

“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 commence from **7th January 2025** until **30th June 2025** or the date when the total amount payable under this Campaign reaches RM500,000, whichever earlier (**“Campaign Period”**).

2. Campaign Objective

The objective of this Campaign is to enable Allianz to reach out to care for those in our community. Therefore, the Campaign is open to citizens or permanent residents of Malaysia subject to the fulfilment of the eligibility criteria below.

3. Allianz General Eligible Participants

In conjunction with the Campaign, these terms and conditions apply only to citizens or permanent residents of Malaysia who are members of the Allianz We Care Community and who have an active Allianz Shield Plus, Smart Home Cover, Allianz MediCure, Allianz Travel Care (Annual Policy only) or Allianz Travel Easy (Annual Policy only) policy or Motor policy (subject to the terms set out in Appendix 1 hereto) within the Campaign period (collectively, the **“Eligible Policies”**). Such individuals will be deemed an eligible participant and will be automatically enrolled in the Campaign (**“Allianz General Eligible Participants”**) except for individuals who have successfully claimed for the Emergency Flood Evacuation Benefit under the Allianz We Care Campaign previously.

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. One-time RM2,500 cash relief in the event the Policyholder requires hospitalisation for more than four (4) consecutive days as a result of an *Accident, Dengue, Zika virus, Malaria, Japanese Encephalitis or Chikungunya, poisonous food or drink, or insect, snake and animal bites (“Insured Conditions”)

Under this Campaign, the Allianz General Eligible Participants are entitled to make a claim from the complimentary **Allianz We Care – Let’s Get Personal...Again Campaign** fund set up by Allianz General in the event he/she requires hospitalisation for more than four (4) consecutive days as a result of an Insured Condition subject to the terms and conditions of this Campaign.

(*For purposes of this Campaign, “Accident” means any sudden or unexpected event, resulting directly and independently from the action of an external cause, other than any intentionally self-inflicted injury.)

The coverage under this Campaign is as follows:

Allianz We Care – Let’s Get Personal...Again Campaign					
Campaign Validity Period	<p>The coverage period for Allianz General Eligible Participants under this Campaign (“Campaign Validity Period”) shall be as follows:</p> <ol style="list-style-type: none"> (1) for Allianz General Eligible Participants with an existing Eligible Policy that is active during the Campaign Period, the Campaign Validity Period shall commence from 7th January 2025. (2) for Allianz General Eligible Participants who purchase/renew an Eligible Policy during the Campaign Period, the Campaign Validity Period shall correspond with the commencement date of the period of insurance of the Eligible Policy purchased/renewed. (3) In both cases stated in (1) and (2) above, the Campaign Validity Period shall end on: <ol style="list-style-type: none"> (a) 30th June 2025; (b) the expiry date of the period of insurance of the Eligible Policy; or (c) the date of total amount payable under this Campaign reaches RM500,000; <p>whichever is earlier.</p> 				
Amount payable in the event the Policyholder requires hospitalisation for more than four (4) consecutive days as a result of an Insured Condition	<table border="1"> <thead> <tr> <th>Allianz We Care – Let’s Get Personal...Again Campaign Coverage</th><th>Amount Payable</th></tr> </thead> <tbody> <tr> <td>In the event the Policyholder requires hospitalisation for more than four (4) consecutive days as a result of an Insured Condition</td><td>One-time RM2,500 cash relief</td></tr> </tbody> </table> <p><u>Criteria for payment of this Campaign Benefit:</u></p> <ol style="list-style-type: none"> 1. This Campaign is only open to all individual Policyholders who have an active Eligible Policy within the Campaign period; 2. The Eligible Policy must be active at the time of lodging the claim for the Campaign; 3. The Allianz General Eligible Participant must be the Policyholder on record for the Eligible Policy purchased or renewed and must provide their National Registration Identification Card (“NRIC”) or passport number and valid Digital ID such as their mobile number and email address during their purchase or renewal of the Eligible Policy, failing which any claim made under this Campaign may be rejected; 4. Only the Policyholder is entitled to claim under this Campaign, despite there being multiple insured persons under a single policy; 5. The Allianz General Eligible Participant is entitled to claim this Campaign only one (1) time, regardless of the number of active Eligible Policies he/she may have during the Campaign period. 	Allianz We Care – Let’s Get Personal...Again Campaign Coverage	Amount Payable	In the event the Policyholder requires hospitalisation for more than four (4) consecutive days as a result of an Insured Condition	One-time RM2,500 cash relief
Allianz We Care – Let’s Get Personal...Again Campaign Coverage	Amount Payable				
In the event the Policyholder requires hospitalisation for more than four (4) consecutive days as a result of an Insured Condition	One-time RM2,500 cash relief				

Claim Process	<ol style="list-style-type: none"> 1. Submit complete documents to Allianz General via email to wecare@allianz.com.my. 2. Allianz General receives documents and validates claim entitlement. 3. Claims approved (<i>within 14 working days upon receiving complete documents by Allianz General</i>). 4. Claims payout via E-Payment (<i>5 working days from approval of claim</i>).
Claim Documents	<ul style="list-style-type: none"> ✓ Allianz We Care – Let's Get Personal...Again Campaign Claim Form; ✓ Claimant's ID Copy (e.g. both sides of NRIC or Passport); ✓ Medical Report; ✓ Hospital Admission Slip; ✓ E-payment Authorisation Form; and ✓ Proof of bank account details (e.g. first page of your bank statement).
<p>This complimentary Allianz We Care – Let's Get Personal...Again Campaign is payable on a first come first served basis and shall cease to be payable to the Allianz General Eligible Participant upon expiry of the applicable Campaign Validity Period.</p> <p>For the avoidance of doubt, notification of any claim under this Campaign must be submitted to an Allianz General Branch or via the Allianz General email to wecare@allianz.com.my within thirty (30) days from the date the Policyholder requires hospitalisation as a result of an Insured Condition.</p>	

5. Other Conditions

- 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.
- Allianz reserves the right and has the absolute discretion to vary the Campaign Period, Campaign Validity Period, and any other terms and conditions of this Campaign, or to suspend, cancel or terminate the Campaign with or without any prior notice or reason.
- By participating in this Campaign, the Allianz General Eligible Participants also hereby consent to the processing of their personal information by Allianz 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. In summary, your personal data 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 Allianz General 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 the 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. When using the Allianz General Eligible Participants' details for the purposes referred to 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 Allianz General Eligible Participants' details using the same level of care that Allianz applies to the same. Allianz will also require them to only use the Allianz General Eligible Participants' details according to Allianz's instructions.
- e. Allianz shall not be liable for the benefits and services provided by any third-party service providers under this Campaign.
- f. Allianz shall not be liable for any direct or indirect loss or damage of any kind whatsoever or howsoever arising, that may be suffered by the Allianz General Eligible Participants or any person claiming through the Allianz General Eligible Participants in connection with this Campaign.
- g. For any enquiries related to this Campaign, please contact Allianz via Live Chat at allianz.com.my, email to customer.service@allianz.com.my or call 1300 22 5542, Monday to Friday from 9.00am to 6.00pm.
- h. The terms and conditions of the Campaign shall be governed and interpreted in accordance with the laws of Malaysia.

Terms & Conditions last updated: 02.04.2025

Appendix 1: Cash Relief for Motor Policyholders affected by Gas Pipeline Explosion on 1st April 2025

1. Following the recent gas pipeline explosion which occurred along Jalan Putra Harmoni, Putra Heights on 1st April 2025 (“**Gas Pipeline Explosion**”), Allianz will be offering the one-time RM2,500 cash relief (“**Cash Relief Benefit**”) only under the “Allianz We Care – Let’s Get Personal...Again” Campaign to the affected motor policyholders more particularly set out below.
2. The Cash Relief Benefit is only open to individual policyholders with any of the following motor policies issued by Allianz General that are active during the Campaign Period (“**Motor Policyholders**”):
 - (a) Private Car (excluding goods) Policy;
 - (b) Motorcycle Policy; and
 - (c) Allianz Motorcycle Plus;(collectively, the “**Motor Policies**”).
3. The Cash Relief Benefit is only payable in the event the Motor Policyholder requires hospitalisation for more than four (4) consecutive days as a result of an Accident due to the recent Gas Pipeline Explosion. For the avoidance of doubt, the Cash Relief Benefit shall not be payable for Dengue, Zika virus, Malaria, Japanese Encephalitis or Chikungunya, poisonous food or drink, or insect, snake and animal bites suffered by the Motor Policyholder.
4. The Motor Policyholder must be the policyholder on record for the Motor Policy purchased or renewed and must provide their National Registration Identification Card (“**NRIC**”) or passport number and valid digital ID such as their mobile number and email address during their purchase or renewal of the Motor Policy, failing which any claim made under this Campaign may be rejected.
5. The Motor Policyholder is entitled to claim the Cash Relief Benefit under this Campaign only one (1) time, regardless of the number of active Motor Policies or Eligible Policies he/she may have during the Campaign period.
6. Only the Motor Policyholder is entitled to claim under this Campaign, despite there being multiple insured persons under a single policy.
7. The Motor Policyholder must also provide Us the following as supporting documents for the claim:
 - ✓ Allianz We Care – Let’s Get Personal...Again Campaign Claim Form;
 - ✓ Copy of NRIC or Passport (both sides of NRIC or Passport);
 - ✓ Medical Report;
 - ✓ Hospital Admission Slip;
 - ✓ E-payment Authorisation Form; and
 - ✓ Proof of bank account details (e.g. first page of your bank statement).
8. To claim the Cash Relief benefit, notification of the claim must be submitted to an Allianz General Branch or via the Allianz General email to wecare@allianz.com.my within thirty (30) days from the date the Motor Policyholder requires hospitalisation due to Gas Pipeline Explosion.
9. All other terms of the Campaign shall continue to apply except as amended under this Appendix 1.