

Living Life to the Fullest Campaign

Frequently Asked Questions

1. What is the campaign duration?

6 August – 31 October 2021 (both days inclusive)

2. Who is eligible?

Open to Malaysians

3. What are the campaign mechanics?

- a. Get 10% OFF purchase of a HLA Touch policy during the campaign period, apply promo code HLAT10 or any of the promo codes as shared by social media influencer
- b. First 200 customers who purchase a policy with RM30 and above on first payment will be entitled to receive a mystery care pack.
- c. First 200 customer who completes the social media sharing requirement will be entitled to RM50 premium voucher
 - i. Creatively snap a photo of/ with the care pack and post it on Instagram/ Facebook
 - ii. Include #HONGLEONGASSURANCE #HLAPROTECTSME & Tag two (2) friends
 - iii. Like & follow us on Facebook @HONGLEONGASSURANCE and Instagram @HONGLEONGASSURANCEMY
- d. First 100 customers who drops a lead and signs up for a policy with an agent with a minimum of RM100 paid on first premium payment will receive RM100 worth of Grab Credits

4. Where do I purchase the insurance policy to be eligible for this campaign?

Purchase an online policy from hlatouch.my to be eligible for the 10% OFF

5. If I did not use any of the promo code will, can I be entitled to the 10% OFF?

No

6. Is the 10% OFF applicable for all policies?

It is not applicable for Life Protector

7. Is the 10% OFF applicable for policies purchased with an agent?

No, it's only applicable for online policies purchased on hlatouch.my with promo code applied.

8. How many mystery gifts am I entitled to if I purchased 2 policies on HLA Touch?

Subject to meeting the first come first served basis rule for the first 200 customers, each customer will only be entitled to one (1) gift regardless the number of policies purchased throughout the campaign period.

9. What is in the mystery gift?

1	Canvas Tote bag + 1,000ML Food Container +KN94 Mask	Take Away with Me
2	Canvas Tote bag + 500 ML Stainless Steel Mug	Coffee with Me
3	Canvas Tote bag + Reusable Mask + KN94 Mask	Go everywhere with Me

10. Can I choose the mystery gift?

No, it will be given out at random

11. Am I entitled to the RM50 premium voucher if I have only liked and follow Hong Leong Assurance page on Instagram and not on Facebook?

No, you will need to complete the entire set of requirements listed.

12. How do I redeem the RM50 premium voucher?

The RM50 will be credited into your policy account to offset your next month's premium payment amount

13. What if I cancelled my policy, how can I claim the RM50 premium voucher?

You will not be able to claim the voucher should you decide to terminate your policy before the crediting month.

14. Which website do I drop a lead to get an agent to call me?

Drop a lead on this page: www.bit.ly/HLALive

15. I do not have a grab account can the reward be credited to Touch n'Go or cash?

No, you will need to register for a Grab Wallet to receive the RM100 Grab Credits, the reward will be forfeited and cannot be exchangeable if you do not have an account at point of crediting of reward.

16. Which are the promo codes valid for the RM100 Grab Credits?

Promo codes given out by social media influencers as listed below:

https://www.instagram.com/joriselee/
https://www.instagram.com/vivian1017/
https://www.instagram.com/ryan_chiew/
https://www.instagram.com/madelyn_goh/
https://www.instagram.com/justin_lan/
https://www.instagram.com/sunshinekelly2988/
https://www.instagram.com/josephgermani/
https://www.instagram.com/byun_lim/
https://www.instagram.com/missalvy/