



## FAQ: BIMA Life Insurance:

### Product & Subscription

#### 1. How many types of products are offered for this e-insurance?

BIMA currently offers insurance product which covers for death.  
There are 4 plans available. The premium that you have to pay shall depend on the plan chosen.

Tier	Monthly Premium (RM)	Sum Assured (RM)
BIMA5	5.00	20,000
BIMA10	10.00	40,000
BIMA15	15.00	60,000
BIMA25	25.00	100,000

The above table shows the benefit provided payment of full premium.  
This product is underwritten by Allianz Life Insurance Malaysia Bhd (104248-X) (licensed under the Financial Services Act 2013 and regulated by Bank Negara Malaysia). Allianz Life Insurance Malaysia Bhd has appointed BIMA as its sole agent to administer the product, including subscription, cancellation and management of claims and customer service.

#### 2. How do I subscribe to this product?

You can call us at **03 2022 5555** and our friendly agent collect your details for registration.

#### 3. Who is eligible to purchase BIMA Life Insurance?

- Customers aged 18-50 (based on age nearest birthday), with a valid NRIC/passport residing in Malaysia. Each phone number is eligible for purchasing one Life Insurance Policy
- Never been diagnosed with or treated for stage 3 or stage 4 cancer, a heart attack/heart disease/stroke which has resulted in permanent symptoms, organ damage/failure, or any other terminal illness (with life expectancy under 12 months) at the time of sign up.

#### 4. How do I check if the policy is activated upon subscription to this product?

There are a few ways to check if your policy is active:

- You should have received a confirmation message at the time of sign up.
- Call us at **03 2022 5555** and our customer service agents will assist you

**5. If I don't accept the registration confirmation, will I still get the insurance policy and commence payment?**

No.

Once you have registered your details you need to confirm your subscription by clicking on the URL link that is sent via SMS during the registration process with our friendly agent. Premium payment and policy activation will only commence following successful confirmation.

**6. What will happen if the registration details are found to be incorrect?**

At time of registration, it is important that accurate details are provided, and cross verified at the time the agent is repeating to double check. Customers can call our hotline at **03 2022 5555** or email us at [info@bima.com.my](mailto:info@bima.com.my) in case they wish to update/correct any registration details provided or if they want to double check their details. This is to avoid issues in event of claims.

**7. Will I be covered outside of Malaysia?**

BIMA will still cover you if an unfortunate incident occurs while travelling outside Malaysia. However along with other documents required to make a claim, your next-of-kin is required to register the death in Malaysia and share with us this death certificate.

## Payment

**8. Can I view payment history via SMS or web?**

By default, customers will receive SMS upon every successful payment made throughout the month. At the beginning of every month, we will send a detailed cover SMS highlighting the total premium collected in the previous month and the subsequent coverage earned for current month.

**9. Can I make payment via online banking?**

BIMA provides an innovative channel for making payments to minimize any hassle for you. You can arrange the monthly premium to be deducted from your preferred debit card or added to your credit card bill.

**10. What will happen if I perform late payment? Will there be a penalty, or can I perform double payment on the next month?**

Your premium payment in a given month always helps to cover you for the following month. This means that if the payment is received within the same month, the coverage for next month will still be effective even if payment was late. In a case where only partial payment is received within the month, partial cover for the next month cover will be offered in the same proportion as the payment made. However, if no payment is received within the month, you will not be covered for the following month. There will be no additional penalty or double payment for a missed/late payment.



**11. Is the product auto-renewed?**

Once you have signed up on our product, subscription will be automatically renewed on a monthly basis, so you can enjoy hassle-free continuous coverage from us.

**12. When will the auto-renewal payment commence?**

Auto-renewal payment will commence at the start of every new month when your policy subscription is automatically renewed as well.

**13. When and how frequent will I be billed for the insurance?**

In the month of registration, you will be charged on the day you subscribe. Auto-renewal payment will commence at the start of every new month (i.e. 1st of next month)

For example, if you signed up on 25th January, we will deduct your premium amount for January on 25th January itself. This premium will cover you for the month of February.

Your next premium will be deducted on 1st Feb. This premium will cover you for the month of March.

**14. Can I change the product price plan? If so, what is the process for the change?**

Yes, you are given the flexibility to upgrade /downgrade from your existing plan. The changes will come into effect with the start of a new month. Please call our hotline at 03-2022 5555 and our friendly agent will assist you through the change request.

**15. I am existing Celcom customer with BIMA Life insurance subscription; can I change my payment method from Celcom prepaid/postpaid deduction to debit/credit card and vice versa?**

No, you won't be able to change your payment method from Celcom prepaid/postpaid deduction to Credit/Debit card deduction and vice versa at this moment.

**16. If I am currently paying my BIMA Life insurance premium via Credit/Debit card, can I change the existing Credit/Debit card used to make premium payment to a different Credit/Debit card?**

No, you won't be able to transfer your payment to a different Credit/Debit card from an existing Credit/Debit linked to your BIMA Life insurance at this moment.

**17. Can my plan cover my family members?**

If your family members own a debit card or credit card or have Celcom line , we can help them to register or alternatively they can call us at our hotline number 03 2022 5555.



## Beneficiary & Claims

### 18. How do I input beneficiary details which I couldn't provide at point of call?

Please call us at our hotline **03 2022 5555** to update your beneficiary details as soon as possible.

### 19. Who can be nominated to benefit from a claim payment in my e-insurance plan? How many family members can you nominate?

We encourage you to nominate any of your next-of-kin members to be eligible to make a claim. Examples of eligible next-of-kin are as follows:

1. Spouse
2. Children
3. Parents
4. Grandparents
5. Parents –in-law
6. Siblings (brother/sister)

You can nominate a maximum of 3 beneficiaries for BIMA Life Insurance policy.

### 20. What happens if I don't nominate a beneficiary?

For Muslims: At point of claim, a Faraid's Certificate applied from the Syariah Court can be used by claimant.  
For Non-Muslims: Claims payout will be according to the relationship hierarchy below:  
Spouse, Child (equally divided between all surviving children), Parents (equally divided between all surviving parents)

### 21. Can I change the beneficiary after successful subscription or during coverage period?

Yes, beneficiaries can be changed at any point during the cover period. Customers can call BIMA's hotline at **03 2022 5555** and our friendly agents will guide you through the process of changing your designated beneficiaries.

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

You can initiate a claim through multiple channels. You can call/WhatsApp BIMA at **03 2022 5555**. Our friendly customer service representative will call you back to assist.

The claim should be submitted to BIMA together with supporting documents within one hundred and eighty (180) days from the death of the Insured Person. Required supporting documents include Identification of policyholder & beneficiary and Proof of incident.

However, documents needed can vary on a case by case basis, so we highly recommend beneficiary calls our friendly customer service representatives to initiate a claim and understand documentation needs.



## Termination

### **23. Can I terminate this product immediately after a few months' subscription?**

Yes, customers have the freedom to terminate their subscription at any point. There is no minimum premium payment period as the policy is renewed on a monthly coverage basis.

### **24. How do I terminate my e-insurance subscription?**

You may cancel your policy by calling BIMA at 03 20225555. Once a cancellation is initiated, payment collection will stop immediately. There is no cash surrender value upon cancellation of this policy. If you cancel your policy outside of the free-look period (15 days from subscription date), you will not receive any refund of premium paid.

### **25. How long before the coverage is considered de-activated after a non-payment?**

If customers fail to make any payment for 3 consecutive months, the policy will be deactivated and would require customers to subscribe once again to enjoy cover.

### **26. What happens if I reach the age of 50?**

Once you reach the age of 50 (age nearest birthday), we will automatically unsubscribe you from your Life Insurance plan and notify you.

### **27. Is there any application that I can download from Apple store or Play store?**

To keep things simple and hassle-free as possible, BIMA does not require you to download any other applications. All the information you need, and relevant forms can be found on our website: [www.bima.com.my](http://www.bima.com.my). Customers are also welcome to follow BIMA on Facebook at <https://www.facebook.com/BIMA.Msia/>.

### **28. If I do not have a smart phone, can I subscribe to this product via phone or walk in to call center?**

If your preferred payment method for monthly deduction is through Credit card or Debit card, you won't be able to subscribe to our products without a smartphone.

### **29. What will happen if I cancel/change my mobile number or port out to another network?**

If you do happen to change your phone number, please call BIMA to inform us of the change and we can issue a new policy with the new phone number or any of your preferred credit/debit card for your monthly premium deduction.



**30. I've registered for one month free cover promotion with BIMA. When do I start paying premium for my policy?**

If you have received our 1 month free promotion and have signed up for the policy, please note that your premium for the month of sign up will not be deducted. There will be auto-deduction of premium from 2nd month onwards.

For example, if you signed up on 25th January, we will not deduct your premium amount for January. BIMA will pay for this premium and you will be covered for the month of February.

Your next premium will be deducted on 1st Feb. This premium will cover you for the month of March.

**31. Why am I charged MYR 1.00 when I am subscribed to BIMA Life insurance with the first month free promotion?**

Our payment gateway provider (Ipay88) deducts MYR 1.00 from your Debit/Credit card to validate the respective Debit/Credit card upon registration. The MYR 1.00 deduction will be refunded to you within 24 hours.

*This FAQ is prepared in both English and Bahasa Malaysia versions. In the event of any inconsistencies between the English version of this document and the corresponding Bahasa Malaysia version, the English version shall prevail.*