

SERVICE GUIDE

For more details,
please visit the nearest AmBank branch or
contact 1300 88 8800.



Distributed by:
AmBank (M) Berhad (8515-D)
A member of the AmBank Group

 **AmBank**

 **AmMetLife**

WHAT SERVICES CAN YOU EXPECT FROM THE BANCASSURANCE SALES STAFF?

If you intend to purchase a life insurance product from our bancassurance sales staff, you can enjoy these value-added services.

1 BEFORE YOU BUY A POLICY

Assist You In Choosing The Right Insurance Plan

- Go through the Customer Fact Find form with you to understand your insurance needs and financial goals.
- Recommend a suitable insurance plan after assessing your needs.

Explain Product Features

- Explain the product features, benefits payable, exclusions, premiums and charges.
- Provide Product Disclosure Sheet to assist you in making an informed decision and to facilitate product comparison.

2 WHEN YOU DECIDE TO BUY A POLICY

Assist You With The Policy Application

- Explain the importance of answering the questions in the proposal form fully and accurately.
- Submit your application for underwriting after you have signed the proposal form.
- Arrange for medical examination with one of our panel clinics, if required.
- Provide information and assist in making a nomination to ensure policy moneys are received by your beneficiaries in the event of death.

Explain The Policy Terms And Conditions

- Go through the policy terms and conditions with you to ensure that this is the right plan that you have purchased.

Note: You may collect your policy document within 30 days upon receipt of notification from AmMetLife Insurance Berhad.

3 DURING THE TERM OF THE POLICY

Continuous Policy Servicing

- Assist in submitting your service requests to AmMetLife Insurance Berhad, e.g. policy modifications, change of address and frequency of premium payments.

Assist You In Making A Claim

- Assist in submitting your claim forms and documents to AmMetLife Insurance Berhad.



COMPANY WEBSITE

Please visit our website at ammetlife.com for servicing forms.

If you have any enquiries or need additional information, please feel free to contact AmMetLife Insurance Berhad at 1300 88 8800.

PANDUAN PERKHIDMATAN

Untuk maklumat lanjut,
sila kunjungi cawangan AmBank berdekatan
atau hubungi 1300 88 8800.



Diedarkan oleh:
AmBank (M) Berhad (8515-D)
Ahli Kumpulan AmBank

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 **AmMetLife**

APAKAH PERKHIDMATAN YANG ANDA HARAPKAN DARI KAKITANGAN JUALAN BANKANSURANS KAMI?

Jika anda ingin membeli produk insurans hayat daripada kakitangan jualan bankansurans kami, anda boleh menikmati perkhidmatan nilai tambah.

1 SEBELUM ANDA MEMBELI POLISI

Membantu Anda Memilih Pelan Insurans Yang Sesuai

- Membantu anda meneliti kandungan Borang Pencarian Fakta Pelanggan untuk memahami keperluan insurans dan matlamat kewangan anda.
- Mencadangkan pelan insurans yang sesuai selepas menilai keperluan anda.

Menerangkan Ciri-Ciri Produk

- Menerangkan ciri-ciri produk, manfaat yang dibayar, pengecualian, premium dan caj-caj.
- Menyediakan Helaian Penerangan Produk untuk membantu anda dalam membuat keputusan yang tepat dan juga untuk memudahkan perbandingan produk.

2 APABILA ANDA MEMBUAT KEPUTUSAN UNTUK MEMBELI POLISI

Membantu Anda Dalam Permohonan Polisi

- Menerangkan kepentingan menjawab soalan-soalan di dalam borang cadangan dengan lengkap dan tepat.
- Menghantar permohonan untuk proses pengunderaitan selepas anda menandatangani borang permohonan.
- Mengatur untuk pemeriksaan kesihatan di salah satu klinik panel kami, jika diperlukan.
- Memaklumkan kepentingan membuat penamaan untuk memastikan manfaat yang perlu dibayar diterima oleh penama/benefisiari anda sekiranya berlaku kematian.

Menerangkan Terma-terma dan Syarat-syarat Polisi

- Menerangkan terma-terma dan syarat-syarat polisi dengan anda untuk memastikan bahawa pelan yang anda beli adalah pelan yang tepat.

Nota: Anda boleh mengambil dokumen polisi anda dalam tempoh 30 hari, selepas anda menerima pemberitahuan daripada AmMetLife Insurance Berhad.

3 SEMASA TEMPOH POLISI

Perkhidmatan Polisi Yang Berterusan

- Membantu dalam mengemukakan permintaan perkhidmatan anda kepada AmMetLife Insurance Berhad seperti pengubahsuaian polisi, pertukaran alamat dan kekerapan pembayaran premium.

Membantu Anda Dalam Membuat Tuntutan

- Membantu dalam mengemukakan borang tuntutan dan dokumen kepada AmMetLife Insurance Berhad.



LAMAN WEB SYARIKAT

Sila layari laman web kami di ammetlife.com untuk borang-borang perkhidmatan.

Jika anda mempunyai sebarang pertanyaan atau memerlukan maklumat lanjut, sila hubungi AmMetLife Insurance Berhad di 1300 88 8800.