

PRUgroup life Provision Schedule

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PRUgroup life

(Basic Policy)

PART I - Definitions

Unless otherwise required by the context, the following definitions shall control:

1. **Cover Date** means the date stated in the Insurance Certificate for each Insured Member, from which each of the Insured Members' insurance coverage under this Master Policy starts.
2. **Doctor** means a registered medical practitioner qualified and licensed to practice western medicine. In providing treatment, the Doctor must be practicing within the scope of their licensing and training in the geographical area of practice. This person cannot be the Master Policyholder (if a person), the Insured Member, the Insured Member's or Master Policyholder's (if a person) husband or wife or close relative.
3. **Effective Date** means the date stated in this Master Policy when this Master Policy takes effect.
4. **Eligible Members** means the persons who are eligible to participate in the insurance plan under this Master Policy as shown in Part II, Section A of this Master Policy.
5. **Enrolment Form** means the form to be completed by an Eligible Member proposing to become an Insured Member.
6. **Free Cover Limit** means the amount of insurance coverage each individual Insured Member is entitled to without any requirement of medical evidence or underwriting.
7. **GST** means
 - a) goods and services tax;
 - b) value added tax;
 - c) consumption tax; or
 - d) any other tax, duty, charge or imposition of a similar nature by whatever name calledwhich may be imposed or charged under the Goods and Services Tax Act 2014 or any other law and regulations, or rules, rulings or guides from the relevant authority, as amended, modified or revised from time to time under the Goods and Services Tax Act 2014 or any other law.
8. **Insurance Certificate** means the PRUgroup life Insurance Certificate, any schedules, endorsements, annexures, amendments issued, which provides insurance coverage under this Master Policy for each individual Insured Member.
9. **Insured Members** means the Eligible Members who have been issued with the Insurance Certificates to participate in the insurance plan under this Master Policy.

10. **Master Policy** means this PRUgroup life Basic Policy, any supplementary agreements signed by the Master Policyholder and Us, any schedules, endorsements, annexures and amendments issued. This Master Policy shall be the contract between the Master Policyholder and Us.
11. **Master Policyholder** means United Overseas Bank (Malaysia) Bhd. (“UOB”) whom this Master Policy has been entered into with Us to provide insurance coverage for the Insured Members.
12. **Premium** means the Yearly Premium shown in the Insurance Certificate or the endorsement to the Insurance Certificate, whichever is later.

However, in the case of Part III, Section B of this Master Policy and Part V, Section B of this Master Policy, **Premium** means the First Premium Received shown in the Insurance Certificate and it can include also the Yearly Premium received (if any).

13. **Renewal Date** means the first day of each calendar year, when the insurance coverage for the Insured Member is automatically renewed for the next twelve (12) months from the Renewal Date (inclusive of the Renewal Date).
14. **Total and Permanent Disability (“TPD”)** means
 - a) the Insured Member becomes permanently and completely unable to engage in any occupation and is permanently and completely unable to perform any work for remuneration or profit;

OR

- b) the Insured Member shall receive confirmation by a Doctor of the loss of independent existence lasting for a minimum period of six (6) months and resulting in a permanent inability to perform at least three (3) of the following Activities of Daily Living either with or without the use of mechanical equipment, special devices or other aids and adaptations in use for disabled persons. The word “permanent”, shall mean beyond the hope of recovery with current medical knowledge and technology.

The Activities of Daily Living are:

- i) **Transfer**
Getting in and out of a chair without requiring physical assistance.
- ii) **Mobility**
The ability to move from room to room without requiring any physical assistance.
- iii) **Continence**
The ability to voluntarily control bowel and bladder functions such as to maintain personal hygiene.
- iv) **Dressing**
Putting on and taking off all necessary items of clothing without requiring assistance of another person.

- v) Bathing/Washing
The ability to wash in the bath or shower (including getting in or out of the bath or shower) or wash by any other means.
- vi) Eating
All tasks of getting food into the body once it has been prepared.

OR

- c) The Insured Member:
 - i) totally and irrecoverably loses sight in both eyes;
 - ii) totally and irrecoverably loses two limbs by severance with one limb each at or above his wrist and ankle, or two limbs by severance at or above his wrist or ankle; or
 - iii) totally and irrecoverably loses sight in one eye and totally and irrecoverably loses one limb by severance at or above the wrist or ankle.

AND such disability stated in (a), (b) or (c) above must be permanent and must last for a minimum period of six (6) consecutive months.

- 15. **We/Us/Our** means Prudential Assurance Malaysia Berhad.
- 16. Words denoting a gender shall include every gender.
- 17. Words in the singular form shall be construed to include the plural and vice versa, unless the context otherwise requires.

PART II - Terms and Conditions on Eligibility, Participation and Termination

Section A - Terms and Conditions on Eligibility

1. Eligible Members shall be those who took up UOB overdraft loan facility and must be within 16-65 years age next birthday (both ages inclusive).
2. Eligible Members must be Malaysians who have correspondence addresses in Malaysia.

Section B - Participation

1. All persons who are Eligible Members on the Effective Date shown in this Master Policy Schedule ("Effective Date") shall be eligible to participate in the insurance plan under this Master Policy, subject to any underwriting requirements.
2. Persons who are not Eligible Members as of the Effective Date but who become Eligible Members after the Effective Date shall be eligible to participate in the insurance plan under this Master Policy, subject to any underwriting requirements.

Section C - Termination

1. This Master Policy shall be automatically renewed until this Master Policy is terminated by either the Master Policyholder or Us by giving not less than thirty (30) days written notice to the other party to terminate this Master Policy.
2. Upon the termination of this Master Policy, the Insurance Certificates shall remain in force until the last day of that calendar year which this Master Policy was terminated and shall not be further renewed on the Renewal Date.
3. The Insurance Certificate shall be terminated on the earliest of the following:
 - a) the last day of a calendar year in which the Insured Member reaches the age of 66 next birthday;
 - b) the date on which the Insured Member dies;
 - c) when the Sum Assured for Death Benefit shown in the Insurance Certificate is fully reduced by the Sum Assured for TPD Benefit shown in the Insurance Certificate due to a claim for TPD Benefit; or
 - d) the expiration of the Grace Period (defined in Part V, Section A of this Master Policy) when there is a non-payment of Premium.

PART III – Death Benefit Provisions

Section A – Payment of Benefit

1. If an Insured Member dies while the Insurance Certificate remains in force, the Death Benefit payable under the Insurance Certificate shall be as follows:-
 - a) The Sum Assured for Death Benefit shown in the Insurance Certificate less any amount the Insured Member owes Us and the Sum Assured for TPD Benefit shown in the Insurance Certificate, if TPD benefit payment was made (“the initial Amount of Death Benefit”);
- AND
- b) the initial Amount of Death Benefit is then further reduced by the amount which We pay to the Master Policyholder in line with Part III, Section A(2) in this Master Policy.
 2. We shall use the initial Amount of Death Benefit to pay the Master Policyholder the amount owed by the Insured Member under the Master Policyholder’s overdraft loan facilities taken up by the Insured Member (“Amount owed in the Overdraft Facilities”).
 3. The balance of the initial Amount of Death Benefit under the Insurance Certificate (if any) shall be paid to the Insured Person’s nominee or other entitled person, as the circumstances will require.
 4. Payment under this section is subject to the applicable exclusion terms for the Death Benefit as shown in Part III, Section B in this Master Policy.
 5. Payment made by Us in accordance to this Section shall release Us of all liabilities under the Insurance Certificate as against the Master Policyholder and the Insured Member, his estate, his nominee or other entitled person.

Section B - Exclusions

We shall not pay the Death Benefit pursuant to Part III, Section A of this Master Policy if the death of the Insured Member is due to suicide within the first year from the Cover Date shown in the Insurance Certificate, accordingly, the Premiums received as shown in the Insurance Certificate will be refunded without interest to the Insured Member.

Section C – Conditions

1. Written notice of a death claim on the Insured Member, together with the proof of death and the relevant claim documents (collectively referred to as “Death Claim Notice”), must be given to Our Head Office in Kuala Lumpur as soon as possible within three (3) months of the date of death.

2. If the Death Claim Notice fails to reach Us within the prescribed period, it shall not mean the claim is invalid if it can be shown to Us that it was not reasonably possible to give the Death Claim Notice within the prescribed period and that the Death Claim Notice has been given to Us as soon as was reasonably possible.
3. We are not liable for any expenses incurred to obtain the Death Claim Notice.
4. We can refuse to pay the Death Benefit under the Insurance Certificate if the above conditions are not met.

PART IV - Total And Permanent Disability Benefit Provisions

Section A - Payment of Benefit

1. If an Insured Member suffers from TPD while the Insurance Certificate remains in force, the TPD Benefit payable under the Insurance Certificate shall be the Sum Assured for TPD Benefit shown in the Insurance Certificate less any amount that the Insured Member owes Us (“the initial Amount of TPD”); of which the amount shall further less the amount which We pay to the Master Policyholder in line with Part IV, Section A(2) of this Master Policy.
2. We shall use the initial Amount of TPD to pay the Master Policyholder the Amount owed in the Overdraft Facilities. The balance of the initial Amount of TPD under the Insurance Certificate (if any) shall be paid to the Insured Person or other entitled person, as the circumstances will require.
3. Payment under this section is subject to the applicable exclusion terms for the TPD Benefit as shown in Part IV, Section C in this Master Policy.
4. When the amount payable under the TPD Benefit:
 - a) is less than or amounts to RM1,000,000, We shall pay it in one lump sum; or
 - b) exceeds RM1,000,000, We shall pay:-
 - i) a lump sum payment of RM1,000,000; and
 - ii) subject to proof of the Insured Member’s continued TPD, We shall pay the balance of the TPD Benefit due on the first anniversary of TPD of the Insured Member. However, if the Insured Member dies before the first anniversary of the TPD, We shall pay the balance of the TPD benefit to the entitled person(s).

Section B – Exclusions

We shall not pay a claim for TPD if the TPD was directly or indirectly caused or accelerated by any of the following:-

1. suicide or attempted suicide (whether sane or insane), or self-inflicted injuries or attempted threat to do so while sane or insane;
2. war, invasion, act of foreign hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, terrorist activities or taking part in a riot, strike or civil commotion;
3. breaking or trying to break any law or resisting or trying to resist arrest;
4. entering, operating or servicing, riding in or on, ascending or descending from or with any aerial device, or conveyance except while the Insured Member is in an aircraft operated by a commercial passenger airline on a regular scheduled passenger trip over its established passenger route;
5. engaging in or taking part in hunting, or driving or riding in any kind of race; or
6. Pre-Existing Conditions in which conditions or disabilities that the Insured Member has reasonable knowledge of before the Cover Date where the condition is one which:-
 - a) the Insured Member had received or is receiving treatment;
 - b) medical advice, diagnosis, care or treatment has been recommended;
 - c) clear and distinct symptoms are or were evident; or
 - d) its existence would have been apparent to a reasonable person in the circumstances.

Section C – Conditions

1. Written notice of any claim for this TPD Benefit, together with the proof of claim and the relevant claim documents under the Insurance Certificate (collectively referred to as “TPD Claim Notice”) must be given to Our Head Office in Kuala Lumpur within three (3) months of the date of event giving rise to the claim, while the Insured Member is alive.
2. If the Insured Member fails to do so, it shall not mean the claim is invalid if it can be shown that it was not reasonably possible to give that TPD Claim notice within the prescribed period and that notice was given as soon as it was reasonably possible.
3. We are not liable for any expenses incurred to obtain the TPD Claim Notice.
4. After submitting the TPD Claim Notice, the Insured Member must agree to a medical examination carried out by a Doctor We have appointed as may be required. We can decide how often the Insured Member must have a medical examination carried out by a Doctor We have appointed.
5. The payment of the balance of the TPD Benefits shall be subject to proof where We may ask for proof of the Insured Member’s continued TPD. If such proof is not furnished or if the Insured Member refuses or fails to be submitted for a medical examination when required so to do, the Insured Member shall be deemed to have ceased to be suffering from continued TPD immediately from the date on which We requested for the proof and any further payment of the said balance shall cease immediately from the said date.

6. We can refuse to pay TPD Benefit under the Insurance Certificate if the above conditions are not met.

PART V - General Provisions

Section A – Renewal of the Insurance Certificate

1. The Insurance Certificate shall be renewed automatically for the next twelve (12) months from the Renewal Date (inclusive of the Renewal Date) on yearly basis upon Our receipt of the Premium within the grace period of thirty (30) days from the Renewal Date (“Grace Period”), unless:-
 - a) We receive a cancellation notice from the Insured Member pursuant to Part V, Section G of this Master Policy; or
 - b) the Insured Member is above the age of sixty six (66) years old as of the Renewal Date.
2. If We do not receive Premium within the Grace Period, the Insurance Certificate will remain in-force until the expiry of the Grace Period.
3. If there is a request from the Master Policyholder for change of the sum assured in the Insurance Certificate, underwriting may be required. If We agree to the change of the sum assured in the Insurance Certificate, we shall notify the Insured Member by way of an endorsement.

Section B – Free Look Period

1. The Insured Member may within the free look period of thirty (30) days or such longer period as may be specified by Bank Negara Malaysia after the delivery of the Insurance Certificate (“Free Look Period”), return the Insurance Certificate to Us with a written request for cancellation. The Insurance Certificate shall be deemed returned only if We receive it within the Free Look Period.
2. Upon return of the Insurance Certificate as described in the paragraph above, We shall refund the Premiums paid in respect of the Insurance Certificate less any medical expenses incurred which We may have already paid or agreed to pay.

Section C – The Contract

The Master Policyholder and any Insured Member rights under this Master Policy and the Insurance Certificate shall not be affected by any provision other than those inside this Master Policy and the Insurance Certificate.

Section D – Premium

1. The Master Policyholder shall collect the Premium from the Insured Members, which the Master Policyholder shall then pay the collected Premium to Us within the Grace Period.
2. We can change the Premium Rate shown in this Master Policy Schedule and the Insurance Certificate Schedule at any time by giving the Master Policyholder and Insured Members ninety (90) days' written notice to the Master Policyholder and Insured Member prior to the Renewal Date. The change of the Premium Rate shall be effective from the Renewal Date immediately following the change.

Section E – Proof of Age

Proof of age is required before the payment of claim. The Insurance Certificate will state whether the age of the Insured Member has been admitted. If it has not been admitted, Insured Members are required to send a photocopy of their identity card or birth certificate to Us for Our records immediately.

Section F – Change of Address

In order for Us to keep the Insured Member informed of important information, it is essential that the Insured Member informs Us of the Insured Member's latest correspondence address as well as the latest address of the nominee(s) or trustee(s) (if any).

Section G – Cancellation of Insurance Certificate

The Master Policyholder and the Insured Member can cancel the Insurance Certificate by giving Us written notice before the Renewal Date. There will not be any surrender value payable for the cancellation of the Insurance Certificate. The Insurance Certificate shall remain in force until the last day of that calendar year which We receive the cancellation notice and shall not be renewed on the Renewal Date.

Section H - Enrolment Forms

The Master Policyholder shall provide to Us the proposed Insured Members' duly completed and signed enrolment forms in the form prescribed by Us.

Section I - Applicable Law

This Master Policy and the Insurance Certificate, and all rights, obligations and liabilities arising thereof, shall be read and determined and may be enforced in line with the law of Malaysia.

Section J - Legal Proceedings

An action in law or in equity shall only be commenced to recover on this Master Policy and the Insurance Certificate after the expiration of sixty (60) days after written proof of claim has been filed in line with the requirements of this Master Policy and the Insurance Certificate.

Section K - Misrepresentation / Fraud

1. If the Master Policyholder's and/or the Insured Member's answer or statement or information provided before this Master Policy and Insurance Certificate was entered into, varied or renewed is found to be false or misleading, or if the Master Policyholder and/or the Insured Member has failed to disclose information as required, We have the right to void this Master Policy and/or the Insurance Certificate or exercise any of the rights available to Us in Schedule 9 of the Financial Services Act 2013 or any other law that replaces this Act.
2. If any claim made is fraudulent or exaggerated, or any false declaration was made in support of such claim, We have the right to void this Master Policy and/or the Insurance Certificate.

Section L - Autopsy

If an Insured Member dies, We are entitled to have a post mortem examination (which We shall pay for). Prior notice must be given to Us with details of any burial or cremation, and time and place of any inquest.

Section M – Non-participating Policy

This Master Policy and the Insurance Certificate are not entitled for any of Our profit distribution.

Section N – Others

In the event there is any inconsistency between this Master Policy and the Insurance Certificate, the Master Policy shall prevail.

Section O – Notices

1. All notices must be in writing and shall be treated as served on the Master Policyholder if delivered or sent to or left at the Master Policyholder's business address or any other address the Master Policyholder gives Us in writing. Any notice sent by post shall be treated as received three (3) days after it is posted, whether it has been received or not.
2. All notices must be in writing and shall be treated as served on the Insured Member if delivered or sent to or left at the Insured Member's latest correspondence address or any other address the Insured Member gives Us in writing. Any notice sent by post shall be treated as received three (3) days after it is posted, whether it has been received or not.

3. We may give the Master Policyholder or the Insured Member notice by fax, e-mail, text message or any other method, if We feel the circumstances are appropriate. Any notice sent by fax shall be treated as served when We get confirmation of the transmission. If notice is sent by e-mail or text message or any other method, it shall be treated as served on the next business day after sending.
4. Regardless of anything We may say, all notices and/or claims must be served on Us in writing. They shall only be treated as served if personally delivered or sent by registered post addressed to Our Head Office in Kuala Lumpur and We actually received them. The Master Policyholder must quote the Policy Number shown in this Master Policy in any notices and/or claims for them to be valid.
5. Regardless of what We say in Part V, Section O(1), (2), (3) and (4) above, all Death Benefit and TPD claim notices by the Insured Member shall be in accordance with Part III, Section C and Part IV, Section C of this Master Policy.

Section P – Notice to all Insured Members

(Ombudsman for Financial Services and Customer Services)

1. Customer Service

We are committed to providing quality service to all Our customers. Please feel free to contact Our Customer Service representatives if you have any enquiries on this Master Policy and the Insurance Certificate. You can reach Us regarding your enquiry or complaint via phone at 03-2174 4899 during office hours, 8.30am - 5.15pm; Monday to Friday, or email to customer.mys@prudential.com.my.

2. Consumer Awareness

Interested customers can refer to the relevant consumer education booklet used under the Consumer Education Programme or published materials in the *insuranceinfo* website at <http://www.insuranceinfo.com.my>.

BNMLINK and BNMTELELINK provide customer service on general enquiries and public complaints in matters related to the financial sector. Besides that, it also provides information on the regulatory aspects of insurance products and services. BNMLINK and BNMTELELINK can be contacted at the following address:

<p>Ombudsman for Financial Services (Formerly known as Financial Mediation Bureau) Level 14, Main Block, Menara Takaful Malaysia No.4, Jalan Sultan Sulaiman 50000 Kuala Lumpur Tel: 03-2272 2811 Fax: 03-2272 1577 Website: www.ofs.org.my</p>	<p>BNMLINK (Walk-in Customer Service Centre) Ground Floor, D Block, Jalan Dato' Onn, 50480 Kuala Lumpur Operating hours: 9.00am-5.00pm (Monday-Friday)</p> <p>BNMTELELINK Jabatan LINK & Pejabat Wilayah Bank Negara Malaysia P.O.Box 10922 50929 Kuala Lumpur Tel: 1-300-88-5465 (LINK) Fax: 03-2174 1515 E-mail: bnmtelelink@bnm.gov.my</p>
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3. Public Complaints and Inquiries

Jabatan LINK & Pejabat Wilayah in Bank Negara Malaysia oversees and monitors public complaints and inquires on insurance and insurance related matters. Jabatan LINK & Pejabat Wilayah can be contacted at the following address:

Jabatan LINK & Pejabat Wilayah

Bank Negara Malaysia
Tingkat 13C
P.O. Box 10922
50929 Kuala Lumpur
Tel: 03-2698 8044
Fax: 03-2693 4051

Section Q – Introduction of new laws, regulations, etc or amendments

In the event of any introduction of any new laws (statutory or otherwise), regulations, rules, directives or orders or any amendments to the existing ones that may disallow any part of the benefits or impose any additional charge, cost, expense or payments (including but not limited to any GST and/or any other charges, tax, levies, surcharge) on Us (which We otherwise would not have to incur under this Master Policy as at the Effective Date or the Insurance Certificate Cover Date), We may withdraw or terminate the relevant part of the benefits or impose such additional charge, cost, expense or payments on the Insured Members, as the case may be.

Section R – Changes to this Master Policy and the Insurance Certificate

1. If in view of any laws, regulations, rules, orders, directives, requirements, standards, guidelines and code of practice by any governmental statutory or regulatory body or association having supervisory authority, jurisdiction or control over Us, We think it is necessary to make any changes to any provision(s) in this

Master Policy and the Insurance Certificate, We may do so by notice in whatever form to the Master Policyholder and the Insured Member.

2. We shall change the Sum Assured in the Insurance Certificate upon our receipt of written instruction from the Master Policyholder and the Premium required by Us. In this regard, this Master Policyholder shall be deemed to have obtained the necessary consent from the Insured Member to effect such change of the Sum Assured in the Insurance Certificate, subject to underwriting, if applicable.