

## Frequently Asked Questions (FAQ)

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### 1. What is HLM Takaful Pro-Vax Campaign?

This is a Complimentary COVID-19 Post-Vaccination Complication Coverage for all Malaysians and Permanent Residents coping with the COVID-19 pandemic.

#### Who is eligible to enroll HLM Takaful Pro-Vax Campaign?

Below are the requirements to enroll in this free coverage:

- Age of 18 and above;
- Malaysian citizen or a Permanent Resident (PR) (except those from Democratic People's Republic of Korea and Iran) currently residing in Malaysia; and
- Enrolled before the first/final COVID-19 Vaccine dose.

### 2. I own a HLM Takaful certificate (person covered), do I need to enroll myself in this programme?

No, as our valued customer, you are automatically enrolled in this programme.

### 3. What are the registration and coverage periods for HLM Takaful Pro-Vax Campaign?

The details are as follows:

#### Programme Period

- Open for registration from **29 May 2021 to 31 July 2022; OR**
- The date when the programme limit of **RM300,000 is exhausted, whichever is earlier.**

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#### Coverage Period

- a. From 29 May 2021 to 31 August 2022; **OR**
- b. The date when the programme limit of RM300,000 is **exhausted, whichever is earlier.**  
Only the vaccine administered post registration will be covered

#### 4. How do I know if my registration is confirmed and when will the coverage take place?

You will receive a welcome email within 14 working days from the registration date. Your coverage will commence upon registration. By enrolling yourself in this programme, you will be covered for post-vaccination complications that occur after your registration date. You are required to enroll only once.

#### 5. What benefit does HLM Takaful Pro-Vax Campaign provides?

##### a. Hospitalisation Benefit

If the person is hospitalised due to complications or side effects arising from COVID-19 Vaccine **within 30 days** from the date the person received any approved COVID-19 Vaccine in Malaysia, we will provide a daily hospital income of **RM100 per day**, up to a **maximum 7 days**. This benefit is applicable for complications that is serious and requiring Medically Necessary hospitalisation in Malaysia arising post administration of the COVID-19 Vaccine.

##### b. Compassionate Benefit

In the event of death due to complications or side effects arising from COVID-19 Vaccine **within 30 days** from the date the person received any approved COVID-19 Vaccine in Malaysia, a **lump sum amount of RM5,000** will be payable. This benefit is only payable if the death occurred in Malaysia and will be payable in accordance with the provisions of the applicable succession laws.

#### 6. What is considered as “Medically Necessary”?

“Medically Necessary” shall refer to a medical service which is:

- a. consistent with the diagnosis and customary medical treatment for a covered disability;
- b. in accordance with the standards of good medical practice, consistent with current standard of professional medical care, and of proven medical benefits;
- c. not for the convenience of the person or the physician, and unable to be reasonably rendered out of hospital (if admitted as an inpatient); and
- d. not of an experimental, investigational or research nature, preventive or screening nature.

#### 7. Is there any exclusion to HLM Takaful Pro-Vax Campaign?

The **Compassionate Benefit** and/or **Hospitalisation Benefit** is only payable if it was due to complications/side effects arising from COVID-19 Vaccine within 30 days from the date the person received any approved COVID-19 Vaccine in Malaysia. Hence, these benefits are **not** payable due to any sickness or disease other than those caused by complications/side effects arising from COVID-19 Vaccine.

## 8. How to make a claim under the HLM Takaful Pro-Vax Campaign?

You may only claim once from HLM Takaful or Hong Leong Assurance. To do so, you or the claimant may download the claim form [www.hlmtakaful.com.my](http://www.hlmtakaful.com.my) > Quick Links > Forms.

### a. To claim for Hospitalisation Benefit:

Submit the completed claim form together with the required supporting documents to any one of our HLM Takaful Branches.

### b. To claim the Compassionate Benefit:

Submit the completed claim form together with the required supporting documents to any one of our HLA Branches.

### Important Note:

Documents Required When Submitting A Claim	
Hospitalisation Benefit	Compassionate Benefit
Valid proof of the date the person received COVID-19 Vaccine (e.g. Vaccination status in MySejahtera app, Vaccination Card from MOH)	Valid proof of the date the person received COVID-19 Vaccine (e.g. Vaccination status in MySejahtera app, Vaccination Card from MOH)
Hospitalisation Benefit Claim Form	Death claim application form
Copy of IC of the claimant	Death Certificate
Claimant Bank Account Number	Copy of IC of the deceased and claimant
Medical report proofing the admission is due to complications arising post administration of the COVID-19 Vaccine.	Claimant Bank Account Number
	Proof of relationship to deceased (e.g., Birth certificates OR marriage certificates of deceased and claimant)
	Medical report proofing the death is due to complications arising post administration of the COVID-19 Vaccine if the cause of death stated in the death certificate is otherwise

## 9. I am a Malaysian and residing overseas. I have received my COVID-19 vaccine overseas. Am I eligible to be covered under the HLM Takaful Pro-Vax Campaign?

No, the coverage is only for Malaysians and the eligible PR holders (except those from Democratic People's Republic of Korea and Iran) residing in Malaysia who has received the COVID-19 vaccination in Malaysia. The benefits will only be payable either upon death occurred in Malaysia or "Medically Necessary" hospitalisation in Malaysia due to post administration of the COVID-19 Vaccine.