



semak-kasih.mycoverage.my

ONE PORTAL FOR ALL



SEMAK
KASIH

semak-kasih.mycoverage.my

A simple check that matters

Discover family takaful or life insurance benefits your loved ones may have left behind.

What is Semak Kasih?

Many families may not realise that their loved ones could have left behind family takaful and/or life insurance benefits that remain unclaimed. These benefits can easily go unnoticed, yet they may provide meaningful financial support when it matters most.

SEMAK KASIH is a free public service platform that helps families identify any family takaful and/or life insurance protection left behind by their loved ones who have passed away and remain unclaimed - quickly and easily, all in one portal.

Take a moment to check with **SEMAK KASIH**. A small step could make a meaningful difference for your family.

Checking is quick and easy. In just a few simple steps, you can find out if your loved one had any family takaful certificates and/or life insurance policies with participating takaful operators and/or life insurers.

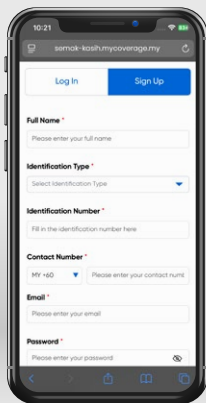
How to perform a search on the Semak Kasih Portal?

STEP
1



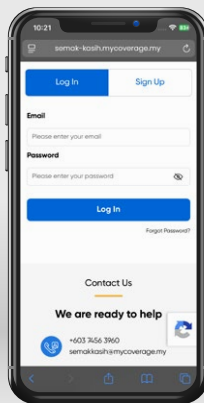
Visit
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mycoverage.my**

STEP
2



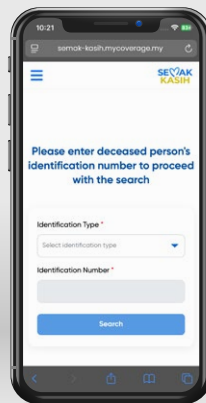
Create an account
using your name, ID
number (MyKad/others),
email address, and
mobile number

STEP
3



Once registered, log in
to access the Semak
Kasih Portal

STEP
4



Submit an enquiry
by providing the
deceased's ID number
(MyKad/others), death
certificate number, and
uploading a clear copy
of the death certificate

What happens next?

If a matching record is found, you will be provided with the name of the takaful operator or life insurer along with their contact details.

Contact the respective takaful operator or life insurer shown on the screen for the next steps and further assistance.

Please note that a match does not necessarily mean that a family takaful or life insurance claim is payable at this stage.

If there is no record found, what information will be displayed on the screen?

A message stating "No takaful certificates/insurance policies are found in our records" will be displayed on the screen.

Note: Semak Kasih Portal does not process claims or provide claims-related services. All claim enquiries, submissions, and follow-ups must be handled directly with the respective takaful operator or life insurer, in accordance with their procedures.





Frequently Asked Questions

1. What is the Semak Kasih Portal?



Semak Kasih Portal is a simple, accessible and secure platform that helps you check whether your deceased loved ones have left behind any unclaimed family takaful or life insurance benefits with participating takaful operators and life insurers.

2. Who can use the Semak Kasih Portal?



Malaysians aged 18 and above who have registered on the Semak Kasih Portal.

3. What types of records are available for checking?



Currently, the portal provides access to family takaful and life insurance records only.

4. What types of products are eligible for checking?



Eligible products for checking include takaful certificates and life insurance policies purchased by your deceased loved ones. The portal will display the contact details of the relevant insurer or takaful operator.

5. What information do I need to submit to perform a search?



To perform a search, you will need to submit the deceased's details, including the deceased's ID number (MyKad/others), death certificate number, and a clear copy of the death certificate.

(Note: Only death certificates issued by Jabatan Pendaftaran Negara are accepted)

6. Is there a specific file format and allowable maximum file size for the death certificate that I should use when uploading?



Only PDF, JPEG, JPG and PNG files are acceptable for death certificates with a maximum file size of 5 MB.

7. Do I need to register before making an enquiry?



Yes. Registration is required before you can perform any search.

8. What information is required for registration?



You will need to provide:

- **Your full name**
- **Your ID number (MyKad/others)**
- **A valid email address**
- **A valid mobile phone number**

9. Is there a fee to use the Semak Kasih Portal?



No. The service is provided free of charge.

10. Can I view the certificate/policy details, coverage amount, or nominee information?



No. The portal only verifies whether a certificate or policy exists and identifies the respective takaful operator or life insurer. If a record is found, you will be provided with the contact details of the relevant takaful operator or life insurer for further enquiries.

11. How many searches can I perform per day?



You are allowed to perform 3 searches per day. Your search limit will reset in 24 hours.

12. If I have a problem while doing my checking, who should I contact?



For enquiries, please contact 03-7456 3960 or email semakkasih@mycoverage.my

**Check today. You may discover protection
left behind for your family.**

Visit Semak Kasih Portal at
semak-kasih.mycoverage.my



Scan to search now

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Terms and conditions apply.