

FREQUENTLY ASKED QUESTIONS (FAQs) MyLife Protect

About MyLife Protect

1. What is MyLife Protect?

MyLife Protect is a regular premium, non-participating term plan which provides coverage for death and Total and Permanent Disability (TPD). This plan does not have any surrender value as it is a pure protection plan.

The benefit(s) payable under eligible product are protected by PIDM up to limits. Please refer to PIDM's TIPS Brochure or contact MCIS Life or PIDM (visit <http://www.pidm.gov.my>).

2. How long will I be covered under MyLife Protect?

You may choose the policy term of either 10, 20 or 30 years, subject to a maximum expiry age at age 70 next birthday.

3. Can I amend the coverage after purchasing MyLife Protect?

You are allowed to decrease the Basic Sum Assured after purchase. Please bear in mind you may risk being under-insured should you decide to decrease the Basic Sum Assured. Increasing the Basic Sum Assured is not allowed under this policy.

4. What is the minimum and maximum coverage that I can purchase under MyLife Protect?

The minimum Basic Sum Assured is RM10,000, subject to a minimum premium of RM480 annually, whereas the maximum Basic Sum Assured is RM500,000, subject to underwriting.

5. If I purchase this plan and subsequently never make any claims, will there be any benefit payable at the end of the policy term?

No. There are no benefits payable at the end of the policy term.

6. What happens if I purchase this plan and then realise that it is not the right fit for me?

Should you decide that this plan is not the right fit for you, you may cancel your policy by giving notice to us. If the cancellation is within 15 days from the date of receipt of the policy, we will refund to you the premium paid without interest less any medical expenses incurred.

7. Can I surrender my policy?

Yes, you can. If you surrender your policy after 15 days from the date of receipt of the policy, no premiums will be refunded and no surrender value will be payable. You will need to submit a written request to us in order to surrender your policy. You may submit the written request via email to customerservice@mcis.my or via any [MCIS Life branch](#).

8. Under what circumstances will my policy be terminated?

Your policy shall automatically terminate on the earliest of the following occurrences:

- (i) Upon the death of the Life Assured; or
- (ii) Upon full payment of benefit under the policy; or
- (iii) When the policy becomes void, lapsed or is terminated; or
- (iv) Upon non-payment of premium within the grace period; or
- (v) When a written request from you for the termination of the policy is received by us; or
- (vi) On the expiry date of the policy.

9. Can I make a nomination for MyLife Protect?

Yes, you may make a nomination by filling up the [nomination form](#) and submitting it to us. If your nominee is not your spouse, child or your parent, then you are advised to assign the policy benefits to the nominee(s) instead of nominating him/her as your nominee. To know more about nominations, click [here](#).

10. Will I qualify for income tax relief under MyLife Protect?

You may qualify for personal tax relief, subject to the final decision of the Inland Revenue Board of Malaysia. MCIS Life does not provide tax advice; please contact your tax advisor for more information.

Application

11. Who is MyLife Protect for?

This plan suits Malaysians aged 16 to 55 next birthday interested in a pure protection plan.

12. How much coverage should I purchase?

The amount and length of coverage you should purchase depends on your protection needs and budget. You may use the [My Coverage Calculator](#) available on our website to assist in assessing your coverage needs and budget.

13. Do I need to go through any medical examination in order to be covered?

No. You only need to answer the health questionnaire for us to determine your eligibility.

14. How do I know whether I am eligible to be covered under MyLife Protect?

You will be informed about your application status after completing the health questionnaire.

Premiums

15. What is the premium amount and for how long do I have to pay?

The premium amount depends on the policy term, Basic Sum Assured chosen, your entry age and gender, subject to a minimum premium of RM480 annually. Premiums must be paid throughout the policy term.

16. Will the premium amount increase during the policy term?

No. The rates are level and guaranteed for the entire duration of your policy.

17. What are the options for premium payment frequency and method?

You may choose to pay your premiums on a yearly, half-yearly, quarterly, or monthly basis. Payments can be made via online banking and debit/credit card.

Claims

18. How do I make a claim?

Click [here](#) for more details on how to make a claim.

19. Is there any situation where the benefits under MyLife Protect is not payable?

Yes, there are certain restrictions on the benefits, such as exclusions and other terms and conditions. To view the list of exclusions for this plan, click [here](#). For the full list of terms and conditions, please refer to the policy contract.

List of Exclusions

20. Death Benefit

This plan shall not cover death caused directly or indirectly, wholly or partially, by any one of the following occurrences:

- (a) The Life Assured dies from suicide whether sane or insane within 13 months from the Issue Date or the date of reinstatement, whichever is later; or
- (b) The Life Assured dies by dueling or self-inflicted injuries whether sane or insane within 13 months from the Issue Date or the date of reinstatement, whichever is later; or

- (c) The Life Assured dies while committing an unlawful act or by the hands of justice.

On occurrences of any of the above event, MCIS Insurance Berhad's liability shall be limited to the refund of premium paid without interest, and the policy shall terminate thereafter.

Note: This list is non-exhaustive. Please refer to the policy contract for the full list of exclusions under the policy.

21. Total and Permanent Disability Benefit

This plan shall not cover any Total and Permanent Disability caused directly or indirectly, wholly or partly, by any one of the following occurrences:

- (i) Attempted self-destruction or self-inflicted injuries while sane or insane; or
- (ii) Military or naval service in time of declared or undeclared war or while under orders for warlike operation or restoration of public order; or
- (iii) Entering, operating or servicing, riding in or on, ascending or descending from or with any aerial device or conveyance except while the Life Assured is in an aircraft operated by a commercial passenger airline on a regular scheduled passenger trip over its established passenger route; or
- (iv) An opportunistic infection or a malignant neoplasm if at the time of disability, is present in the Life Assured acquired immune deficiency; or
- (v) Total and Permanent Disability existing at the Issue Date or at the date of reinstatement of the Life Assured under the policy; or
- (vi) Participation in any hazardous sport or pastime or activities, including but not limited to aerial activity, bungee jumping, rock climbing or mountaineering, underwater activities, racing of any type other than on foot; or
- (vii) Committing, attempting or provoking an assault or a felony or from any violation of law by Life Assured.
- (viii) An opportunistic infection includes but is not limited to pneumocystis carinii pneumonia, organism of chronic enteritis, virus and/or disseminated fungi infection.
- (ix) A malignant neoplasm includes but is not limited to Kaposi's sarcoma, central nervous system lymphoma, hairy-cell leukemia and/or other malignancies now known or which became known as immediate cause of disability or death in the presence of acquired immune deficiency.

Note: This list is non-exhaustive. Please refer to the policy contract for the full list of exclusions under the policy.