

SERVICE GUIDE



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

What services can you expect from our agent?

1 BEFORE YOU BUY AN INSURANCE 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, premiums and charges.
- Provide Product Disclosure Sheet (PDS) to assist you in making informed decision and to facilitate product comparison.

2 WHEN YOU DECIDE TO BUY AN INSURANCE PLAN

Assist you with completing the application

- Explain the importance of answering the questions in the proposal form fully and accurately.
- Explain the importance of making a nomination 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 proposal 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 purchased.
- Your policy documents will be delivered to you (by hand, via post or electronically) within 7 working days from the policy issuance date.

3 DURING THE TERM OF AN INSURANCE PLAN

Continuous policy servicing

- Assist in renewal of policy.
- Assist in submitting your service requests, e.g. policy modification, change of address and frequency of premium 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 policy 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 Assurance Berhad (197499-U)
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

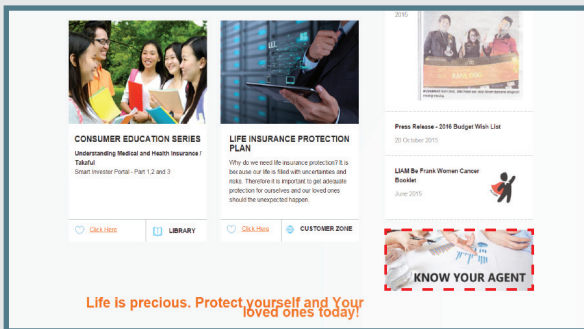
A joint venture between Sun Life Assurance Company of Canada and Renggis Ventures Sdn Bhd

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

A VIA INTERNET

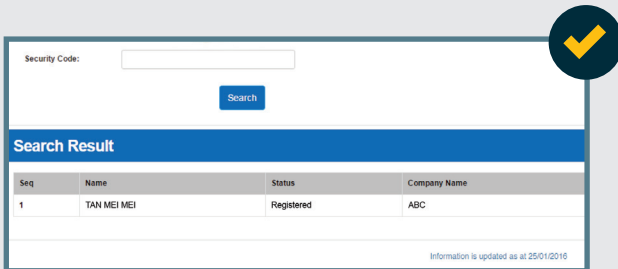
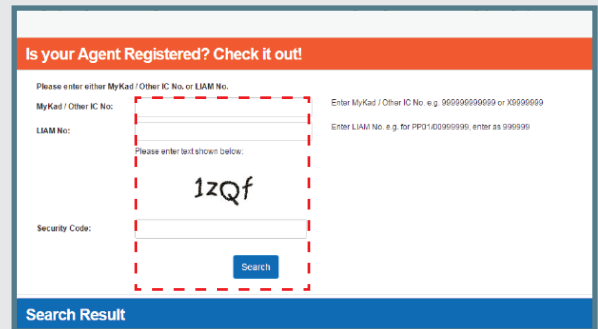
Step 1

Logon to www.liam.org.my and click on "KNOW YOUR AGENT".

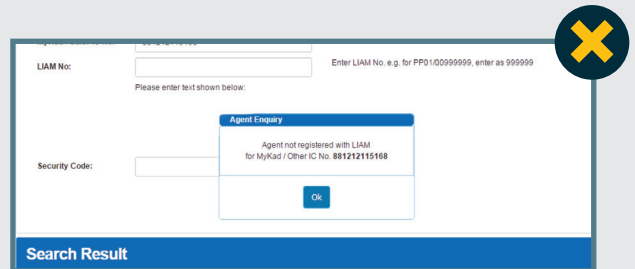


Step 2

Enter agent's MyKad / Old IC, LIAM No. & Security Code, and "Search".



Registered



Not registered

B VIA SMS

Language

E: English, M: Bahasa Malaysia, C: Chinese

Search

A: MyKad / Old IC, B: LIAM no.

Type

LIAMENQ <space>

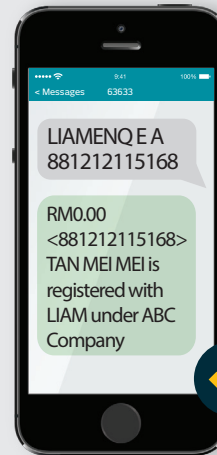
Language <space>

Search <space>

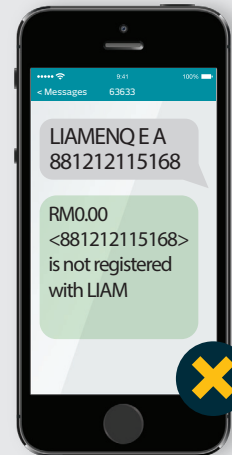
(MyKad / Old IC / LIAM no.)

and SEND TO 63633

SMS charges at RM0.15 per message apply



Registered



Not registered