

Frequently Asked Questions (FAQ)

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1. What is HLA Pro-Vax Campaign?

We are providing free coverage against complications arising post administration of the COVID-19 Vaccine. To be eligible for this free coverage, the person needs to:

- a) be age of 18 and above;
- b) be a Malaysian citizen or a Permanent Resident (PR) (except those from Democratic People's Republic of Korea and Iran) currently residing in Malaysia; and
- c) be registered before the first/final COVID-19 Vaccine dose.

2. I am an existing HLA policy Life Assured, do I need to submit my registration?

No, as our valued customer you are automatically enrolled for this coverage benefit.

3. What is the registration and coverage period of HLA Pro-Vax Campaign?

The registration period is between 29 May 2021 to 31 December 2021, while the coverage period is from 29 May 2021 to 31 January 2022 or upon reaching the total claims limit of RM300,000 jointly with HLMT, whichever is earlier. Only the vaccine administered post registration will be covered.

4. How do I know if my registration is confirmed and when is the coverage effective from?

You only need to submit your registration once and you will receive a welcome email within 14 working days from the registration date. Your coverage will commence upon registration and provide cover for post-vaccination complications that occurs after your registration date.

5. What benefit does HLA Pro-Vax Campaign provides?

a) Hospitalisation Benefit

If the person is hospitalised due to complications or side effects arising from COVID-19 Vaccine within 30 days from the date the person received any approved COVID-19 Vaccine in Malaysia, we will provide a daily hospital income of RM100 per day, up to a

maximum 7 days. This benefit is applicable for complications that is serious and requiring Medically Necessary hospitalisation in Malaysia arising post administration of the COVID-19 Vaccine.

b) Compassionate Benefit

In the event of death due to complications or side effects arising from COVID-19 Vaccine within 30 days from the date the person received any approved COVID-19 Vaccine in Malaysia, a lump sum amount of RM5,000 will be payable. This benefit is only payable if the death occurred in Malaysia and will be payable in accordance with the provisions of the applicable succession laws.

6. What is considered as “Medically Necessary”?

“Medically Necessary” shall mean a medical service which is:

- a) consistent with the diagnosis and customary medical treatment for a covered disability, and
- b) in accordance with the standards of good medical practice, consistent with current standard of professional medical care, and of proven medical benefits, and
- c) not for the convenience of the person or the physician, and unable to be reasonably rendered out of hospital (if admitted as an inpatient), and
- d) not of an experimental, investigational or research nature, preventive or screening nature.

7. Is there any exclusion to HLA Pro-Vax Campaign?

The Compassionate Benefit and/or Hospitalisation Benefit is only payable if it was due to complications/side effects arising from COVID-19 Vaccine within 30 days from the date the person received any approved COVID-19 Vaccine in Malaysia. Hence, these benefits are not payable due to any sickness or disease other than those caused by complications/side effects arising from COVID-19 Vaccine.

8. How do I make a claim under the HLA Pro-Vax Campaign?

You may only claim once from HLA or HLMT. To do so, you or the claimant may download the claim form www.hla.com.my > **Customer-Service > E-forms**.

a) To claim for Hospitalisation Benefit:

Submit the completed [claim form](#) together with the required supporting documents to any one of our HLA Branches.

b) To claim the Compassionate Benefit:

Submit the completed [claim form](#) together with the required supporting documents to any one of our HLA Branches.

Important Note: Please indicate on the form: **Claims Submission for HLA Pro-Vax Campaign**

Documents required when submitting a claim	
Hospitalisation Benefit	Compassionate Benefit
1) Valid proof of the date the person received COVID-19 Vaccine (eg. Vaccination status in MySejahtera app,	1) Valid proof of the date the person received COVID-19 Vaccine (eg. Vaccination status in MySejahtera app, Vaccination Card from MOH)

Vaccination Card from MOH) 2) Hospitalisation Benefit Claim Form 3) Copy of IC of the claimant 4) Claimant Bank Account Number 5) Medical report proofing the admission is due to complications arising post administration of the COVID-19 Vaccine.	2) Death claim application form 3) Death Certificate 4) Copy of IC of the deceased and claimant 5) Claimant Bank Account Number 6) Proof of relationship to deceased (eg. Birth certificates OR marriage certificates of deceased and claimant 7) Medical report proofing the death is due to complications arising post administration of the COVID-19 Vaccine if the cause of death stated in the death certificate is otherwise.
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9. I am a Malaysian and residing overseas. I have received my COVID-19 vaccine overseas. Am I eligible for coverage under the HLA Pro-Vax Campaign?

No, the coverage is only for Malaysians and the eligible PR holders (except those from Democratic People's Republic of Korea and Iran) residing in Malaysia who has received the COVID-19 vaccination in Malaysia. The benefits will only be payable either upon death occurred in Malaysia or "Medically Necessary" hospitalisation in Malaysia due to post administration of the COVID-19 Vaccine.