

Covid-19 Relief Program

FAQs on Deferment of Contribution Payment



1. What is the Covid-19 Relief Program on deferment of contribution payment

The COVID-19 Relief Program gives eligible participants a deferment period of 3 months to pay the regular contribution for their family takaful certificate. During this deferment period, Syarikat Takaful Malaysia Keluarga Berhad (“Takaful Malaysia”) will continue to provide takaful protection.

Please note that this is **NOT** an automatic contribution deferment programme. Therefore, participants must approach us to apply for this deferment.

2. When is the effective date for the Covid-19 Relief Program?

The Covid-19 Relief Program initially took effect from 1 April 2020 until 31 December 2020 (both dates inclusive) as an industry-wide initiative. Takaful Malaysia subsequently extended the period until 31 December 2021 (inclusive). The deferment of contribution, if approved by Takaful Malaysia, will be up to a maximum of 3 months from the date of approval.

3. Who is entitled for this deferment of contribution payment program?

This program is open to all in-force Takaful Malaysia family takaful participants who meet the criteria below:

- a. Participants who have been infected by COVID-19, subject to mandatory home quarantine or those who have suffered a loss of income as a result of the COVID-19 situation; and
- b. Participants with contribution due date(s) of their regular contribution-paying takaful certificates that fall between 1 January 2021 and 31 December 2021 (both dates inclusive).

For new applications in 2021, the certificate **MUST** have been incepted **BEFORE** 1 January 2021.

Eligible participants need to apply for the contribution payment deferment and their application is subject to Takaful Malaysia’s approval.

4. Can I reapply for this program if I have applied before?

Participants who have previously applied and the application has been approved by Takaful Malaysia in 2020 may reapply in 2021 if their financial position continues to be impacted by the pandemic as stated under Q&A number 3 above.

Only a one-time deferment within 2021 is allowed per certificate.

5. Which modes of contribution payment (e.g. annual, half-yearly, quarterly, monthly payment mode) are applicable to the 3 months deferment option?

It is applicable for all contribution payment modes, including annual, half-yearly, quarterly and monthly.

For example, if your annual contribution of RM1,200 is due on 1 March 2021, you can defer payment of the whole amount of RM1,200 for 3 months until 31 May 2021. From 1 June 2021 onwards, you will need to repay the deferred annual contribution of RM1,200. The subsequent annual contribution will be become due as usual on 1 March 2022.

6. Can the contribution deferment period of my certificate be more than 3 months?

No, the option is a fixed 3-month deferment. Participants who are facing any financial challenges may contact us to discuss other alternative(s) that could help allay their financial concerns.

7. When can I apply?

You can apply for contribution deferment from 1 January 2021 until 31 December 2021 (both dates inclusive). Your application, once approved by us, will take effect from your latest contribution due date for 3 months.

Scenario 1:

- *The contribution payment deferment application has been approved on 6 April 2021*
- *The contribution was made on last contribution due date on 1 April 2021, thus, the next contribution due date is 1 May 2021*
- *The deferment period will start on 1 May 2021 and ends on 31 July 2021*

Scenario 2:

- *The contribution payment deferment application has been approved on 6 April 2021*
- *No contribution was received on the last contribution due date on 1 April 2021*
- *The deferment period will start on 1 April 2021 and ends on 30 Jun 2021*

8. How do I apply?

As a Participant, you can apply by sending your application to csu@takaful-malaysia.com.my with the email subject title and suggested content as below:

Application on Deferment of Contribution Payment for Certificate Number: XXXXXXXXX

I, <Your Name>, would like to apply for a 3-month deferment of my contribution payment that is due on dd/mm/yyyy.

Reasons:

- a. Infected with COVID-19; and / or
- b. Subject to mandatory home quarantine due to close contact with a COVID-19 patient; and / or
- c. Experience loss of income, i.e. retrenchment, shorter working hours or salary and commission cuts (kindly provide the nature of employment / business / industry, occupation / self-employed / business owner).

Enclosed is a copy of the supporting document(s) for your reference.

Sample of supporting documents:

- a. Doctor's Letter confirming Covid-19 infection (if participant is infected); or
- b. Employer's Letter of Salary Reduction / Termination Letter; or
- c. Letter of Closure of Non-essential Businesses by Business Owners; or
- d. Other relevant proof or documents, if any (for example: hawker centre closure notice).

IMPORTANT: To safeguard our customers' interest and ensuring the authenticity of the requests, Takaful Malaysia will only accept an application received from the email address that you have registered with us. Please update your contact details via our [myTakaful Customer](#) portal.

9. If I have more than one family takaful certificate, can I apply the contribution payment deferment for all certificates?

Yes, the option to defer contribution payment is applicable for all family takaful contributions due from 1 January 2021 to 31 December 2021. Kindly state the certificate numbers in your application email. Please note that each certificate is entitled for payment deferment once only.

10. Is there any administrative charges or late payment charges on my certificate during the deferment period?

No, there is no administrative charges or late payment interest imposed for certificate throughout the deferment period.

11. How long does it take to process the application?

It takes 7 working days to process the application from the date of receiving the application and relevant proofs or documents.

12. How do I know that my application for deferment of contribution payment is successful?

You will receive an email notification from Takaful Malaysia confirming the application is approved or declined.

13. What happened if the participant dies within the deferment period of 3 months?

In the event of death occurs within the deferment period, the total outstanding contribution including the amount due within the deferment period will be deducted for the claim amount.

14. Do I need to cancel my contribution that is currently being paid via credit / debit card, auto-debit or bank standing instruction when my application is approved?

Once the application for contribution deferment payment is approved:

- a. Takaful Malaysia will stop the contribution deduction via credit / debit card and auto-debit until end of the deferment period. You are not required to make the arrangement with your bank.
- b. For bank standing instruction, you will need to inform the respective bank to stop the payment.
- c. For recurring payment via Internet Banking or JomPAY, you will need to change the recurring option to stop the auto deduction through your Online Banking.

15. Am I required to pay back the contribution after the deferment period ends?

Yes, you need to pay back the deferred contribution once the deferment period ends to avoid lapsation / termination of your certificate.

You can contact us to discuss on the repayment options after the deferment period, especially if you may still face difficulties in meeting the contribution payments.



16. Once the deferment period ends, what should I do to continue with the credit / debit card, auto-debit or bank standing instruction?

Once the deferment period ends:

- a. The usual deduction of the contribution via credit / debit card and auto-debit will automatically resume.
- b. For bank standing instruction, you must inform the respective bank to resume the payment, so that your certificate will not be at risk of lapsing / being terminated.
- c. For recurring payment via Internet Banking or JomPAY, you are required to setup the recurring option to resume the auto deduction through your Online Banking so that your certificate will not be at risk of lapsing / being terminated.

17. If my certificate lapses after the deferment period, can the certificate be reinstated?

Yes, you can apply for reinstatement by submitting the supporting documents to us as per the existing process and requirement. Please contact Takaful Malaysia for advice.

18. Do I have other options besides this Covid-19 Relief Program on deferment of contribution payment?

You may consider other options like reducing the sum covered or removing some add-on riders or benefits in order to reduce the contribution amount. Please contact Takaful Malaysia for advice.

19. Who should I contact for any enquiries?

Email us at csu@takaful-malaysia.com.my with the email subject Enquiries for Deferment of Contribution Payment or contact us at **1-300 88 252 385** during working hours.

Important Notes:

- This is not a waiver of contribution.
- If your application is approved, your certificate coverage will remain active during the deferment period.
- Once the deferment period ends, your contractual provisions regarding contribution payment will resume.