



Submission ID No.: EBP\_20201125\_TGTW000573\_1

e-GROUP MAJOR CLAIM SUBMISSION

GROUP MAJOR & HOSPITAL BENEFITS CLAIMS

CONTRACT/POLICY NUMBER	TGTW000573
CONTRACTHOLDER NAME	User1
SUBSIDIARY NAME	PERBADANAN TABUNG PENDIDIKAN TINGGI NASIONAL (PTPTN) - AKAUN AM
NAME OF LIFE ASSURED	fsfsdf
NRIC / ID OF LIFE ASSURED	24423432
NAME OF PERSON SUBMITTING CLAIM	User1
CONTACT NUMBER (OFFICE/ MOBILE)	TGTW000573
EMAIL ADDRESS	aisun.l@etiqa.com.my
BANK DETAILS OF CLAIMANT	<div>NAME OF BANK : AL-RAJHI BANK (M) BERHAD</div> <div>ACCOUNT NUMBER : 342423423</div> <div>COMPANY REGISTRATION NUMBER : rer424</div> <div>(NOT APPLICABLE FOR INDIVIDUAL CLAIMANT)</div>
CLAIM TYPE	Death (Non-Accidental)
EVENT DATE	29 September 2019
CAUSE OF DEATH / DIAGNOSIS	Other
UPLOADED DOCUMENTS	[VERIFY] Reset Unlock Pin guide.pdf Press Release 25 Oktober.pdf

E-DECLARATION

I do solemnly and sincerely declare that I am the nominee/administrator/beneficiary for the Takaful benefit of the deceased and further declare as follows:-

1. That the foregoing answers and statements on the Deceased are complete and true to the best of my knowledge and belief, and that I have withheld no material facts from the Company.
2. That any difference, if any, in respect of the details contained in the enclosed supporting document and the information presented to Etiqa Family Takaful Berhad (Etiqa Takaful) in this form refers to the same person. I understand and agree that Etiqa Takaful has the sole discretion to reject this application if the information given is false or insufficient.
3. That the original certificate whether or not enclosed therein (if any), due to loss or mutilated, belongs to the deceased.
4. And I hereby authorize any medical practitioner, surgeon person, hospital, clinic and any other institution or organization to furnish Etiqa Famiy Takaful Berhad or its representative any information that may be required concerning my health conditions, for settlement of this claim. I agree that Etiqa Family Takaful Berhad or its representative may use or disclose any of the information collected or held to third parties such as reinsurers, medical examiner or medical consultant, claims investigator and etc. within or outside Malaysia for the purpose of processing the claim. I agree that a photocopy of this authorization shall be considered as effective and valid as original.
5. I, agree, consent and allow Etiqa Family Takaful Berhad (hereinafter called "Etiqa Takaful") to process my personal data (including sensitive personal data) ('Personal Data') with the intention of processing this Claim Form, in compliance with the provisions of the Personal Data Protection Act 2010.
6. I, understand and agree that any Personal Data collected or held by Etiqa Takaful contained in this Claim Form may be held, used, processed and disclosed by Etiqa Takaful to individuals and/or organizations related to and associated with Etiqa Takaful or any selected third party (within or outside Malaysia, including medical institutions, solicitors, industry associations, regulators, statutory bodies and government authorities) for the purpose of processing this Claim Form and providing subsequent service related to it and to communicate with me for such purposes.
7. I agree that a copy of documents submitted shall be as valid as the original. I confirm that the information given on this online submission form is to the best of my knowledge and belief, true in every aspect. I understand that the making of a fraudulent claim by providing untrue information is a criminal offence likely to lead to prosecution.

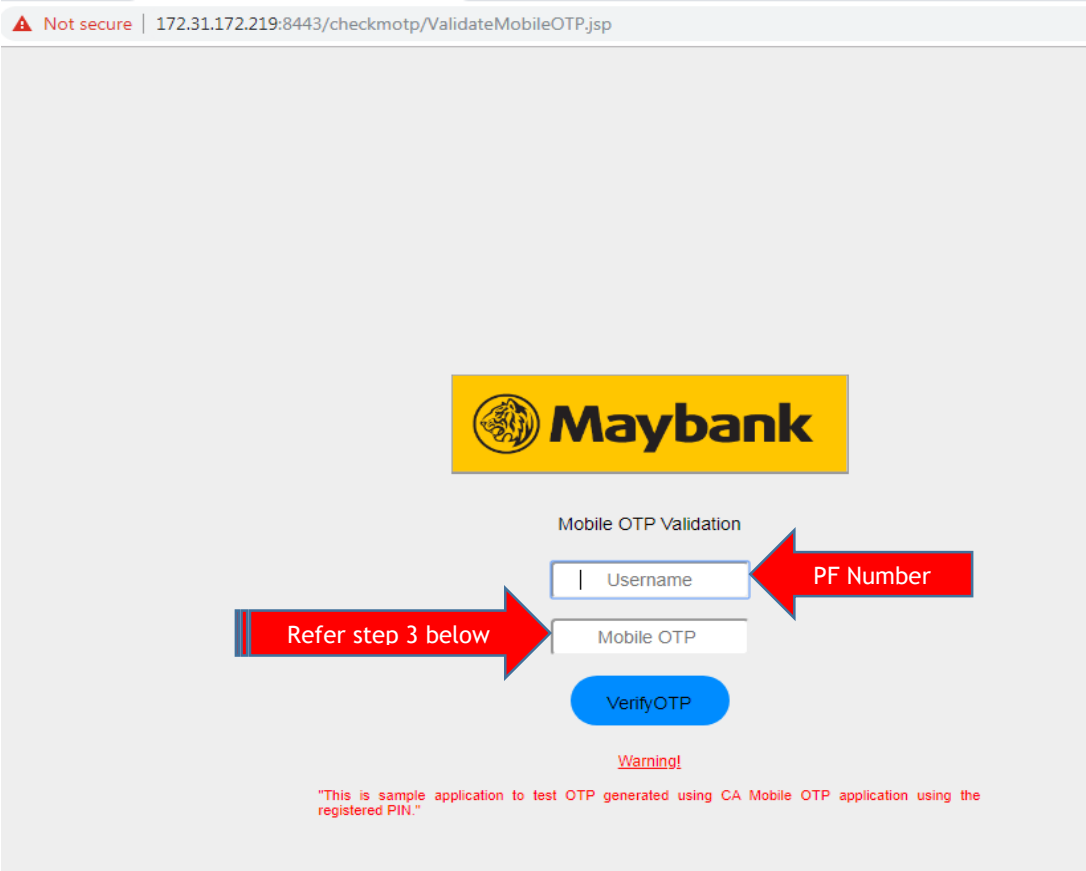
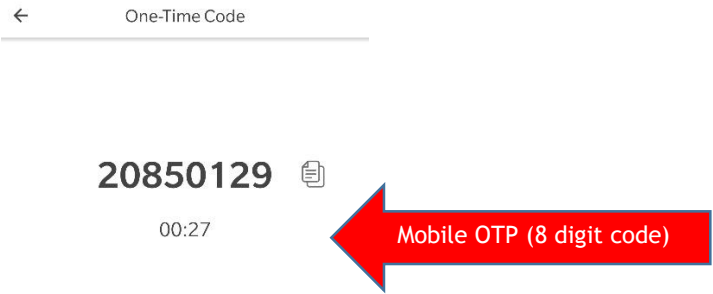
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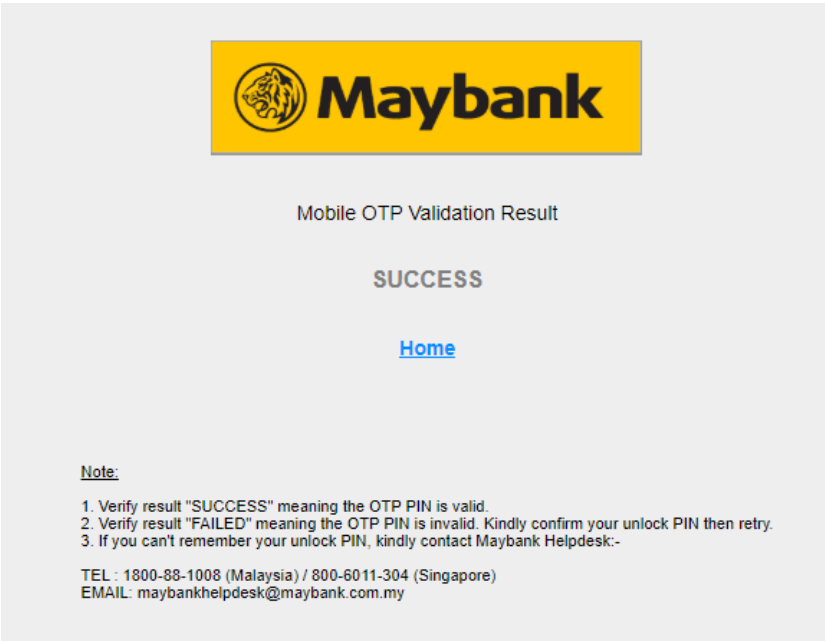
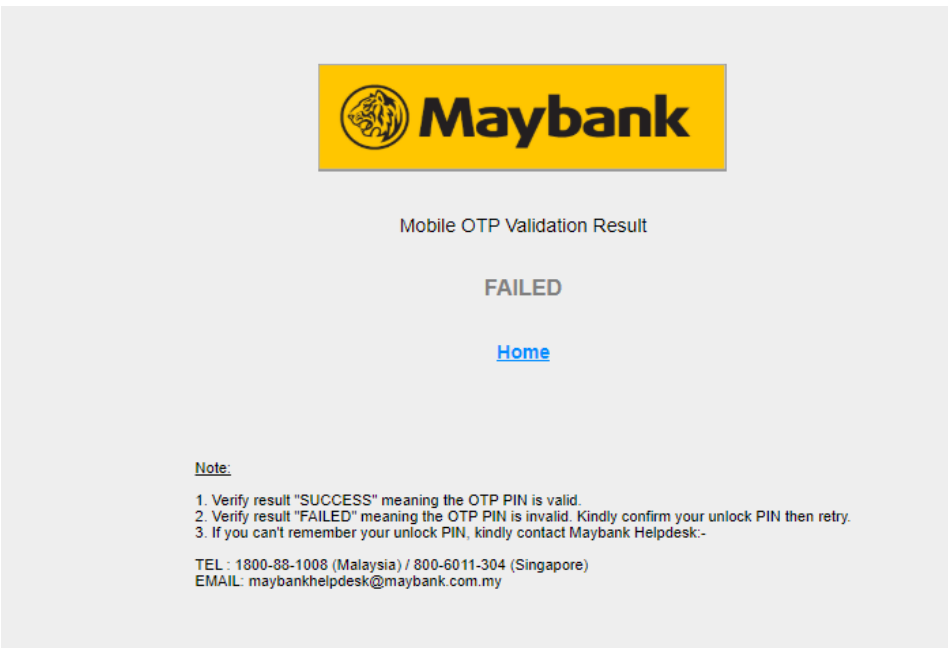
E-Signature of claimant

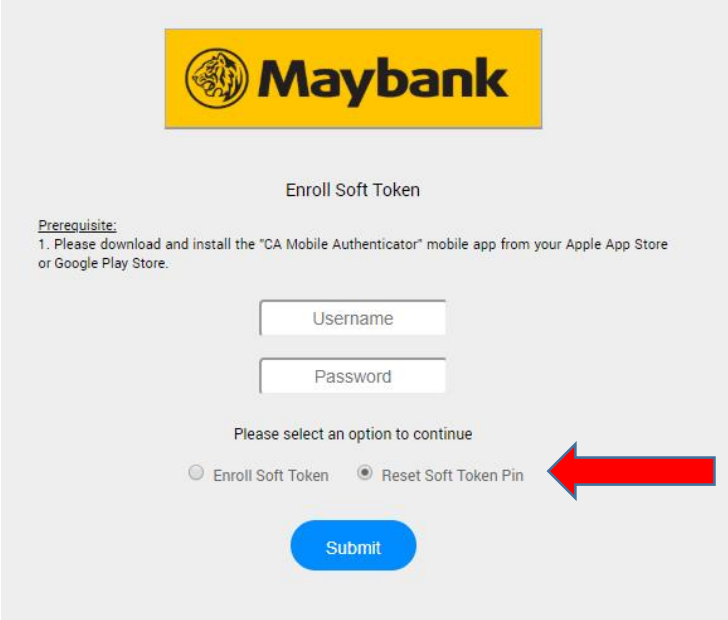
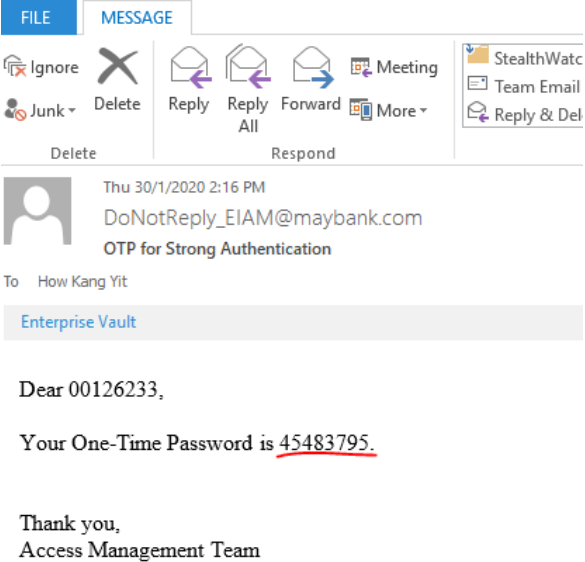
Name: User1  
Date: 25 November 2020



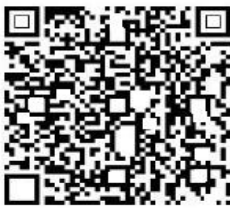
## CA Mobile Authenticator PIN Verification

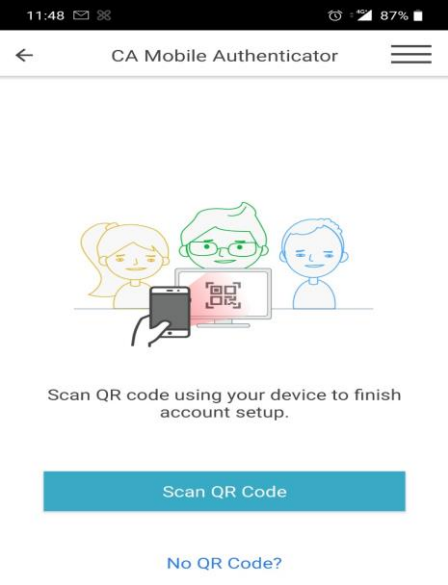
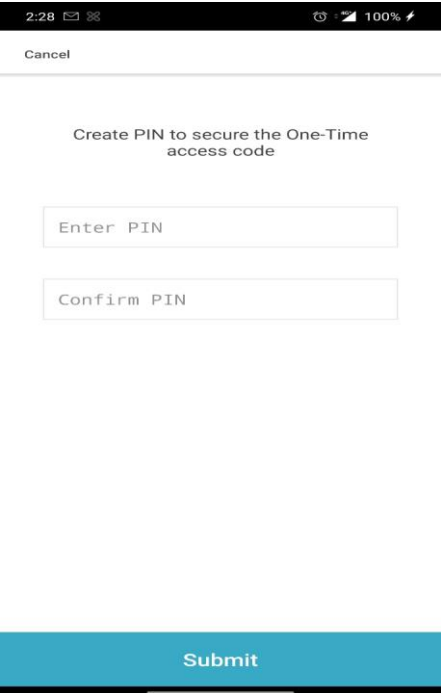
Below is the steps to be taken to verify if the PIN entered is CORRECT or otherwise:-

Step	Action
1	User to key in below URL <a href="https://softtoken.maybank.com/verify">https://softtoken.maybank.com/verify</a> or <a href="https://172.31.172.219:8443/verify">https://172.31.172.219:8443/verify</a>
2	<p>Below screen will be displayed. User to key in as per arrow in red below:-</p> 
3	

Step	Action
4	<p>Below screen will be displayed if PIN is correctly keyed in</p>  <p>The screenshot shows the Maybank logo at the top, followed by the text "Mobile OTP Validation Result" and "SUCCESS" in large letters. Below this is a blue link labeled "Home". At the bottom, there is a "Note" section with three numbered instructions and contact information for Maybank Helpdesk.</p> <p><b>Note:</b></p> <ol style="list-style-type: none"> <li>1. Verify result "SUCCESS" meaning the OTP PIN is valid.</li> <li>2. Verify result "FAILED" meaning the OTP PIN is invalid. Kindly confirm your unlock PIN then retry.</li> <li>3. If you can't remember your unlock PIN, kindly contact Maybank Helpdesk:-</li> </ol> <p>TEL : 1800-88-1008 (Malaysia) / 800-6011-304 (Singapore) EMAIL: maybankhelpdesk@maybank.com.my</p>
5	<p>If "FAILED" message displayed, it means that you have key in incorrect 6 digit UNLOCK PIN</p>  <p>The screenshot shows the Maybank logo at the top, followed by the text "Mobile OTP Validation Result" and "FAILED" in large letters. Below this is a blue link labeled "Home". At the bottom, there is a "Note" section with three numbered instructions and contact information for Maybank Helpdesk.</p> <p><b>Note:</b></p> <ol style="list-style-type: none"> <li>1. Verify result "SUCCESS" meaning the OTP PIN is valid.</li> <li>2. Verify result "FAILED" meaning the OTP PIN is invalid. Kindly confirm your unlock PIN then retry.</li> <li>3. If you can't remember your unlock PIN, kindly contact Maybank Helpdesk:-</li> </ol> <p>TEL : 1800-88-1008 (Malaysia) / 800-6011-304 (Singapore) EMAIL: maybankhelpdesk@maybank.com.my</p>

Step	Action
6	<p>If you are unable to recall the 6 digit unlock pin used to UNLOCK the Authenticator App,</p> <p>Please proceed to reset PIN using <a href="https://softtoken.maybank.com/enroll">https://softtoken.maybank.com/enroll</a> or <a href="https://172.31.172.219:8443/enroll">https://172.31.172.219:8443/enroll</a> .</p> 
7	<p>Key in your Windows User Name &amp; Password (Global AD ID &amp; password for OU users), select “Reset Soft token Pin”</p>
8	<p><b>An One Time Pin (OTP) will be sent to your Maybank mailbox. The 8 digit OTP code is valid for 5 minutes.</b></p> 

Step	Action
9	<p data-bbox="292 264 957 293">Enter the OTP code to the OTP field and click “Submit”</p> <div data-bbox="292 331 1241 1104">  <p data-bbox="699 562 874 589">Enroll Soft Token</p> <p data-bbox="375 611 419 633"><u>Note:</u></p> <ol data-bbox="375 633 1197 779" style="list-style-type: none"> <li>1. An One Time Pin (OTP) email had been sent to your mailbox.</li> <li>2. Key in the One Time Pin (OTP) to generate the QR Code.</li> <li>3. Open the "CA Mobile Authenticator" app then select "Scan QR Code".</li> <li>4. QR Code generated will expires after 2 minutes.</li> <li>5. If you selected "Reset Soft Token PIN" or first time setup, you'll be prompt to setup your 6 digits numeric PIN after you scan the QR code.</li> </ol> <p data-bbox="699 853 874 875">Username : 00126233</p> <div data-bbox="663 909 906 954"> <input data-bbox="663 909 906 954" type="text"/> </div> <p data-bbox="751 920 810 943">OTP</p> <div data-bbox="703 1014 866 1081"> <input data-bbox="703 1014 866 1081" type="submit" value="Submit"/> </div> </div>
10	<p data-bbox="292 1142 1117 1171">A QR code will be generated. The QR code is valid for 120s (2 mins).</p> <div data-bbox="292 1211 898 1921">  <p data-bbox="507 1417 675 1440">Enroll Soft Token</p> <p data-bbox="507 1462 675 1485">Username : 00126233</p> <p data-bbox="459 1507 722 1529">QR code expires in 113 seconds.</p> <p data-bbox="419 1563 762 1585">Please scan the QR code below to proceed.</p> <div data-bbox="432 1626 748 1899">  </div> </div>

Step	Action
11	<p><b>Open the <a href="#">CA Mobile Authenticator</a> App from your mobile phone and select “Scan QR Code”.</b></p> 
12	<p><b>Scan the QR code appears on your Web browser and wait for system to enrol you.</b></p>
13	<p><b>Upon successfully enrolled, You can enter your new Unlock PIN. Click Submit to complete the process.</b></p> 



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**50480 KUALA LUMPUR**  
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**Telefon : 03-6200 1000/  
: 03-6200 1200  
Faks : 03-6205 2121**

## **KENYATAAN MEDIA**

Kuala Lumpur, 25 Oktober, 2020 – Adalah dimaklumkan bahawa KDYMM Seri Paduka Baginda Yang di-Pertuan Agong Al-Sultan Abdullah Ri'ayatuddin Al-Mustafa Billah Shah Ibni Almarhum Sultan Haji Ahmad Shah Al-Musta'in Billah telah berkenan memperhalusi permohonan yang telah dipersembahkan oleh YAB Perdana Menteri Tan Sri Muhyiddin Yassin di majlis menghadap di Istana Abdul Aziz, Kuantan, Pahang pada Jumaat lalu (23 Oktober, 2020).

Permohonan tersebut ialah pelaksanaan Darurat Perkara 150(1) dan Pemasyhuran Ordinan Darurat (Kuasa-Kuasa Perlu 2020) menurut Perkara 150(2B) Perlembagaan Persekutuan untuk memerangi ancaman wabak COVID-19 di negara ini.

Setelah memperhalusi permohonan dan berbincang dengan Raja-Raja Melayu dan melihat situasi yang sedang dihadapi oleh negara, Al-Sultan Abdullah merasakan Kerajaan sekarang telah berjaya menangani wabak ini dengan baik dan berkesan.

Seri Paduka Baginda amat mempercayai keupayaan Kerajaan di bawah pimpinan YAB Perdana Menteri untuk terus melaksanakan dasar dan tindakan penguatkuasaan bagi membendung gejala wabak COVID-19 ini dari terus merebak.

Al-Sultan Abdullah berpendapat tiada keperluan buat masa ini untuk Seri Paduka Baginda mengisytiharkan darurat di negara ini atau mana-mana bahagian negara Malaysia.

Kendatipun begitu, Seri Paduka Baginda ingin mengingatkan ahli-ahli politik untuk memberhentikan segera segala *politicking* yang boleh mengganggu kestabilan pemerintahan negara.

Al-Sultan Abdullah turut berpendapat bahawa tiada perlunya Ahli-ahli Parlimen meneruskan tindakan tidak bertanggungjawab yang boleh mengganggu gugat kestabilan Kerajaan sedia ada.

Seri Paduka Baginda menegaskan bahawa Belanjawan Negara 2021 yang akan dibentangkan di sidang Parlimen adalah amat penting kepada rakyat di dalam menangani wabak COVID-19 dan memulihkan ekonomi negara. Justeru, peruntukan kewangan amat diperlukan oleh petugas barisan hadapan bagi melancarkan tugas dan tanggungjawab mereka.

Sesungguhnya, Al-Sultan Abdullah amat prihatin terhadap kegelisahan seluruh rakyat ekoran daripada kenaikan mendadak beberapa kluster baharu dan kes positif harian COVID-19 di negara ini.

Al-Sultan Abdullah menzahirkan keyakinan bahawa dengan semangat perpaduan dan juang yang tinggi seperti yang telah pernah dipamerkan bersama, kita mampu sekali lagi berganding bahu memerangi gelombang ketiga penularan wabak ini.

Sehubungan dengan itu, Seri Paduka Baginda menyeru seluruh rakyat, tanpa mengira latar belakang dan khususnya fahaman politik, mengenyampingkan segala perbezaan dan perbalahan untuk bersatu padu dan bersatu hati memainkan peranan masing-masing dalam membantu Kerajaan dan pihak-pihak berkuasa membendung wabak COVID-19 demi keselamatan diri dan kesejahteraan negara yang kita cintai bersama ini.

Al-Sultan Abdullah turut mengambil kesempatan ini mengajak seluruh rakyat untuk bersama Seri Paduka Baginda berdoa semoga wabak COVID-19 ini dapat dibanteras dengan berkesan dan diakhiri dengan segera.

Dato' Indera Ahmad Fadil Shamsuddin  
**Datuk Pengelola Bijaya Diraja**  
**Istana Negara**