

PRODUCT DISCLOSURE SHEET		Hong Leong Assurance Berhad
Read this Product Disclosure Sheet before you decide to take up the <b>HLA Million Plus</b> . Be sure to also read the general terms and conditions.		HLA Million Plus
		<<system date>>

Important Note: This product is underwritten by Hong Leong Assurance Berhad, an insurer licensed under the Financial Services Act 2013 and regulated by Bank Negara Malaysia.

### 1. What is this product about?

- This is a limited 20-pay investment-linked plan with a policy term of 30 years<sup>[1]</sup> (initial term).
- Upon maturity of the initial term, this plan will automatically be extended up to age 90<sup>[1]</sup> (extended term of 30 year(s)) without underwriting (extended term).
- Insurance protections provided are Death/ Total and Permanent Disability prior to attaining age 65 (TPD)/ Old Age Disablement after attaining age 65 (OAD); whichever is earliest.
- HLA Million Plus also provides Policy Owner the rights to convert the plan to a reduced paid up policy at any policy anniversary date starting from 3<sup>rd</sup> up to 19<sup>th</sup> policy anniversary date provided that the fund value is sufficient to pay for the one-time reduced paid up charge. Once converted to a reduced paid up policy, the Basic Plan will be guaranteed in force up to the end of the 30 years.
- The policy values of this policy vary directly with the performance of the unit funds.

**Note:** TPD refers to Total & Permanent Disability prior to attaining age 65 and OAD refers to Old Age Disablement after attaining age 65. These definitions apply consistently across all marketing collaterals.

[1] Your insurance charge (which is not guaranteed and deducted from the fund value) will increase as you get older. It is possible that the fund value may be insufficient to pay for the high insurance charge and policy fee in later years due to circumstances such as poor fund returns, premium holiday or withdrawals causing your policy to lapse before the end of the policy term. In such event you may need to top up your premium to ensure continuous coverage.

### 2. What are the covers/ benefits provided?

#### A) Basic Plan

The initial Basic Sum Assured for this plan is RM\_\_\_\_\_.

The Basic Sum Assured will increase at 5% of the initial Basic Sum Assured at the end of every 5 years as follows:

**Table (I)**

Policy Year	Basic Sum Assured payable
1 – 5	100% of initial Basic Sum Assured
6 – 10	105% of initial Basic Sum Assured
11 – 15	110% of initial Basic Sum Assured
16 – 20	115% of initial Basic Sum Assured
21 – 25	120% of initial Basic Sum Assured
26 – 30	125% of initial Basic Sum Assured

The duration of the coverage (if not terminated earlier) is 30 years and at the end of 30 years, the policy will be extended up to age 90<sup>[1]</sup>.

#### I) Death Benefit

In the event of death of the Life Assured, the amount payable shall be the SUM of:

- Basic Sum Assured; and
- Fund Value at the Next Valuation Date immediately following the date of notification of death.

In the event of death or TPD before age of 5, there will be a reduction to the Basic Sum Assured. As a result, the benefit payable will be the reduced sum assured as shown in Table (II) below plus the fund value.

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Table (II) - Provision for Juvenile

Age at death/ TPD (last birthday)	% of Basic Sum Assured payable
0, 1	20%
2	40%
3	60%
4	80%

## II) **Total & Permanent Disability (TPD) Benefit**

In the event of TPD of the Life Assured, the amount payable shall be the SUM of:

- Basic Sum Assured; and
- Fund Value at the Next Valuation Date immediately following the date of approval of TPD claim.

Provision for Juvenile as shown in Table (II) above shall apply.

TPD Benefit will be paid in accordance to provision for TPD as stated in policy.

Provision for TPD Benefit Limit per Life

Age at TPD (last birthday)	TPD Benefit Limit per Life
Less than 7	RM 100,000
7 to less than 15	RM 500,000
15 to less than 65	RM 3,500,000

Total TPD Benefits payable per Life under all policies insuring the Life Assured shall not exceed the TPD Benefit Limit per Life stated above. The Total TPD Benefit per Life refers to TPD coverage of all in force policies for each Life Assured at the point of claim event after application of Provision for Juvenile.

## III) **Old Age Disablement (OAD) Benefit**

In the event of OAD of the Life Assured, the amount payable shall be the SUM of:

- Basic Sum Assured; and
- Fund Value at the Next Valuation Date immediately following the date of approval of OAD claim.

Total OAD Benefits per Life under all policies insuring the Life Assured shall limit to RM 1,000,000 per life. The Total OAD Benefit payable per Life refers to OAD coverage of all in force policies for each Life Assured at the point of claim event.

## IV) **Automatic Extension of the Plan**

Upon maturity of the initial term, this plan will automatically be extended up to age 90<sup>[1]</sup> without underwriting (extended term). The Basic Sum Assured shall remain at the amount prior to the extension of the plan. Premium, insurance charges, policy fee and any applicable tax shall continue to be chargeable upon the extension.

Policy Owner is required to notify HLA if he/ she does not want to extend the plan up to age 90 at least 30 days period prior to the end of the initial term.

## V) **Reduced Paid Up Option**

The Policy Owner has the right to convert the plan to a Reduced Paid up policy at any policy anniversary date starting from 3<sup>rd</sup> up to 19<sup>th</sup> policy anniversary date, provided that the fund value of the Basic Unit Account is sufficient to pay for the one-time reduced paid up charge. Upon reduced paid up, the one-time reduced paid up charge shall be deducted from the fund value of Basic Unit Account to pay for the policy fee and insurance charges of the Basic Plan for the outstanding tenure of the initial term. Upon conversion, the Basic Sum Assured of the reduced paid up policy shall remain unchanged and payments of premium, insurance charge and policy fee of the Basic Plan shall cease for the remaining tenure of the initial term.

Once converted to a reduced paid up policy, the Basic Plan will be guaranteed in force until maturity of the initial term.

Upon death/ TPD/ OAD, whichever is earliest, the sum of reduced paid up sum assured of Basic Plan plus fund value shall be payable. Fund value is determined by the number of units (balance of units of the Basic Unit Account and Rider Unit Account after deduction of one-time reduced paid up charge) multiplied by the prevailing unit price.

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Upon maturity of the initial term (if Policy Owner has opted not to extend the coverage to age 90) or at the end of the extended term, whichever is applicable, the fund value of the Basic Unit Account and Rider Unit Account shall be payable.

#### VI) **Maturity Benefit**

Upon survival of Life Assured at the end of the initial term (if Policy Owner has opted not to extend the coverage to age 90<sup>[1]</sup>) or at the end of the extended term, whichever is applicable, the fund value shall be payable.

[1] Your insurance charge (which is not guaranteed and deducted from the fund value) will increase as you get older. It is possible that the fund value may be insufficient to pay for the high insurance charge and policy fee in later years due to circumstances such as poor fund returns, premium holiday or withdrawals causing your policy to lapse before the end of the policy term. In such event you may need to top up your premium to ensure continuous coverage.

#### B) **Funds Chosen**

Fund	Fund Allocation (%)	Minimum Guaranteed Unit Price at Fund Maturity applicable?	Plough Back Mechanism applicable?	Fund	Fund Allocation (%)	Minimum Guaranteed Unit Price at Fund Maturity applicable?	Plough Back Mechanism applicable?
HLA EverGreen 2028	*	Yes	No	HLA Venture Dana Putra	*	No	No
HLA EverGreen 2030	*	Yes	No	HLA Dana Suria	*	No	No
HLA EverGreen 2035	*	Yes	No	HLA Venture Managed Fund	*	No	No
HLA Value Fund	*	No	Yes	HLA Secure Fund	*	No	No
HLA Venture Flexi Fund	*	No	No	HLA Venture Income Fund	*	No	No
HLA Venture Growth Fund	*	No	No	HLA Cash Fund	*	No	No
HLA Venture Blue Chip Fund	*	No	No				

**Reminder:** Please read the sales illustration, which includes product benefits and objectives of the investment-linked fund. It is important to select a plan or a combination of funds that suit your financial goals and risk profile.

\* Please obtain a copy of PDS specific for you from your agent.

#### C) **Minimum Guaranteed Unit Price at Fund Maturity (only applicable to HLA EverGreen Funds)**

At each point of investment, the unit price is multiplied with a Boost Factor. This boosted unit price will be the unit price guaranteed at fund maturity. This maturity unit price is the minimum guaranteed the Policy Owner will receive.

Whenever the boosted unit price reaches a new high, the Minimum Guaranteed Unit Price at Fund Maturity will be revised to this higher unit price.

The Minimum Guaranteed Unit Price at Fund Maturity before tax will attract a portion of tax which has yet to be provided for. The further tax adjustment is the difference of tax payable on the capital gains of the funds determined at funds maturity and tax which has been provided for the funds through weekly unit pricing. The unit prices published weekly are on after tax basis.

#### D) **Plough Back Mechanism (only applicable to HLA Value Fund)**

In the event that the net fund performance is below 5% per annum based on the performance assessment on the last business day of September of each year, an amount equivalent to 0.5% per annum of the fund's Net Asset Value (NAV) will be ploughed back to the fund in four equal weekly payments. The first payment will be due on the first business day of October of each year.

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### 3. How much premium do I have to pay?

The total premium you have to pay may vary depending on our underwriting decisions.

The estimated initial premium that you have to pay (before GST) is as follows. Please refer to the Sales Illustration for Summary of Total Premium Payable for the estimated premium payable (before GST) by policy year. Please refer to the Total Relevant Amount Payable for the estimated premium plus GST that you have to pay:

Plan/Rider	Type	Insured Lives	Initial Premium * (RM)
HLA Million Plus	Basic Plan	Life Assured	*
<b>Total</b>			*

Premium duration:

Plan/Rider	Type	Insured Lives	Premium payable until insured life's age
HLA Million Plus	Basic Plan	Life Assured	*

Note:

- Insurance company allocates a portion of the basic premium to purchase units in the investment-linked fund that you have chosen. Any unallocated amount of your premium will be used to meet the direct distribution cost and company's expenses. You are advised to refer to the allocation rates given in the sales illustration.

\* Please obtain a copy of PDS specific for you from your agent.

### 4. What are the fees and charges I have to pay?

The insurance coverage charges are deducted monthly from the value of your units. Generally, the insurance charges will increase as you grow older. Details of insurance charges and other charges for your investment-linked policy are given in the Sales Illustration. Charges are not guaranteed and may be revised from time to time.

However, after converted to a reduced paid up policy, the insurance charges (Basic Plan) and policy fee shall cease during the initial term.

**The Fund Management Fee of the funds are as follows:**

Fund(s)	HLA EverGreen Funds <sup>[4]</sup>	HLA Value Funds <sup>[4]</sup>	HLA Venture Flexi Fund <sup>[5]</sup>	HLA Venture Growth Fund <sup>[5]</sup>	HLA Venture Blue Chip Fund <sup>[5]</sup>	HLA Venture Dana Putra <sup>[5]</sup>	HLA Dana Suria <sup>[4]</sup>	HLA Venture Managed Fund <sup>[5]</sup>	HLA Secure Fund <sup>[4]</sup>	HLA Venture Income Fund <sup>[4]</sup>	HLA Cash Fund <sup>[4]</sup>
<b>Fund Management Fee (as at 1 Jan 2017)</b>	1.30% p.a.	1.45% p.a.	1.45% p.a.	1.45% p.a.	1.41% p.a.	1.40% p.a.	1.30% p.a.	1.17% p.a.	1.00% p.a.	0.50% p.a.	0.25% p.a.

[4] The Company reserves the right to change the Fund Management Fees by giving Policy Owner ninety (90) days prior written notice.

[5] The Fund Management Fee will be reviewed monthly and will be revised if the previous month end actual asset allocation deviates by more than ten percent (10%) of the initial asset allocation.

**The Fund Management Fee for each of the fund shall be capped as follows:**

Name of Fund	Fund Management Fee (% p.a.)
HLA Venture Flexi Fund	1.48
HLA Venture Growth Fund	1.50
HLA Venture Blue Chip Fund	1.50
HLA Venture Dana Putra	1.40
HLA Venture Managed Fund	1.25

The Company reserves the right to change the maximum Fund Management Fee as stated above.

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## 5. What are some of the key terms and conditions that I should be aware of?

- Importance of disclosure - you must disclose all material facts such as medical condition, and state your age correctly.
- Free-look period - you may cancel your policy by returning the policy within 15 days from the date of delivery of the policy. For Basic Plan and Rider with unitization, HLA will refund to you the unallocated premiums, the value of units that have been allocated (if any) at unit price at the next valuation date, any insurance charge, policy fee, and any applicable tax that have been deducted less any medical fee incurred. For Rider without unitization, HLA will refund to you the premium and any applicable tax paid for the said Rider less any medical fee incurred.
- Cash value - the cash value of the investment-linked policy depends on the performance of the investment-linked funds selected. The higher the level of insurance coverage selected, the more units will be absorbed to pay for the insurance charges and the fewer units will remain to accumulate cash values under your policy.
- Policy lapse - Basic Plan & Rider with unitization will lapse when the value of investment units is insufficient to pay for the insurance and other charges. Rider without unitization may lapse if premium is not paid within grace period subject to respective Rider provision.
- Monthly charges (policy fee and insurance charge) will be deducted on monthly anniversary by way of unit cancellation of Basic Unit Account and/ or Rider Unit Account accordingly.
- HLA EverGreen Funds are managed by HLA. Allocated premiums of the policy invested in these funds are invested by HLA on behalf of Policy Owner in a Floating Rate Negotiable Instrument of Deposits ("FRNID") issued by CIMB Bank Berhad. The amount invested in the FRNID is guaranteed by the issuer if held to maturity. If the issuer of the FRNID defaults or insolvent, the Policy Owner risks losing part or all of his/her allocated premium amounts that were invested into the FRNID on his/ her behalf by HLA. Should the issuer/ financial institutions default the above investment instrument, the Minimum Guaranteed Unit Price at Fund Maturity will not be applicable.
- HLA Value Fund is managed by HLA. Any amount invested in this fund is invested by HLA on behalf of Policy Owner in equity, fixed income, collective investment scheme, foreign asset, derivatives and money market instrument/s. If the financial institutions and/or corporations issuing the equity, fixed income, collective investment scheme, foreign asset, derivatives and money market instruments defaults or insolvent, the Policy Owner risks losing part or all of his/her amount that were invested into the instruments on his/her behalf by HLA. Initially the fund will invest by feeding into Hong Leong Penny Stock Fund with the option to increase the number of funds or replace Hong Leong Penny Stock Fund with other fund(s) in future.
- HLA Venture Flexi Fund is managed by HLA. Any amount invested in this fund is invested by HLA on behalf of Policy Owner in equity, fixed income, collective investment scheme, foreign asset, derivatives and money market instrument/s. If the financial institutions and/or corporations issuing the equity, collective investment scheme, foreign asset, derivatives, fixed income and money market instruments defaults or insolvent, the Policy Owner risks losing part or all of his/her amount that were invested into the instruments on his/ her behalf by HLA.
- HLA Venture Growth Fund is managed by HLA. Any amount invested in this fund is invested by HLA on behalf of Policy Owner in equity, fixed income, collective investment scheme, foreign asset, derivatives and money market instrument/s. If the financial institutions and/or corporations issuing the equity, fixed income, collective investment scheme, foreign asset, derivatives and money market instruments defaults or insolvent, the Policy Owner risks losing part or all of his/her amount that were invested into the instruments on his/her behalf by HLA.
- HLA Venture Blue Chip Fund is managed by HLA. Any amount invested in this fund is invested by HLA on behalf of Policy Owner in equity, fixed income, collective investment scheme, foreign asset, derivatives and money market instrument/s. If the financial institutions and/or corporations issuing the equity, fixed income, collective investment scheme, foreign asset, derivatives and money market instruments defaults or insolvent, the Policy Owner risks losing part or all of his/her amount that were invested into the instruments on his/her behalf by HLA.
- HLA Venture Dana Putra is managed by HLA. Any amount invested in this fund is invested by HLA on behalf of Policy Owner in equity, fixed income, collective investment scheme, foreign asset, derivatives and money market instrument/s. If the financial institutions and/or corporations issuing the equity, fixed income, collective investment scheme, foreign asset, derivatives and money market instruments defaults or insolvent, the Policy Owner risks losing part or all of his/her amount that were invested into the instruments on his/her behalf by HLA.
- HLA Dana Suria is managed by HLA. Any amount invested in this fund is invested by HLA on behalf of Policy Owner into Islamic unit trust/ investment-linked funds which will invest in Shariah-compliant<sup>[6]</sup> fixed income securities, equities, collective investment scheme, foreign asset, derivatives and money market instrument/s. If the financial institutions and/or corporations issuing the funds defaults or become insolvent, The Policy Owner risks losing part or all of his/her amount that were invested into the fund on his/ her behalf by HLA. At inception, the fund will invest by feeding into Hong Leong Dana Maa'rof and HLA Venture Dana Putra ("Target Funds") with the option to increase the number of funds or replace the Target Fund in future.
- HLA Venture Managed Fund is managed by HLA. Any amount invested in this fund is invested by HLA on behalf of Policy Owner in equity, fixed income, collective investment scheme, foreign asset, derivatives and money market instrument/s. If the financial institutions and/or corporations issuing the equity, fixed income, collective investment scheme, foreign asset, derivatives and money market instruments defaults or insolvent, the Policy Owner risks losing part or all of his/her amount that were invested into the instruments on his/her behalf by HLA.
- HLA Secure Fund is managed by HLA. Any amount invested in this fund is invested by HLA on behalf of Policy Owner in fixed income, equity, collective investment scheme, foreign asset, derivatives and money market instrument/s. If the financial institutions and/or corporations issuing the fixed income, equity, collective investment scheme, foreign asset, derivatives and money market instruments defaults or insolvent, the Policy Owner risks losing part or all of his/her amount that were invested into the instruments on his/ her behalf by HLA. Initially the fund will invest by feeding into Affin Hwang Select Income Fund with the option to increase the number of funds or replace Affin Hwang Select Income Fund with other fund(s) in future.
- HLA Venture Income Fund is managed by HLA. Any amount invested in this fund is invested by HLA on behalf of Policy Owner in equity, fixed income, collective investment scheme, foreign asset, derivatives and money market instrument/s. If the financial institutions and/or corporations issuing the equity, fixed income, collective investment scheme, foreign asset, derivatives and money market instruments defaults or insolvent, the Policy Owner risks losing part or all of his/her amount that were invested into the instruments on his/her behalf by HLA.
- HLA Cash Fund is managed by HLA. Any amount invested in this fund is invested by HLA on behalf of Policy Owner in money market instrument/s issued by licensed financial institution/s under the Islamic Financial Services Act 2013. The amount invested in this money market instrument/s is guaranteed by these financial institutions, before deducting any charge or tax. If the financial institutions issuing the money market instruments defaults or insolvent, the Policy Owner risks losing part or all of his/her amount that were invested into the instruments on his/ her behalf by HLA.
- You should satisfy yourself that this policy will best serve your needs and that the premium payable under this plan is an amount you can afford.
- There are provisions for nomination and assignment. Please be advised to nominate a nominee and ensure that the nominee is aware of the policy that you have purchased.

This product disclosure sheet consists of 6 pages and each page forms an integral part of the sales illustration. A prospective policy owner is advised to read and understand the information printed on each and every page.

Win MP (Ever & EverLove Plus Series) Version 4.3 Last Updated 25 June 2103 – E&OE –

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- All applications are subject to underwriting approval.
- Fund value and account value carry the same meaning in all marketing collaterals.

[6] An investment-linked insurance plan itself is not a Shariah-compliant product.

*Note: This list is non-exhaustive. Please refer to the policy contract for the terms and conditions under this policy.*

## 6. What are the major exclusions under this policy?

### A) Basic Plan

#### I) Death Benefit

If the Life Assured whether sane or insane, commits suicide within twelve (12) months from the Issue Date or the Reinstatement Date, whichever is the latest, this policy shall become void. The fund value under this policy shall be payable.

#### II) Total & Permanent Disability Benefit

The policy shall not cover Total & Permanent Disability resulted directly or indirectly;

- from any self-inflicted bodily injury while sane or insane;
- from flying in an aircraft (except as an aircrew member of, or as an ordinary fare paying passenger, on a regularly scheduled flight of a commercial airline); or
- from anything whatsoever while serving as a member of the armed forces, police and paramilitary forces as a result of declared or undeclared war, riots or civil commotion.

#### III) Old Age Disablement Benefit

The policy shall not cover Old Age Disablement resulted directly or indirectly;

- from any self-inflicted bodily injury while sane or insane;
- from flying in an aircraft (except as an aircrew member of, or as an ordinary fare paying passenger, on a regularly scheduled flight of a commercial airline); or
- from anything whatsoever while serving as a member of the armed forces, police and paramilitary forces as a result of declared or undeclared war, riots or civil commotion.

## 7. Can I cancel my policy?

### A) Basic Plan

Buying a regular premium investment-linked policy is a long-term financial commitment. It is not advisable to hold this policy for a short period of time in view of the high initial costs. If you find that the fund that you have chosen is no longer appropriate, you have the flexibility to switch fund without any fee.

## 8. What do I need to do if there are changes to my contact details?

It is important that you inform us of any change in your contact details (including that of the nominee and/or trustee) to ensure that all correspondences reach you and/or nominee/trustee in a timely manner.

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**9. Where can I get further information?**

Should you require additional information about life insurance, please refer to the *insuranceinfo* booklet on 'Life Insurance', available at all our branches or you can obtain a copy from the insurance agent or visit [www.insuranceinfo.com.my](http://www.insuranceinfo.com.my).

If you have any enquiries, please contact us at:

**Customer Service Hotline: 03-76501288 or**

**Customer Service Department  
Level 3, Tower B, PJ City Development  
No 15A, Jalan 219, Seksyen 51A  
46100 Petaling Jaya, Selangor  
P.O.Box 120, 46710 Petaling Jaya**

**Tel: 03 - 7650 1818  
Fax: 03 - 7650 1991  
Website: [www.hla.com.my](http://www.hla.com.my)**

**10. Other similar types of cover available**

Please refer to our agents for other similar types of cover available.

**IMPORTANT NOTE:**

**THIS IS AN INSURANCE PRODUCT THAT IS TIED TO THE PERFORMANCE OF THE UNDERLYING ASSETS AND IS NOT A PURE INVESTMENT PRODUCT SUCH AS UNIT TRUSTS. YOU MUST EVALUATE YOUR OPTIONS CAREFULLY AND SATISFY YOURSELF THAT THE INVESTMENT-LINKED PLAN CHOSEN MEET YOUR RISK APPETITE, AND THAT YOU CAN AFFORD THE PREMIUM THROUGHOUT THE POLICY DURATION. TO INCREASE INVESTMENT VALUE AT ANY TIME, IT IS ADVISABLE THAT YOU PAY THE ADDITIONAL PREMIUM AS 'TOP UPS'. RETURN ON INVESTMENT-LINKED FUND IS NOT GUARANTEED.**

The information provided in this disclosure sheet is valid as at 19/05/2017.



# Service Guide – Our Service To You

Our Company offers life insurance products through our agency force, bank partners, online channel, etc. If you intend to purchase a life insurance product from our agents, you can enjoy these value-added services.

Before You Buy a Policy	When You Decide to Buy a Policy	During the Term of the Policy
<p><b>Deal only with Registered Agents</b></p> <ul style="list-style-type: none"> <li>❖ You can check the status of the agent via the Life Insurance Association of Malaysia (LIAM) website on <b>Know Your Agent</b>.</li> <li>❖ Visit <a href="https://www.liam.org.my/index.php/customer-zone/know-your-agent">https://www.liam.org.my/index.php/customer-zone/know-your-agent</a> for more details, or SMS: LIAMENQ&lt;space&gt;Language(E/M/C)&lt;space&gt;(A/B)&lt;space&gt;(MyKad/Old IC/LIAM No.) and SEND to 63633 (Example: LIAMENQ E A 750614101234).</li> </ul> <p><b>Assist You With Choosing the Right Insurance Plan</b></p> <ul style="list-style-type: none"> <li>❖ Go through the Customer Fact Find form with you in order to understand your financial needs and financial goals.</li> <li>❖ Recommend a suitable insurance plan after assessing your needs.</li> </ul> <p><b>Explain Product Features</b></p> <ul style="list-style-type: none"> <li>❖ Explain the product features, benefits payable, exclusions, premium and charges.</li> <li>❖ Provide a Product Disclosure Sheet to assist you with making informed decisions and facilitating product comparison.</li> </ul>	<p><b>Assist You With the Policy Application</b></p> <ul style="list-style-type: none"> <li>❖ Explain the importance of answering the questions in the proposal form completely and accurately.</li> <li>❖ Submit your application for underwriting after you have signed the proposal form.</li> <li>❖ Arrange for a medical examination with one of our panel clinics, if required.</li> <li>❖ Provide information on making a nomination to ensure that the policy money is received by your beneficiaries in the event of death.</li> </ul> <p><b>Once Bought, Explain the Policy Terms and Conditions</b></p> <ul style="list-style-type: none"> <li>❖ Your policy document will be delivered to you (by hand, via post or electronically) within 7 days from the policy issue date.</li> <li>❖ Go through the terms and conditions of the policy with you to ensure that this is the right plan that you have purchased.</li> </ul>	<p><b>Continuous Policy Servicing</b></p> <ul style="list-style-type: none"> <li>❖ Remind you of the policy renewal.</li> <li>❖ Provide continuous service e.g. policy modifications, change of address and frequency of premium payments. If your agent has left the Company, we will appoint a new agent to service you.</li> </ul> <p><b>Assists You With Making a Claim</b></p> <ul style="list-style-type: none"> <li>❖ Guide you through the standard procedures for filing an insurance claim.</li> </ul>

## Customer Portal

Please visit our corporate website at <https://www.hla.com.my/>. Once you are there, just click on the **HLA360°** banner to access the HLA Customer Portal where you will be able to access your policy information.

If you require additional information or support from our company, please give us a call at **03-7650 1288** or e-mail us at **customerservice@hla.hongleong.com.my**.