

## Terms and Conditions

### DEFINITION

In this Terms and Conditions, except where the context otherwise requires or where it is otherwise expressly provided, the following expressions have the meanings respectively assigned to them, that is to say,

“AmMetLife”, “We”, “Our”, “Us”, “Company” refers to AmMetLife Insurance Berhad (197301002252) and its successors and assigns.

“Campaign” refers to “AmMetLife Sign Up & Reward with Touch’n Go eWallet Campaign”.

“AmMetLife Bancassurance Products” include ProtectSecure, ProtectSecure Prime, WealthSecure Max, WealthSecure Smart and combination of HealthCare Choice + HCC BoostUp.

“Customer” refers to all individuals who purchased AmMetLife insurance products.

### Campaign Period

1. The Campaign is valid from 15 September 2021 to 31 December 2021 (“Campaign Period”).

### Eligibility

2. The Campaign is only applicable to new AmMetLife Bancassurance Products applications fulfilling the Terms and Conditions hereinafter appearing.

### Campaign Offer

3. Subject to the Terms and Conditions hereinafter appearing, all Customer shall be rewarded with Touch’n Go eWallet reload PIN based on the criteria below:

Tier	Minimum Annual Premium	Reward to Customer
Tier 1	RM3,600 to RM9,999	RM100 Touch’n Go eWallet reload PIN
Tier 2	RM10,000 and above	RM300 Touch’n Go eWallet reload PIN

All Customer shall be entitled to one (1) Touch’n Go eWallet reload PIN provided that:

- i. The completed proposal form(s), financial survey form and payment are received within the Campaign Period;
  - ii. The completed proposal form(s) and financial survey form submitted to AmMetLife’s office latest by 31 December 2021 and subsequently approved by AmMetLife by 15 January 2022; and
  - iii. The policy pass 15 days cooling-off period.
4. Each new policy approved by AmMetLife is entitled to one (1) Touch’n Go eWallet reload PIN. Customers may purchase multiple policies, however each Life Assured is entitled to a maximum of one (1) Touch’n Go eWallet reload PIN only.
5. The Campaign offer cannot be combined with any other on-going offer/ promotion or discount.
6. The Touch’n Go eWallet reload PIN will be delivered via email and SMS to Customer’s email address and mobile contact number within sixty (60) days after the campaign ends. Customer must create or log on Touch’n Go account to redeem the Touch’n Go eWallet reload PIN.
7. Customers are responsible to provide accurate and full contact details as required in the proposal form. AmMetLife shall not be held responsible if AmMetLife is unable to contact the Customers with the information provided by the Customers in the proposal form. In the event that the Customers did not receive the Touch’n Go eWallet reload PIN due to the inaccurate contact information or non-contactable through adequate means possible and reasonable best efforts, AmMetLife reserves the right to forfeit the Touch’n Go eWallet reload PIN.
8. The validity of the Touch’n Go eWallet reload PIN is for a period of three hundred sixty (360) days from the date of receipt from AmMetLife.
9. The Touch’n Go eWallet reload PIN is valid for use on Touch ‘n Go eWallet app; subjected to the terms and conditions of Touch’n Go and the participating merchants, and is not valid in conjunction with any other vouchers, offer or promotions. The Touch’n Go eWallet reload PIN cannot be combined and accumulated.

AmMetLife Insurance Berhad (197301002252)

Head Office : Level 24, Menara 1 Sentrum, No. 201, Jalan Tun Sambanthan, 50470 Kuala Lumpur, Malaysia

+603 2271 8000 ammetlife.com

Postal Address : GPO Box 10956, 50730 Kuala Lumpur

Customer Care : 1300 88 8800 +603 2272 3226 customercare@ammethlife.com

10. Expiry date of the Touch'n Go eWallet reload PIN will be stated in the redemption email and SMS, any unutilized Touch'n Go eWallet reload PIN that has expired, lost or stolen will not be replaced by AmMetLife.
11. The Touch'n Go eWallet reload PIN is not a cash voucher and cannot be exchanged for cash or credit. AmMetLife will not entertain any requests to deliver the Touch'n Go eWallet reload PIN to a third party.
12. To the fullest extent permitted by law, AmMetLife expressly excludes and disclaims any representations, warranties, or endorsements, expressed or implied, written or oral, including but not limited to, any warranty of quality, merchantability or fitness of the Touch'n Go eWallet reload PIN for a particular purpose.
13. AmMetLife is not in any way endorsing, sanctioning, approving or supporting the use of Touch'n Go eWallet reload PIN or any brand or merchandise sold thereon. Any query and/or dispute on the usage of the Touch'n Go eWallet reload PIN must be directed to, and resolved directly with Touch'n Go eWallet. Customers are to contact Touch 'n Go eWallet's customer service hotline at 03 5022 3888 to report any issues pertaining to the usage of the Touch'n Go eWallet reload PIN.
14. AmMetLife reserves the right to substitute the Touch'n Go eWallet reload PIN with one of similar value at our absolute discretion without prior notice.
15. AmMetLife shall have the right and absolute discretion to vary, amend, delete or add to any of the Terms and Conditions specifically set out herein, in whole or in any part from time to time including to vary the Campaign Period as it deems necessary and appropriate with notice via the AmMetLife's official website or notices at AmMetLife's branches.
16. By participating in the Campaign, the Customer and/or any parties related herein agree to be bound by this Terms and Conditions.
17. AmMetLife shall not be liable for any default in respect of the Campaign due to any act of God, war, riot, strike, lockout, industrial action, fire, flood, drought, storm, virus outbreak, technical or system failures or any event beyond the reasonable control of AmMetLife.
18. This Terms and Conditions are governed by and construed under the laws of Malaysia.
19. For any assistance and/or feedback related to the Campaign, Customer may refer to our bank sales representative or walk in to the nearest AmMetLife branch or speak to our Customer Care at 1300 88 8800 or email us at [customercare@ammetlife.com](mailto:customercare@ammetlife.com).


*Updated as of 12 October 2021*

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