

SERVICE GUIDE

If you intend to participate in a takaful plan marketed by bancatakaful sales representatives, you can enjoy these value-added services.



What Services can you expect from the Bancatakaful Sales Representatives?

1

Before You Participate in a Takaful Plan



They can:

■ Assist You in Choosing the Right Takaful Plan

Recommend suitable Takaful plan(s) based on your needs.

■ Explain the Plan Features

Explain the plan features, benefits payable, exclusions, contributions and charges.

Provide a Product Disclosure Sheet to assist you in making informed decisions and to facilitate product comparison.

2

When You Decide to Participate in a Takaful Plan



They can:

■ Assist You in Completing the Takaful Application

Explain the importance of answering the questions in the proposal form fully and accurately.

Explain the importance on making a nomination to ensure benefits payable are received by your nominees or beneficiaries in the event of death.

Submit your Takaful application for underwriting after you have signed the proposal form.

■ Explain the Certificate Terms and Conditions

Your Takaful certificate will be delivered to you within 30 days.

Guide you through the certificate terms and conditions to ensure that this is the right Takaful plan that you have participated in.

3

During the Term of the Takaful Plan



They can:

■ Assist You in Certificate Servicing

Assist in submitting your service requests to Takaful Malaysia e.g. certificate modifications, change of addresses and frequency of contributions payments.

■ Assist You in Making a Takaful Claim

Guide you through the standard procedures on how to file a claim.

Corporate Website

Please visit www.bankislam.com for further information on Takaful Malaysia's products distributed by Bank Islam.

BANK ISLAM

Bank Islam Malaysia Berhad (No.98127-X)
32nd Floor, Menara Bank Islam, No. 22, Jalan Perak,
50450 Kuala Lumpur.

Customer Portal

Please visit www.takaful-malaysia.com.my - Takaful Malaysia Customer Portal for online access to your Takaful certificate information and further information on Takaful Malaysia's Customer Support.



TAKAFULmalaysia

Syarikat Takaful Malaysia Keluarga Berhad [198401019089 (131646-K)]
26th Floor, Annexe Block, Menara Takaful Malaysia,
No 4. Jalan Sultan Sulaiman, 50000 Kuala Lumpur.

If you are not satisfied with the services of our bancatakaful sales representatives, or if you require additional assistance, you may contact Bank Islam Contact Centre at **03-26 900 900** or Takaful Malaysia Customer Service at **1-300 88 252 385**.

We Protect. We Care. We Share.