

Scheme Features

1. What is PruBSN iTEKAD Protection?

PruBSN iTEKAD Protection is a Shariah-compliant group term takaful scheme which provides a lump sum benefit in the event of death due to non-accidental or accidental causes. The scheme also includes a daily hospital allowance for up to 14 days if you are hospitalised in a government hospital due to an accident.

Additionally, you will benefit from the value-added services and enhanced offerings under this scheme.

The scheme will be implemented in collaboration with strategic partners (referred to as “Master Certificate Holder”), including the banks, and target microenterprises (MSME), including but not limited to participants of iTEKAD programme.

This scheme is exclusively managed by Prudential BSN Takaful Berhad (PruBSN).

2. What benefit does this scheme provide?

Benefits		Sum Covered
Non-Accidental Death Benefit [^]	In the event of the Covered Member’s death due to non-accidental causes during the coverage term.	RM10,000
Accidental Death Benefit	In the event of death of the Covered Member due to accident during the coverage term.	RM20,000
Daily Government Hospital Allowance Benefit	In the event the Covered Member is hospitalised in a Malaysian Government Hospital* due to injuries sustained in an Accident, PruBSN will provide a daily hospital allowance from <i>Tabarru`</i> Fund to the Covered Member. This benefit is only payable for up to 14 days.	RM50/day

[^] Non-accidental Death Benefit shall not be payable during the 4 months waiting period from the coverage start date

* Please refer to Ministry of Health official website for the list of Malaysian Government Hospital:

https://www.moh.gov.my/index.php/database_stores/store_view/82?items=25&page=6

3. What are the Shariah concepts applicable?

Ta`awun:

An arrangement to help one another on the basis of mutual assistance. Takaful is premised on the concept of *Ta`awun* as defined under the Islamic Financial Services Act 2013 which states that takaful is an arrangement based on mutual assistance under which takaful participants agree to contribute to a common fund providing for mutual financial benefits payable to the takaful participants or their beneficiaries on the occurrence of pre-agreed events. In light of the foregoing, the contributions that are placed and pooled together into a common fund i.e. *Tabarru`* fund (a fund that is collectively owned by the participants) is *Tabarru`at* (charitable) in nature.

Wakalah bi al-ujrah:

An arrangement appointing PruBSN to manage the overall services provided under your certificate. We will take a portion of your contribution in return for these services, which include distribution related charge.

4. What are the value-added services and enhanced offering under this scheme?

Under this scheme, the value-added services and enhanced offerings are provided to support you in managing your financial needs more effectively. These services may be reviewed periodically to ensure they remain relevant and continue to provide meaningful support.

The value-added services include mental health support to underserved communities, such as providing free access to self-guided programs, live consultations, a 24/7 helpline in local languages and one-on-one sessions with licensed professionals, ensuring care when needed most. These services are also extended to family members, on an opt-in basis with no additional charge.

On top of that, as part of the bank’s business coaching initiative to meet evolving customer needs, PruBSN is offering a takaful awareness briefing to help microentrepreneurs understand the importance of financial protection and planning. Participants will be

introduced to key takaful concepts such as income replacement, debt repayment, business continuity, immediate financial assistance, liquid assets, and conditional *hibah* nomination.

5. How long is the coverage term?

This scheme offers coverage for a period of twelve (12) months from the coverage start date.

6. Who is eligible to participate in this scheme?

Recipients of this scheme are the selected eligible B40 microentrepreneurs including but not limited to participants of ITEKAD programme, aged 19 to 50 years old at next birthday.

7. What are the exclusions under this scheme?

Non-accidental Death Benefit

PruBSN will not pay Non-Accidental Death Benefit if any of the following events involving the Covered Member occur:

- (a) if the Covered Member's death is directly or indirectly due to suicide while sane or insane in the first 12 months from the coverage date;
- (b) If the Covered Member passes away due to non-accidental death in the first 4 months from the coverage start date; or
- (c) If renewal of the Master Certificate is applicable, the 4 months waiting period shall be re-applied if contribution is only received by PruBSN after 30 days from the expiry date.

Accidental Death Benefit

PruBSN will not pay the Accidental Death Benefit, if any of the following events involving the Covered Member occur:

- (a) taking drug or narcotic unless as prescribed for medication by a qualified Doctor or Physician;
- (b) drug or narcotic or alcohol influence or abuse or stimulator abuse;
- (c) drug or narcotic or alcohol intoxication; or
- (d) driving vehicle or riding motorcycle below the permitted minimum age under the applicable laws or driving or riding without a valid driving license which is non-compliance with the applicable laws and regulations.

PruBSN will not pay the Accidental Death Benefit if the Covered Member's death is directly or indirectly caused by any one (1) of the following:

- (a) war or any act of war or invasion or act of foreign enemy hostilities (whether war be declared or not) or civil war or rebellions or revolutions, insurrection or military or usurped power, direct participation in riot, strike or civil commotion;
- (b) any violation or attempted violation of the law or resistance to arrest;
- (c) attempted to commit criminal offence or terrorist activity or committed any criminal offence or terrorist activity; or
- (d) suicide, attempted suicide or self-inflicted injuries while sane or insane;
- (e) pregnancy, current and previous pregnancies (and related complications), child birth (including surgical delivery and any surgical or non-surgical procedure of the female reproductive system during surgical delivery), miscarriage, abortion and prenatal or postnatal care and surgical, mechanical or chemical contraceptive methods of birth control, treatment pertaining to infertility as well as erectile dysfunction, and tests or treatment related to impotence or sterilization;
- (f) engaging in or taking part in professional sports, scuba diving, racing of any kind, aerial flights other than as a crew member of or as a fare-paying passenger on a licensed passenger-carrying commercial aircraft operating on a regular scheduled route or any dangerous activities or sports (including bungee jumping, hang-gliding, ballooning, parachuting and sky-diving), unless We agree in a special endorsement;
- (g) any form of illness or disease due to non-accidental causes; or

Daily Government Hospital Allowance Benefit

PruBSN will not pay the Daily Government Hospital Allowance Benefit if the hospitalisation of the Covered Member is directly or indirectly and wholly or partly caused by:

- (a) any Pre-Existing Conditions or accidental injuries happen before the coverage start date; or
- (b) any form of illness or disease due to non-accidental causes; or
- (c) any insect bites including mosquito bites and worm infestation; or
- (d) circumcisions, eye examinations, corrections of near-sightedness and/or farsightedness through glasses, lens and refraction or surgery (Radial Keratotomy or Lasik) and the use or acquisition of external prosthetic appliances or medical devices not limited to artificial limbs, all forms of hearing aids, cochlear apparatus, external or implanted pacemakers, automatic implanted cardioverter defibrillator and their prescriptions thereof, elective cosmetic or plastic surgeries except for re-constructive surgeries necessary to restore function following an accidental injury; or

- (e) any dental conditions including dental treatment or oral surgery unless necessitated by injuries to sound natural teeth due to Accident (broken teeth resulting from chewing hard objects are not considered as injuries due to Accident) occurring wholly during the Coverage Term; or
- (f) any exploratory or experimental treatments or any other elective procedures, including medication and/or unconventional medical technology/procedure, which have not been proven to be effective based on established medical practice and which have not been approved by a recognised body in the country in which the Covered Member is receiving the treatment; or
- (g) any private nursing (with the exception to the benefits provided under Home Nursing Care), rest cures or sanatoria care, illegal drugs, intoxication (including but not limited to alcohol and drugs), sterilization, venereal disease and its sequelae, Acquired Immuno-deficiency Syndrome (AIDS) or AIDS Related Complex (ARC) or the presence of any Human Immuno-deficiency Virus (HIV) infection and HIV related diseases and sexually transmitted diseases; or
- (h) any treatments or procedures relating to pregnancy or childbirth and its complications, pregnancy, current and previous pregnancies (and related complications), child birth (including surgical delivery and any surgical or non-surgical procedures of the female reproductive system during surgical delivery), miscarriage, abortion (including any abortion performed due to psychological or social reasons, and any consequences of any of these procedures) and prenatal or postnatal care and surgical, mechanical or chemical contraceptive methods of birth control, treatments pertaining to infertility as well as erectile dysfunction and tests or treatments related to impotence or sterilisation (with the exception to the benefits as provided under Maternity Complications, if applicable); or
- (i) routine medical examinations or consultations, hospitalisation primarily for investigatory purposes, diagnosis, X-ray examinations, general physical or medical examinations, not incidental to treatment or diagnosis of a covered Disability or any treatment which is not deemed Medically Necessary and any preventive treatments, preventive medicines or examinations carried out by a Physician, and treatments specifically for weight reduction or gain; or
- (j) suicide, attempted suicide or intentionally self-inflicted injuries while sane or insane; or
- (k) any injuries or illnesses caused by wars or any acts of war, invasions, acts of foreign enemy hostilities (whether war is declared or not), civil wars, rebellions, revolutions, insurrections, military or usurped power, criminal or terrorist activities, active duty in any armed forces, any violations or attempted violation of the law or to resist arrest, and direct participations in riots, strikes and civil commotions or insurrection; or
- (l) any ionising radiations or contaminations by radioactivity from any nuclear fuel or nuclear waste from process of nuclear fission or from any nuclear weapons material; or
- (m) any investigations and treatments of sleep and snoring disorders, hyperhidrosis treatments, hormone replacement therapies, stem cells therapies (other than for haemopoietin blood disorder), hyperbaric oxygen therapies, chiropodist consultations and treatments and alternative therapies such as treatment, medical service or supplies, including but not limited to chiropractic services, acupuncture, acupressure, reflexology, bonesetting, herbalist treatments, massage or aroma therapies or other alternative treatments; or
- (n) any psychiatric, mental or nervous disorders and those due to senile disorders (including any neuroses and their physiological or psychosomatic manifestations); or
- (o) any sickness or injuries arising from racing of any kind (except foot racing), hazardous sports such as but not limited to scuba diving, bungee jumping, hang-gliding, ballooning, parachuting, skydiving and water skiing, underwater activities requiring breathing apparatus, winter sports, professional sports, illegal activities, and aerial flights other than as a crew member or as a fare-paying passenger on a licensed passenger-carrying commercial aircraft operating on a regular scheduled route unless We agree beforehand in a special endorsement; or
- (p) any care or treatment that does not lead to a recovery, conservation of the Covered Member's condition or restoration of the Covered Member's previous state of health.

8. Is waiting period applicable for this scheme?

Yes. Waiting period is applicable for the benefits under this scheme as follows:

Benefit	Waiting Period
Non-Accidental Death	4 months from coverage start date

9. How can I verify if I am covered under this scheme?

Those who are eligible to receive PruBSN iTEKAD Protection will be notified through a short message service (SMS) from PruBSN. You may call our Customer Service line and provide your name, Identification Card (IC) number and contact number to confirm your eligibility.

Complete information of this scheme along with the other materials are available in the official PruBSN website www.prubsn.com.my.

Contribution

10. How much contribution do I need to pay?

The contribution under this scheme is partially sponsored by the Government of Malaysia, PruBSN and the Master Certificate Holder.

You would need to pay a one-time takaful contribution of RM10 to partially cover the Upfront *Wakalah* Charge for the management expenses to PruBSN.

11. What are the charges under this scheme?

Upfront *Wakalah* Charge of 23% will be deducted from the contribution and the remaining 77% of the contribution will be allocated into the *Tabarru`* Fund as the *Tabarru`* Deduction.

The Upfront *Wakalah* Charge is paid by you and the Master Certificate Holder.

12. Is service tax chargeable for this scheme?

Yes, the contribution paid for this scheme will be subjected to service tax based on the prevailing rate, and the tax amount shall be paid by the Master Certificate Holder.

13. Are the contributions paid for this scheme eligible for Income Tax Relief?

No, the contribution paid for this plan will not be qualified for personal income tax relief.

Underwriting

14. Do I need to undergo any medical, health or financial assessments to participate in this scheme?

You do not need to undergo any medical or health examination to participate in this scheme.

Certificate Servicing

15. How do I find out more about the features and benefits of this scheme?

You may refer to Product Disclosure Sheet (PDS) or you may contact our Customer Service Representative at 03-2775 7188 (Monday to Friday, 8:30a.m. – 5:15p.m., excluding public holidays) or email to customer.microtakaful@prubsn.com.my.

16. After I have participated in this scheme, who may I contact for certificate servicing and enquiries?

For assistance and enquiries with regards to your certificate, you may contact our Customer Service Representatives at 03-2775 7188 (Monday to Friday, 8:30a.m. – 5:15p.m., excluding public holidays) or email to customer.microtakaful@prubsn.com.my.

17. Can I cancel the certificate after participating?

You may cancel your certificate within the fifteen (15) days by informing directly to PruBSN and by providing personal identification details within 15 days from coverage start date. PruBSN will refund to you and to the respective contributors the full amount of the contributions, proportionate to their share of the total contributions paid, provided no claims has been made during the free-look period.

You may also cancel your certificate after the free-look period by giving a thirty (30) days prior notification in writing to PruBSN. The coverage will continue until the expiry date of the Master Certificate and will not be renewed in the following years. No surrender value will be paid and contribution paid will not be refunded.

Please note that you will not be able to revive the certificate after you have cancelled it. The coverage will continue until the expiry date, and you will no longer be covered after the expiry of the certificate.

Nomination

18. Why is it important to make a nomination?

Nomination is important to ensure that your loved ones will receive the certificate benefit as intended by you and that certificate benefits can be paid out by PruBSN without any delay. Without a nomination, the certificate benefits will be paid out to your lawful executor or administrator or proper claimant to distribute it in accordance with the will or laws applicable to the administration of your estate. The process may take a longer period of time.

It is important for you to carry out the nomination as this will ease the claim process.

19. Who can I nominate for my certificate?

The nominee must be an individual or individuals. Nomination for an organisation is not allowed.

If a nominee is below the age of 19 years old at the point of claim, the benefits will be paid to the surviving parent or a proper claimant i.e., legal guardian, subject to the relevant legal evidence/supporting documents.

It is important for you to inform your nominee about the certificate benefits and nomination.

20. Can I have more than one nominee?

Yes. You may have more than one nominee to be appointed as your nominee. Please ensure that you state the specified shares/percentage to be paid to each nominee in total of 100% for all nominees if you choose to have more than one nominee. In absence of such direction, PruBSN shall pay the nominees in equal shares.

21. What is the option provided for the nomination under this scheme?

You have the option to nominate a *Wasi* (Executor) or Beneficiary under Conditional *Hibah*.

(i) *Wasi* (Executor):

- a. The nominee acts as an **executor**.
- b. The nominee is nominated to administer **the distribution** of benefits according to Islamic Law of Inheritance (*Faraid*) or Probate and Administration Act 1959 [Act 97], whichever is applicable.

(ii) Beneficiary under Conditional *Hibah**:

- a. Benefits payable directly to the nominee in the form of *Hibah* (gift).
- b. Nominee has the full rights to receive the takaful benefits.

**To expedite and ease the death benefit payment process, it is strongly encouraged to complete the Nomination Form. The takaful benefit will be excluded from the estate of the deceased when the same is received under conditional Hibah by the nominee.*

22. Can I nominate my nominee(s) who is not a Malaysian citizen?

Yes. You can nominate your nominee(s) who is not a Malaysian citizen. However, you need to ensure that the nominee(s) have complete and valid documents to expedite claim payment process.

23. How to make a nomination?

- (i) You may submit the nomination through the bank when you subscribe to this scheme.
- (ii) If you would like to make a nomination after the submission of this scheme, you may visit any PruBSN/Prudential branches; or
- (iii) You may submit the nomination form via email and follow the steps below:
 - a. Download the nomination form from PruBSN corporate website www.prubsn.com.my
 - b. Fill in the nomination form. You may refer to the video guide on how to fill in the nomination form on PruBSN corporate website www.prubsn.com.my. Please ensure that you understand the difference between nomination of an individual as *Wasi* (Executor) or as Beneficiary under Conditional *Hibah* (Gift). Tick the box accordingly.
 - c. Email the complete document to customer.microtakaful@prubsn.com.my.

24. Do I need to inform my nominee(s) after the nomination has been made?

Yes. It is important for you to inform your nominee(s) about the certificate benefits and nomination.

Claims

25. How do I or my nominee make a claim?

- (i) You may refer to any PruBSN/Prudential branches; or
- (ii) You can download the claim form from PruBSN corporate website www.prubsn.com.my and follow the steps below:
 - a. Complete the claim form and provide the required documents, as stated under Item 25.

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- b. Submit the claim form along with the completed supporting documents to:
- Any PruBSN/Prudential branch; or
 - Email to customer.microtakaful@prubsn.com.my

26. To whom will my certificate benefit be payable in the event of claim?

Upon approval of claim, the certificate benefit will be paid to you (for Daily Government Hospital Allowance Benefit claim) or to your nominee(s) or proper claimant or your lawful executor/administrator (for death claims).

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

You or your nominee may check the claim status or clarify any doubts through the following ways:

- a. Contact our Customer Service Representatives at 03 – 2775 7188 (Monday to Friday, 8.30a.m. – 5.15p.m., excluding public holidays); or
- b. Send us an email at customer.microtakaful@prubsn.com.my or
- c. Visit any PruBSN/Prudential branches.

28. How long will it take for the claim to be processed?

For death claim, it takes five (5) working days for claim payout upon receipt of complete documents as requested by PruBSN while for claims on Daily Government Hospital Allowance Benefit (Due to Accident) will be processed and paid within 7 working days.

The claim for the benefit and all the relevant documents and information that PruBSN requires must be submitted within ninety (90) days of the event date of claim.

Failure to give notice within such time shall not invalidate the claim if it shall be shown to PruBSN's satisfaction that it was not reasonably possible to give such notice and that notice was given as soon as it was reasonably possible. However, please NOTE that PruBSN may not pay any claims even with complete documents if the claimant submits the claim after twelve (12) months from your takaful coverage expiry date.

29. What are the documents required to be submitted upon claims?

The required document(s) to be submitted are based on the type of claims as listed below:

Type of Document	Type of Claims		
	Non-accidental Death	Accidental Death	Daily Government Hospital Allowance
Certified True Copy – Death Certificate	√	√	X
Claimant's copy of IC	√	√	√
Police Report	X	√	√
Claims Form with e-credit details	√	√	√
Medical Attendant's Certificate	√	√	X
Detailed Postmortem Report	X	√	X
Toxicology Report (if any)	X	√	X
Attending Physician's Statement / Discharge summary	X	X	√

Note:

- (i) For certificate without nomination, additional document(s) will be required:
Certified true copy of proof of relationship (Marriage Certificate or Birth Certificate) for all claimant(s).

- (ii) Other supporting reports or document which may be required for Daily Government Hospital Allowance claim:
- Copy of certified medical discharge letter and Sick Leave Certificate (whenever required).
 - Others: Healing Progress Report (whenever required).

Termination

30. Under what circumstances will my certificate terminate?

Your certificate terminates automatically:

- (i) upon death; or
- (ii) upon receipt of a written instruction from you and/or the Master Certificate Holder to terminate the takaful coverage; or
- (iii) cancellation or voidance of your certificate; or
- (iv) on the takaful coverage expiry date which is twelve (12) months from certificate effective date; whichever occurs earlier.

Renewal

31. Is the coverage guaranteed renewal under this scheme?

No. You will need to reapply for this scheme to get protection for the subsequent year. However, if you are eligible to renew the coverage under this scheme, the 4 months waiting period shall be re-applied if the contribution is only received by PruBSN after 30 days from the previous coverage expiry date.