

“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

This Campaign will run from **1 June 2020** until **31 December 2022**, both dates inclusive (“**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, 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. 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 personal insurance products of Allianz General issued from **5 October 2020** onwards until the end of the Campaign Period; and have provided their NRIC number, valid mobile and email contact details. Such persons are automatically enrolled to the Campaign on the issuance date of their Allianz General policy and are collectively referred to as “**Allianz General Eligible Participants**”.

The Allianz General Eligible Participants have consented to allow Allianz General to process their personal information 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.

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) Food Delivery e-Voucher Benefit for Person Under Investigation (PUI)/Person Under Surveillance (PUS) for COVID-19

You will be eligible to claim a **one-time Food Delivery e-voucher worth RM50 (“Food Delivery e-Voucher”)** from Allianz General, if you receive a Home Surveillance and Observation Order from the Ministry of Health Malaysia / hospital during the validity of the Allianz General policy and meets the following requirements at the time of claim:

Food Delivery e-Voucher Claimable Period	Commences 14 days after your Allianz General policy issuance date onwards until: (a) the end of validity of the Allianz General policy; OR (b) the end of 31 December 2022; OR (c) the date when the total Food Delivery e-Voucher utilised under this Campaign reaches RM500,000.00, whichever is earlier.
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 RM500,000.00, 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. Allianz General reserves the right to replace the Food Delivery e-Voucher with an alternative of similar value at any time without prior notice.	

(C) Complimentary COVID-19 Coverage - RM2,000 of Cash Relief from Allianz General

Upon your first diagnosis of COVID-19 positive and proof of hospitalisation¹ at a designated facility during the Cash Relief Coverage Validity Period, you may claim a one-time RM2,000 of Cash Relief from Allianz General during the validity of the Allianz General policy and meets the following requirements at the time of claim:

Cash Relief Coverage Validity Period	Commences 14 days after your Allianz General policy issuance date onwards until: (a) the end of validity of the Allianz General policy; OR (b) the end of 31 December 2022; OR (c) the date when the total cash relief payable under this Campaign reaches RM1,000,000.00, whichever is earlier.
This RM2,000 of Cash Relief upon first diagnosis of COVID-19 & hospitalisation ¹ is payable on a first claim first served basis and shall cease upon expiry of the Cash Relief Coverage Validity Period or when the overall total cash relief payable by Allianz General under this Campaign reaches the limit of RM1,000,000.00, whichever is earlier. The claim of RM2,000 of Cash Relief upon first diagnosis of COVID-19 & hospitalisation ¹ must be submitted to Allianz Branch or via email within 45 days from the date of first diagnosis of COVID-19 positive & hospitalisation ¹ . Please follow the guidance from allianz.com.my/we-care-claim on required information/documents necessary to complete the claim submission.	

¹ “hospitalisation” means government/public hospitals, private hospitals in Malaysia or quarantine/treatment centres approved by the government of Malaysia for COVID-19 positive patients.

(D) Complimentary Death Benefit from Allianz General

Upon death of the Eligible Allianz General Participants 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 members² may claim a one-time RM20,000 of death benefit from Allianz General during the validity of the Allianz General policy and meets the following requirements at the time of claim:

Coverage Validity Period for this Complimentary Death Benefit	Commences 14 days after your Allianz General policy issuance date onwards until: (a) the end of validity of the Allianz General policy; OR (b) the end of 31 December 2022; OR (b) the date when the total Death Benefit payable under this Campaign reaches RM1,000,000.00, whichever is earlier.
This RM20,000 of Death Benefit due to COVID-19 is payable on a first claim first served basis and shall cease upon expiry of Coverage Validity Period or when the overall total claim payable under this Complimentary Death Benefit reaches RM1,000,000.00, whichever is earlier. For avoidance of doubt, this Complimentary Death Benefit 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-claim on required information/documents necessary to complete the claim submission.	

² "immediate family members" means the legitimate spouse and children only.

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, Benefit Validity Period, terms and conditions of this Campaign, suspend, cancel or terminate the Campaign with or without any prior notice or reason.
- c. The details which consist of personal data provided by the Eligible Participants to participate in this Campaign 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 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. The details submitted by the Eligible Participants for the purpose of this Campaign will be collected, processed and used in accordance with Allianz's Privacy Statement which is available at: <https://www.allianz.com.my/privacy-statement>.
- e. When using the Eligible Participants' details for the purposes referred 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.
- f. Allianz shall not be liable for the benefits and services provided by any third party service providers under this Campaign.
- g. Allianz shall not be liable for any direct or indirect loss or damage of any kind howsoever arising, suffered by the Allianz General Eligible Participants or any person claiming through the Allianz General Eligible Participants in connection with this Campaign.
- h. For any enquiries related to this Campaign, please contact Allianz 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.
- i. The terms and conditions of the Campaign shall be governed and interpreted in accordance with the laws of Malaysia.

Terms & Conditions last updated: 20 December 2021