

## Service Guide for Family Takaful

---

### What services (where relevant) can you expect from our Bank Representatives?

If you intend to participate in Takaful products from our Bank Representatives, you can enjoy these value-added services:

#### 1. Before you participate in a Takaful plan

##### Assist you in choosing the right Takaful plan

- Go through with you the Customer Fact Find form to understand your Takaful financial needs and goals.
- Recommend suitable Family Takaful plan after assessing your needs.

##### Explain product features

- Explain the product features, benefits payable, exclusions, contributions and charges.
- Provide Product Disclosure Sheet, Product Illustration or Fund Fact Sheets (if any) to assist you in making informed decisions and to facilitate product comparison.

#### 2. When you decide to participate in a Takaful plan

##### Assist you with the Takaful application

- Explain the importance of answering the questions in the proposal form fully and accurately.
- Submit your application for underwriting after you have signed the proposal form.
- Arrange for medical examination with one of our panel clinics, if required.
- Provide information on making a nomination as *Wasi* or under *Conditional Hibah* (gift) to ensure benefits payable are received by your nominee or beneficiaries in the event of death.

##### Explain the certificate terms and conditions

- Your Takaful certificate will be posted to you within 14 working days, upon commencement of the certificate.
- Go through the certificate terms and conditions as stated in the following documents with you to ensure that this is the right plan that you have participated in:
  - Product Disclosure
  - Product Illustration

#### 3. During the term of the Takaful Plan

##### Continuous certificate servicing

- Assist in submitting your service requests to Prudential BSN Takaful Berhad, e.g. certificate modifications, changes of address and frequency of contribution payments.

Assist you in making a claim

- Assist in submitting your claims forms and documents to Prudential BSN Takaful Berhad.

## Other Information

---

### 1. Contact Information

If you have enquiries or require additional information, please feel free to contact Prudential BSN Takaful Berhad's Customer Service Centre at **03-20537188** or visit any of their branches at your convenience.

### 2. Customer Portal for your Takaful plans

Please visit Prudential BSN Takaful Berhad's customer portal at **app.prubsn.com.my/PruBSNTouch** for online access to your Takaful certificate information.

### 3. Takaful and Insurance Benefits Protection System (TIPS)

Please contact PIDM to obtain further information relating to Takaful and Insurance Benefits Protection System (TIPS) or refer to the TIPS brochure available at all bank branches.