

**MASTER CERTIFICATE SUMMARY INFORMATION**

Covered Member should read the following information in line with the conditions stated in this Master Certificate Summary.

**1. PROOF OF AGE**

The age of the Covered Member will be admitted before commencement of coverage upon the production of satisfactory documentary evidence provided by the Covered Member and which is acceptable to PruBSN.

**2. NOMINATION**

Covered Member can choose who will receive the benefits upon death by filling in a nomination form.

If the Covered Member has not chosen anyone, please complete the nomination form which can be obtained from the Master Certificate Holder and send it to PruBSN immediately.

**3. CHANGE OF CONTACT DETAILS**

In order for PruBSN to keep Covered Member informed of material information, Master Certificate Holder or Covered Member must make sure PruBSN has the latest contact details.

**4. FREE LOOK PERIOD**

The Covered Members may cancel the takaful coverage by informing directly to PruBSN by providing personal identification details within fifteen (15) days from Covered Member Effective Date. However, contributions paid will not be refunded to the Covered Member, as the contributions paid for the first (1st) month from the Covered Member Effective Date is borne by PruBSN under *Hibah* arrangement.

**5. PAYMENT OF CONTRIBUTIONS**

Master Certificate Holder may collect the contributions paid by the Covered Members and transfer to PruBSN. It is important to keep proof of payment of contribution for any future reference.

**6. SURRENDERING YOUR CERTIFICATE**

Covered Member may surrender the takaful coverage at any time. However, no surrender value will be payable and contribution paid will not be refunded. PruBSN will provide the coverage until the next Certificate Monthly Renewal Date after receiving the written instruction to surrender. Any application to surrender within the period shall be treated as confirmation for non-renewal.

**7. CLAIMS SUBMISSION**

To make a claim, the Master Certificate Holder or the authorised person from the Covered Member can send a claim notification to PruBSN at the following address within ninety (90) days from the event/occurrence date. Failure to give notice within such time will not invalidate the claim if it can be shown not to have been reasonably possible to give such notice and that notice was given as soon as it was reasonably possible.

Prudential BSN Takaful Berhad 200601020898 (740651-H)

Level 13, Menara Prudential,  
Persiaran TRX Barat,  
55188 Tun Razak Exchange,  
Kuala Lumpur.

Upon claim, the claimant needs to notify Master Certificate Holder and submit the complete appropriate documents for PruBSN to process the claim.

## **8. CUSTOMER SERVICE**

Following details shall be provided to Covered Member, for PruBSN to support all queries from Covered Member related to this takaful coverage. PruBSN will also support all and/or any potential complains lodged by Covered Members and/or his or her nominee to Ombudsman for Financial Services.

### **Branch**

PruBSN branches are open between 8:45 a.m. and 4:15 p.m. Monday to Friday (excluding public holidays).

### **Call**

For any enquiries, please call PruBSN's **Corporate Business Support** line **03 2775 7188** during office hours (8:30 a.m. to 5:15 p.m. from Monday to Friday, excluding public holidays).

### **Mail and E-mail**

Write to PruBSN at:

#### **Corporate Business Support**

Prudential BSN Takaful Berhad 200601020898 (740651-H)  
Level 13, Menara Prudential,  
Persiaran TRX Barat,  
55188 Tun Razak Exchange,  
Kuala Lumpur.

E-mail: corporatesupport@prubsn.com.my

## **9. OMBUDSMAN FOR FINANCIAL SERVICES AND BNM LAMAN INFORMASI NASIHAT DAN KHIDMAT (LINK)**

The Ombudsman for Financial Services and BNM *Laman Informasi Nasihat dan Khidmat* (LINK) are set up to offer customer protection and help to resolve any dispute over claims. If the Covered Member and/or his or her nominee is not satisfied with a decision made by PruBSN, the Covered Member and/or his or her nominee may write to the following addresses:

### **Ombudsman for Financial Services**

(formerly known as Financial Mediation Bureau)

Level 14, Main Block,  
Menara Takaful Malaysia,  
No. 4, Jalan Sultan Sulaiman,  
50000 Kuala Lumpur.  
Tel: 03-2272 2811

**PRUDENTIAL BSN**

TAKAFUL

Fax: 03-2272 1577

Website: [www.ofs.org.my](http://www.ofs.org.my)

**Director**

Jabatan LINK & Pejabat Wilayah

Bank Negara Malaysia,

P.O. Box 10922,

50929 Kuala Lumpur.

Tel: 1-300-88-5465

Fax: 03-2174 1515

E-mail: [bnmtelelink@bnm.gov.my](mailto:bnmtelelink@bnm.gov.my)

**1. Contractual relationship among the Covered Members contributing into the *Tabarru` Fund***

It is hereby agreed to participate in this plan together with all the other Covered Members based on the principles of *Ta`awun* (mutual assistance). The *Tabarru`at* (charitable) contribution made will be pooled into the *Tabarru` Fund* together with the contribution of other Covered Members to provide for mutual financial benefits payable to all the eligible Covered Members or their nominees on the occurrence of pre-agreed events based on the agreed takaful benefit under the plan.

**2. Contractual relationship between Master Certificate Holder and Covered Members with PruBSN**

**2.1 *Wakalah***

2.1.1 Master Certificate Holder and Covered Members agreed to appoint and authorise PruBSN to manage this takaful plan and invest the *Tabarru` Fund*. PruBSN is authorised to implement the takaful business in accordance with Shariah principles, legal and regulatory requirements as well as the terms stated herein.

2.1.2 In return for the tasks to be carried out and based on *Wakalah bi al-ujrah* principles, Covered Member agreed to pay the Upfront *Wakalah* Charges to PruBSN as specified under Master Certificate Summary Provisions Clause 5 (5.1) herein. In addition to the Upfront *Wakalah* Charges, PruBSN is also entitled to performance fee on the Distributable Surplus as stated under the Master Certificate.

2.1.3 Upon circumstances that would be deemed as mismanagement, negligence or breach of specified terms, PruBSN shall be liable and shall compensate for loss or damage including any actual cost suffered by Master Certificate Holder or Covered Member.

2.1.4 This *Wakalah* contract shall dissolve upon maturity, termination due to surrender or any circumstances as specified under the Master Certificate Summary Provisions Clause 10 herein. PruBSN are entitled to the *Wakalah* Charges for the services rendered.

**2.2 *Hibah***

*Hibah* (gift) is an additional benefit provided to the Covered Members from the Shareholder's fund. The *Hibah* is subject to fulfilment of the conditions as specified under Master Certificate Summary Provisions Clause 4.1 herein.

**BASIC PROVISIONS**

**1. DEFINITIONS**

In this Master Certificate Summary, the following words and phrases are defined as below:

- 1.1. **Accident** – shall mean action caused by external and visible means, resulting directly and independently of any other cause by a sudden, unintentional, unexpected, unusual and specific event that happens at an identifiable date, time and place.
- 1.2. **Age** – shall mean age next birthday.
- 1.3. **Certificate Monthly Renewal Date** – shall mean the same day of each eligible renewal month upon the Covered Member fulfilling the criteria to renew.
- 1.4. **Covered Member Effective Date** – shall mean the effective date of takaful coverage for each Covered Member. For the purpose of the Master Certificate, Covered Member Effective Date shall be considered from the first (1st) of the following month once the Covered Member's acceptance to subscribe for this takaful coverage and fulfilled the criteria to participate.
- 1.5. **Doctor** – shall mean a registered medical practitioner who is qualified and licensed to practise western/evidence-based medicine. In providing treatment, this person must be practising within the scope of licensing and training in the geographical area of practice. This person cannot be the Covered Member, the Covered Member's husband or wife, or a close relative of the Covered Member.
- 1.6. **gHealth** – the mobile application software and/or website used for this plan which is developed and owned by Gloco Malaysia Bhd.
- 1.7. **Natural Causes** – shall mean any cause other than by external factors such as accident, suicide or homicide.
- 1.8. **Pre-Existing Conditions** – shall mean any disability, illness and/or condition of the Covered Member has reasonable knowledge of before the Covered Member Effective Date. A Covered Member may be considered to have reasonable knowledge of a Pre-Existing Condition if the disability, illness and/or condition is one of which:
  - (a) the Covered Member has received or is receiving treatment for; or
  - (b) medical advice, diagnosis, care or treatment has been recommended; or
  - (c) clear and distinct symptoms are or were evident; or
  - (d) its existence would have been apparent to a reasonable person.
- 1.9. **Sum Covered** – shall mean the amount of benefit that will be paid upon claim and which is payable from the *Tabarru`* Fund. The Sum Covered for each Covered Member is determined based on the Plan Type which the Covered Member has participated or renewed.
- 1.10. **Tabarru` Deduction** - Refers to voluntary contribution by a participant in accordance with the *Ta`awun* arrangement. It relates to the portion of the participants' contribution to the

*Tabarru`* Fund during the coverage term. The *Tabarru`* Deduction from the participants are placed and pooled together in a fund which is collectively owned by the participants. The fund is used to pay all the claims in accordance to the agreed benefits under the plan on the basis of mutual aid and assistance. We may revise *Tabarru`* Deduction at any time subject to notification being made to the participant.

- 1.11. **Tabarru` Fund** - shall mean a fund collectively owned by the Covered Members where a portion of the amount from the contribution is contributed and pooled together. This fund is used to pay the agreed benefits under the plan on the basis of mutual aid and assistance.
- 1.12. **Wakalah Charge** - shall mean any charges that the Covered Member pays to PruBSN for service rendered.

**MASTER CERTIFICATE SUMMARY**

**1. THE CERTIFICATE**

- 1.1. This Master Certificate Summary serves as an excerpt of the main provisions of the Master Certificate. It does not replace or supersede the Master Certificate and is subject to any subsequent changes to the Master Certificate.
- 1.2. All interpretation of the benefits and terms mentioned in this document shall be based on the relevant provisions stated in the Master Certificate.
- 1.3. Such person with takaful coverage under the Certificate is referred to as a Covered Member.

**2. BENEFITS**

**2.1. Natural Death Benefit**

If the Covered Member passes away due to Natural Causes while the Covered Member has takaful coverage under this Certificate, PruBSN will pay the Sum Covered for Natural Death Benefit, from the *Tabarru`* Fund and the Certificate will be terminated.

**2.2. Accidental Death Benefit**

If the Covered Member passed away due to cause of Accident causes while the Covered Member has takaful coverage under this Certificate, PruBSN will pay the Sum Covered for Accidental Death Benefit, from the *Tabarru`* Fund and the Certificate will be terminated

**2.3. Benefit Table**

Table of Benefits based on Plan Type:

Plan Type	Sum Covered	
	Natural Death	Accidental Death
Plan 1	RM1,000	RM5,000
Plan 2	RM2,000	RM10,000
Plan 3	RM5,000	RM25,000

**3. ELIGIBILITY**

- 3.1. Such person eligible for takaful coverage under this Certificate is referred to as the Covered Member.
- 3.2. Age at entry for Covered Member must be at least between Age nineteen (19) and sixty (60).
- 3.3. Takaful coverage under this Certificate for the Covered Member will commence on the Covered Member Effective Date upon the Covered Member fulfilling the criteria to participate.
- 3.4. Covered Member will enjoy complimentary takaful coverage for the first month from the Covered Member Effective Date. The eligible Covered Member may subsequently renew under the eligible Plan Type based on the renewal criteria set out.

- 3.5. The Master Certificate Holder will forward upon consent from the Covered Member, all the details entered by Covered Member when accepting the offer via gHealth mobile application to PruBSN for PruBSN's record and maintenance of the takaful coverage in respect of the Covered Member.

#### **4. CONTRIBUTIONS**

- 4.1. The contribution for the first month takaful coverage of the Covered Members is borne by PruBSN under *Hibah* arrangement up to one (1) million Covered Members.
- 4.2. For the subsequent renewal months, the contributions for the takaful coverage of the Covered Members will be paid by the Master Certificate Holder to PruBSN.
- 4.3. PruBSN may revise the amount of contribution and/or the rate of *Tabarru`* deduction and/or the *Wakalah* charges by giving a ninety (90) days prior notification.

#### **5. UPFRONT WAKALAH CHARGE**

- 5.1. PruBSN is entitled to receive fifty percent (50%) of each contribution as Upfront *Wakalah* Charge.
- 5.2. All the Upfront *Wakalah* Charge paid which form part of the contribution due, will not be refunded upon termination stated under Clause 10.

#### **6. TABARRU` FUND**

- 6.1. PruBSN will set up a *Tabarru`* Fund for payment of benefits under the plan. All costs, expenses, charges and levies for maintaining the assets/monies of the *Tabarru`* Fund and any other related expenses will be borne and paid from the *Tabarru`* Fund.
- 6.2. PruBSN will allocate the contributions paid, less any Upfront *Wakalah* Charge, into the *Tabarru`* Fund.

#### **7. FREE LOOK PERIOD**

- 7.1. The Covered Member may cancel the takaful coverage by informing directly to PruBSN by providing personal identification details within fifteen (15) days from Covered Member Effective Date. However, contributions paid will not be refunded to the Covered Member, as the contributions paid for the first month from the Covered Member Effective Date is borne by PruBSN under *Hibah* arrangement.

#### **8. SURRENDER**

- 8.1. The Covered Member may surrender the coverage under this Certificate after the free look period. However, no surrender value will be payable, and contribution paid will not be refunded. PruBSN will provide the coverage until the next Certificate Monthly Renewal Date after receiving the written instruction to surrender. Any application to surrender within the period shall be treated as confirmation for non-renewal.



8.2. PruBSN may terminate the plan by giving a sixty (60) days prior notification.

## **9. CLAIMS**

9.1. PruBSN will not pay the benefit under this Certificate unless:

9.1.1. The Master Certificate Holder or claimant has provided PruBSN all completed documents and information that PruBSN has requested at any point of time as soon as reasonably practical (Claimant shall bear any cost involved in providing such documents).

9.1.2. The claim for the benefit and all the relevant documents and information that PruBSN requires is submitted within ninety (90) day of the event date of claim.

9.1.3. Before PruBSN pay any claim under this Certificate, PruBSN may require the delivery of necessary additional document(s) including legal documents to process and approve the claim.

9.2. The benefit payable under this Certificate shall be paid within sixty (60) days of claim notification upon receipt of complete supportive documentation as requested by PruBSN in the process of claims. Upon full payment of the benefit, the liability of PruBSN will cease in respect of the coverage for the Covered Member.

9.3. The payment of the benefit shall be made directly by PruBSN to the nominee(s) of the Covered Member or in the absence of nominee(s), the next of kin of the Covered Member.

## **10. TERMINATION**

10.1. Termination of a Covered Member's takaful coverage

Takaful coverage under this Certificate in respect of a Covered Member shall terminate immediately:

10.1.1. upon death of the Covered Member; or

10.1.2. upon receipt of a written instruction from the Master Certificate Holder to terminate the takaful coverage for the Covered Member; or

10.1.3. upon receipt of a written instruction from the Covered Member to surrender his/her takaful coverage; or

10.1.4. upon the first Certificate Monthly Renewal Date on or after the Covered Member's sixty-one (61) ANB; or

10.1.5. upon no payment of contribution on the Certificate Monthly Renewal Date; or

10.1.6. upon termination of the Master Certificate;

whichever occurs first.

**11. EXCLUSIONS****11.1 Natural Death Benefit**

No benefit is payable if death is directly or indirectly caused by:

- (a) suicide, while sane or insane, within twelve (12) months from the Covered Member Effective Date; or
- (b) any Pre-Existing Conditions.

**11.2 Accidental Death Benefit**

No benefit is payable if death is directly or indirectly caused by:

- (a) war, invasion, act of foreign enemy hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, direct participation in riot, strike or civil commotion; or
- (b) any violation or attempted violation of the law or resistance to arrest; or
- (c) attempted suicide or self-inflicted injuries while sane or insane; or
- (d) pregnancy, current and previous pregnancies (and related complications), child birth (including surgical delivery and any surgical or non-surgical procedure of the female reproductive system during surgical delivery), miscarriage, abortion and prenatal or postnatal care and surgical, mechanical or chemical contraceptive methods of birth control, treatment pertaining to infertility as well as erectile dysfunction, and tests or treatment related to impotence or sterilization; or
- (e) engaging in or taking part in professional sports, scuba diving, racing of any kind, aerial flights other than as a crew member of or as a fare-paying passenger on a licensed passenger-carrying commercial aircraft operating on a regular scheduled route or any dangerous activities or sports (including bungee jumping, hang-gliding, ballooning, parachuting and sky-diving), unless PruBSN agree in a special endorsement; or
- (f) taking drugs or narcotic unless taken as prescribed by a qualified Doctor or Physician; or
- (g) any form of illness or disease due to non-accidental causes; or
- (h) alcohol and drugs intoxication; or
- (i) any insect bite including mosquito bites and worm infestation.