

Date: <Insert date DD MMM YYYY>

Policy No. : <Policy No>
Life Assured : <Insured Name>
Policy Status : <Policy Status Description>
Next Policy Anniversary Date : <Next Policy Anniversary Date DD MMM YYYY>
Next Premium Due Date : <Next Premium Due Date DD MMM YYYY>

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 in recent years. Several noteworthy trends have significantly impacted the Medical and Health business. These include the surge in non-communicable disease, the expansion of private healthcare services, and the continuous rise in medical inflation. These have contributed towards an increase in the utilisation of medical services and magnitude of claims, where 89 claims paid out of 1000 insured lives compared to 42 claims paid out of 1000 insured lives 3 years ago. Each claim on average has increased from RM8,268 to RM9,092. This means the annual increase to ValueCare's claim from 01 Jan 2019 to 31 Dec 2022 have been rising at a rate of 3.2% on average, with different age band experiencing different increase.

Despite our persistent efforts and various initiatives aimed at cost containment, these expenses continue to escalate annually. Just to name a few among the many initiatives undertaken, we do review & compare the claims cost across diverse hospitals coupled with an in-depth analysis of medical bill to ensure charges are reasonable. It is important for us to ensure you have a long-term protection. At ZLIMB, we carefully and actively manage your insurance charges from time to time to make sure that you always have the medical coverage you need. To ensure affordability, we are splitting the revision into two phases.

With your current premium paid, your policy is expected to only sustain up to <DD MMM YYYY>.

With the revision, 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 premium after this revision, it is possible that your policy may lapse earlier than expected. To ensure the continuous coverage of your policy, here are a few options for your consideration under Phase 1.

Current Regular Premium	Option	Suggested New Regular Premium	Suggested Single Premium Top-Up (one-time payment)	Sustain until (Age/Date)
RM <Current Regular Premium Amt> <Payment Mode Description>	Option 1	RM <Proposed Regular Premium Amt> <Payment Mode Description>	RM <Proposed Single Premium>	5 Years <sustain age> / <1day before lapse date DD MMM YYYY>
	Option 2	RM <Proposed Regular Premium Amt> <Payment Mode Description>	RM <Proposed Single Premium>	Initial term <sustain age> / <1day before lapse date DD MMM YYYY>
	Option 3	RM <Proposed Regular Premium Amt> <Payment Mode Description>	RM <Proposed Single Premium>	Up to age 100 <sustain age> / <1day before lapse date DD MMM YYYY>

Note:

- The above calculations are based on the information available as at <letter generation date DD MMM YYYY>.
- You are advised to make the premium payment stated above under the Suggested New Regular Premium and Suggested Single Premium Top-Up to sustain the policy up to the Expected Sustainability Term.
- 95% of the incremental premium will be used to purchase unit(s) in your selected Investment-Linked Fund(s).
- If both Suggested New Regular Premium and Suggested Single Premium Top Up are Not Applicable (N/A), this means the policy is sustainable beyond the stated date.
- If your policy is under Waiver status, only Single Premium Top-Up is available.

Apart from paying the new premium mentioned in the table above, you can consult your wealth planner for other alternative stated below:

- a) If you wish to make a different amount or method to sustain your policy.
- b) Downgrade your current plan of medical rider if applicable.
- c) Consider other medical products which provide similar or more comprehensive medical coverage.

For further information, please refer to the appendix:

Appendix 1: Current and Revised Annual Insurance Charges for [<current medical plan>](#)

Appendix 2: Frequently Asked Questions (FAQ)

Kindly return us the **Reply Slip** by [<DD MMM YYYY>](#).

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

Thank you.

Yours sincerely,

ZURICH LIFE INSURANCE MALAYSIA BERHAD



Khoo Poh Beng

Authorised Representative

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 DD MMM YYYY>](#).
- 2. To view the content of this letter and FAQs in Bahasa Malaysia, Chinese or Tamil, please visit www.zurich.com.my/ZVCARE. If there is any discrepancy between the English, Bahasa Malaysia, Chinese and Tamil versions, the English version shall prevail.
- 3. Please login to our customer portal <http://MyZurichLife.com.my> or scan the QR code below to view your policy information.



<http://MyZurichLife.com.my>

Customer Service Center

Ground Floor, Block B, Plaza Zurich, 12, Jalan Gelenggang, Bukit Damansara, 50490 Kuala Lumpur.

(for other branches, please refer to company website)

☎ 1300-888-622 ✉ callcentre@zurich.com.my 🌐 www.zurich.com.my Customer portal : www.myzurichlife.com.my

Reply Slip

To: Zurich Life Insurance Malaysia Berhad

Policy No. : <Policy No>
Life Assured : <Insured Name>
Policy Status : <Policy Status Description>
Next Policy Anniversary Date : <Next Policy Anniversary Date DD MMM YYYY>
Next Premium Due Date : <Next Premium Due Date DD MMM YYYY>

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 (✓)	Option	Suggested New Regular Premium	Suggested Single Premium Top-Up (one-time payment)	Sustain until (Age/Date)
	Option 1	RM <Proposed Regular Premium Amt> <Payment Mode Description>	RM <Proposed Single Premium>	5 Years <sustain age> <1day before lapse date DD MMM YYYY>
	Option 2	RM <Proposed Regular Premium Amt> <Payment Mode Description>	RM <Proposed Single Premium>	Initial term <sustain age> <1day before lapse date DD MMM YYYY>
	Option 3	RM <Proposed Regular Premium Amt> <Payment Mode Description>	RM <Proposed Single Premium>	Up to age 100 <sustain age> <1day before lapse date DD MMM YYYY>

Other premium payment amount is acceptable with different expected sustainability period. For more details, please refer to FAQ Question 17.

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 premium and single premium top-up (if applicable).

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

If you do not choose any of the above options, the 'No Lapse Benefit' (if applicable) offered in your Policy will become void.

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:

- The Suggested New Regular Premium will be part of your recurring premium as per the payment mode of your policy.
- Premiums paid by business organisation are subject to tax or other government levies.
- You may submit the reply slip via
 - Your Wealth Planner
 - Nearest Zurich Life Insurance Malaysia Berhad branch or
 - Email at callcentre@zurich.com.my.
- Depending on your current premium payment method, you may need to make further arrangements with your bank. Please refer to Question 18 in the FAQ for more details.
- If Option 1 is not available and you choose to remain with the current premium, the 'No Lapse Benefit' (if applicable) offered in your Policy will not be voided.

APPENDIX 1

Plan Code: <current plan code>

Gender: <insured gender>

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

Existing Annual Insurance Charges for <current medical plan>

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	

Revised Annual Insurance Charges for <current medical plan> under Phase 1

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 DD MMM YYYY>.
- 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, 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.