



IMPORTANT NOTICE ON SUN LIFE MALAYSIA COVID-19 RELIEF FUND AND COMPLIMENTARY SPECIAL MEASURES

Dear valued clients,

Sun Life Malaysia is deeply committed to the safety and well-being of our Clients. As such, Sun Life Malaysia is further expanding their support for Clients who have been impacted by COVID-19 through the establishment of a RM1 million Relief Fund. This will be on top of Sun Life Malaysia's other complimentary special measures introduced in February 2020.

Details can be found as below.

COVID-19 Relief Fund¹

To provide the best protection for our Clients, the Relief Fund will offer extra benefits to help those diagnosed with COVID-19 at no extra charge. See below for the benefits that are available from 18 March until 30 June 2020¹:

- 1) RM5,000 Special Cash Benefit payment to life assured / person covered upon diagnosis of COVID-19 (applicable once only).
- 2) RM7,500 Special Compassionate Benefit² payment upon death of immediate family members due to COVID-19.
- 3) RM7,500 Special Death Benefit payment upon death of life assured / person covered due to COVID-19; or
- 4) RM15,000 Special Death Benefit payment upon death due to COVID-19 of life assured / person covered who contributed in the essential service industries³ during the Movement Control Order.

Notes

* *The benefits above are applicable to all life assured/person covered under an in-force Sun Life Malaysia policy/certificate.*

* *Both existing and new clients are eligible*

* *No waiting period for these benefits but pre-existing condition clause still applies.*

¹ *Available from 18 March until 30 June 2020 or until the Relief Fund is claimed in full, whichever happens first*

² *Applicable to immediate family members (spouse & children under age 18) of the life assured/person covered*

³ *Industries: Medical Personnel, Essential Governmental Offices, Airport Staff, Food, and Logistics*



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Complimentary Special Measures (introduced in Feb 2020)

- 1) Extension of medical coverage for hospitalisation and treatments to Clients diagnosed with the virus
- 2) Continuation of coverage and the benefits of your policy/contract if you are quarantined by law for hospitalisation and treatments
- 3) Waiver of 30-day waiting period to allow you to immediately enjoy the benefits of your individual hospital & surgical policy/contract*
- 4) Coverage for all outpatient treatments of your individual hospital & surgical policy/contract* at any registered clinics/hospitals upon confirmed diagnosis
- 5) Waiver of interest for your automatic premium loan

For further enquiries, please email wecare@sunlifemalaysia.com

Notes

- * *The measures above are also subject to the terms and conditions of your policy/contract with Sun Life Malaysia.*
- * *Not eligible for Clients with confirmed diagnosis of COVID-19 prior to application of individual hospital and surgical product(s)*
- * *The list of eligible individual hospital and surgical products: Hospitalisation & Surgical Benefit Rider / Hospitalisation & Surgical Benefit Plus Rider / Takaful Hospitalisation & Surgical Benefit Rider / Sun MaxiMed-i / Sun MediDirect*



NOTIS PENTING BAGI SUN LIFE MALAYSIA **DANA BANTUAN COVID-19 DAN** **LANGKAH KHAS IKHLAS**

Para pelanggan yang dihargai,

Sun Life Malaysia amat komited untuk memastikan keselamatan dan kesejahteraan para Pelanggan kami. Sehubungan itu, Sun Life Malaysia telah memperluaskan lagi sokongan kepada para Pelanggan yang terjejas akibat COVID-19 melalui penubuhan Dana Bantuan bernilai RM1 juta. Ini adalah tambahan kepada langkah-langkah khas yang telah Sun Life Malaysia perkenalkan pada Februari 2020.

Butiran-butiran mengenainya boleh diperolehi di bawah.

Dana Bantuan COVID-19¹

Untuk menyediakan perlindungan terbaik kepada para Pelanggan kami, Dana Bantuan ini akan menawarkan manfaat-manfaat tambahan bagi membantu mereka yang didiagnosis COVID-19 tanpa sebarang caj tambahan. Di bawah adalah manfaat-manfaat yang disediakan dari 18 Mac hingga 30 Jun 2020¹:

- 1) Manfaat Tunai Khas sebanyak RM5,000 kepada orang yang diinsuranskan / orang yang dilindungi apabila didiagnosis COVID-19 (dibayar sekali sahaja).
- 2) Manfaat Ihsan Khas² sebanyak RM7,500 apabila berlaku kematian kepada ahli keluarga terdekat akibat COVID-19.
- 3) Manfaat Kematian Khas sebanyak RM7,500 apabila berlaku kematian atas orang yang diinsuranskan / orang yang dilindungi akibat COVID-19; atau
- 4) Manfaat Kematian Khas sebanyak RM15,000 apabila berlaku kematian akibat COVID-19 bagi orang yang diinsuranskan / orang yang dilindungi yang bertugas dalam sektor perkhidmatan penting³ semasa Perintah Kawalan Pergerakan.

Nota-nota

- * *Manfaat-manfaat di atas adalah untuk semua orang yang diinsuranskan/orang yang dilindungi di bawah polisi/sijil Sun Life Malaysia yang sedang berkuatkuasa.*
- * *Layak untuk para pelanggan baru dan sedia ada*
- * *Tiada tempoh menunggu untuk manfaat-manfaat ini tetapi klausa keadaan sedia ada masih berkuat kuasa.*
- ¹ *Tersedia dari 18 Mac hingga 30 Jun 2020 atau sehingga Dana Bantuan telah dituntut sepenuhnya, yang mana lebih dahulu.*
- ² *Berkenaan untuk ahli keluarga terdekat (suami/isteri & anak-anak di bawah umur 18 tahun) orang yang diinsuranskan/orang yang dilindungi*
- ³ *Industri: Kakitangan Perubatan, Pejabat Penting Kerajaan, Kakitangan Lapangan Terbang, Makanan dan Logistik.*



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Langkah Khas Ikhlas (*diperkenalkan pada Feb 2020*)

- 1) Perlindungan perubatan tambahan untuk para Pelanggan yang dimasukkan ke hospital dan rawatan akibat didagnosis menghidap COVID-19.
- 2) Perlindungan dan manfaat-manfaat polisi/kontrak yang berterusan untuk mereka yang dimasukkan ke hospital dan rawatan akibat dikuarantin mengikut undang-undang.
- 3) Pengecualian tempoh menunggu 30-hari untuk membolehkan anda menikmati manfaat-manfaat polisi/kontrak hospital & pembedahan individu dengan serta-merta.
- 4) Perlindungan untuk semua rawatan pesakit luar bagi polisi/kontrak* hospital dan pembedahan individu anda di mana-mana klinik/hospital berdaftar apabila diagnosis disahkan.
- 5) Pengecualian faedah untuk pinjaman premium automatik

Untuk sebarang pertanyaan, sila e-mel ke wecare@sunlifemalaysia.com

Nota-nota

- * *Langkah-langkah di atas juga tertakluk kepada terma dan syarat polisi/kontrak anda dengan Sun Life Malaysia.*
- * *Tidak berkenaan untuk para Pelanggan yang disahkan diagnosis COVID-19 sebelum permohonan produk-produk hospital & pembedahan individu.*
- * *Senarai produk-produk hospital & pembedahan individu yang layak: Hospitalisation & Surgical Benefit Rider / Hospitalisation & Surgical Benefit Plus Rider / Takaful Hospitalisation & Surgical Benefit Rider / Sun MaxiMed-i / Sun MediDirect*