

SUN LIFE MALAYSIA EMPHASISES NEEDS OF CLIENTS AMID COVID-19 PANDEMIC

*Extension of Medical Coverage and Complimentary Special Measures
for Clients to Help Cushion Impact Of Disease*

Kuala Lumpur, Malaysia – March 22, 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 ramped up the response to the COVID-19 pandemic by offering complimentary support measures to its Clients who are diagnosed with COVID-19.

The special measures¹ include:

- Extension of medical coverage to cover hospitalisation and treatments related to COVID-19
- Coverage for outpatient treatments at any registered clinic or hospital upon confirmed diagnosis (for individual hospital & surgical policy/contract²)
- Continuation of coverage and benefits for those quarantined by law for hospitalisation and treatments
- Waiving of the 30-day waiting period to enable new Clients to enjoy coverage immediately (for individual hospital & surgical policy/contract²)
- Prioritising of claims processing for COVID-19 cases

¹ The measures above are subject to the terms and conditions of the policy/contract with Sun Life Malaysia.

² The list of eligible individual hospital and surgical products: Hospitalisation & Surgical Benefit Rider, Hospitalisation & Surgical Benefit Plus Rider, Takaful Hospitalisation & Surgical Benefit Rider, Prime Medi Care-i, Sinar MediXtra, Sun MaxiMed-i, Sun MediMax-i

Speaking on the special measures, Raymond Lew, CEO and President/Country Head of Sun Life Malaysia said, “Recognising the plight of our Clients during this period, we want to deepen our commitment of bringing brighter lives to them by ensuring necessary coverage and assistance to deal with this impact. We strongly believe that these measures will go a long way towards supporting our Clients with a greater sense of protection.”

“The measures above have been put in place progressively since February and we are already proactively looking at adding on more assistance for all our Clients, both directly or indirectly impacted by this pandemic. This is in line with our business purpose of ensuring lifetime financial security for our Clients’ peace of mind amid these trying times,” added Raymond.

In support of the Government’s effort to contain this outbreak, the Company also embarked on an extensive campaign on their social media platforms to create awareness and educate Malaysians on how to safeguard themselves and their loved ones better. The campaign focused on sharing simple tips to prevent illnesses through good hygiene habits, boosting the immune system, busting myths regarding COVID-19 and many more.

During this period, Clients can utilise Sun Life Malaysia's digital platforms to perform relevant services namely:

- www.sunlifemalaysia.com - Submit claims and make service requests such as change personal or plan details

- SunAccess Client Portal - Access insurance and/or Takaful plan details, make payments and submit claims
- wecare@sunlifemalaysia.com - Email enquiries

To learn more about Sun Life Malaysia's COVID-19 special measures, please visit www.sunlifemalaysia.com/customer-care/frequently-asked-questions-faqs/special-measures-for-covid19/ and follow Sun Life Malaysia's social media channels, Facebook at www.facebook.com/sunlifemalaysia and Instagram at www.instagram.com/sunlifemalaysia_my for safety and prevention tips.

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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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