

INTERIM MEASURES FOR MEDICAL & HEALTH INSURANCE PRODUCTS' RE-PRICING 2024 - 2026

FREQUENTLY ASKED QUESTIONS (FAQ)

Interim Measures Relating to MHIT Medical Repricing Exercise

At AmMetLife, we are committed to supporting Bank Negara Malaysia's (BNM) recently announced interim measures to assist policy owners impacted by the medical and health insurance premium repricing.

These interim measures are introduced to ensure that policy owners continue to have access to quality coverage. Our goal is to help Malaysians maintain essential medical and health benefits that align with their evolving healthcare needs.

This FAQ outlines key updates and provides clarity on these interim measures. It is designed to help policy owners better understand the changes and potential implications, enabling policy owners to make informed decisions about their coverage.

Frequently Asked Questions

Interim Measures for MHIT (Medical & Health Insurance/Takaful Products)

1 Q : **What are the interim measures in conjunction with the Medical Repricing exercise?**

A : The interim measures announced are applicable for the period of 2024 – 2026. Below are the list of measures available,

1. ***Spreading Out Future Premium Adjustments***

All Insurance and Takaful Operators (ITOs) will distribute future premium increases due to the Medical Repricing exercise over a minimum of three years.

2. ***One-Year Premium Adjustment Pause for Senior Policy Owners (Aged 60 and above)***

Policy owners aged 60 and above, who are covered under the lowest plan of their Medical and Health Insurance/Takaful (MHIT) product, will be able to enjoy a one-year deferment on premium adjustments related to the Medical Repricing exercise effective from the next policy anniversary.

3. ***Policy Reinstatement Option***

Policy owners who have surrendered their entire policy or their repriced medical rider or having their entire policy lapsed in 2024 due to the Medical Repricing exercise will be able to reinstate their entire policy or the repriced medical rider without any underwriting and this measure is available upon request.

4. ***Alternative MHIT products***

ITOs will develop an alternative medical/health insurance product within 2025 in order to provide options at the same or lower premiums for policy owners who prefer not to continue with the repriced medical/health insurance product.

5. ***Dedicated Support Hotlines***

AmMetLife has established a dedicated helpline to provide guidance and address inquiries related to these interim measures.

You may contact our Customer Care Centre at 1300 88 8800 (Chris, Customer Care Representative) or email us at customercare@ammetlife.com

Eligibility

2 Q : **Is my policy eligible for these interim measures?**

A : These measures are applicable for policy owners of AmMedic Flexi Plus that are affected by AmMetLife's Medical Repricing exercise during 2024 – 2026.

Staggered premium increases

3 Q : **What is staggered premium increases?**

A : Staggered premium increases is a flexibility offered to adjust the increase in premium to a lower amount distributed over a minimum period of 3 years depending on your medical and health

insurance plan. This is only a temporary relief measure to assist policy owners in managing their premium increases during this interim period of 2024-2026.

*(Note: This measure is **NOT** applicable to premium increases due to change in age band)*

4 Q : Will my medical and health benefits change under this measure?

A : No, your medical and health benefits remain the same as per your policy contract.

5 Q : How will this interim measure affect my policy's sustainability?

A : On top of the medical insurance charges' revision from the medical repricing exercise (I.e. for Unit-Deducting rider type), your investment-linked policy's sustainability depends on various other factors like fund performances, consistent premium payment, any withdrawals of the account value or top-ups added in order to ensure your policy's account value is sufficient to pay for all of the insurance charges, other fees and charges (if applicable).

To ensure continuous coverage, it is important for policy owners to pay the recommended or revised premium as stated in the notification letter.

We encourage you to monitor your policy from time to time to ensure that it has sufficient account value to remain in force. Kindly register for an account on our customer portal, <https://myportal.ammethlife.com/> or i.AmMetLife Mobile Apps and view your policy information at your convenience for taking any necessary actions to maintain coverage until the end of the policy term. Otherwise, you may also review your policy details in your annual statement.

6 Q : What alternatives are available if I am unable to afford the revised premium, even with the staggered increase under the interim measures?

A : If the revised premium is still beyond your financial reach, there are several options to help adjust your coverage to a more manageable level. We recommend contacting your servicing agent/sales representative to discuss the following potential solutions via policy alterations:

- **Downgrade to a Lower Plan**

Policy owners have the option to downgrade their plan to a lower tier (only applicable to higher plan) if they wish to reduce their premium or insurance charges.

- **Reduce Sum Assured for Basic Plan**

Policy owners have the option to reduce sum assured for basic plan (if applicable) if they wish to reduce their premium.

- **Cancellation on other rider(s)**

Policy owners have the option to cancel other riders (if applicable) if they wish to reduce their premium or insurance charges.

One-Year Incremental Premium / Insurance Charges Temporary Pause Due to Medical Repricing Exercise

7 Q : What is the One-Year Incremental Premium / Insurance Charges Temporary Pause?

A : This is an interim measure that assists policy owners maintain their medical and health insurance plans' benefits from the Medical Repricing exercise in 2024-2026.

Under this measure, your medical and health insurance plan's incremental premium / insurance charges will be temporarily paused for one year from your next policy anniversary due to the Medical Repricing exercise.

*(Note : This one-year temporary pause is **NOT** applicable to premium increase due to change in age band)*

8 Q : Who is eligible for this One-Year Incremental Premium/Insurance Charges Temporary Pause?

A : This measure is applicable to the following policy owners of AmMedic Flexi Plus who are impacted by the Medical Repricing exercise in 2024-2026 either;

- For policy owners aged 60 and above who is currently covered under the lowest medical plan; or
- For policy owners with policies under premium waiver status.

9 Q : What is the lowest medical plan type eligible under this One-Year Incremental Premium / Insurance Charges Temporary Pause?

A : The lowest medical plan is Plan 1 of AmMedic Flexi Plus.

10 Q : What happens after the One-Year Incremental Premium/Insurance Charges Temporary pause ends?

A : After the One-Year temporary pause, your premium / insurance charges may be adjusted to reflect the revised premium / insurance charges due to the Medical Repricing exercise. The staggered premium increases as stated in question 3 above will apply to the revised premium / insurance charges due to the Medical Repricing exercise during the interim period of 2024-2026.

11 Q : What happens if I am aged 60 and above but covered in a higher medical plan type?

A : If you are aged 60 and above and currently have a higher plan type i.e. Plan 2/3/4 of AmMedic Flexi Plus, the one-year incremental premium/insurance charges temporary pause will not be applicable to you.

However, you have the option to downgrade to a lower plan, which offers reduced coverage and a lower premium. However, we encourage you to carefully consider if the lower plan will still meet your medical protection needs.

Policy or medical and health insurance plan's reinstatement

12 Q : Is my lapsed or surrendered policy eligible for reinstatement due to the Medical Repricing exercise?

A : Yes, your policy is eligible for reinstatement if;

1. Policy has lapsed/surrendered in 2024 due to the Medical Repricing exercise; or
2. Medical and health insurance rider that is deleted from the policy and not replaced with another medical rider due to the Medical Repricing exercise in 2024

Notes:

- All of the underwriting will be waived under this reinstatement measure.
- Waiting periods will **NOT** be waived and shall apply from the reinstatement date as per your policy contract.
- Each policy is entitled once for reinstatement under the interim measures relating to Medical Repricing exercise.
- The Medical and health insurance plan reinstated will be as per your previous plan.
- To reinstate the **lapsed** policy, kindly make payment of all outstanding premiums and policy debt to AmMetLife.
- To reinstate the **surrendered** policy, kindly make payment of all surrender value (if any) and outstanding premiums to AmMetLife.

13 Q : How long do I have to apply for this reinstatement measure?

A : You can apply for this reinstatement measure within 12 months from the lapse/surrender date in 2024 due to the Medical Repricing exercise.

Communication and Inquiries

14 Q : Who can I contact if I have more questions?

A : If you have any questions about your policy or the Interim Measures pertaining to the Medical repricing exercise, you can reach out to our hotline,

- Customer Care Centre at 1300 88 8800 (Chris, Customer Care Representative) or
- email at customercare@ammetlife.com