

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 Takaful plan after assessing your needs.

Explain product features

- Explain the product features, benefits payable, exclusions, contributions and charges.
- Provide Product Disclosure Sheet, Sales Illustration or Fund Fact Sheets (if any) to assist you in making informed decision 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 and/or *hibah* contribution to ensure benefits payable are received by your nominee or beneficiaries in the event of death.

Explain the policy terms and conditions

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

3. During the term of the Takaful Plan

Continuous policy servicing

- Assist in submitting your service requests to Prudential BSN Takaful Berhad, e.g. policy 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.

Besides the above, 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 as per your convenience.

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 policy information.