



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. If only a part of the premium is paid in a month, the benefit for the following month will be in proportion to the share of premium paid.

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?

There are multiple channels to subscribe to our product.

- You can self-register through **365*7*1#**, sign-up online at our website www.bima.com.my or call the BIMA hotline **03 20225555**.
- Alternatively, you can opt-in by SMS (Send "ON" to 29999) or WhatsApp (Send "ON" to BIMA's WhatsApp number 03 2022 5555) and our friendly agents will call you and collect your details for registration.

3. Who is eligible to purchase BIMA Life Insurance?

Active Celcom 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



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.
- Please dial *365*7*4# to check your payment status for the current month. If you have made any payments in the current month, your cover will be valid in the next month.
- 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 dialing *365*7*2#. 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 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. How much will I be deducted weekly according to my plan?

For prepaid subscribers, payment will be deducted from your airtime balance in accordance with your plan selected at the point of registration.

Cover (RM)	Total Charge (RM)	Monthly Deduction (RM)	Weekly Deduction (RM)
20,000	5.00	5.00	1.25
40,000	10.00	10.00	2.50
60,000	15.00	15.00	3.75
100,000	25.00	25.00	6.25

For postpaid subscribers, payment will be collected monthly and reflected on your monthly postpaid bill.



9. What are the cover levels I am eligible for upon payment?

You can use the following table to identify your cover level based on number of deductions and product subscribed to. Remember that the cover you receive is for the next month from the month of deduction.

Prorated Coverage Reference/Guide	Deduction (RM)	Cover (RM)	Deduction (RM)	Cover (RM)	Deduction (RM)	Cover (RM)	Deduction (RM)	Cover (RM)
4x successful weekly charging	5.00	20,000	10.00	40,000	15.00	60,000	25.00	100,000
3x successful weekly charging	3.75	15,000	7.50	30,000	11.25	45,000	18.75	75,000
2x successful weekly charging	2.50	10,000	5.00	20,000	7.50	30,000	12.5	50,000
1x successful weekly charging	1.25	5,000	2.50	10,000	3.75	15,000	6.25	25,000

10. 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.

11. Can I make payment via online banking?

BIMA provides an innovative channel for making payments to minimize any hassle for you. For now, all payments will be deducted from your mobile prepaid balance or added to your monthly postpaid bill.

12. 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.

13. 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.

14. 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. For prepaid customers, the payment will be collected in accordance to



your weekly/monthly installment plan chosen and for postpaid customers the charge will be automatically added to your next postpaid bill.

15. If I am a post-paid user, 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.

16. How am I charged in the month of registration if I am a prepaid customer?

If you have a weekly subscription, you will be charged for your first week on the day you subscribe. Subsequently, you will be charged according to the charging cycles on 1st, 8th, 15th, 22nd and 29th. In case you sign up on or after the 15th of the month, you will miss at least one payment and will receive pro-rated cover for your first month.

Also, if you miss any payment due to insufficient credit, we will deduct the missed payment in the week of 29th. Should you miss any payment, your cover will be prorated. We will SMS to remind you to top up 2 days before deduction.

For monthly premium, you will be charged on the day subscribe and attempted charging throughout the month until the payment is done, to ensure you have the opportunity to receive full cover.

In case you have any further questions on billing and charging, please call out hotline at 03 2022 5555 for assistance.

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

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.

18. Can I change the payment frequency plan? If so, what is the process for the same?

Yes, prepaid customers will be given the flexibility to determine if they want to pay their premium in weekly (4 days/month) or monthly (1 day/month) installments at the time of registration. Additionally, we also allow customers to switch with ease between these plans at any point in the month. Your changes will come into effect along with the start of a new month. Please call at our hotline at **03 2022 5555** and our friendly agents will guide you through the change request.



19. Can my plan cover my family members?

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

Beneficiary & Claims

20. 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.

21. 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.

22. 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)

23. 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.

24. 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

25. 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.

26. How do I terminate my e-insurance subscription?

You may cancel your policy by calling BIMA at 03 20225555, by SMS text (send OFF to 29999) or via the Celcom USSD menu (365*7*8#) and confirming that you wish to cancel. Once a cancellation is initiated, payment collection will stop immediately and cover will be calculated on pro-rata basis for next month.

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.

27. 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.

28. 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.

Others

29. What is the FREE RM10 Lazada Offer?

- This offer is only available for active Celcom customers who self-register for BIMA10 or BIMA25 plans via Celcom USSD: dial 365*7*1#
- Customers will receive the RM10 Lazada voucher ONLY if their subscription remains active 15days from day they have registered. The voucher will be sent to all customers via SMS on 30th Nov, 15th Dec, 31st Dec, 15th Jan or 31st Jan.
- Offer valid till 31st Jan 2021 and can't be combined with our other offers.

30. Is a customer eligible to receive 1-month free coverage when registered under FREE RM10 Lazada voucher offer?

No, customers signed up via USSD are only eligible to receive the FREE RM10 Lazada voucher. The 1-month free promotion is ONLY valid for customers signed up for the policy via BIMA call centre agent.

31. 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. Customers are also welcome to follow BIMA on Facebook at <https://www.facebook.com/BIMA.Msia/>.

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

Yes! We have enabled multiple channels to make it easier for our customers to subscribe. Non-smartphone users can still subscribe through the channels specified in Q2, such as dialing the USSD code or calling the BIMA hotline number.

33. If I change from prepaid to postpaid (or vice-versa) do I need to re-subscribe to my e-insurance?

There is no need to re-subscribe. We aim to minimize any unnecessary effort for our customers, so BIMA will automatically detect that change and make the below changes accordingly:

- a) For prepaid customers changing to postpaid, your remaining premium to be collected will be added to your next postpaid bill.
- b) For postpaid customers switching to prepaid, prepaid payments will start from the next month given your current month premium has already been billed. You will also have a choice to select weekly/monthly plans. Monthly payments will be set as the initial default, but you can always call BIMA at **03 2022 5555** to indicate your preference to our agents.

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

Your insurance plan is tied to your current mobile number. We cannot charge a phone number that stops being a valid Celcom Phone number. The deduction attempts will stop and after 3 months of continuous attempted deductions resulting in 0 deduction, you will get deregistered from our customer database.

If you do happen to change your phone number to another Celcom number, please do call BIMA to inform us of the change and we can reissue the policy with the new phone number and deregister the old one.

35. 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.



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.