

**Prosperity and Protection Campaign 2025  
Frequently Asked Questions (FAQ)**

**1 Q : What is the Prosperity and Protection Campaign 2025 about?**

**A :** The Prosperity and Protection Campaign 2025 is an initiative designed for both new and existing AmMetLife customers. By purchasing one of the following plans, customers can enjoy special rewards: a Touch 'n Go reload PIN.

1. i.Am Wealth Builder
2. Flexi TermLife
3. i.Am Wealth Elite with rider
4. ProtectEase with rider
5. ProtectLink with rider

Prosperity Path	Protection Path
Touch 'n Go reload PIN depending on the annual premium amount.	Touch 'n Go reload PIN depending on the number and type of optional riders attach on the policy
<ol style="list-style-type: none"> <li>1. i.Am Wealth Builder</li> <li>2. Flexi TermLife</li> </ol>	<ol style="list-style-type: none"> <li>1. i.Am Wealth Elite with rider</li> <li>2. ProtectEase with rider</li> <li>3. ProtectLink with rider</li> </ol>

**2 Q : What are the eligibility requirements for participating in the Prosperity and Protection Campaign 2025?**

**A :** Here are the eligibility requirements for participating in the Prosperity and Protection Campaign 2025:

- The Campaign is open to both new and existing customers who apply for eligible products listed in the campaign.
- To qualify for the Touch 'n Go reload PIN, your policy must remain active and in force throughout the Campaign Period until the PIN is issued, which will occur between 1<sup>st</sup> October to 31<sup>st</sup> October 2025.
- All premium payments must be up to date; policies with any premium holidays, automated policy loans (APL), or other loans prior to the issuance of the Touch 'n Go reload PIN will not qualify.
- If your policy lapses, is surrendered, or is terminated, or if your rider is deleted before you receive the Touch 'n Go reload PIN, you will not qualify.
- If your policy premium decreases before the Touch 'n Go reload PIN is issued, the PIN will be based on your updated premium.

**3 Q : What is the duration of the campaign?**

**A :** The campaign runs from 1<sup>st</sup> February to 31<sup>st</sup> March 2025.

**4 Q : What amount of Touch 'n Go reload PIN can I receive for signing up for the insurance plans listed below?**

**A :** By signing up for the following insurance plans, you will receive exclusive **Touch 'n Go reload PIN**:

a) i.Am Wealth Builder

Tier	Annual Premium	Reward
Tier 1	RM35,000 and below	RM488 Touch 'n Go Reload PIN
Tier 2	Above RM35,000	RM788 Touch 'n Go Reload PIN

b) Flexi TermLife

Tier	Annual Premium	Reward
Tier 1	RM8,000 and below	RM148 Touch 'n Go Reload PIN
Tier 2	Above RM8,000	RM288 Touch 'n Go Reload PIN

c) i.Am Wealth Elite, ProtectEase or ProtectLink

Tier	Criteria	Reward
Tier 1	Attached at least 2 riders	RM148 Touch 'n Go Reload PIN
Tier 2	Attached any Critical Illness (CI) rider	RM288 Touch 'n Go Reload PIN

- 5 **Q : When can I receive my Touch 'n Go reload PIN after signing up for the insurance plans listed above?**  
**A :** Your policy must remain active for six months after the campaign ends. The PIN will be issued within one month after that period, and you can expect to receive it by 31 October 2025.
- 6 **Q : If I sign up for multiple insurance policies from the plans listed in Question 4, how many Touch 'n Go reload PIN will I receive?**  
**A :** If you sign up for multiple insurance policies from the plans listed in Question 4, you will receive only one Touch 'n Go reload PIN, which will be the one from the policy with the higher value.
- 7 **Q : What if I purchase two riders under i.Am Wealth Elite, ProtectEase or ProtectLink? Will I be entitled to a prize from Tier 1 or Tier 2?**  
**A :** If you purchase any two riders that are not critical illness (CI) riders, you will be entitled to a prize from Tier 1. To qualify for Tier 2, you must include a CI rider in your policy.
- 8 **Q : Are there any specific terms and conditions I should know about the campaign offer?**  
**A :** The campaign offer cannot be combined with any other ongoing promotions or discounts. For further details, please refer to the Terms and Conditions (T&C) document, consult your AmMetLife agent, or contact AmMetLife customer care for assistance.
- 9 **Q : How do I sign up for the insurance plans included in the Prosperity and Protection Campaign 2025?**  
**A :** To sign up for the insurance plans included in the Prosperity and Protection Campaign 2025, customers can contact an AmMetLife agent, visit the nearest AmMetLife branch, call Customer Care at 1300 88 8800, or email [customercare@ammetlife.com](mailto:customercare@ammetlife.com) for assistance.
- 10 **Q : How will I receive my Touch 'n Go reload PIN after signing up for an insurance policy?**  
**A :** The Touch 'n Go Reload PIN will be sent to customers via email and SMS to their registered email address and mobile number within ninety (90) days after the campaign concludes. To redeem the Reload PIN, customers must create or log into their Touch 'n Go eWallet account.
- 11 **Q : Will my Touch 'n Go reload PIN expire, and how can I ensure I use them before they do?**  
**A :** Yes, your Touch 'n Go reload PIN has an expiry date, which will be provided in the redemption email and SMS. The PIN is valid for three hundred sixty (360) days from the date you receive it, so please ensure you use it before it expires. After the expiry date, you will not be able to request a replacement for the PIN.
- 12 **Q : How can I check the status of my Touch 'n Go reload PIN after signing up?**  
**A :** You can check the status of your PIN by contacting your AmMetLife agent.
- 13 **Q : Can I make changes to my policy, and will it affect my eligibility for the campaign's Touch 'n Go reload PIN?**  
**A :** Yes, you can make changes to your policy, subject to the applicable terms and conditions of each product. Your eligibility for the campaign's Touch 'n Go reload PIN will be assessed based on your policy details at the time of issuance of the PIN.

Any changes made after the Touch 'n Go reload PIN has been issued will not affect the PIN you've already received.

**14 Q : What happens if I miss a premium payment during the campaign period?**

**A :** If you miss a premium payment during the campaign period, your policy may lapse or become inactive, which could affect your eligibility for the Touch 'n Go reload PIN. To maintain your coverage and ensure you receive any applicable Touch 'n Go reload PIN, it is crucial to make premium payments on time. If you have concerns about making a payment, please contact your AmMetLife agent or Customer Care for assistance.