

MASTER CERTIFICATE SUMMARY INFORMATION

Covered Member should read the following information in line with the conditions stated in this Master Certificate Summary.

1. PROOF OF AGE

The age of the Covered Member will be admitted before commencement of coverage upon the production of satisfactory documentary evidence provided by the Covered Member and which is acceptable to PruBSN.

2. CHANGE OF CONTACT DETAILS

In order for PruBSN to keep Covered Member informed of material information, Covered Member must make sure PruBSN has the latest contact details.

3. FREE LOOK PERIOD

The Covered Members may cancel the takaful coverage by informing directly to PruBSN by providing personal identification details within fifteen (15) days from Covered Member Effective Date. PruBSN will then refund the contributions paid for the takaful coverage relating to such Covered Members.

4. PAYMENT OF CONTRIBUTIONS

Covered Member may provide contributions of Covered Member via fund transfer. It is important to keep proof of payment of contribution for any future reference.

5. CLAIMS SUBMISSION

To make a claim, the Covered Members must send a written notification to PruBSN at the following address within ninety (90) days from the event/occurrence date. Failure to give notice within such time will not invalidate the claim if it can be shown not to have been reasonably possible to give such notice and that notice was given as soon as it was reasonably possible.

Prudential BSN Takaful Berhad (200601020898)

Level 13, Menara Prudential,
Persiaran TRX Barat,
55188 Tun Razak Exchange,
Kuala Lumpur.

Upon claim, the claimant needs to notify PruBSN's Bank Representative and submit the complete appropriate documents for PruBSN to process the claim.

6. CUSTOMER SERVICE

Following details shall be provided to Covered Member and/or his beneficiary, for PruBSN to support all queries from Covered Member related to this takaful coverage. PruBSN will also support all and/or any potential complains lodged by Covered Members and/or his beneficiary to Ombudsman for Financial Services.

Branch

PruBSN branches are open between 8:45 a.m. and 4:15 p.m. Monday to Friday (excluding public holidays).

Call

For any enquiries, please call PruBSN's Customer Service line at 03 2053 7188 during office hours (8:30 a.m. to 5:15 p.m. from Monday to Friday, excluding public holidays) or contact PruBSN's representative.

Mail and E-mail

Write to PruBSN at:

Customer Service

Prudential BSN Takaful Berhad (200601020898)
Level 13, Menara Prudential,
Persiaran TRX Barat,
55188 Tun Razak Exchange,
Kuala Lumpur.

E-mail: customer@prubsn.com.my

7. OMBUDSMAN FOR FINANCIAL SERVICES AND BNM LAMAN INFORMASI NASIHAT DAN KHIDMAT (LINK)

The Ombudsman for Financial Services and BNM *Laman Informasi Nasihat dan Khidmat* (LINK) are set up to offer customer protection and help to resolve any dispute over claims. If the Covered Member is not satisfied with a decision made by PruBSN, the Covered Member may write to the following addresses:

Ombudsman for Financial Services

(formerly known as Financial Mediation Bureau)

Level 14, Main Block,
Menara Takaful Malaysia,
No. 4, Jalan Sultan Sulaiman,
50000 Kuala Lumpur.
Tel: 03-2272 2811
Fax: 03-2272 1577
Website: www.ofs.org.my

Director

Jabatan LINK & Pejabat Wilayah
Bank Negara Malaysia,
P.O. Box 10922,
50929 Kuala Lumpur.
Tel: 1-300-88-5465
Fax: 03-2174 1515
E-mail: bnmtelelink@bnm.gov.my

MASTER CERTIFICATE SCHEDULE

Table of Benefits and Contribution Based on Plan Type

Plan Type	Period of Coverage	Ringgit Malaysia (RM)		
		Age 19 – 50		
		Plan 1	Plan 2	Plan 3
Natural Death Benefit	First month – Fourth month	Natural Death Benefit is not payable		
	Fifth month – Twelfth month	10,000	20,000	30,000
Accidental Death Benefit	First month – Twelfth month	20,000	40,000	60,000
<i>Khairat</i> Benefit	First month – Twelfth month	1,500	2,500	3,500
Annual Contribution		55	110	165

SHARIAH CONTRACT ('AQAD)

1. Contractual relationship among the Covered Members contributing into the *Tabarru`* Fund

It is hereby agreed to participate in this plan together with all the other Covered Members based on the principles of *Ta`awun* (mutual assistance). The *Tabarru`at* (charitable) contribution made will be pooled into the *Tabarru`* Fund together with the contribution of other Covered Members to provide for mutual financial benefits payable to all the eligible Covered Members or their beneficiaries on the occurrence of pre-agreed events based on the agreed takaful benefit under the plan.

2. Contractual relationship between Master Certificate Holder and Covered Member with PruBSN

- 2.1 *Wakalah*

- 2.1.1 Master Certificate Holder and Covered Member agreed to appoint and authorise PruBSN to manage this takaful plan and invest the *Tabarru`* Fund. PruBSN are authorised to implement the takaful business in accordance with Shariah principles, legal and regulatory requirements as well as the terms stated herein.

- 2.1.2 In return for the tasks to be carried out and based on *Wakalah bi al-ujrah* principles, Covered Member agreed to pay the *Wakalah* Charges to PruBSN as specified under Master Certificate Summary Provisions Clause 5 (5.1) herein. In addition to the *Wakalah* Charges, PruBSN is also entitled to performance fee on the distributable Surplus as stated under Master Certificate Summary Provisions Clause 6 (6.3).

- 2.1.3 Upon circumstances that would be deemed as mismanagement, negligence or breach of specified terms, PruBSN shall be liable and shall compensate for loss or damage including any actual cost suffered by Master Certificate Holder or Covered Member;

- 2.1.4 This *Wakalah* contract shall dissolve upon maturity, termination due to surrender or any circumstances as specified under the Master Certificate Summary Provisions Clause 10 herein. PruBSN are entitled to the *Wakalah* Charges for the services rendered.

BASIC PROVISIONS**1. DEFINITIONS**

In this Master Certificate Summary, the following words and phrases are defined as below:

- 1.1. **Accident** – shall mean action caused by external and visible means, resulting directly and independently of any other cause by a sudden, unintentional, unexpected, unusual and specific event that happens at an identifiable date, time and place.
- 1.2. **Age** – shall mean age next birthday.
- 1.3. **Certificate Yearly Renewal Date** – shall mean the date of the renewal which made 30 days prior to expiry date as the Covered Member Effective Date.
- 1.4. **Covered Member Effective Date** – shall mean the effective date of takaful coverage for each Covered Member. For the purpose of the Master Certificate Summary, the date renewal shall be considered as the Covered Member Effective Date.
- 1.5. **Diagnosis** – shall mean a definitive diagnosis made by a Doctor based on specific evidence that PruBSN has mentioned for that specific illness or based on radiological, clinical, and histological or laboratory evidence that PruBSN accepts.

If there is any doubt about the Diagnosis, PruBSN may request an examination of the Covered Member or the evidence used in arriving at such Diagnosis by an impartial acknowledged expert in the field of medicine concerned and the opinion of such expert as to such Diagnosis shall be considered binding on both the Master Certificate Holder or the Covered Member and PruBSN.

- 1.6. **Distributable Surplus** - shall mean the surplus arising, inclusive of the investment profit from the *Tabarru`* Fund, after claims payable and reserves. The surplus (if any) is calculated and distributed annually to Covered Members.
- 1.7. **Doctor** – shall mean a registered medical practitioner who is qualified and licensed to practise western/evidence-based medicine. In providing treatment, this person must be practising within the scope of licensing and training in the geographical area of practice. This person cannot be the Covered Member, the Covered Member's husband or wife, or a close relative of the Covered Member.
- 1.8. **Sum Covered** – shall mean the amount of benefit that will be paid upon claim and which is payable from the *Tabarru`* Fund.
- 1.9. **Tabarru`** - shall mean a donation of a specified portion into the *Tabarru`* Fund for the purpose of mutual aid and assistance among the Covered Members according to the agreed benefits under the plan.

- 1.10. **Tabarru` Fund** - shall mean a fund collectively owned by the Covered Members where a portion of the amount from the contribution is contributed and pooled together. This fund is used to pay the agreed benefits under the plan on the basis of mutual aid and assistance.
- 1.11. **Wakalah Charge** - shall mean any charges that the Master Certificate Holder pays to PruBSN for service rendered.

MASTER CERTIFICATE SUMMARY**1. THE CERTIFICATE**

- 1.1. This Master Certificate Summary serves as an excerpt of the main provisions of the Master Certificate. It does not replace or supersede the Master Certificate and is subject to any subsequent changes to the Master Certificate.
- 1.2. All interpretation of the benefits and terms mentioned in this document shall be based on the relevant provisions stated in the Master Certificate.
- 1.3. Such person with takaful coverage under the Certificate is referred to as a Covered Member.

2. BENEFITS**2.1. Death Benefit**

A lump sum amount is payable in the event of death or of the Covered Member as below:

2.1.1. Natural Death Benefit

If the Covered Member passed away due to natural causes while the Covered Member has takaful coverage under this Certificate, PruBSN will pay the Sum Covered for Natural Death Benefit, subject to the following provisions:

- a) If the Covered Member passed away due to natural causes and it occurs within four (4) months from the Covered Member Effective Date, the Natural Death Benefit is not payable.
- b) If the Covered Member passed away due to natural causes after the expiry date as the Covered Member Effective Date and within the grace period of thirty (30) days, Natural Death Benefit shall be payable to the beneficiary net off contribution amount of the particular plan chosen.

2.1.2. Accidental Death Benefit

If a Covered Member passes away due to Accidental causes while the Covered Member has takaful coverage under this Certificate, PruBSN will pay the Sum Covered for Accidental Death Benefit.

2.1.3. *Khairat* Benefit

If the Covered Member passed away due to all causes while the Covered Member has takaful coverage under this Certificate, PruBSN will pay the *Khairat* benefit amount.

This benefit will be payable upfront as long as the nominee submits the death certificate and/or other evidence satisfactory to PruBSN without a need to process

the death claim first. The admittance of this benefit does not guarantee that the Death Benefit will be payable. PruBSN may repudiate the death claim if the Covered Member does not meet the conditions stated under clause 2.1.1 and clause 11.

This benefit is payable once per Covered Member per product.

3. ELIGIBILITY

- 3.1. Such person with takaful coverage under this Certificate is referred to as a Covered Member.
- 3.2. Age at entry for Covered Member must be at least nineteen (19) but not more than fifty (50) age next birthday.
- 3.3. Takaful coverage under this Certificate for a Covered Member will commence on the Covered Member Effective Date.

4. CONTRIBUTIONS

- 4.1. Contributions for the takaful coverage will be paid by the Covered Member and the amount of contribution paid as shown in the Master Certificate Schedule.
- 4.2. A grace period of thirty (30) days after the Certificate Yearly Renewal Date shall be allowed to the Covered Member for the payment of contribution during which the takaful period shall continue to be in-force upon renewal. If the contribution is not paid before the expiration of the grace period, this Certificate shall be automatically terminated at the expiration of the grace period.

PruBSN may revise the amount of contribution and/or the rate of *Tabarru`* deduction by giving a thirty (30) days prior notification before the Certificate expiry date to the Master Certificate Holder and Covered Members.

5. WAKALAH CHARGE

- 5.1. PruBSN is entitled to receive thirty-five percent (35%) of each contribution as *Wakalah* Charge.
- 5.2. All the *Wakalah* Charge paid which form part of the contribution due, will not be refunded upon termination stated under Clause 10.

6. TABARRU` FUND

- 6.1. PruBSN will set up a *Tabarru`* Fund for payment of benefits under the plan. All costs, expenses, charges and levies for maintaining the assets/monies of the *Tabarru`* Fund and any other related expenses will be borne and paid from the *Tabarru`* Fund.
- 6.2. PruBSN will allocate the contributions paid, less any *Wakalah* Charge, into the *Tabarru`* Fund.

- 6.3. Fifty (50) percent of the distributable surplus arising from the *Tabarru`* Fund (if any) will be shared with Covered Member's. PruBSN will calculate the distributable Surplus for each of the Covered Member and credit it into the individual bank account. The balance of fifty (50) percent will be given to PruBSN as a performance fee for managing the *Tabarru`* Fund. The exact amount of the Distributable Surplus will be determined annually and is subject to approval by both PruBSN's Shariah Committee and Board of Directors.
- 6.4. If there is a deficit arising from the *Tabarru`* Fund, PruBSN will not pay any Distributable Surplus for that financial year. PruBSN will provide an interest free loan (*Qard*) to cover the loss. PruBSN will carry forward this loan to the following financial year and may then use any future surplus to pay off the interest free loan. PruBSN will pay the balance (if any) according to Clause 6.3 above.

7. FREE LOOK PERIOD

- 7.1. The Covered Members may cancel the takaful coverage by informing directly to PruBSN by providing personal identification details within fifteen (15) days from Covered Member Effective Date. PruBSN will then refund the contributions paid for the takaful coverage relating to such Covered Member.

8. SURRENDER

- 8.1. The Covered Member may surrender the Certificate after the free look period, no surrender value will be payable, and contribution paid will not be refunded. PruBSN will provide the coverage until the Certificate expiry. Any application to surrender within the period shall be treated as confirmation for non-renewal at the expiry of the annual tenure
- 8.2. PruBSN may terminate the plan by giving a thirty (30) days prior notification before the Certificate expiry date.

9. CLAIMS

- 9.1. PruBSN will not pay the benefit under this Certificate unless:
- 9.1.1. The Covered Members has provided PruBSN all completed documents and information that PruBSN has requested at any point of time as soon as reasonably practical (Covered Members shall bear any cost involved in providing such documents).
 - 9.1.2. The claim for the benefit and all the relevant documents and information that PruBSN requires is submitted within ninety (90) day of the event date of claim.
- 9.2. The benefit payable under this Master Certificate shall be paid within five (5) working days of claim notification upon receipt of complete supportive documentation as requested by PruBSN in the process of claims. Upon full payment of the benefit, the liability of PruBSN will cease in respect of the coverage for the Covered Member.
- 9.3. The payment of the benefit is made directly by PruBSN to the Beneficiaries of the Covered Member.

10. TERMINATION**10.1. Termination of a Covered Member's takaful coverage**

Takaful coverage under this Certificate in respect of a Covered Member shall terminate immediately:

- 10.1.1. upon death of the Covered Member; or
 - 10.1.2. upon the first Certificate Yearly Renewal Date on or after the Covered Member's fiftieth (50th) birthday; or
 - 10.1.3. upon no payment of contribution before the expiration of the grace period;
- whichever occurs first.

Takaful coverage under this Certificate in respect of a Covered Member shall terminate at the end of annual tenure:

- 10.1.4. upon receipt of a written instruction from the Covered Member to terminate / surrender his/her takaful coverage; or
 - 10.1.5. upon receipt of a written instruction from the Master Certificate Holder to terminate the takaful coverage for the Covered Member;
 - 10.1.6. upon termination of the Certificate;
- whichever occurs first.

11. EXCLUSIONS**11.1 Death**

No benefit is payable if death is directly or indirectly caused by suicide while sane or insane.

11.2 Accidental Death

PruBSN may not pay the Accidental Death Benefit if the Covered Member's death is directly or indirectly caused by:

- (a) war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, direct participation in riot, strike or civil commotion; or
- (b) breaking or trying to break any law or to resist arrest; or
- (c) attempted suicide or self-inflicted injuries while sane or insane; or
- (d) pregnancy, current and previous pregnancies (and related complications), child birth (including surgical delivery and any surgical or non-surgical procedure of the female reproductive system during surgical delivery), miscarriage, abortion and prenatal or postnatal care and surgical, mechanical or chemical contraceptive

- methods of birth control, treatment pertaining to infertility as well as erectile dysfunction, and tests or treatment related to impotence or sterilization; or
- (e) alcohol and drugs intoxication; or
 - (f) engaging in or taking part in professional sports, scuba diving, racing of any kind, aerial flights (including bungee jumping, hang-gliding, ballooning, parachuting and sky-diving) other than as a crew member of or as a fare-paying passenger on a licensed passenger- carrying commercial aircraft operating on a regular scheduled route or any hazardous activities or sports, unless PruBSN agree in a special endorsement; or
 - (g) taking drugs or narcotic unless taken as prescribed by a qualified Doctor or Physician; or
 - (h) any form of illness or disease due to non-accidental causes.

****END OF BASIC PROVISIONS****