

FAQ's About Cash Back



1) What is the cash back about?

Our cash back is our reward to our participants should they make no claims within the coverage period. However, it is not guaranteed and it may vary in the future depending on the future claims and investment performance of our takaful risk fund.

2) What are the products that are eligible for cash back?

We are rewarding cash back to our retail customers with comprehensive motor and fire certificates.

3) Will the company inform the eligible participants if there is a change on the cash back requirements?

There will be no separate communication to the participants since the information about cash back is readily available on the company website.

4) How do I qualify for the cash back?

You will be entitled for the cash back so long as your certificates remain claims-free during the coverage period and you have provided your bank account details for us to make payment via the e-Payment facility.

5) When can I receive my cash back payment?

Your cash back payment will be processed sixty (60) days after the expiry of the certificates. Your cash back payment will be credited to your bank account via the e-Payment facility.

6) How do I provide/update my bank account details for the cash back payment?

You can log in to our *myTakaful* Customer portal and update your account details under the e-Payment details section.

7) What happens if I do not provide the bank account details?

We will not be able to make the cash back payment to you if your bank account details are not provided to us. Your cash back payment will be automatically forfeited after the 6 months payment validity period from the cash back declaration date by the company.