

# **PARENT PROTECT RIDER**

(Plan Code: U175)

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## **Frequently Asked Questions**

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## Product Features

**1 Q : What is Parent Protect Rider (PPR)?**

A : PPR is a non-participating rider that can be attached to Great Generation Care and Great Generation Care Special. This rider covers the life assured's parents against three major covered events, i.e. Alzheimer's Disease/ Severe Dementia, Cancer and Parkinson's Disease, with no medical underwriting.

**2 Q : What is payable upon diagnosis of a covered event?**

A : Upon occurrence of any one of the covered events to the life assured's parents, the benefit will be payable in one lump sum, subject to a maximum amount per parent per life assured as shown below:

Policy Year	Payout
1	Refund of total premiums paid for this rider, without interest
2	10% of basic sum assured, up to a maximum of RM25,000
3 and above	20% of basic sum assured, up to a maximum of RM50,000

Notes:

- Parent refers to the life assured's biological parent or legally adoptive parent (in accordance with the laws of Malaysia).
- Upon a claim on Parent Protect:
  - The benefit payout for Life Assured and Child Protect Benefit will not be affected.
  - The premium of the basic plan shall remain unchanged.
- The maximum lifetime limit per parent is RM100,000.
- The coverage of PPR shall cease once the basic plan is terminated.

**3 Q : Is both parents covered under PPR?**

A : Yes, the PPR is claimable up to two times but it will only be payable once for each parent under the same policy. After the first claim on PPR, policyholder would need to continue paying the rider premium. If the rider is no longer applicable, policyholder would need to inform the Company to terminate this rider by filling the "Request For Contractual Changes, PSF01" form and the cancellation would take effect from next premium due date. Otherwise, the rider will only be terminated after the second claim.

**4 Q : What is the eligible age for parent under PPR?**

- A :
- The parent's age next birthday must be 80 or lower at the time of policy issue date or rider effective date, whichever is later.
  - The parent's age next birthday must be 100 or lower upon the occurrence of covered event.

Note: The age eligibility of parent will only be verified upon a claim on PPR.

**5 Q : What are the covered events?**

A : The list of covered event is shown in the table below.

No	Covered Event
1	Alzheimer's Disease/ Severe Dementia
2	Cancer – <i>of specified severity and does not cover very early cancers</i>
3	Parkinson's Disease – <i>resulting in permanent inability to perform Activities of Daily Living</i>

**6 Q : Is there any waiting period that I have to take note?**

A : A 30 / 60 days waiting period shall apply, depending on the types of covered event.

Conditions	Waiting Period
<ul style="list-style-type: none"> <li>• Alzheimer's Disease/ Severe Dementia</li> <li>• Parkinson's Disease</li> </ul>	30 days
<ul style="list-style-type: none"> <li>• Cancer</li> </ul>	60 days

- 7 **Q : Is there any survival period that I have to take note?**  
A : Yes, 14 days survival period shall apply starting from the occurrence of the covered event.

## Premiums

- 1 **Q : What is the premium payment term of PPR?**  
A : The premium payment term of PPR is the same as premium payment term of basic plan.
- 2 **Q : Are premium rates age-banded or level? Is it guaranteed?**  
A : The premium rates are level but it is non-guaranteed. The premium rates to be applied depend on the entry age next birthday of life assured. The Company reserves the right to revise the premium rates by giving at least 3 months' advance notification. The revision, if any, will aim to reflect the Company's claim experience or other justified circumstances. Such changes will be applicable to all policy owners regardless of their individual claims experience.

## New Business and Underwriting

- 1 **Q : Who can apply for PPR?**  
A : The entry age for PPR is based on the life assured as follows:
- | Attachable Basic Plan                              | Minimum                    | Maximum                    |
|--|----------------------------|----------------------------|
| Great Generation Care<br>(Plan code: 0505)         | 17 years old next birthday | 60 years old next birthday |
| Great Generation Care<br>Special (Plan code: 0506) | 18 years old next birthday | 55 years old next birthday |
- 2 **Q : What is the coverage term for PPR?**  
A : The coverage term of PPR is the same as the coverage term of basic plan.
- 3 **Q : Can the PPR be backdated?**  
A : Yes, the backdating will follow the basic plan.
- 4 **Q : What is the minimum and maximum sum assured allowable for PPR?**  
A : There is no minimum and maximum sum assured for PPR. Please refer to "Product Features" section – Question 2 for the details of coverage amount.
- 5 **Q : What is the underwriting approach for PPR?**  
A : There is no medical underwriting for PPR.
- 6 **Q : If the parent is a foreigner, is he/she entitled to the PPR coverage?**  
A : Yes, the foreigner parent is covered as long as it fulfils the definition of parent as stated under "Product Features" section – Question 2.

## Customer Service

- 1 **Q : If a policyholder decides to cancel PPR within 15-day free-look period, will there be any refund?**  
A : If the rider is cancelled within the 15-days free look period, the policy owner is entitled to the refund of the premium paid without interest and commissions will be clawed back accordingly.
- 2 **Q : Can PPR be assigned / nominated / issued as third party policy?**  
A : The arrangement for assignment, nomination and issuance of third party policy will follow that of basic plan.

- 3 **Q : Is policy loan / automatic policy loan / extended term assurance / paid-up assurance / partial surrender / surrender value available under PPR?**  
A : No, the above is not applicable for PPR.
- 4 **Q : Does PPR qualify for tax relief?**  
A : Benefits received from PPR are generally non-taxable and premiums paid may qualify for tax relief. However, tax benefits are subject to the Malaysian Income Tax Act, 1967, and final decision of the Inland Revenue Board.
- Note: Tax benefits are subject to the Malaysian Income Tax Act 1967, and final decision of the Inland Revenue Board.
- 5 **Q : Can PPR be reinstated if it has lapsed? What is the reinstatement period allowed?**  
A : Yes, reinstatement period of this rider will follow that of the basic plan of which this rider is attached to and underwriting is not applicable to the Life Assured's parent. Waiting period shall apply again upon reinstatement.
- 6 **Q : Can PPR be included in the policy after the basic plan is inforce?**  
A : PPR can be attached anytime after the policy is inforce. The inclusion of the PPR is subject to the following requirement(s):  
a) Duly signed Declaration Form For Child Protect Benefit And Parent Protect Rider.  
b) Request for Contractual Changes (PSF01) form to indicate the inclusion request.
- 7 **Q : Can I increase/ reduce the sum assured of PPR?**  
A : No, it is not allowed as the rider sum assured is pegged to the basic sum assured of Great Generation Care (0505) or Great Generation Care Special (0506). However, the rider sum assured will increase or reduce accordingly when there is a request to increase or reduce the basic sum assured.

## Claims

- 1 **Q : What are the documents required upon a claim for PPR?**  
A : The policyholder or claimant must provide the following documents of the parents:  
  - the proof of identification of the parent;
  - the proof of relationship of the parent with the life assured;
  - duly completed Living Assurance Claim Form – Claimant's Statement; and
  - any other documents that may be requested by the Company, including but not limited to complete declaration and authorisation form for a claim on the parents and confirmatory result from medical investigations at the time of processing any claim or payment of any benefit under this policy.

Note: If there are several claims submitted for the same parent under different Life Assured, the sequence of claim payout will be based on the claim notification date.
- 2 **Q : What are the conditions for a claim on PPR?**  
A : The covered event suffered by the parent must be diagnosed in Malaysia, Singapore, Brunei, Hong Kong, Australia, New Zealand, United Kingdom, United States of America, Canada, Taiwan or China.
- Note: Please refer to the policy contract for the details of conditions under this rider.
- 3 **Q : If the life assured's parent has been diagnosed with cancer prior to the policy risk commencement date, can he/she subsequently make a claim for Alzheimer's disease or Parkinson's disease after the waiting period?**  
A : Yes, the life assured can make a claim if his/her parent is diagnosed with Alzheimer's disease or Parkinson's disease after the waiting period. However, any cancer claim will not be payable as the diagnosis of cancer is before the policy risk commencement date.

**4 Q : What is payable if one of the parents is diagnosed with Parkinson’s disease within the 1<sup>st</sup> policy year after the waiting period?**

A : The total premiums paid for the PPR without interest will be refunded. After the first claim, the policyholder would need to continue paying the rider premium as the rider will remain in force to continue covering the other parent. If the rider is no longer applicable, policyholder would need to inform the Company to terminate this rider by filling the “Request For Contractual Changes, PSF01” form and the cancellation would take effect from next premium due date. Otherwise, the rider will only be terminated after the second claim.

**5 Q : If there are four siblings purchased Great Generation Care with basic sum assured of RM100,000, each of the policies is attached with PPR and one of their parents is diagnosed with cancer in year 5, what will be payable?**

A : RM20,000 will be payable for each of the policies and the total payout under the four policies will be RM 80,000.

**6 Q : What are the exclusions under PPR?**

A : The Company will not be liable for any Covered Event Benefit if:

- The conditions or signs and symptoms associated with the Covered Event:
  - has existed prior to the risk effective date; or
  - has existed or was diagnosed during the waiting period; or
  - has existed before or during the waiting period which would prompt a reasonable person to seek medical care or attention, though the resulting diagnosis may occur before or after the expiry of the waiting period. Such claim will not be admissible only because notification of the said claim was given to the Company after the expiry of the waiting period; or
  - is caused directly or indirectly by self-inflicted injuries, while sane or insane; or
  - is resulted from the life assured’s parent committing, attempting or provoking an assault or a felony or from any violation of the law by the life assured’s parent; or
  - is caused directly or indirectly by the existence of Acquired Immune Deficiency Syndrome (AIDS) or by the presence of any Human Immuno-deficiency Virus (HIV) infection; or
  - is resulted directly from alcohol or drug abuse; or
  - is resulted from war, whether declared or undeclared.
- The life assured’s parent:
  - is above age 80 next birthday at the time of policy issue date or risk effective date, whichever is later; or
  - is above age 100 next birthday upon the diagnosis of the Covered Event; or
  - did not survive for at least 14 days after the diagnosis of a Covered Event.

Note: Please refer to the policy contract for the details of exclusions under this rider.

## Agency

**1 Q : What is the commission payable to agents?**

A : Commission will be payable as a percentage (%) of the premium as follows:

Year	Basic Commission			Overriding Commission			Grand Total
	BSC	Non-BSC	Total	BSC	Non-BSC	Total	
1	8.75%	26.25%	35.00%	5.00%	15.00%	20.00%	<b>55.00%</b>
2	7.50%	22.50%	30.00%	2.50%	7.50%	10.00%	<b>40.00%</b>
3	5.00%	15.00%	20.00%	1.50%	4.50%	6.00%	<b>26.00%</b>
4	3.75%	11.25%	15.00%	1.25%	3.75%	5.00%	<b>20.00%</b>
5	2.50%	7.50%	10.00%	0.00%	0.00%	0.00%	<b>10.00%</b>
6	2.50%	7.50%	10.00%	0.00%	0.00%	0.00%	<b>10.00%</b>
>=7	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Total</b>	<b>30.00%</b>	<b>41.00%</b>	<b>120.00%</b>	<b>10.25%</b>	<b>30.75%</b>	<b>41.00%</b>	<b>161.00%</b>

Year	Personal Sales			Organiser			Grand Total
	BSC	Non-BSC	Total	BSC	Non-BSC	Total	
1	1.25%	3.75%	5.00%	1.25%	3.75%	5.00%	<b>10.00%</b>

Notes:

1. Overriding Commission: Shown above is maximum payable and is apportioned according to rank held and is payable upon meeting required quota.
2. Production Bonus: Production Bonus on Personal Sales and Organiser Production Bonus is paid upon meeting the required quota.
3. Deferred benefit: Upon meeting requirements.
4. Agency Office Maintenance (AOM): Upon meeting requirements

**2 Q : Is PPR counted for production, award and maintenance quotas?**

A : Yes, The production will be counted as follows :

Purpose	Production Count
Maintenance	100%
Promotion	100%
Awards	100%
AFS	100%

**3 Q : Is PPR production used for calculation of Deferred Benefit qualified for?**

A : Yes.

**4 Q : Is PPR production used for computation of Agency Office Maintenance (AOM) reimbursement?**

A : Yes.

**5 Q : Is PPR used for calculation of Persistency Ratio (PR)?**

A : Yes.

**6 Q : Will the PR (PR12\_A) including the PPR be used for qualification purpose for Maintenance/Promotion/Awards, PR Bonus and Additional Benefits?**

A : Yes.