

## **POLICY INFORMATION STATEMENT**

Dear Life Assured

Thank you for purchasing coverage under this group policy. This is a financial security product that has been customised according to your current requirements.

You would find the following information helpful to you in future. This reflects, where applicable, the provisions of the Financial Services Act 2013. All statements and representations (if any) made by the Company in this Policy Information Statement are made in good faith based on the reasonable knowledge of the Company as at Policy Issue Date and the Company accepts and undertakes no liability whatsoever for the accuracy of the same and/or any and all subsequent changes or amendments to any law, regulation or practice relating to and affecting the validity or accuracy of the same. You should at all times seek independent advice from an advocate or solicitor and/or tax consultant in order to ascertain your rights and entitlements under or relating to this policy before making any decision. If there is any discrepancy between the English and Bahasa Malaysia versions of this Policy, the English version shall prevail.

### **PROOF OF AGE**

Please remember that proof of age is needed before any benefit can be paid. Just produce one of the following original documents at any of our offices as listed in the Company's website.

- NRIC
- Birth Certificate
- International Passport
- Citizenship Certificate

### **NOMINATION**

If you are 16 years and above, and as the life assured, you may nominate an individual to receive the policy moneys upon your death. If you are a non-Muslim, your nomination will create a trust in favour of the nominee of the policy moneys payable upon your death, provided:

(a) the nominee is your spouse or child; or

(b) where there is no spouse or child living at the time of nomination, the nominee is your parent.

If you are a Muslim, the nominee will receive the policy moneys payable upon your death as an executor and not solely as a beneficiary and shall distribute the policy moneys in accordance with Islamic Law. You can download the nomination form through the link provided in the confirmation email. Alternatively, the nomination form is available upon request from our Customer Service Department.

### **CHANGE OF ADDRESS / PHONE NUMBER**

It is important that you inform us immediately in writing of any change in your mailing address, electronic mail (email) address (if applicable) and phone number to ensure that you receive letters or notices, etc. from us. Any change in your nominees' addresses should also be notified to the Company to facilitate payment of claim.

### **COMPLAINT HANDLING UNIT**

You may refer your complaint pertaining to any insurance related matters to our Complaint Handling Unit for an amicable resolution before referring to the Ombudsman for Financial Services or BNMLINK / BNMTELELINK, Bank Negara Malaysia. The contact details of our Complaint Handling Unit: -

Complaint Handling Unit, Menara Great Eastern

303 Jalan Ampang, 50450 Kuala Lumpur.

Telephone No.: 03-4813-3738; Fax No.: 03-4259-8397

E-mail: Feedback@greateasternlife.com

### **OMBUDSMAN FOR FINANCIAL SERVICES OR BANK NEGARA MALAYSIA**

If you are not satisfied with the response or the decision of our Complaint Handling Unit, you may submit your complaint either to the Ombudsman for Financial Services (OFS) (Company No. 200401025885 (664393P)) within 6 months from the date of our Complaint Handling Unit's final decision, or to BNMLINK/BNMTELELINK, Bank Negara Malaysia (BNM). Kindly check with our

Complaint Handling Unit on the proper avenue for dealing with your complaint. The following are the contact details of OFS or BNM: -

OFS: Level 14, Main Block, Menara Takaful Malaysia, No. 4, Jalan Sultan Sulaiman, 50000 Kuala Lumpur.

Telephone No.: 03-2272-2811; Fax No.: 03-2272-1577

Email: [enquiry@ofs.org.my](mailto:enquiry@ofs.org.my)

Website: [www.ofs.org.my](http://www.ofs.org.my)

BNM: Laman Informasi Nasihat dan Khidmat (BNMLINK)

(Walk-in Customer Service Centre)

Ground Floor, D Block, Jalan Dato' Onn, 50480 Kuala Lumpur.

Contact Centre (BNMTELELINK)

Corporate Communication Department, Bank Negara Malaysia

P.O. Box 10922, 50929 Kuala Lumpur.

Telephone No.: 1-300-88-5465; (Overseas: 603-2174-1717); Fax No.: 03-2174-1515

Email: [bnmtelelink@bnm.gov.my](mailto:bnmtelelink@bnm.gov.my)

### **FREE LOOK PERIOD**

Within 15 days after notification of coverage has been received by you, you are allowed to cancel the coverage by notifying the Company. We shall then immediately refund any premium that had been paid for this coverage and cancel this coverage.

Please note that for the purpose of determining the period of 15 days, this coverage will be deemed to be returned to the Company on the date we have received it or the date that it has been posted to us by registered post or date of transmission if it is electronically transmitted.

Provided always that in the event that a claim has been admitted under this coverage, you may not exercise the right to cancel this coverage as set out herein.

### **ENQUIRIES ON YOUR COVERAGE**

To ensure prompt reply, kindly contact any of our offices, as listed in the Company's website or our Customer Service Careline at 1300-1300 88. Please quote your e-certificate number and our reference, if any.

### **HEAD OFFICE**

Kuala Lumpur: Menara Great Eastern, 303, Jalan Ampang, 50450 Kuala Lumpur.

Tel: 603-4259 8888 Fax: 603-4259 8000 Email: [GreatAssist@greateasternlife.com](mailto:GreatAssist@greateasternlife.com)

Website: [www.greateasternlife.com](http://www.greateasternlife.com)