
Merchantrade Insure

IMPORTANT NOTICE

This is Our Merchantrade Insure – Life Policy. Please read this Policy carefully together with the Schedule of Benefits to ensure that You understand the terms and conditions and that the Cover You require is being provided. If You have any question after reading this document, please contact Your insurance advisor or MCIS Insurance Berhad. If there is any change in Your circumstances that may affect the insurance provided, please notify Us immediately, otherwise You may not receive the full benefits of this Policy.

If, for any reason, You are unhappy with the service You have received from Us, You can take the following steps:-

1. In the first instance, please write to Our Customer Service Department at Our current address. Alternatively, You can e-mail Us at: customerservice@mcis.my
2. If You are still not satisfied with the way any issue has been handled You can:
 - (a) refer matters concerning claims to:
Ombudsman for Financial Services - Level 14, Main Block, Menara Takaful Malaysia, No. 4, Jalan Sultan Sulaiman, 50000 Kuala Lumpur. Tel: (603) 2272 2811 Fax: (603) 2272 1577
 - (b) submit Your complaints/ feedback at Laman Informasi, Nasihat dan Khidmat (LINK), Bank Negara Malaysia; or call BNMTELELINK at 1-300-88-5465; or fax to 03-2174 1515; or e-mail to bnmtelelink@bnm.gov.my; or send letter to P.O Box 10922, 50929 Kuala Lumpur

This Policy is issued in consideration of the payment of premium as specified in the Policy Schedule and pursuant to the answers given in Your Proposal Form (or when You applied for this insurance) and any other disclosures made by You between the time of submission of Your Proposal Form (or when You applied for this insurance) and the time this contract is entered into. The answers and any other disclosures given by You shall form part of this contract of insurance between You and Us. However, in the event of any pre-contractual misrepresentation made in relation to Your answers or in any disclosures given by You, the remedies available to You will be as provided in Schedule 9 of the Financial Services Act 2013 will apply.

This Policy reflects the terms and conditions of the contract of insurance as agreed between You and Us. We reserve the right to amend the terms and conditions of this Policy by giving You twenty one (21) days' prior notification. We will determine the mode of communication as we deem appropriate.

Benefit 1 – Basic Death Benefit (Worldwide Coverage)

On the death of the Life Assured while the Policy is in-force, We will pay a Death Benefit as stated in the Schedule of Benefits.

Benefit 2 – Additional Death Benefit due to Specific Illnesses (Worldwide Coverage)

If the death of the Life Assured was due to Dengue fever, Chikungunya fever, Malaria, Japanese Encephalitis, Avian Influenza, or the Zika virus, We will pay an amount in addition to the Basic Death Benefit, as stated in the Schedule of Benefits.

GENERAL POLICY DEFINITIONS

Any word or expression, which has a specific meaning, should have this meaning attached to the word or expression found in the Policy and/or Schedule of Benefits.

TERMS	MEANING
1. Administrator	refers to Merchantrade Asia Sdn Bhd (“Merchantrade”)
2. Cover(s)/ Coverage	means the extent of insurance protection afforded by this Policy.
3. Period of Insurance	means the period of insurance specified in this Policy Contract.
4. Policy	This document is considered the policy.
5. Premium	means the specified amount of payment required periodically by Us to provide Coverage under this Policy for the Benefits specified in the Schedule of Benefits.
6. Schedule of Benefits	means the list of Benefits and Sum Insured.
7. Sum Insured	means the amount specified against each of the Benefits as stipulated in the Schedule of Benefits which is the maximum amount We will pay in the event of claim(s).

- 8. Unlawful Act** refers to any act which is an offence or prohibited by the law or rules of the geographical area in which the act is committed. Unlawful act includes but is not limited to driving motorised vehicle without appropriate valid license, exceeding any stipulated speed limit, driving whilst under the influence of alcohol and generally any non-conformance or breach of the Road Transport Act 1987 or any applicable laws and regulations. Unlawful act also includes any participation in or acting as an accessory to any crime or attempted crime or offence.
- 9. We/Us/Our** means MCIS Insurance Berhad.
- 10. You/Your/Yourself/Insured/Policyholder** means the person(s) named as the Policyholder in the Policy Schedule and to whom this Policy is issued to provide Cover for.
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WHAT IS NOT COVERED (these Exclusions apply throughout Your Policy)

1. Any Unlawful Act or willful exposure to danger (other than in an attempt to save human life), intentional self-Injury, suicide or attempted suicide, while sane or insane.
 2. Declared or undeclared war or any act thereof, invasion, act of foreign enemy, hostilities, civil war, rebellion, revolution, insurrection, exercise of military or Usurped power.
 3. Riot and civil commotion where You are actively participating.
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GENERAL CONDITIONS

1. Condition Precedent to Liability

The due observance and fulfillment of the terms provisions conditions and Endorsements of this Policy in so far as they relate to anything to be done or complied with by the Insured and the truth of the statements and answers in the said Proposal shall be conditions precedent to any liability of the Company to make any payment under this Policy.

2. Misstatement of Age

This Policy is issued at the age shown on the Policy Schedule which is the Life Assured's age at next birthday. If the age or gender was misstated in the Proposal Form, the amount payable and every benefit accruing under the Policy shall be adjusted on the basis of the correct age and gender. If the Life Assured is not eligible for insurance at the correct age, the Company shall refund the premium paid on this Policy to You. The proof of age of the Life Assured shall be required prior to payment of any benefits under this Policy.

3. Premium payment method

The following facilities are available for payment of premium

- i. Cash payment as Merchantrade branch
- ii. Direct debit from Merchantrade's e-wallet
- iii. Master/Visa Debit Card
- iv. Mobile Airtime Balance deduction

4. Obligation for premium payment

Payment - Premiums are to be paid on or before their due dates. Failure to pay the premium on or before its due date to the will result in termination of policy.

5. The Nominee

The policy has a provision for You to appoint nominee(s) persons to receive the policy monies at the time of applying for life assurance or after the Policy is issued. The relevant form will be forwarded to You on request.

6. Fraud

You must not act in a fraudulent manner. If You, or anyone acting for You, makes a claim under the Policy knowing the claim to be false or fraudulently inflated in any respect or if any Loss is caused by Your willful act or with Your connivance We will not pay the claim and all Cover under the Policy will be forfeited.

7. Cancellation

We may cancel the Policy by sending 7 days notice by registered letter to You at Your last known address. We will return any proportionate part of the Premium in respect of the unexpired Period of Insurance provided no claims have been made.

8. Payment of Benefits

Any benefits payable under this Policy will be paid to the nominee(s) named by You or to Your legal personal representative upon Your death. Payment will be remitted to your nominee(s) bank account or nominee(s) Merchantrade e-Wallet.

9. Change of Address

In order for Us to update You with the necessary changes of important information or to send You the renewal notices or any Policy related matters, it is requested that You keep Us informed of Your current correspondence address as well as the current address of the nominee(s).

10. Duplication of Cover

You are only eligible for one Cover under this policy in any one Period of Insurance. In the event of dual or multiple Cover purchased for the same risk, We reserve the right to pay for claims under any one of the policies and forthwith cancel and refund to You the premium(s) paid in respect of the remaining policy(ies).

11. Free-Look Period

If for any reason whatsoever the Insured Person shall decide not to take up the Policy, the Insured Person may do so by notifying Us within fifteen (15) days from the date of Policy inception. We will make a full refund of premium paid provided that no claim has been made, is pending or has arisen under this Policy.

12. Claims Notification

If any event happens which may give rise to a claim, the following documents must be provided to Merchantrade via its branches or representatives:

- submit the completed Death Claim Form.
- provide acceptable proof of death of the Life Assured and any other documents we require.

Claims will be assessed and notified to the beneficiary within 5 working days. To check on the claim status, please contact Merchantrade:

- Email : MI_enquiries@mtradeasia.com
- Hotline : 1300-88-8606 [Monday to Friday – 9:00am to 5:30pm (Excluding public holidays)]

13. Renewal

If the Insured reaches the age of 65 during the Period of Insurance, this Policy will not be renewable at the end of that period.

Policy will be renewable as long as premium is paid. We are not obliged to accept any renewal Premium or to send You notice of any renewal Premium becoming due.

14. Premium rates

Premium amounts are not guaranteed and we reserve the rights to revise the premium payable by giving a 30 days' prior notice.

15. Policy alteration

No changes on Basic Sum Assured or Premium Payment Frequency are allowed for the existing policy. A new policy will need to be issued for any changes in Basic Sum Assured or Premium Payment Frequency.

Schedule of Benefits/Premium

The total premium to be paid depends on the premium-payment frequency and Basic Sum Assured chosen:

Basic Sum Assured	Premium-payment frequency		
	Monthly Plan	Quarterly Plan	Annual Plan
RM4,000	RM1.00	RM3.00	RM12.00
RM8,000	RM2.00	RM6.00	RM24.00
RM12,000	RM3.00	RM9.00	RM36.00
RM16,000	RM4.00	RM12.00	RM48.00
RM20,000	RM5.00	RM15.00	RM60.00

This policy covers:

Basic Death Benefit	100% of the Basic Sum Assured payable, upon death of the life assured due to all causes.
Additional Death Benefit due to Specific Illnesses*	Additional 100% of the Basic Sum Assured payable upon death of the life assured due to Dengue fever, Chikungunya fever, Malaria, Japanese Encephalitis, Avian Influenza, or the Zika Virus.