

PERLINDUNGAN TENANG VOUCHER (PTV) PROGRAMME TERMS & CONDITIONS

Starting from 15 July 2022, with an initial minimum payment of only RM5, you can redeem Perlindungan Tenang RM75 Voucher to enjoy the benefits of Perlindungan Tenang protection plan. The RM5 is part of your insurance premium/takaful contribution for Perlindungan Tenang protection plan.

About minimum RM5 payment for Perlindungan Tenang Voucher Programme

- 1. What is RM5 minimum payment for the redemption of Perlindungan Tenang RM75 Voucher?**
 - The RM5 is a mandatory minimum payment for the redemption of Perlindungan Tenang RM75 Voucher which takes effect on 15 July 2022.

- 2. Do I need to pay RM5 if my premium/contribution is less than RM75?**
 - Yes, the RM5 is a mandatory payment to redeem the Perlindungan Tenang RM75 Voucher

- 3. Why do I need to pay RM5 for my PTV?**
 - This requirement is to ensure that BKM recipients are fully aware of the insurance/takaful plan that they have purchased/participated. The RM5 will be treated as part of the premium/contribution payment.

- 4. I have purchased/participated in a Perlindungan Tenang product using a RM50 voucher in 2021, do I need to pay RM5 to renew/ purchase new Perlindungan Tenang product in year 2022 using the RM75 Voucher?**
 - Yes, the RM5 is a mandatory minimum payment for the redemption of Perlindungan Tenang RM75 Voucher which takes effect on 15 July 2022.

- 5. When do I need to pay the RM5?**
 - You need to pay RM5 when you redeem /participate in the Perlindungan Tenang RM75 Voucher Programme with effect from 15 July 2022.

- 6. If I refuse to pay the RM5, can I participate/purchase the Perlindungan Tenang product?**
 - No. You are required to pay RM 5 in order to participate/ purchase a PTV product under the PTV Programme.

About Perlindungan Tenang Voucher (PTV) Programme

- 1. What is Perlindungan Tenang Voucher Programme?**
 - The Perlindungan Tenang Voucher Programme is an initiative by the Government of Malaysia to expand the social protection for the lower-income group. The programme was launched in September 2021 and is offered to eligible Bantuan Prihatin Rakyat (BPR) recipients.
 - In 2021, an RM50 voucher has been allocated to eligible BPR recipients to purchase a Perlindungan Tenang product from licensed insurers and takaful operators.

- Since 1 January 2022, an RM75 voucher has been allocated to eligible Bantuan Keluarga Malaysia (BKM) recipients to purchase a new Perlindungan Tenang product or renew their existing Perlindungan Tenang protection plan. Starting from 15 July 2022, a mandatory payment of RM5 is required for the redemption of Perlindungan Tenang RM75 Voucher by eligible BKM recipients. The RM5 is part of your insurance premium contribution for Perlindungan Tenang protection plan

2. What are the benefits of redeeming the voucher?

- The eligible BKM recipients will be able to claim a 1-year life insurance product (“MInsure Life”) underwritten by MCIS Insurance Berhad. For further product benefits, please refer to the Product Disclosure Sheet (PDS).

3. Who are eligible for this RM75 voucher?

- The voucher is eligible to BKM recipients from the household, single and senior citizen categories.
- BKM recipients who are aged 18 to 60 years old (year of birth 1962 – 2004)

4. When is the effective date of the Perlindungan Tenang Voucher Programme?

- Perlindungan Tenang Voucher Programme is effective from 1 January 2022 until 31 December 2022.

5. If I have claimed RM50 PTV in 2021, can I claim the RM75 PTV in 2022?

- If you have claimed the RM50 PTV in 2021, you still can claim the RM75 PTV in 2022 if you are eligible (Refer to question no.3).

6. I am a BKM recipient who are eligible under Perlindungan Tenang Voucher Program but my age is above 60 years old. Am I eligible to subscribe Perlindungan Tenang product?

- Unfortunately, the insurance coverage is for BKM aged 18 years old – 60 years old.

7. How many vouchers will I receive?

- Each BKM recipient is **only entitled to one voucher worth RM75**. The voucher can only be used by the eligible BKM recipient and is **non-transferable**.

8. If I cancel my policy, can the eligible recipient get the cash refund?

- If the cancelation is **within the 15 days free-look period**
Eligible recipient IS ALLOWED to reuse the RM75 Perlindungan Tenang Voucher and the RM5 payment made WILL BE REFUNDED.
- If the cancelation is **after the 15 days free-look period**
Eligible recipient is NOT ALLOWED to reuse the RM75 Perlindungan Tenang Voucher and the RM5 payment made WILL NOT BE REFUNDED.

9. What is the waiting period to reuse the voucher to purchase a new policy/ certificate if I have canceled my previous Perlindungan Tenang policy/certificate within the 15 days free-look period?

- You can reuse the voucher within 3 working days from the date of cancellation.

10. How much premium do I need to pay?

- You need to pay RM5 as part of the premium and Perlindungan Tenang voucher will be used to pay for the remaining balance of premium. Refers to illustration below: -



11. Can I purchase more than one product with the Perlindungan Tenang Voucher?

- A recipient is **only allowed to purchase one Perlindungan Tenang product**. If the product costs less than RM75, no balance will be refunded. If the product costs more than RM75, the recipient will need to top up the difference.

12. Can I change the voucher to cash and is there any expiry date to utilize the voucher?

- No, the voucher is non-refundable and cannot be exchanged for cash in part or full. The RM75 PTV voucher needs to be utilized within the Perlindungan Tenang Voucher Programme period from 1 January 2022 until 31 December 2022.

13. I am eligible for PTV and have received the voucher code. However, if I choose not to utilize the voucher, what will happen to the voucher?

- The RM75 voucher is automatically voided if you do not utilize it within the voucher programme period **(1 January 2022 until 31 December 2022)**. You are advised to utilise the voucher as soon as possible upon confirming eligibility and understanding of the product

14. How do I know and differentiate Perlindungan Tenang product from other Merchtrade Insure products?

- Please keep a look out for Perlindungan Tenang logo as below to identify the products offered.

