



## Zurich Life Insurance Malaysia Berhad

Registration No. 196801000442 (8029-A)  
Level 23A, Mercuri 3, No. 3, Jalan Bangsar, KL Eco City, 59200 Kuala Lumpur, Malaysia  
Tel: 03-2109 6000 Fax: 03-2109 6888 Call Centre: 1-300-888-622

Date: <Insert date>

**Policy No.** : <Policy No>  
**Life Assured** : <Insured Name>  
**Policy Status** : <Policy Status>  
**Next Policy Anniversary Date** : <Next Policy Anniversary Date>  
**Payment Frequency** : <Payment Frequency>  
**Next Premium Due Date** : <Next Premium Due Date>

### Revision of Insurance Charges for <Plan Description> (<Plan Code>)

Dear Valued Customer,

Thank you for your continued support to Zurich Life Insurance Malaysia Berhad (ZLIMB).

We are writing to inform you that we will be revising the insurance charges for your medical plan.

The medical and healthcare costs in Malaysia have been rising at a double-digit rate<sup>#</sup> in recent years. These costs go up for many reasons, such as increase in physician's fees or laboratory charges, discovery of new medical treatments and prescription drugs, and higher frequency of seeking healthcare treatments. These costs increase yearly in spite of our efforts and various initiatives to control the cost. Even so, we are still taking steps to consistently review the panel of doctors and hospitals to ensure that medical charges are properly substantiated. To address this, we have appointed a medical claims Third Party Administrator (TPA) that will further support our efforts to keep costs under control.

It is important for us to ensure you have a long-term protection. At ZLIMB, we carefully monitor and actively manage your insurance charges from time to time to make sure that you always have the medical coverage you need. As such, this letter is intended to inform you that we will be revising the insurance charges for your medical plan which will impact your premium amount.

Kindly refer to the table below for the new monthly insurance charges which shall vary in accordance with your age.

Current Medical Rider Plan	Your Insurance Charges* on Next Policy Anniversary		
	Prior to Revision	Upon Revision (New Insurance Charge)	New Insurance Charges Effective Date
<Current Plan Code>	RM<COI on next policy anniversary using old rate>	RM<COI on next policy anniversary using new rate>	<repricing date>

\*inclusive of loading, if applicable.

With your current premium paid, your policy is expected to only sustain up to the sustainability period stated below, which is before the end of the contractual term.

Current Basic Premium (RM) [a]	Current Regular Top-Up <sup>^</sup> (MSVR) (RM) [b]	Total Premium <sup>^</sup> (RM) [c] = [a] + [b]	Sustainability Period (Year)
RM<Current Basic Premium Amt>/ <Payment Mode Description>	RM<Current MSVR Premium Amt>/ <Payment Mode Description>	RM<Total Premium Amt>/ <Payment Mode Description>	<Sustainability Period>

<sup>#</sup>According to Aon's 2019 Global Medical Trend Rates Report, Malaysia was the only country in Southeast Asia and the only other country in Asia Pacific (besides Pakistan) that was projected to experience double-digit medical inflation in 2019, hitting 13.6% per cent compared to 12.4 per cent in 2018.

<sup>^</sup>Premiums paid by business organisation are subject to tax or other government levies.

To ensure the continuous coverage of your policy, here are few options for consideration.

Option	Expected Sustainability Term	Suggested Single Premium Top-Up^ (RM) [d]	Suggested Regular Top-Up (MSVR) (RM) [e]	New Total Premium^ (RM) [f] = [a] + [e]
Option 1	Full Policy Term	RM<Proposed Single Premium increment>	RM<Proposed Premium Increment>/ <Payment Mode Description>	RM<Suggested New Total Premium Amt>/ <Payment Mode Description>
Option 2	3 Years	RM<Proposed Single Premium increment>	RM<Proposed Premium Increment>/ <Payment Mode Description>	RM<Suggested New Total Premium Amt>/ <Payment Mode Description>
Option 3	<p><b>To refer your wealth planner for other alternatives in maintaining your coverage as below:</b></p> <p>a) If you wish to make different amount or method (Suggested Single Premium Top-Up or Suggested Regular Top-Up (MSVR) to sustain your policy.</p> <p>b) Downgrade your current medical rider plan - &lt;Plan Description&gt; (&lt;Plan Code&gt;)</p> <p>c) Consider other medical riders which provide similar or more comprehensive medical coverage. The available medical riders currently are Zurich ValueCare and MaxMedic.</p> <p>d) Remove optional rider(s).</p>			

**Note:**

1. Make the premium payment stated above under the Suggested Regular Top-up (MSVR) and Suggested Single Premium Top-Up to sustain the policy up to the Expected Sustainability Term.
2. The Suggested amount for Regular Top-Up (MSVR) inclusive of Current Regular Top-Up (MSVR) if any and based on policy premium frequency.
3. The Suggested Regular Top-Up (MSVR) will be part of your New Total Premium while the Suggested Single Premium Top-Up will be one-time payment.
4. If the Suggested Single Premium Top-Up is not applicable (N/A), please refer to the Suggested Regular Top-Up (MSVR) and New Total Premium.
5. If the Suggested Regular Top-Up (MSVR) and New Total Premium is not applicable (N/A), please refer to the Suggested Single Premium Top-Up.
6. For Option 2, Not Applicable (N/A) means the policy is sustainable beyond 3 years.
7. For Option 3(b), it is applicable only if your medical rider plan is not Plan 1. Please refer to the letter header "**Revision of Insurance Charges**" above for your current plan code.
8. If your policy under Waiver status, only Single Premium Top-Up is allowable to sustain your policy until contractual term.

With the changes above, it means that more units will be taken from your policy's account value to pay for the higher insurance charges. If you continue to pay the same amount of premium after this revision, it is possible that your policy may lapse earlier than expected. Hence, we strongly recommend that you to pay the New Total Premium and the Suggested Single Premium Top Up (if applicable) as stated in the table above so that your policy will have enough fund value to cover the higher insurance charges.

Besides the increase of the Insurance charge, we have also included the Frequently Asked Questions (FAQ). For further information, please refer to the appendix:

Appendix 1: Additional Support for COVID-19 Pandemic Affected Customers

Appendix 2: Revised Annual Insurance Charges for <current medical plan>

Appendix 3: Frequently Asked Questions (FAQ)

If you opt for Option 1 or Option 2, you may proceed by completing the enclosed '**Reply Slip**' and return it to us. Do take note the completed form must reach us latest by <DD MMM YYYY>. Otherwise, you may need to refer to your Wealth Planner and get a new suggested regular top-up and single premium top-up (if applicable) to sustain your policy.

Kindly arrange with your bank to change the premium amount if you are paying through standing instruction or have set a payment limit with the bank. For auto debit payment, please take note that the new premium amount will be debited from your credit card or bank account.

If you require further assistance, please contact our Customer Service Careline at 1-300-888-622, or email us at [callcentre@zurich.com.my](mailto:callcentre@zurich.com.my). Alternatively, you may also contact your Wealth Planner or visit the nearest Zurich Life Insurance Malaysia Berhad branch.

^ Premiums paid by business organisation are subject to tax or other government levies.

Enjoy greater benefits as a Zurich Customer by logging in to our customer portal MyZurichLife to view your information in one glance and gain access to our rewards programme. Please follow the link or scan the QR code below to access the MyZurichLife Portal.

Enhancing Your Malaysian Lifestyle with MyZurichLife!



<http://zurich.my/MyZurichLife>



Rewards & Customer Portal

Thank you.

Yours sincerely,

**ZURICH LIFE INSURANCE MALAYSIA BERHAD**

**Khoo Ai Lin**

Chief Executive Officer

Wealth Planner : <WP Code> <Wealth Planner Name>  
Contact No. : <WP Contact No>  
Chief Agency Manager : <CAM Code> <CAM Name>  
Branch : <WP Branch Description>

Note:

1. The content of this notification letter does not take into account any alteration to this policy that is made since <notice print date>.
2. To view the content of this letter and FAQs in Bahasa Malaysia, Chinese or Tamil, please visit [www.zurich.com.my/FMFM2P](http://www.zurich.com.my/FMFM2P). If there is any discrepancy between the English, Bahasa Malaysia, Chinese and Tamil versions, the English version shall prevail.



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Tel: 03-2109 6000 Fax: 03-2109 6888 Call Centre: 1-300-888-622

### Reply Slip

To: Zurich Life Insurance Malaysia Berhad

Policy No. : <Policy No>  
Life Assured : <Insured Name>  
Policy Status : <Policy Status>  
Next Policy Anniversary Date : <Next Policy Anniversary Date>  
Payment Frequency : <Frequency>  
Next Premium Due Date : <Next Premium Due Date>

I agree and consent for Zurich Life Insurance Malaysia Berhad to proceed with the following selected option.

*Please indicate the option you would like to exercise (Tick ✓):*

Tick (✓)	Options	Expected Policy Sustainability	Suggested Single Premium Top-Up (RM)	Suggested Regular Top-Up (MSVR) (RM)	New Total Premium (RM)
	1	Full Policy Term	RM<Proposed Single Premium increment>	RM<Proposed Premium Increment>/ <Payment Mode Description>	RM<Suggested New Total Premium Amt>/ <Payment Mode Description>
	2	3 Years	RM<Proposed Single Premium increment>	RM<Proposed Premium Increment>/ <Payment Mode Description>	RM<Suggested New Total Premium Amt>/ <Payment Mode Description>

The New Total Premium amount will take effect from your policy's next premium due date.

I authorise Zurich Life Insurance Malaysia Berhad to deduct from the Policy's Investment Account to pay for all insurance charges or any other fees and charges accordingly.

\_\_\_\_\_  
Signature of Policy Owner / Assignee

\_\_\_\_\_  
Name

\_\_\_\_\_  
NRIC No.

\_\_\_\_\_  
Date

Note:

1. The Suggested Regular Top-Up (MSVR) will be part of your recurring premium as per the payment mode of your policy.
2. The Suggested Single Premium Top-Up will only be 1 time payment.
3. The New Total Premium / Suggest Single Premium Top-Up amount stated above are subject to tax if the premium is paid by business organization.
4. You may submit the reply slip via
  - (a) Contacting your Wealth Planner
  - (b) Visit the nearest Zurich Life Insurance Malaysia Berhad branch or
  - (c) Email at [callcentre@zurich.com.my](mailto:callcentre@zurich.com.my).
5. Depending on your current premium payment method, you may need to make further arrangements with your bank for us to collect the new amount. Please see the table below for more details.

Current Payment Method	What action should I take?
Cash/Cheque	<p>There is no change to your current payment arrangement.</p> <p>For your added convenience, we invite you to switch to credit/debit card. Please download the Visa/MasterCard Auto Debit Form <a href="https://bit.ly/ZurichCCAF">https://bit.ly/ZurichCCAF</a></p> <p>Please send the completed Visa/MasterCard Auto Debit Form to us.</p>
Credit or Debit Card, Auto-Debit (With no transaction amount limit)	<p>There is no change to your current payment arrangement.</p>
Direct Debit e-Mandate (With transaction amount limit)	<p>Please complete Direct Debit Registration at this link: <a href="https://mya.zurich.com.my/AdhocPayment/Page/DirectDebitRegistration.aspx">https://mya.zurich.com.my/AdhocPayment/Page/DirectDebitRegistration.aspx</a>. This will enable us to deduct the suggested new premium amount from your bank account.</p> <p>If the maximum limit in your bank account auto debit form is less than the suggested new premium, you will need to submit a new form to the bank to change the maximum limit.</p>
Standing Instructions with banks	<p>Please make arrangements to alter existing Standing Instruction(s) with your bank so that the suggested new premium amount can be remitted to us.</p>

## APPENDIX 1

### Additional Support for COVID-19 Pandemic Affected Customers

Following are the available options provided by Zurich Life Insurance Malaysia Berhad to Affected Customers<sup>1</sup> to go through this situation. You may contact your Wealth Planner or Zurich Call Centre for further information.

Option	Details
Policy Restructuring	<ul style="list-style-type: none"><li>a) Change Payment mode<ul style="list-style-type: none"><li>- Example: Switching from annual payment mode to half yearly, quarterly or monthly mode</li></ul></li><li>b) Change of Basic Sum Assured or other Riders' Benefits<ul style="list-style-type: none"><li>- Example: Change from higher Basic Sum Assured (RM100,000) to lower Basic Sum Assured (RM50,000)</li></ul></li><li>c) Downgrade your current medical rider plan<ul style="list-style-type: none"><li>- You can revert to your original plan within 12 months from date of downgrading without underwriting.</li><li>- Submission to revert to original plan must be submitted 1 month prior to the end of the 12 months.</li></ul></li></ul>
3 Months Deferment Payment	<p>You may submit your application through the methods below with the supporting documents.</p> <ul style="list-style-type: none"><li>a) Online submission through <a href="https://mya.zurich.com.my/EForm.aspx">https://mya.zurich.com.my/EForm.aspx</a></li><li>b) Email to us at <a href="mailto:callcenter@zurich.com.my">callcenter@zurich.com.my</a> with email subject: Payment Deferment Application: Policy Number &lt;XXXXXXXXXX&gt;</li><li>c) Submit to the nearest Zurich branch with the supporting documents.</li></ul>

#### **List of supporting documents:**

1. Letter for home quarantine from relevant authority; or
2. Doctor's Confirmation Letter on COVID-19 infection for infected policyholder; or
3. Employer's Termination Letter / Salary Reduction Letter; or
4. Letter of Closure of Business, or
5. Other relevant proofs or documents (if any)

#### **Note:**

<sup>1</sup>Affected Customers are individuals who have been infected, home quarantined or suffered a loss of income; and small and medium enterprises (SMEs) which have suffered a loss of income, as a result of the economic impact of the COVID-19 situation. Examples of events that lead to such loss of income include retrenchment, shorter working hours and salary or commission reductions for individuals; and loss of business income for self-employed and SMEs.

**Disclaimer:** Zurich Life Insurance Malaysia Berhad reserves the rights to add, withdraw or modify any supports related to COVID-19 pandemic provided for our Affected Customers at anytime without prior notice. Please visit our website or contact us for latest update.

**APPENDIX 2**

**Revised Annual Insurance Charges for <current medical plan>**

Plan Code: <current plan code>

Gender: <insured gender>

Occupational Class: <1/2/3/4>

Age	Insurance Charge	Age	Insurance Charge	Age	Insurance Charge	Age	Insurance Charge	Age	Insurance Charge
0		20		40		60		80	
1		21		41		61		81	
2		22		42		62		82	
3		23		43		63		83	
4		24		44		64		84	
5		25		45		65		85	
6		26		46		66		86	
7		27		47		67		87	
8		28		48		68		88	
9		29		49		69		89	
10		30		50		70		90	
11		31		51		71		91	
12		32		52		72		92	
13		33		53		73		93	
14		34		54		74		94	
15		35		55		75		95	
16		36		56		76		96	
17		37		57		77		97	
18		38		58		78		98	
19		39		59		79		99	

Note:

- The revised insurance charge shown in the table above will be effective from the next policy anniversary date on or after <repricing date>.
- The insurance charge applicable vary according to gender, age, occupation, and the plan level. As an example, for a <insured gender> life assured reaching age 40 at the next policy anniversary who has <current plan code> the applicable annual insurance charge is RM <COI at age 40> for that year.
- The insurance charges shown in the table above is applicable to standard risk and are annual rates. If your current medical plan has any loadings, the rates applicable to you will be calculated accordingly.
- The insurance charges shown in the table may be subject to tax or other government levies.
- The actual insurance charges may be different compared to the table above due to the rounding of decimal places.