

SERVICE GUIDE

WHAT SERVICES CAN YOU EXPECT FROM OUR AGENT / BANK REPRESENTATIVE?

AmMetLife Takaful Berhad offers takaful plans through our agency force and bank representative. If you intend to participate in a takaful plans marketed by our agents/bank representative, you can enjoy these value-added services.

1

BEFORE YOU PARTICIPATE IN A TAKAFUL PLAN

Deal Only With Registered Agent/Bank Representative

You can check the status of the agent/bank representative via the Malaysian Takaful Association (MTA) website on Public Enquiry on Agent Status. Visit <http://www.malaysiantakaful.com.my/Consumer-Zone/Public-Enquiry-on-Agent-Status.aspx> for more details.

Assist You In Choosing The Right Takaful Plan

- Go through the AmMetLife Takaful Planner (Customer Fact Finding Form) with you to understand your financial needs and risk appetite.
- Recommend suitable Takaful plan(s) based on the facts furnished in the form.

Explain Product Features

- Explain the product features, benefits payable, exclusions, contributions and charges.
- Provide Product Disclosure Sheet to assist you in making informed decision and to facilitate product comparison.

2

WHEN YOU DECIDE TO PARTICIPATE IN A TAKAFUL PLAN

Assist You In Completing The Takaful Application

- Explain the importance of answering the questions in the proposal form fully and accurately.
- Provide information on making a nomination to ensure benefits payable are received by your nominee or beneficiaries in the event of death.
- Submit your application with completed documents for underwriting after you have signed the proposal form.
- Arrange for medical examination with one of our panel clinics, if required.

Explain The Certificate Terms And Conditions

- Your Takaful certificate will be delivered to you (by hand or via post) within 15 days after certificate issuance.
- Go through the certificate terms and conditions with you to ensure that this is the right Takaful plan that you have participated in.

3

DURING THE TERM OF THE TAKAFUL PLAN

Continuous Certificate Servicing

- Assist in the renewal process of the certificate.
- Provide continuous service e.g. certificate modifications, change of address and frequency of contributions.
- If the agent/bank representative has left the Company, we shall appoint a new agent/bank representative to service you.

Assist You In Making A Takaful Claim

- Guide you/your nominee through the standard procedures on how to file a Takaful claim.

If you are not satisfied with the services of our agent/bank representative, or require additional support from our Company, you may contact our Customer Care Centre at 1-300-22-9777.

COMPANY WEBSITE

Please visit our website at ammetlifetakaful.com for servicing forms.