

SERVICE GUIDE



Sun Life Malaysia offers a comprehensive range of life insurance and Takaful products and services to Malaysians. If you intend to participate in a family Takaful product marketed by our agent, you can enjoy these value-added services.

What services can you expect from our agent?

1 BEFORE YOU PARTICIPATE IN A TAKAFUL PLAN

Assist you in choosing the right plan

- Go through with you the Customer Fact Find Form to understand your financial needs, financial goals and risk appetite.
- Recommend the suitable plan(s) after assessing your needs.

Explain product features

- Explain the product features, benefits payable, exclusions, contributions and charges.
- Provide Product Disclosure Sheet (PDS) 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 completing the application

- Explain the importance of answering the questions in the application form fully and accurately.
- Explain the importance of making a nomination and/ or *hibah* to ensure benefits payable are received by your nominees or beneficiaries in the event of death.
- Submit your application for underwriting after you have signed the application form.
- Arrange for medical examination with our panel clinics, if required.

Explain the product information stated in the Product Disclosure Sheet (PDS)

- Go through the PDS information with you to ensure that this is the right plan that you have participated.
- Your contract documents will be delivered to you (by hand, via post or electronically) within 7 working days from the contract issuance date.

3 DURING THE TERM OF A TAKAFUL PLAN

Continuous contract servicing

- Assist in renewal of contract.
- Assist in submitting your service requests, e.g. contract modification, change of address and frequency of contribution payment. In the event that the agent is no longer with Sun Life Malaysia, we shall appoint a new agent for you.

Assist you in making a claim

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

SunAccess Client Portal

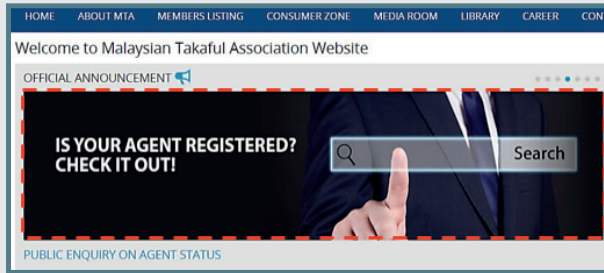
Please visit our client portal at <http://sunaccess.sunlifemalaysia.com/portal-ui/CUSTOMER/login> for online access to your contract information.

If you are not satisfied with the services of our agent or require additional support, please contact our Customer Careline at **1300-88-5055** or email us at wecare@sunlifemalaysia.com.

Sun Life Malaysia Takaful Berhad (689263-M)
Level 11, 338 Jalan Tuanku Abdul Rahman, 50100 Kuala Lumpur, Malaysia
Telephone (603) 2612 3600 Facsimile (603) 2698 7035
Customer Careline 1300-88-5055 sunlifemalaysia.com

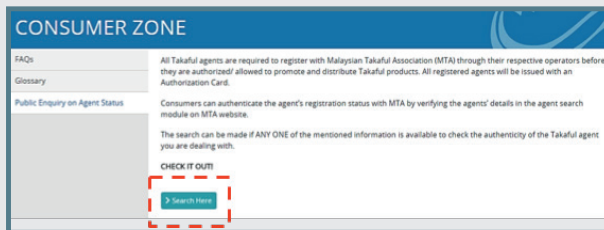
A joint venture between Sun Life Assurance Company of Canada and Renggis Ventures Sdn Bhd

Now, you can check the status of takaful agents at your finger tips!



Step 1

Login to www.malaysiantakaful.com.my and click on this banner.



Step 2

Click on "Search Here".

Step 3

- Enter agent's MTA Agency No. / NRIC / Passport No.
- Choose "Sun Life Malaysia Takaful Berhad" as your Takaful Operator.
- Enter the Security Code and "Submit".

Step 4

"Agree" with the Terms and Conditions.



Result	
ICNumber	891230111234
Company	[REDACTED]
AgentName	ABU BIN ALI
IntermediaryType	FAMILY
ValidTo	9/30/2017 12:00:00 AM

Registered

Result	
NO RECORD FOUND FOR THE FOLLOWING DETAILS	
ICNumber	731206123453
Company	[REDACTED]

Not registered