

# Customer Service Guide

Etiqa Insurance Berhad offers life insurance plans through our agency force, bank partners and online channels.

This guide outlines the services you should expect from our Bancassurance Sales Representatives.



## Before you buy a policy

### Assist you in choosing the right insurance plan



- Understand your insurance needs and financial goals using the Customer Fact Find form.
- Assess your needs before recommending a suitable insurance plan.

### Assist you to make an informed decision

- Explain the plan features, benefits payable, exclusions, premiums and charges.
- Provide and guide you through the Product Disclosure Sheet, Sales Illustration and Fund Fact Sheet (if you purchase an investment-linked plan).



Humanising Financial Services.



## When you decide to buy a policy

### Assist you with your policy application

- Explain the importance of answering the questions in the proposal form fully and accurately.
- Submit your application to Etiqa Insurance Berhad for processing after you have signed the proposal form.
- Assist you with medical examination with one of Etiqa Insurance Berhad panel clinics, if required.
- Provide information on making a nomination to ensure policy monies are received by your nominees in the event of death.



### Explain the policy terms and conditions

- Your policy document will be delivered to you (by hand or via post) within 14 business days from the application approved date.
- Guide you through the policy terms and conditions to ensure that this is the right plan that you have purchased.



## During the term of the policy

### Provide you the following services throughout your policy term

- Assist in submitting your service requests to Etiqa Insurance Berhad, e.g. policy amendments, change of address, frequency of premium payments and policy surrender OR you may go to the nearest Etiqa branch office.

If your Bancassurance Sales Representative has left the company, you may engage with any Bancassurance Sales Representative at Maybank branch for the services that you required.



### Assist you in making a claim

- Assist in submitting your claim forms and documents to Etiqa Insurance Berhad OR you may go to the nearest Etiqa branch office.

If you are not satisfied with the services of our Bancassurance Sales Representative, or if you require additional assistance from Maybank, you may contact Maybank's Customer Care at **1 300 88 6688**

