

SUN LIFE MALAYSIA RM1 MILLION RELIEF FUND TO SUPPORT CLIENTS IMPACTED BY COVID-19

Double Payout to Front Line Clients Contributing in Essential Services

Kuala Lumpur, Malaysia – March 30, 2020 – Sun Life Malaysia Assurance Berhad and Sun Life Malaysia Takaful Berhad (collectively Sun Life Malaysia), a life insurance and Family Takaful provider respectively have further increased its commitment to aid Clients, who are affected by the COVID-19 pandemic, by establishing a RM1 million COVID-19 Relief Fund.

As a conscious effort to provide direct support to its Clients during this unprecedented COVID-19 pandemic, this Relief Fund will offer extra benefits to immensely help those diagnosed with COVID-19 and also their family members.

More importantly, Sun Life Malaysia also wants to reach out to support those on the front line keeping Malaysians safe and healthy through a special double death benefit for Clients who contributed in the essential service industries during the Movement Control Order.

The Relief Fund benefits¹ include:

- **RM5,000 Special Cash Benefit** payment to life assured / person covered upon diagnosis of COVID-19 (applicable once only).
- **RM7,500 Special Compassionate Benefit²** payment upon death of immediate family members due to COVID-19.
- **RM7,500 Special Death Benefit** payment upon death of life assured / person covered due to COVID-19; or
- **RM15,000 Special Death Benefit** payment upon death due to COVID-19 of life assured / person covered who contributed in the selected essential service industries³ during the Movement Control Order.

Notes

¹ The benefits above are applicable to all life assured/person covered under an in-force Sun Life Malaysia policy/certificate. No waiting period for these benefits but pre-existing condition clause still applies.

² Applicable to immediate family members (spouse & children under age 18) of the life assured/person covered

³ Industries: Medical Personnel, Essential Governmental Offices, Airport Staff, Food, and Logistics

Applicable for both existing and new Clients, these benefits are available from 18 March 2020 until 30 June 2020 or until the Fund has been fully utilised, whichever is earlier.

Speaking on the establishment of the COVID-19 Relief Fund, Raymond Lew, CEO and President/Country Head of Sun Life Malaysia said, “With the recent escalation of the COVID-19 situation, we want to address the immediate concerns facing Clients impacted by COVID-19 by alleviating their families’ financial stress. At the same time, we also want to extend our heartfelt appreciation and support to Clients contributing on the front lines of the pandemic, who are putting the nation first before self and risking their lives to care, protect and provide essential services for all Malaysians.”

Raymond added, “As a testament to our commitment to easing the financial burden of our Clients, we have put in place a robust claims process to ensure they are protected effectively and efficiently during this time of need.”

Additionally, Sun Life Malaysia is also participating in an industry special relief fund for all insurance and takaful policyholders/participants. This industry-wide relief fund seeks to encourage and lower the cost barrier for COVID-19 testing at private hospitals/medical facilities, by providing an RM300 benefit⁴ upon testing.

Following Bank Negara Malaysia’s recent announcement, Sun Life Malaysia will also be extending the grace period on all regular premium/contribution payment for affected Clients⁵ for up to 90 days. Policyholders may apply for the payment deferment by 31 December 2020.

Notes

⁴ *The reimbursement is applicable to all medical policy/certificate holders.*

⁵ *Affected clients are defined as having been infected with COVID-19, or requiring quarantine due to close contact with a COVID-19 patient or is a suspected patient, or anyone with a loss of income due to the MCO.*

“We are committed to continuing our support in line with our business purpose of ensuring lifetime financial security for our Clients. The RM1 million COVID-19 Relief Fund is the latest in a long line of other measures carried out since the start of this pandemic. We will continue to evaluate and add to our measures accordingly as the situation progresses and ensure our Clients are supported and protected during these trying times,” added Raymond.

To learn more about Sun Life Malaysia’s COVID-19 Relief Fund and other special measures, please visit <https://www.sunlifemalaysia.com/customer-care/covid-19-updates/special-measures-for-covid19/> and also follow Sun Life Malaysia’s social media channels, Facebook at www.facebook.com/sunlifemalaysia and Instagram at www.instagram.com/sunlifemalaysia_my for the latest updates.

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About Sun Life Malaysia

Sun Life Malaysia (Sun Life Malaysia Assurance Berhad and Sun Life Malaysia Takaful Berhad) is a joint venture by Sun Life Assurance Company of Canada and Khazanah Nasional Berhad.

As a life insurance and Family Takaful provider, Sun Life Malaysia offers a comprehensive range of products and services to Malaysians across the country and is focused on helping Clients achieve lifetime financial security and live healthier lives. Sun Life Malaysia distributes its products through a range of distribution channels including bancassurance, direct marketing, telemarketing, agency, telco-assurance and government and corporate business.

Sun Life Assurance Company of Canada is a principal operating life insurance subsidiary of Sun Life Financial Inc., a leading international financial services organisation providing insurance, wealth and asset management solutions to individual and corporate Clients. Sun Life has operations in a number of markets worldwide, including Canada, the United States, the United Kingdom, Ireland, Hong Kong, the Philippines, Japan, Indonesia, India, China, Australia, Singapore, Vietnam, Malaysia and Bermuda. As of December 31, 2019, Sun Life had total assets under management (AUM) of \$1,099 billion. For more information, please visit www.sunlife.com.

Sun Life Financial Inc. trades on the Toronto (TSX), New York (NYSE) and Philippine (PSE) stock exchanges under the ticker symbol SLF.

For more information please visit www.sunlifemalaysia.com.

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