

FREQUENTLY ASKED QUESTIONS

CANCER PLAN

Plan Features and Benefits

1. **What is Cancer Plan?**

Cancer Plan is an affordable yearly renewable family term takaful plan which provides financial protection upon diagnosis of cancer. No amount will be payable upon death of the participant.

2. **How long is the coverage term?**

Cancer Plan is renewable up to 70 years old (age next birthday).

3. **Who can participate in Cancer Plan?**

You can participate in this plan if you are a Malaysian citizen or permanent resident of Malaysia currently residing in Malaysia, aged from 19 to 60 years old (age next birthday).

4. **How do I know if this plan suits me?**

Cancer Plan prepares you and your family for unexpected illness specifically for cancer. You can use the lump sum cash payout to fund the cancer treatment of your choice, or as a replacement to your loss of income to secure your family's wellbeing.

If you are looking for an affordable pure protection cancer plan, this is the plan that you may enroll in. You should satisfy yourself that this plan will best serve your needs and the contribution payable is within your affordability.

5. **How does Cancer Plan work?**

Cancer Plan is based on the takaful concept whereby participants of the plan provide mutual assistance to one another in time of misfortune. You will pay the contribution every year. A portion of your contribution will be deducted as *Wakalah* Fee, a charge for the services provided under your certificate, and the balance will be kept in the *Tabarru`* Fund as *Tabarru`* (donation) Deduction. The pool of money in the fund will be used to pay for claims made by fellow participants. You may be entitled for a surplus (if any), which is the excess in the *Tabarru`* Fund after deducting all claims payable and reserves.

6. **Do I get to enjoy surplus?**

You are entitled to receive any distributable surplus from the *Tabarru`* Fund inclusive of investment profit (if any) after the end of financial year. Together with other participants, you are entitled to 50% of the distributable surplus and we will receive the balance of 50% as performance fee for managing the *Tabarru`* Fund. Your portion of the distributable surplus will be credited directly to your account via e-credit. The exact amount of distributable surplus will be determined annually and is subject to approval by both our Shariah Committee and Board of Directors.

Your share of the distributable surplus will be dependent on the amount of *Tabarru`* that you contributed. However, any claims paid during that financial year would directly reduce the distributable surplus of the fund. Therefore, your share of the distributable surplus will be reduced/removed due to any claims paid in that financial year. If the sum of claims paid or payable to you does not exceed the *Tabarru`* amount paid in that financial year, you are eligible to receive the distributable surplus.

If there is a deficit arising from the *Tabarru`* Fund, we will not pay any surplus for that financial year. Instead, we will provide a *Qard* (interest free loan) to cover the loss and will carry forward this loan to the following financial year. We may then use any future surplus to pay off the interest free loan. Any remaining balance will be treated as distributable surplus.

Please click [here](#) for more details on surplus sharing.

7. **How do I find out more about the features and benefits of Cancer Plan?**

Please refer to **Cancer Plan's** brochure and Product Disclosure Sheet for more details.

Coverage Amount

8. **What is the sum covered or coverage amount under this plan?**
You can choose the sum covered from RM20,000 up to RM250,000.
9. **How do I know how much sum covered amount is suitable for me?**
It depends on your financial needs and affordability. The aim is to reduce your family's and your financial burden if an unfortunate event happens to you.
10. **Can I change the sum covered for my Cancer Plan certificate?**
Change of the sum covered is not allowed. If you wish to get additional protection, then you may consider participating in additional **Cancer Plan** certificate or kindly click [here](#) to set an appointment with PruBSN agent who will be able to help you.

Contribution and Charges

11. **How much contribution do I need to pay?**
The contribution that you need to pay will depend on your age, gender, smoking status and selected sum covered amount. Please note that the contribution will increase according to your age next birthday at each certificate anniversary. Kindly refer to the Product Disclosure Sheet for the sample contribution table.

Contribution is not guaranteed and we may revise the contribution due to unfavorable circumstances such as poor claim experience, by giving you 30 days' written notice.
12. **Are the contributions paid for Cancer Plan eligible for Income Tax Relief?**
Yes, the contribution paid may qualify you for personal income tax relief, subject to terms and conditions of the Inland Revenue Board of Malaysia.
13. **What are the charges under Cancer Plan?**
Wakalah Charge of 50% will be taken from your contribution and the remaining 50% of the contribution will be allocated into the *Tabarru`* Fund as the *Tabarru`* Deduction.
14. **Is Sales and Services Tax (SST) chargeable for Cancer Plan?**
SST is not chargeable for **Cancer Plan**. However, please note that the taxation law may require taxes to be imposed or increased on the contributions, or any other payment due. If so, you will be required to pay the taxes at the applicable prevailing rate.

Participating in Cancer Plan

15. **I have a medical condition. Can I still participate in Cancer Plan?**
Cancer Plan has been designed to be a simple plan, where you are only required to answer two (2) health-related questions. If you have any relevant medical conditions, we won't be able to offer **Cancer Plan** to you.
16. **Do I need to undergo medical checkup to participate in Cancer Plan?**
There is no need. You are only required to answer two (2) health-related questions during enrolment.
17. **I have an existing Cancer Plan certificate; can I participate in another one?**
You can participate in multiple **Cancer Plan** certificates up to a combined coverage amount of RM250,000 if you are an income earner or RM100,000 if you are a non-income earner.
18. **Can I participate in Cancer Plan via my PruBSN agent?**
No, this plan is a self-participation plan offered through PruBSN branches only. Please visit any PruBSN branches to sign up for this plan or email the completed proposal form to nb.direct.channel.support@prubsn.com.my

Claims

19. How do I make a claim?

Please refer to our claims [guide](#) for the respective Cancer Claim. Alternatively, you may email your request to customer@prubsn.com.my or contact our Customer Service Representative at 03 – 2775 7188 (Monday to Friday, 8.30a.m. - 5.15p.m.).

20. How do I check my claim status or further clarify any doubts regarding the claim decision?

You may check your claim status using the following ways:

- 1) Contact our Customer Service Representative at 03 – 2775 7188 (Monday to Friday, 8.30a.m. - 5.15p.m.);
- 2) Send us an email at customer@prubsn.com.my; or
- 3) Visit our nearest [branch](#).

21. 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 claiming document is received.

Cancellation, Termination and Revival

22. Can I cancel my certificate?

You may cancel your certificate at any time by giving a written notification to us. If you cancel your certificate within the first 15 days after the certificate has commenced, we will refund the contribution paid. However, if you cancel at any point after the 15 days, contribution paid will not be refunded. Instead, we will keep providing you the coverage until the certificate anniversary after your notification.

23. Under what circumstances will my Cancer Plan certificate terminate?

Your certificate terminates automatically (whichever happens first):

- on the certificate anniversary when you are 70 years old (age next birthday);
- when this certificate lapse due to non-payment of contribution after the 30 days grace period;
- on the certificate anniversary following your notification of surrender;
- upon your death;
- when we have approved a claim for Cancer Benefit (apart from Thyroid Cancer); or
- on the certificate anniversary following the notice on Portfolio Withdrawal Condition.

24. If my Cancer Plan certificate is terminated 30 days after non-payment of contribution (lapsed), can I revive my certificate?

No, you will not be able to revive the certificate. Therefore, it is important that you pay your contribution on time. Alternatively, you may participate in another **Cancer Plan** certificate. However, waiting period will apply if you participate in another certificate.

Renewal and Portfolio Withdrawal Condition

25. Is Cancer Plan a guaranteed renewal plan?

Your certificate will be renewed annually at each certificate anniversary as long as the contribution is paid, subject to Portfolio Withdrawal Condition.

26. What is Portfolio Withdrawal Condition?

We may discontinue underwriting this plan by giving you 30 days' written notice prior to certificate anniversary. All benefits under your certificate will cease to be payable from the certificate anniversary immediately following the expiry of the 30 days' notice.