

14 Language requirement

- S** 14.1 A FSP shall prioritise the use of Bahasa Melayu in disclosing product information to financial consumers.
- S** 14.2 A FSP shall make available all product forms and the PDS in languages, including Bahasa Melayu, that meet the needs of its customer segments.
- G** 14.3 For comprehensive and lengthy documents such as contracts, agreements, insurance policies and takaful certificates, such documents may be made available in a single language (either Bahasa Melayu or English).
- G** 14.4 It is important for financial consumers to understand the relevant forms or the terms and conditions of the contract or agreement, and to sign a contract or agreement in the language that the consumers can understand.
- S** 14.5 If a financial consumer requests for the Bahasa Melayu version of the relevant form, contract or agreement, a FSP must allow the financial consumer to sign the Bahasa Melayu version of the form, contract or agreement.

15 Product specific disclosure requirements

- S** 15.1 Financial consumers require different information for different financial products at each of the three stages of the contractual process¹⁶ to facilitate their informed decision-making. In addition to the general policy requirements under Part B, a FSP is required to adhere to product specific disclosure requirements contained in the Schedules.
- S** 15.2 A FSP offering financial products with a combination of different features shall observe the respective product specific disclosure requirements set out in the Schedules.
- S** 15.3 A FSP offering Islamic financial products is required to ensure compliance with Shariah requirements at all times.
- S** 15.4 The disclosure requirements for insurance and takaful (ITO) products specified in this Policy Document are applicable to the following types of plans-
- a) individual plans;
 - b) group plans whereby the group master policy owner/takaful participant has no insurable interest/permmissible takaful interest; and
 - c) group plans involving credit-related products.
- S** 15.5 For all group plans, the disclosure shall be made to the group master policy owner/takaful participant. Notwithstanding, for ITO products that are sold via e-commerce platforms to individuals and such products are considered as group plans, a FSP must provide the relevant product disclosure to all individuals covered under the group plans.

¹⁶ Refers to pre-contractual stage, at the point of entering into a contract and during the term of the contract.