

## **FAQ on RM1 million COVID-19 Relief Fund**

### **Payout Benefits under the RM1 million COVID-19 Relief Fund**

- 1. When will the payout benefits under the COVID-19 Relief Fund be available?**
  - The benefits offered under the COVID-19 Relief Fund are available from 18 March until 30 June 2020 or until the Relief Fund is fully utilised, whichever is earlier.
  
- 2. Who is eligible for the benefits?**
  - All life assured/person covered under an in-force Sun Life Malaysia policy/contract/certificate, including new clients, are eligible for the benefits.
  
- 3. If I am diagnosed with COVID-19, will there be any compensation?**
  - If you are a life assured/person covered, you will receive a lump sum payment of RM5,000 upon confirmed diagnosis of COVID-19.
  
  - This payout is only limited to one time per life assured/person covered.
  
- 4. How can I make a claim if I have been diagnosed with COVID-19?**
  - To make a claim, you can submit via the following channels:
    - 1) SunAccess client app available on iOS and Android
    - 2) SunAccess client portal on our website at [www.sunlifemalaysia.com](http://www.sunlifemalaysia.com)
  
  - Your claim submissions are to include the following documents:
    - 1) Copy of blood test reports or medical report confirming diagnosis of COVID-19
    - 2) Copy of NRIC
    - 3) Statement/Document with your bank account details

*\* The documents above are subject to verification as and when required.*
  
- 5. Do I have to provide proof that I have been diagnosed with COVID-19?**
  - Yes. You must provide supporting documents as mentioned in Question 4. The documents are subject to verification as and when required.
  
- 6. If there is a death in my immediate family due to COVID-19, will there be any compensation?**
  - If you are a life assured/person covered, you will receive lump sum payment of RM7,500 upon the death of your immediate family members due to COVID-19. Immediate family members here refer to spouse and children under the age of 18 only.
  
  - There is no restriction on the number of claims under this benefit as it is subject to the Relief Fund availability.
  
- 7. How can I make a claim if there is a death of my immediate family member due to COVID-19?**
  - To make a claim, you can submit via the following channels:
    - 1) SunAccess client app available on iOS and Android
    - 2) SunAccess client portal on our website at [www.sunlifemalaysia.com](http://www.sunlifemalaysia.com)

- Your claim submission are to include the following documents:
  - 1) Copy of death certificate\* of your family member
  - 2) Copy of blood test reports or medical report\* confirming the family member's diagnosis of COVID-19
  - 3) Proof of relationship between you and your family member (marriage certificate/birth certificate)
  - 4) Copy of NRIC
  - 5) Statement/Document with your bank account details

\* *The documents above are subject to verification as and when required.*

**8. If my immediate family member passed away after me, are they still eligible for the benefit?**

- No, the policy/contract/certificate of the life assured/person covered must remain in-force in order to be eligible for any claims under the Relief Fund. Once the life assured/person covered has passed away, the policy/contract/certificate will automatically terminate.

**9. If I pass away due to COVID-19, will my family or nominee receive any compensation?**

- If the life assured/person covered passed away due to COVID-19, a lump sum payment of RM7,500 will be payable to the nominee/beneficiary.
- If the life assured/person covered passes away due to COVID-19 while contributing in the essential service industries\* listed, a lump sum payment of RM15,000 will be payable to the nominee/beneficiary.

\* *Essential service industries here include Medical Personnel, Essential Governmental Offices, Airport Staff, Food, and Logistics.*

**10. How can my family member make a claim upon my death due to COVID-19?**

- To make a claim, your family member can submit via the following channels:
  - 1) SunAccess client app available on iOS and Android
  - 2) SunAccess client portal on our website at [www.sunlifemalaysia.com](http://www.sunlifemalaysia.com)
- The claim submission are to include the following documents:
  - 1) Copy of your death certificate\*
  - 2) Copy of blood test reports or medical report\* confirming your diagnosis of COVID-19
  - 3) Proof of relationship between you and your family member (marriage certificate/birth certificate)
  - 4) Copy of NRIC
  - 5) Statement/Document with their bank account details

\* *The documents above are subject to verification as and when required.*

**11. If I am infected with COVID-19 before purchasing a policy/contract/certificate, am I still eligible for this benefit?**

- No, you are not eligible as this is considered a pre-existing condition.