

# **SMARTMEDIC MILLION EXTENDER (“SMME”) (Plan Code: U196)**

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## **Frequently Asked Questions**

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## SMARTMEDIC MILLION EXTENDER

### Product Features

- 1 **Q : What is SMME?**  
 A : SMME is an optional rider for SmartMedic Million (Plan Code: U191-U194). SMME offers an additional RM 2 million in Overall Annual Limit to all SmartMedic Million riders.
  
- 2 **Q : What are the unique features or selling points of SMME?**  
 A :
  - Extend the Overall Annual Limit of SmartMedic Million by an additional RM 2 million.
  - Protection up to age 100 years next birthday.
  - Can be offered to standard and sub-standard policies.
  
- 3 **Q : What are the investment-linked insurance plans that SMME can be attached to?**  
 A : This rider is applicable to attach to the following basic plans with SmartMedic Million (Plan Code: U191-U194):
  - (a) SmartProtect Essential 3 (0500, 0501, 0502)
  - (b) Smart Protect Junior (0495)
  - (c) *SmartProtect Essential Insurance 2 (0281) \**
  - (d) *SmartProtect Essential Insurance (0276) \**
  - (e) *SmartEducate Saver (0403) \**
  - (f) *AddVantage Plus Insurance (0275) \**
  - (g) *Centennial AddVantage Insurance (0271) \**
  - (h) *GreatLife International Portfolio Insurance (0266) \**
  - (i) *GreatLife Education Insurance (0237 / 237Y) \**
  - (j) *GreatLife Portfolio Insurance (Great ProtectLink Insurance) (0231 / 231Y) \**

Note: Any other future plans that the Company may introduce from time to time.

*\* Withdrawn basic plans.*
  
- 4 **Q : How is the premium payable?**  
 A : This is a unit deduction rider attachable to identified ILP, thus no premium payment required for the plan attachment itself. However, a monthly insurance charge for this rider will be deducted from the total investment value.
  
- 5 **Q : Are insurance charges guaranteed?**  
 A : The insurance charges are non-guaranteed and vary by attained age next birthday, gender, health condition and occupation classification. A three (3) months advance written notice will be sent out to policyholders if the Company revises the insurance charge rates. Any revision of the insurance charge will be based on the portfolio experience of Great Eastern Life Assurance (Malaysia) Berhad ("the Company"). The Company will monitor the experience and review the insurance charge rates for the entire portfolio periodically. Any necessary changes will be suitably moderated by the spread of risks within the same portfolio.
  
- 6 **Q : Will insurance charge of SMM be charged according to the attained age?**  
 A : Yes, the rider's insurance charge is charged monthly according to the attained age next birthday at policy renewal.
  
- 7 **Q : Is SMME a guaranteed renewable plan?**  
 A : Yes, SMME is a guaranteed renewable plan which can be renewed up to Life Assured's age 99 next birthday.
  
- 8 **Q : Is the SMME RM2mil annual limit refreshed every year?**  
 A : Yes. For example for SMM with Room and Board 200 with annual limit RM1.5mil with auto-attached with SMME, hence overall annual limit become RM3.5 mil, and it will be refreshed every year throughout SMM policy term so long SMME is attached.

- 9 Q : **SMME additional RM2mil annual limit is applicable to all SMM room & board plans?**  
A : Yes.
- 10 Q : **When does SMME mature?**  
A : Follow SMM rider term.
- 11 Q : **We have SmartMedic Million Extender Special (SMMES) with zero insurance charge, with this SMME, will the claims experience of both plans, SMMES and SMME, be assessed together?**  
A : SMMES and SMME claims experience will be monitored separately and any revision of rates will be also assessed separately because they are considered as different group of customers – one with zero insurance charges and another one with insurance charges. However, the Company may consider a collective assessment of the claim experience of these two products in the future for a more sustainable portfolio management, if necessary.

If there is any revision of rates required for SMMES in the future due to poor claims experience, the revised insurance charges for SMMES shall not be higher than SMME, which is either it can lower or equal to SMME insurance charges.

- 12 Q : **When there is repricing for the primary medical plan of SmartMedic Million (SMM), will the SMME will follow suit?**  
A : SMM and SMME are monitored separately. This means when there is a revision of rates for SMM, SMME may or may not subject to revisions of rates. For example, SMX and SE were both launched in 2014 and in June 2020, only SMX was subject to revision of rates due to poor claims experience.

Just like any other medical products, claims experiences are monitored and reviewed separately on yearly basis as to ensure each medical portfolio remains financially viable to provide essential medical protection needed by customers.

## New Business and Underwriting

- 1 Q : **Who can apply for SMME?**  
Follow Primary IL Medical plan – SmartMedic Million.  
Minimum/Maximum Age At Entry:

Category	Minimum	Maximum
Pre-natal policy – Life Assured(Unborn Child)	13 weeks of gestational period	35 weeks of gestational period
Post-natal policy – Life Assured	30 days attained age	70 years next birthday*

Note: Entry age 61 to 70 is subject to medical underwriting and compulsory medical check-up.

- 2 Q : **Is medical examination required for SMME?**  
A : Generally medical examination is not required for underwriting, but the Company reserves the right to request for it, if necessary. Compulsory medical checkup is required for entry age 61 to 70 years next birthday.
- 3 Q : **Can SMME be backdated?**  
A : No, backdating is not allowed.

## Customer Services / HealthCare Services

- 1 Q : **Will medical card be issued for SMME? Will it be a cashless card?**  
A : No medical card will be issued for SMME. Cashless facility is subject to the primary medical plan of SmartMedic Million.

- 2 **Q : If a policyholder decides to cancel SMME within the 15-day free-look period, will there be any refund?**  
A : Yes, if the rider is cancelled within the 15-day free-look period, the units which have been deducted for the payment of insurance charges for SMM after net of any medical expenses incurred by the Company in the issuance of this rider, will be reinstated and credited into the total investment value.
- 3 **Q : Who should Life Assured contact when he/she has difficulties in admission to hospital, or obtaining letter of guarantee?**  
A : Life Assured may contact our 24-hour hotline at 1300-1300-18 for assistance.
- 4 **Q : Can SMME be reinstated if it has lapsed? What is the reinstatement period allowed?**  
A : Follow primary IL medical plan.
- 5 **Q : Can include SMME during CS stage?**  
A : Yes. Inclusion for SMME at CS stage will be available.
- 6 **Q : Any change to SMME if there is any upgrade or downgrade of the SMM?**  
A : If there is any change in SmartMedic Million that SMME is attached to, we allow SMME to be maintain in the policy.
- 7 **Q : Can terminate SMME during CS stage?**  
A : Yes, you may request to terminate SMME during CS stage.
- 8 **Q : Can I cancel my existing SM and SMX and upgrade to SMM with SMME?**  
A : Yes. We are allow inclusion or conversion of SMME during CS stage.

### Claims / Health Claims

- 1 **Q : Is waiting period and specified illness still applies?**  
A : Follow primary IL medical plan.
- 2 **Q : How and when can a claim be effective?**  
A : For new application, coverage is subject to terms and conditions as well as the waiting periods stipulated in the policy.
- 3 **Q : Will my claim automatically payable under SMME upon fully utilisation of my overall annual limit under SmartMedic Million?**  
A : Yes.

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