

FREQUENTLY ASK QUESTIONS (FAQ) PERLINDUNGAN TENANG VOUCHER (PTV) PROGRAMME 2022

1. What is the Perlindungan Tenang Voucher (PTV) Programme?

- The Perlindungan Tenang Voucher Programme is an initiative by the Government of Malaysia to expand the social protection for the lower-income group. The programme was launched in September 2021 and is offered to eligible Bantuan Prihatin Rakyat (BPR) recipients.
- In 2021, an RM50 voucher has been allocated to eligible BPR recipients to purchase a Perlindungan Tenang product from licensed insurers and takaful operators.
- Beginning 1 January 2022, an RM75 voucher will be allocated to eligible Bantuan Keluarga Malaysia (BKM) recipients to purchase a new Perlindungan Tenang product or renew their existing Perlindungan Tenang protection plan. Eligible BKM recipients may also purchase a comprehensive motor insurance/takaful for motorcycles 150cc and below using the Voucher under Phase 2 of the PTV RM75 programme. Details for the implementation of Phase 2 will be announced later.

2. Who are eligible for this RM75 Voucher?

- The Voucher will be allocated to eligible BKM recipients under the household, single and senior citizen categories.

3. How do I check my eligibility for the Perlindungan Tenang Voucher?

- **To check your eligibility, please follow the steps below:**

Step 1: Go to www.myptv.my

Step 2: Key in your National Registration Identity Card (NRIC) number and tick (/) "YES, I HAVE READ AND UNDERSTOOD THE PRIVACY NOTICE" and "I'm not a robot."

Step 3: Press the "Search" button. If you are eligible for the programme, the PTV system will generate a voucher number in the following message.

Alternatively, you may also walk into any branch or authorised agents/distributors of the insurers/takaful operators offering Perlindungan Tenang products to check your eligibility.

4. How do I redeem my Voucher to purchase the Perlindungan Tenang product?

- **There are two methods to redeem the Voucher when purchasing your product:**

Method 1 - Redeem the Voucher and purchase online:

Step 1: Visit www.mycoverage.my

Step 2: Scroll down to the "Perlindungan Tenang Products" section. Click on each Perlindungan Tenang products/company icon to understand the products' basic features and benefits. Please check the product criteria such as age limit and premium/contribution amount before deciding on the product that best meets your needs.

Step 3: Click on "FIND OUT MORE". You will be directed to the respective insurers' or takaful operators' Perlindungan Tenang webpage.

FREQUENTLY ASK QUESTIONS (FAQ) PERLINDUNGAN TENANG VOUCHER (PTV) PROGRAMME 2022

Step 4: You will be guided through the simple process to participate/purchase the Perlindungan Tenang product. To complete the purchase process, you will need to fill in the information required such as name, National Registration Identity Card (NRIC) number, age, gender, etc. You may also need to key in your unique Perlindungan Tenang Voucher number to redeem the Voucher during the product purchase. You are advised to read the terms and conditions of the product before making your purchase.

Method 2 - Redeem and purchase at the counter Via Walk-In:

- You can also redeem the Voucher and participate/purchase the Perlindungan Tenang product directly at the branch office counters or authorised agents/distributors of the participating insurers/takaful operators.
- Understand the product's basic features and benefits, including checking the respective product criteria such as age limit and premium/contribution amount before deciding on the product that best meets your needs.
- If you choose to proceed with purchasing the product, you must provide the necessary information to complete the purchase process.

Please note that this process may differ from company to company. You are advised to consult the company's customer service representative for further details.

5. When is the effective date of the Perlindungan Tenang Voucher Programme for 2022?

- The effective date of the PTV programme for 2022 is from **1 January 2022 until 31 December 2022**.

6. If I have claimed an RM50 PTV in 2021, can I claim the RM75 PTV in 2022?

- You will still be eligible to claim the RM75 PTV in 2022, even if you have claimed the RM50 PTV in 2021.

7. If I have a problem checking my eligibility or have queries on the Perlindungan Tenang Voucher Programme, who should I contact?

- You may contact the Program Baucar Perlindungan Tenang call center at **03- 7723 9333** or visit www.myptv.my or www.mycoverage.my

8. Which Insurers and Takaful operators can I claim this initiative from?

- The list of participating insurers and Takaful operators in this programme is available at https://www.mycoverage.my/en/perlindungan_tenang/
- You may go to the "Contact Us" page for further information

9. Can I use the RM75 Voucher to renew my existing policy/certificate purchased/participated in 2021?

- Yes, the Voucher can be used to renew your existing policy/certificate purchased/participated in 2021.

FREQUENTLY ASK QUESTIONS (FAQ) PERLINDUNGAN TENANG VOUCHER (PTV) PROGRAMME 2022

10. I am a BKM recipient eligible under Perlindungan Tenang Voucher Programme, but my age is above 65 years old. Am I eligible to purchase the Perlindungan Tenang products offered by Insurance companies and Takaful Operators?

- Eligible BKM recipients are still subject to underwriting criteria imposed by individual insurers and takaful operators, such as age limits which would depend on respective life policies or family takaful. Generally, there is no maximum age limit for specific policies/certificates such as fire policies/certificates to protect the building and/or household contents. Please visit the https://www.mycoverage.my/perlindungan_tenang website for more details.

11. How many Vouchers will I receive?

- Each BKM recipient is **only entitled to one Voucher worth RM75**. The Voucher can only be used by the eligible BKM recipient and is **non-transferable**.

12. I have purchased a Perlindungan Tenang policy/certificate with the Voucher. However, it is no longer suitable for my insurance/takaful needs. Can I cancel my policy/certificate and reuse my Voucher?

For products with a 15-day free look period:

- A policy/certificate holder is allowed to cancel his/her insurance policy/certificate within 15 days from the date of receipt of the insurance policy if he/she finds that the policy/certificate is not suitable for his/her insurance/takaful needs.
- PTV recipients may be allowed to reuse the Voucher **before 31 December 2022** to purchase another Perlindungan Tenang product only if they cancel the previous Perlindungan Tenang product **within the 15-day free-look period**.
- Recipients cannot **reuse the Voucher** to purchase another policy if cancellation is made **after** the 15-day free look period.

For products with no free look period:

- Recipients are **not allowed to reuse the Voucher** if cancellation is made at any time.

Note: You are advised not to cancel your policy or certificate after the 15-day free-look period or for products with no free look period. Your insurance protection/takaful coverage will be lost, and you will not be allowed to reuse your Perlindungan Tenang Voucher.

13. What is the waiting period to reuse the Voucher to purchase a new policy/ certificate if I have cancelled my previous Perlindungan Tenang policy/certificate within the 15-day free-look period?

- You can reuse the Voucher after 3 working days from the date of cancellation.

FREQUENTLY ASK QUESTIONS (FAQ) PERLINDUNGAN TENANG VOUCHER (PTV) PROGRAMME 2022

14. **Can I purchase more than one product with the RM75 Perlindungan Tenang Voucher?**
- A recipient is **only allowed to purchase one Perlindungan Tenang product**. If the premium of the product is less than RM75, no balance will be refunded. If the product costs more than RM75, the recipient will need to top up the difference.
15. **Can I change the Voucher to cash and is there any expiry date to utilize the Voucher?**
- No, the Voucher is **non-refundable** and **cannot be exchanged for cash in part or full**. The RM75 PTV voucher must be utilized within the Perlindungan Tenang Voucher Programme period from **1 January 2022 until 31 December 2022**.
16. **Where can I get more information about the Perlindungan Tenang Voucher Programme?**
- You can browse the PTV Portal at www.myptv.my for further information about PTV and <https://www.mycoverage.my> to learn more about Perlindungan Tenang products
17. **I am eligible for PTV and have received the voucher code. What will happen to the Voucher if I choose not to utilize it?**
- The RM75 Voucher is automatically voided if you do not utilize it within the voucher programme period (**1 January 2022 until 31 December 2022**). You are advised to utilise the Voucher as soon as possible upon confirming eligibility and understanding of the product.
18. **Do I need to top-up the payment if the premium/contribution costs are more than RM75?**
- Yes, you have to pay the remaining balance if the premium/contribution costs are more than the RM75 value of the PTV. For example, you will have to pay RM20 only when purchasing a product with an annual premium/contribution of RM95 using the PTV.

About Perlindungan Tenang products

19. **What is Perlindungan Tenang?**

- Perlindungan Tenang is an initiative by the insurance and takaful industry to develop insurance and takaful products that meet the needs of underserved segments, particularly the bottom 40% of a household (B40). Aimed at providing insurance and takaful protection against key risks in life, Perlindungan Tenang comprises insurance/takaful products that meet the criteria of Affordable, Accessible, Easy to Understand and Convenient Claims Process.

20. **What are the Perlindungan Tenang products?**

- Perlindungan Tenang products offer basic insurance or takaful protection plans. It serves as a safety net to keep you and your loved ones financially protected against death, fire or other unfortunate events. Please visit www.mycoverage.my/perlindungan_tenang/ to check the range of products offered by the insurance companies and takaful operators.

21. **How do I know and differentiate Perlindungan Tenang products from other insurance/Takaful products?**

- Please keep a lookout for the Perlindungan Tenang logo below to identify the products offered by insurance companies /Takaful Operators.



FREQUENTLY ASK QUESTIONS (FAQ) PERLINDUNGAN TENANG VOUCHER (PTV) PROGRAMME 2022

22. Do Perlindungan Tenang products provide COVID-19 related medical coverage?

- Please check with your respective insurers/takaful operators for the product benefits and coverage.

Nomination (for life insurance and takaful only)

23. What is Nomination?

- A right given to the policy/certificate holders to appoint a person(s) to receive policy/certificate benefits in the event of his / her death.

24. Why is Nomination important?

- Safeguard the interest of your loved ones.
- Ease the claim process and ensure that benefits are disbursed faster.
- Without Nomination, the administrative process to make the payment would take longer.

25. Who can I nominate?

- You may nominate anyone except yourself to receive the policy/certificate benefits upon your demise (Terms and Conditions may apply).
- You need to ensure that the nominee is aware of the plan you have purchased/participated in.

26. When should I make a Nomination?

- At the point of application of your policy/certificate or soonest at any other time.
- You can also change your Nomination during the term of the policy/certificate.
- The latest nomination form received and effected by the company/operator will supersede all previous nominations.

27. How do I make a Nomination?

- Fill up a nomination form provided by your insurance company/Takaful operator.
- The form is signed by a sound-minded witness who is 18 years old and above and is not your nominee (subject to Terms and Conditions).
- State the breakdown which is distributed to each nominee.
- Ensure your insurance company/Takaful operator endorses the Nomination.
- For more information, please refer to the detailed FAQ on Nomination at the Associations' websites below:

Life insurance:

https://www.liam.org.my/images/liam/FAQ%20on%20Making%20A%20Nomination-f_LIAM%20contact.pdf

Takaful:

<https://www.malysiantakaful.com.my/sites/default/files/2020-08/FAQ%20on%20Making%20A%20Nomination-.pdf>

FREQUENTLY ASK QUESTIONS (FAQ) PERLINDUNGAN TENANG VOUCHER (PTV) PROGRAMME 2022

Claims for Perlindungan Tenang Products

28. How do I make a claim?

In just 3 easy steps, you can submit your claim:

- Fill in the claim form
- Gather all the necessary supporting documents
- Submit your form with the supporting documents

You may refer to participating insurance companies/Takaful operators' claims guides for the respective Claims. You may email your request to participating insurance companies/Takaful operators or contact their Customer Service Representatives.

29. When do I need to notify you about a new claim I need to make?

- The claimant needs to notify and submit the claim to respective insurance companies/Takaful operators as soon as possible to process the claims.

30. How fast can the claim be processed?

- The insurers/takaful operators will take approximately 5 working days (for death claims) and 7 working days (for non-death claims) to process the claim upon receipt of the complete supportive documentation.

31. How do I check my claim status or further clarify any doubts regarding the claim decision?

- You may check your claim status using the following ways:
 - a. Contact Customer Service Representative of participating insurance companies/Takaful operators;
 - b. Send an email to participating insurance companies/Takaful operators; or
 - c. Visit participating insurance companies/Takaful operators' nearest branch.
- The above claims procedure is for reference only. Please refer to the relevant policy/certificate provisions or visit participating insurance companies/Takaful operators' websites for more details.