Coverage Validity Period for this Complimentary COVID-19 Coverage	A lump sum of RM8,000 may be claimed by the personal legal representative or any one of the immediate family members of the Eligible Participant.	A lump sum of RM20,000 per family may be claimed by the personal legal representative or any one of the immediate family members of the Eligible Participant.	A lump sum of RM20,000 per family may be claimed by the personal legal representative or any one of the immediate family members of the Eligible Participant.
<p style="text-align: center;">This complimentary COVID-19 coverage under this Campaign is payable on a first claim first served basis and shall cease to be payable upon expiry of the Coverage Validity Period or the date when the overall total claims payable under this Complimentary COVID-19 coverage reaches the limit of RM3,000,000.00, whichever is earlier.</p> <p>For avoidance of doubt, notification of any valid claim under this <u>complimentary COVID-19 coverage</u> must be submitted to Allianz Branch or via email within 45 days from the date of first diagnosis of COVID-19 positive & hospitalisation⁵ or death due to COVID-19. Please follow the guidance from allianz.com.my/we-care-lifeclaim on required information/documents necessary to complete the claim submission.</p>			

³ **“family”** means regardless of the number of Eligible Participants of COVID-19 Coverage who registered under this Campaign who are related to each other as the immediate family members.

⁴ **“immediate family members”** means the legitimate spouse and children only.

⁵ **“hospitalisation”** means government/public hospitals, private hospitals in Malaysia or quarantine/treatment centres approved by the government of Malaysia for COVID-19 positive patients.

(C) Food Delivery e-Voucher Benefit for Person Under Investigation (PUI)/Person Under Surveillance (PUS) for COVID-19 [ENDED ON 30 JUNE 2021]

The Eligible Participant with an Allianz General New Policy (“Allianz General Eligible Participant”) will be eligible to claim a **one-time Food Delivery e-voucher worth RM50 (“Food Delivery e-Voucher”)** if the Allianz General Eligible Participant receives a Home Surveillance and Observation Order from the Ministry Of Health Malaysia / hospital during the validity of the Allianz General New Policy and meets the following requirements:

Food Delivery e-Voucher Claimable Period	Commences 14 days after the Allianz General Eligible Participant’s Campaign registration date onwards until: (a) 30 June 2021; OR (b) the date when the total Food Delivery e-Voucher utilised under this Campaign reaches RM1,000,000.00, whichever is earlier.
<p>This Food Delivery e-Voucher is payable on a first claim first served basis and shall cease to be payable upon expiry of the Food Delivery e-Voucher Claimable Period or when the overall total vouchers utilised under this Campaign reaches the limit of RM1 million, whichever earlier. The claim of Food Delivery e-Voucher must be submitted via email within 7 days from the start date of Home Surveillance and Observation for COVID-19. Please follow the guidance from allianz.com.my/we-care-claim on the required information and documents to complete the claim submission.</p> <p>Allianz reserves the right to replace the Food Delivery e-Voucher with an alternative of similar value at any time without prior notice.</p>	

(D) NEW Complimentary Death Benefit [ENDED ON 31 AUGUST 2021]

This new Complimentary Death Benefit due to COVID-19 applies only to the following:

D1. Eligible Participants enrolled on or before 30 June 2021

Eligible Participants who have registered via manual registration at Campaign Microsite or via automatic enrolment on or before 30 June 2021 and providing all the required personal information accurately for our processing.

D2. Allianz Customers enrolled from 1 July 2021 until 31 August 2021

- i. Individual policyholders who purchased any personal insurance product of the Allianz Life issued from 1 July 2021 until 31 August 2021 and have provided NRIC number, valid mobile and email contact details; or
- ii. Individual policyholders who purchased or renewed any personal insurance products of the Allianz General issued from 1 July 2021 until 31 August 2021 and have provided NRIC number, valid mobile and email contact details.

Such Allianz customers will be automatically enrolled to this Campaign and will be confirmed upon their receipt of a notification email from Allianz.

a. Payout of Complimentary Death Benefit

Upon death of the above categories of persons (D1) and (D2) due to COVID-19 during the Coverage Validity Period for this Complimentary Death Benefit, the personal legal representative or any one of the immediate family members may claim a one-time death benefit subject to meeting the requirements of the relevant category **at the time of the claim:**

Coverage Validity Period for this Complimentary Death Benefit	Commences 14 days after the Eligible Participant's Campaign registration date onwards until 31 August 2021 ; OR the date when the total claims payable under this Complimentary Death Benefit reaches RM1,000,000.00, whichever is earlier.	
Requirement at the time of claim	Applicable to the Eligible Participant who is not a customer of Allianz	Applicable to the Eligible Participant who is an Allianz customer
Upon the death due to COVID-19 during Coverage Validity Period for this Complimentary Death Benefit	A lump sum of RM8,000 may be claimed by the personal legal representative or any one of the immediate family members of the Eligible Participant.	A lump sum of RM20,000 may be claimed by the personal legal representative or any one of the immediate family members of the Eligible Participant who is an Allianz customer
<p>This Complimentary Death Benefit is payable on a first claim first served basis and shall cease to be payable upon expiry of the Coverage Validity Period or the date when the overall total claims payable under this Complimentary Death Benefit reaches the limit of RM1,000,000.00, whichever is earlier.</p> <p>For avoidance of doubt, notification of any valid claim under this <u>Complimentary Death Benefit</u> must be submitted to Allianz Branch or via email within 45 days from the date of death due to COVID-19. Please follow the guidance from allianz.com.my/we-care-deathbenefitclaim on required information/documents necessary to complete the claim submission.</p>		

5. Other Conditions

- a. By participating in this Campaign, the Eligible Participants hereby agree to be bound by these terms and conditions, and any decisions made by AMB in respect of this Campaign shall be final and conclusive.
- b. AMB reserves the right and has the absolute discretion to vary the Campaign Period, Benefit Validity Period, terms and conditions of this Campaign, suspend, cancel or terminate the Campaign with or without any prior notice or reason.
- c. Allianz shall not be liable for the benefits and services provided by any third party service providers under this Campaign.
- d. Allianz shall not be liable for any direct or indirect loss or damage of any kind howsoever arising, suffered by the Eligible Participants or any person claiming through the Eligible Participants in connection with this Campaign.

- e. For any enquiries related to this Campaign, please contact AMB via Live Chat at [allianz.com.my](https://www.allianz.com.my), email to customer.service@allianz.com.my or at 1300 22 5542, Monday to Friday from 8.00am to 8.00pm.
- f. The terms and conditions of the Campaign shall be governed and interpreted in accordance with the laws of Malaysia.

Terms & Conditions last updated: 1 Sep 2021