

## **“PRUGroup Life and Special Novel Coronavirus (COVID-19)”**

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## FREQUENTLY ASKED QUESTIONS

### OVERVIEW OF PRUGROUP LIFE AND SPECIAL NOVEL CORONAVIRUS (COVID-19)

#### 1. What is the PRUGroup Life about?

PRUGroup Life is a non-participating group term life insurance which is offered to selected members of Boost ("Master Policyholder") who are successfully signing up for the [Boost Campaign](#). This product pays death benefit of RM1,000 upon death during the coverage period.

The coverage is underwritten by Prudential Assurance Malaysia Berhad

#### 2. What is the Special Novel Coronavirus (COVID-19) Coverage about?

A lump sum payment of RM5,000 when diagnosed with Novel Coronavirus (COVID-19) during the coverage period. This special coverage is provided by Prudential Assurance Malaysia Berhad.

For more information, please refer to [PAMB website](#).

#### 3. What is the coverage period?

The coverage will start from the date of successful enrolment notified by Boost until 30 April 2020.

#### 4. Do I need to pay for this coverage?

No, the coverage of PRUGroup Life is funded by Boost and it is free for its selected members who are successfully signing up for the Boost Campaign.

#### 5. How do I submit claim?

You may submit a duly completed claim form together with all relevant investigation reports and medical reports completed by a treating doctor to any of Prudential branches.

##### ***Claim process:***

Download the Claim Form from our corporate website <https://www.prudential.com.my/en/our-services/make-a-claim/claims-forms/>

##### **Death Claim**

Submit the duly completed Claim Form to Prudential (either via mail to our Head Office or submit at any of our branch offices) together with doctor statement, death certificate, post mortem report, copy of claimant's NRIC and legal document to prove the claimant is the entitled person to receive the death benefit. Police detailed investigation report and toxicology report (if accidental death).

(Note: Written notice of any claim must be given to us within 3 months from the occurrence of the insured event.)

## FREQUENTLY ASKED QUESTIONS

### **Diagnosed of Novel Coronavirus, or 2019-nCoV, or COVID-19.**

Submit the duly completed Claim Form to Prudential (either via mail to our Head Office or submit at any of our branch offices) together with all relevant investigation reports and medical reports completed by a treating doctor. The lab investigation report must show the Novel Coronavirus, or 2019-nCoV, or COVID-19.

(Note: The claimant must submit the Claim Form to Prudential within 3 months from diagnosed date.)

### **6. How long will it take for a claim to be processed?**

Normally it takes up to 14 working days from the date the last required documents for claim is received.

### **7. Is there any exclusion or waiting period imposed?**

No benefit shall be payable if death was due to suicide.

### **8. If I have an existing medical condition, am I still entitled to the coverage?**

Yes, you'll be entitled to the Coverage even though you have an existing medical condition.

### **9. Can I seek treatment for Novel Coronavirus (COVID-19) at any hospitals?**

The Health Ministry of Malaysia has designated 26 hospitals nationwide that will serve as referral hospitals in handling patients with COVID-19. The list of hospitals is as below.

<b>No</b>	<b>Hospital</b>	<b>State</b>
1	Tengku Fauziah Hospital	Perlis
2	Penang Hospital	Penang
3	Sultanah Bahiyah Hospital	Kedah
4	Langkawi Hospital	Kedah
5	Raja Permaisuri Bainun Hospital	Perak
6	Sungai Buloh Hospital	Selangor
7	Kuala Lumpur Hospital	Kuala Lumpur
8	Tuanku Ja'afar Hospital	Negeri Sembilan
9	Melaka Hospital	Melaka
10	Sultanah Aminah Hospital	Johor
11	Raja Perempuan Zainab II Hospital	Kelantan
12	Kuala Krai Hospital	Kelantan
13	Tumpat Hospital	Kelantan
14	Sultanah Nur Zahirah Hospital	Terengganu
15	Tengku Ampuan Afzan Hospital	Pahang
16	Queen Elizabeth Hospital	Sabah
17	Sabah Women and Children Hospital	Sabah
18	Duchess of Kent Hospital	Sabah
19	Tawau Hospital	Sabah

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20	Lahad Datu Hospital	Sabah
21	Keningau hospital	Sabah
22	Labuan Hospital	Sabah
23	Sarawak General Hospital, Kuching	Sarawak
24	Miri Hospital	Sarawak
25	Bintulu Hospital	Sarawak
26	Sibu Hospital	Sarawak

### 10. Who do I contact for further clarification?

	Prudential Assurance Malaysia Berhad
Customer Service	603-2771 0228
Email	<a href="mailto:customer.mys@prudential.com.my">customer.mys@prudential.com.my</a>