

BSN Takaful Sakinah – Frequently Asked Question

Product Features and Benefits

1. What is BSN Takaful Sakinah?
 - a. It's a group takaful plan that provides protection in the event of Natural Death or Accidental Death.
2. Who is eligible to participate in BSN Takaful Sakinah?
 - a. BSN Customers with savings account between the age of 19 and 60 (Age Next Birthday).
3. How much is the contribution for BSN Takaful Sakinah?
 - a. According to the type of plans Covered Member choose from the preferred contribution amount below:

Plan 1	Plan 2	Plan 3	Plan 4
RM 55 /year	RM 80 /year	RM 110 /year	RM 165 /year

4. What is the benefit for each plan?
 - a. Each plan comes with different coverage as shown below:
- | Plan Type | Period of Coverage | RM | | | |
|--------------------------|-----------------------------|--------------------------------------|--------|--------|--------|
| | | Plan 1 | Plan 2 | Plan 3 | Plan 4 |
| Natural Death Benefit | First month – Fourth month | Natural death benefit is not payable | | | |
| | Fifth month – twelfth month | 10,000 | 15,000 | 20,000 | 30,000 |
| Accidental Death Benefit | First month – Twelfth month | 20,000 | 30,000 | 40,000 | 60,000 |
| <i>Khairat</i> Benefit | First month – Twelfth month | 1,500 | 1,700 | 2,500 | 3,500 |
5. How do I sign-up for this plan?
 - a. You can sign-up at any BSN branches located nearby or through self-enroll website at www.bsn.com.my . All you need is to have a savings account with BSN.
 6. How do I pay the contribution?
 - a. Upon subscribing, BSN will deduct the contribution from your savings account based on the plan that you have chosen.

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- b. You will receive an official receipt immediately upon successful contribution payment during enrollment to this plan (BSN branches/self-enroll website). It is important to keep proof of payment of contribution for any future reference.
7. Can I contribute to this plan on a monthly basis?
 - a. No. BSN Takaful Sakinah can only be participated on yearly basis.
8. How do I renew my plan?
 - a. You may renew your certificate at www.bsn.com.my or you may visit any BSN branch near you and present your Identity Card to the counter staff for renewal.
9. When do I renew my plan?
 - a. 30 days before your certificate expiry date. PruBSN will send an SMS notification as a reminder prior to expiry. Any renewal made after grace period (30 days after certificate expiry date) will be treated as new application and the four (4) months waiting period for Natural Death shall be applicable. Thus, it is crucial to be mindful of the expiry date and renew your certificate early.
10. How do I find out more about the features and benefits of BSN Takaful Sakinah?
 - a. You may refer to Product Disclosure Sheet (PDS) and other product materials on www.bsn.com.my or you may approach BSN Bank Tellers to get the PDS at your nearest BSN branches.
 - b. You may contact at:
 - i. Customer Service Representative at 03-2775 7188 (Monday to Friday, 8.30a.m. – 5.15p.m.)
OR
 - ii. Email at: customer@prubsn.com.my
11. Do I entitle to receive surplus?
 - a. You are entitled to receive any distributable surplus from the *Tabarru`* Fund inclusive of investment profit (if any) after the end of financial year. Together with other Covered Members, you are entitled to 50% of the distributable surplus and PruBSN will receive the balance of 50% as performance fee for managing the *Tabarru`* Fund. Your portion of the distributable surplus will be credited directly to your bank account via e-credit. The exact amount of distributable surplus will be determined annually and is subject to approval by both PruBSN Shariah Committee and Board of Directors.
 - b. Your share of the distributable surplus will be dependent on the amount of *Tabarru`* that you have contributed. However, any claims paid during that financial year would directly reduce

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the distributable surplus of the fund. Therefore, your share of the distributable surplus will be reduced/removed due to any claims paid in that financial year. If the sum of claims paid or payable to you does not exceed the *Tabarru`* amount paid in that financial year, you are eligible to receive the distributable surplus.

- c. If there is a deficit arising from the *Tabarru`* Fund, we will not pay any surplus for that financial year. Instead, we will provide a *Qard* (interest free loan) to cover the loss and will carry forward this loan to the following financial year. We may then use any future surplus to pay off the interest free loan. Any remaining balance of the surplus will be treated as distributable surplus.

12. Are the contributions paid for BSN Takaful Sakinah eligible for Income Tax Relief?

- a. Yes, the contribution paid may qualify you for personal income tax relief, subject to the terms and conditions of the Inland Revenue Board of Malaysia.

13. What is the charge(s) under BSN Takaful Sakinah?

- a. Upfront *Wakalah* Charge of 35% will be taken from your contribution and the remaining 65% of the contribution will be allocated into the *Tabarru`* Fund as the *Tabarru`* Deduction.

14. I have a medical condition. Can I still participate in BSN Takaful Sakinah?

- a. BSN Takaful Sakinah is designed to be a simple plan. There will be no health-related questions required for you to fill up upon subscriptions. However, the Natural Death benefit will not be payable for the first four months of coverage.

15. I have an existing BSN Takaful Sakinah certificate, can I participate in another one?

- a. You can only participate in one certificate per coverage term for BSN Takaful Sakinah.

16. Can I change my plan type after my subscriptions?

- a. You can change your plan type upon renewal for your next certificate commencement.
b. Any plan participated, will be valid for 12 months. No changes are allowed during this 12-month period.

17. How can I update my contact details?

- a. You may update your details by contacting us at:
i. Customer Service Representative at 03-2775 7188 (Monday to Friday, 8.30a.m.–5.15p.m.)
OR
ii. Email us at: customer@prubsn.com.my
OR
iii. Write to us at:
Customer Service

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Prudential BSN Takaful Berhad 200601020898 (740651-H)
Level 13, Menara Prudential,
Persiaran TRX Barat,
55188 Tun Razak Exchange,
Kuala Lumpur.

- b. If you are an existing PruBSN Customer, you may update your details via PruBSN customer web portal PruBSN Touch at app.prubsn.com.my

Nomination

1. Why is it important to make a nomination?

- a. Nomination is important to ensure that your loved ones will receive the protection as intended by you and that certificate benefits can be paid out by PruBSN without any delay. Without a nomination, the certificate benefits will be paid out to your lawful executor or administrator to distribute it in accordance with the applicable laws of distribution. The process may take a longer period of time.

It is important for you to inform your nominee about the certificate benefits and nomination.

2. Who can I nominate for my certificate?

- a. The nominee must be an individual or individuals. Nomination for an organisation is not allowed.

It is important for you to carry out the nomination as this will ease your claims process.

3. Can I nominate my children?

- a. Yes, you can. But it is advisable for you to nominate adults (18 and above) for your certificate. If nominee(s) is/are under 18 years old during claim submission, the certificate benefits will be paid to your lawful executor or administrator or the other surviving parent to distribute it in accordance with the applicable laws of distribution.

4. How do I make a nomination?

- a. You may visit to the nearest BSN branches or PruBSN/Prudential branches; or
- b. You may submit the nomination form, Signature Declaration Form and nominee's copy of IC via email and follow the steps below:
 - i. Download the nomination form and Signature Declaration Form from PruBSN corporate website www.prubsn.com.my.

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- ii. Fill in the nomination form and Signature Declaration Form. Please ensure that you understand the difference between nominating an individual to receive the takaful benefit as *Wasi* (Executor) or as *Hibah* (Gift). Tick the box accordingly.
 - iii. Email the completed document to customer@prubsn.com.my together with nominee's copy of IC.
 - iv. You will be notified once we have updated your nomination.
5. What will the nominee(s) receive after claims submission?
- a. Your nominee(s) will receive *Khairat* benefit and Natural Death or Accidental Death Benefit.
6. What should I do if my nominees pass away?
- a. You need to update us with new nominee(s) by following the steps in item number four (4).
7. Can I have more than one nominee?
- a. Yes. You may have more than one nominee to be appointed as your beneficiary.

Claims

1. To whom will my BSN Takaful Sakinah certificate benefit be payable in the event of claim?
 - a. Upon approval of death claim, the certificate benefit will be paid to your nominee(s) or your lawful executor or administrator (if no nomination is made).
- It is important for you to inform your nominee about the certificate benefits and nomination.
2. How do I or my nominee or beneficiary make a claim?
 - a. You may refer to the nearest BSN branches or PruBSN/Prudential branches.
 - b. Or you may refer to PruBSN claims guide on Death Claim from PruBSN corporate website www.prubsn.com.my. Alternatively, you may email your request to customer@prubsn.com.my or contact PruBSN Customer Service Representative at 03 – 2775 7188 (Monday to Friday, 8.30a.m. - 5.15p.m.)

3. How could my nominee or beneficiary(ies) check claim status or clarify any doubts regarding claim decision?

Your beneficiaries may check claim status via the following channels:

- a. Contact PruBSN Customer Service Representative at 03 – 2775 7188 (Monday to Friday, 8.30a.m. - 5.15p.m.); or
- b. Email at customer@prubsn.com.my ; or
- c. Visit the nearest PruBSN/Prudential branches.

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4. How long will it take for the claim to be processed?
 - a. It takes five (5) working days for claim payout upon receipt of complete documents as requested by PruBSN.
5. What are the documents required to be submitted upon claims?
 - a. Document(s) to be submitted are depending on the type of claims as listed below.

Type of Document	Type of Claims		
	Khairat Benefit	Natural Death	Accidental Death
Certified True Copy - Death Certificate	✓	✓	✓
Claimant's copy of IC	✓	✓	✓
Police Report	X	X	✓
Claims Form with e-credit details	✓	✓	✓
Medical Attendant's Certificate	X	✓	✓

Please ensure that all information are accurate and documents are complete for smooth claims process.

- b. For certificate without nomination, additional document(s) will be required:
 - i. Certified true copy of proof of relationship (Marriage Certificate or Birth Certificate) for all claimant(s).

Cancellation and Termination

1. Can I cancel my certificate?
 - a. You may cancel your certificate at any time by giving a written notification to us. If you cancel your certificate within the first 15 days after the certificate has commenced, PruBSN will refund the contribution paid. However, if you cancel at any time after the 15 days, contribution paid will not be refunded. Instead, PruBSN will continue to provide you with coverage until the certificate anniversary after your cancellation notification.

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2. Under what circumstances will my BSN Takaful Sakinah certificate be terminated?
 - a. Your certificate terminates automatically (whichever happens first):
 - i. upon death of the Covered Member; or
 - ii. upon non-payment of contribution before the expiration of the grace period; or
 - iii. upon the first Certificate Yearly Renewal Date on or after the Covered Member's sixtieth (60th) birthday.
 - b. Your certificate will be terminated at the end of your annual tenure (whichever happens first):
 - i. upon receipt of a written instruction from the Master Certificate Holder to terminate the takaful coverage for the Covered Member; or
 - ii. upon receipt of a written instruction from the Covered Member to terminate / surrender his/her takaful coverage; or
 - iii. upon termination of the Master Certificate.
3. If my BSN Takaful Sakinah certificate is terminated 30 days after non-payment of contribution (lapsed), can I revive my certificate?
 - a. No, you will not be able to revive the certificate. Therefore, it is important that you pay your contribution on time. Alternatively, you may participate in another BSN Takaful Sakinah certificate and the four (4) months waiting period for Natural Death shall be applicable.