

## QASEH BAKTI PLUS – FREQUENTLY ASKED QUESTIONS

### Product Features

**1. What is Qaseh Bakti Plus?**

*Qaseh Bakti Plus is a non-guaranteed yearly renewable non-participating group term life insurance plan under the Master Policy of Bank Simpanan Nasional, one of FWD Insurance Berhad's distribution partners. This product provides coverage against non-accidental death, accidental death, daily hospital cash benefit for non-accidental related causes, daily hospital cash benefit for accidental related causes and additional daily hospital cash benefit if admitted to Intensive Care Unit.*

**2. Am I eligible?**

*Qaseh Bakti Plus is offered to all Malaysians between the ages of 18 to 55 years old based on their next birthday. Eligible applicants must be mentally sound.*

**3. How much does it cost?**

*Depending on the selected plan, premium can be as low as RM60 per year. To continue to enjoy coverage up to age 58, you need to pay premium throughout the coverage term.*

**4. What benefits will I get?**

*You will receive coverage for:*

- *Daily Hospital Cash Benefit of up to RM200/day for accidental related causes*
- *Daily Hospital Cash Benefit of up to RM100/day for non-accidental related causes*
- *Additional Daily Hospital Cash Benefit of up to RM100/day if admitted to Intensive Care Unit.*
- *Accidental Death Benefit of up to RM5,000*
- *Non-Accidental Death Benefit of up to RM2,500*

*Note: Subject to terms and conditions.*

**5. How do I purchase or find out further information about Qaseh Bakti Plus?**

*You may purchase Qaseh Bakti Plus or find out more at [fwd.com.my/direct/qaseh-bakti-plus](http://fwd.com.my/direct/qaseh-bakti-plus) or visit the nearest Bank Simpanan Nasional branch.*

**6. Can I purchase more than ONE (1) Qaseh Bakti Plus plan?**

*Each customer can only purchase ONE (1) Qaseh Bakti Plus plan.*

**7. Will I be entitled to tax benefits?**

*Premium paid for this plan may qualify for tax relief, subject to the final decision of the Inland Revenue Board.*

### Payment Process and Cancellation

**1. How do I pay the premium for the selected plan?**

*You can pay the premium via the nearest Bank Simpanan Nasional branch or online banking (FPX) or use your debit / credit card through a secured payment gateway.*

**2. Can I change the payment frequency for my premium?**

*No, the payment frequency for premium for all Qaseh Bakti Plus plans are to be made on a yearly basis.*

**3. How do I renew my plan before it expires?**

*For your convenience, please opt for auto-renewal at the point of purchase or upon certificate anniversary. Do take note that opting for auto-renewal does not mean your plan is guaranteed to be renewed upon certificate anniversary.*

*It shall be FWD Insurance's sole discretion whether to renew the policy or not. The decision on non-renewal shall be informed by giving you 60 days of advance notice.*

**4. How can I make my premium for my certificate renewal?**

- *If you sign up auto debit from your debit/credit card, the renewal premium will be charged to your card upon premium due date.*
- *If you wish to enrol auto debit using any bank account, please visit our [Customer Portal](#) to enroll.*
- *Alternatively, you may remit the renewal premium via JomPay or visit our [Customer Portal](#).*

**5. How long is the Grace Period before my certificate is terminated?**

*A Grace Period of thirty-one (31) days from the premium due date (inclusive) will be allowed for the payment of renewal premium, during which the Certificate is still in force. If premium remains unpaid at the end of the Grace Period, the Certificate will lapse and the insurance coverage shall end.*

**6. Does Qaseh Bakti Plus has a free look period?**

*Yes, Qaseh Bakti Plus has a free-look period and you may cancel Your Certificate within fifteen (15) days after the Certificate has been delivered to You. We shall refund the total premiums paid without interest.*

**7. Can I cancel my certificate if I find that it no longer suits my needs?**

*Please contact our Customer Careline at 1 300 22 6262 or email us at [ask@fwd.com](mailto:ask@fwd.com) for assistance.*

**8. Do I get a refund if I cancel my Certificate?**

*If the request for cancellation is received by us within the period of fifteen (15) days from the delivery date of the Certificate, We shall refund the total premiums paid, without interest.*

*If you cancel the Certificate after fifteen (15) days from the delivery date of the Certificate, your certificate will be terminated the next premium due date without any refund of premium paid.*

**9. Is there any surrender value when I cancel my Certificate?**

*Qaseh Bakti Plus is not a savings plan and therefore does not have any cash value upon surrender or termination.*

## Claim Process and Exclusions

### 1. How do I make a claim?

Call us at 1 300 22 6262 or visit [fwd.com.my/claims/#insurance](http://fwd.com.my/claims/#insurance) to learn about the steps to make a claim. To expedite the pay out of the policy monies in the event of a claim, please download and complete the Nomination Form on our website [fwd.com.my/support/forms/#insurance](http://fwd.com.my/support/forms/#insurance).

### 2. How long does it take to process my claim?

It will take up to 5 working days (for Death Benefit) and up to 7 working days (for Hospital Cash Benefit) to process the claim upon receipt of the required documentation from you.

### 3. Is there a waiting period before I can make a claim?

There is a 30 days waiting period for incidents relating to non-accidental related causes. Please refer to the Product Disclosure Sheet for more information.

### 4. How do I check the status of my claim?

You may contact our Customer Service Representative for assistance via:

1. Live Chat - [fwd.com.my](http://fwd.com.my)
2. Email - [ask@fwd.com](mailto:ask@fwd.com)
3. Customer Careline - [1 300 22 6262](tel:1300226262)

### 5. What are some of the major exclusions under this product?

All benefits are NOT payable if the claim arises from suicide, attempted suicide or self-inflicted act while sane or insane within one (1) year from the Commencement Date of the Certificate, participated in an unlawful act or unlawful failure to act or if the claim is a result of an act of war (whether declared or not), coup, revolution, riot or any similar event.

Hospital Cash Benefit is NOT payable if the hospitalisation is resulting directly or indirectly from pre-existing conditions, plastic/cosmetic surgery, dental conditions or treatment including oral surgery, any treatment for congenital abnormalities, pregnancy, maternity or child birth.

The exclusions highlighted above are not exhaustive. For more information, please refer to the Product Disclosure Sheet or Master Policy.

## Nomination

### 1. What is Nomination?

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

### 2. 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.

**3. Who can I nominate?**

*You may nominate anyone except yourself to receive the 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.*

**4. When should I make a Nomination?**

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

**5. How do I make a Nomination?**

*You may make a nomination during the application process of Qaseh Bakti Plus. If you decided to skip the nomination during the application process, you may make the nomination later by printing the Nomination Form [here](#), complete the form and submit it via email to [ask@fwd.com](mailto:ask@fwd.com) or in any of our FWD Insurance branches.*