

- certificate. For MHIT riders, the commission payable must be expressed in aggregate amount for each policy/takaful certificate year; and
- b. other fees and charges which are not included in the premium/takaful contribution and the purpose of each fee or charge.

5.2 At the point of entering into a contract

- S** 5.2.1 A FSP shall inform financial consumers of their contractual rights and obligations, including-
- a. any condition or obligation which financial consumers must meet, failing which the FSP may repudiate liability or cancel the policy/takaful certificate;
 - b. duty of financial consumers in relation to disclosure and representation to the FSP and the consequences of failure to disclose the relevant information, provision of inaccurate or false information;
 - c. the importance for financial consumers to ensure that the proposal form is completed accurately as it forms the basis of the insurance/takaful contract;
 - d. period of coverage;
 - e. the importance of receiving and keeping the receipt from the FSP as proof of payment of premium/takaful contribution by financial consumers; and
 - f. the time frame required by the FSP to issue a policy/takaful certificate.
- S** 5.2.2 For family takaful products, a FSP shall also highlight the contents of the proposal form, including-
- a. *aqad* that binds the takaful participants; and
 - b. *aqad* that binds the takaful participants and the licensed takaful operator.
- S** 5.2.3 A FSP shall inform financial consumers about the free-look period of fifteen (15) calendar days from the delivery date of the policy/takaful certificate. The FSP must highlight to financial consumers they have the right to return the policy/takaful certificate within 15 calendar days of the delivery of the policy/takaful certificate. Should financial consumers return the policy/takaful certificate within the free-look period, the FSP shall refund any premium/takaful contribution which has been paid subject to deduction of expenses incurred by the FSP for the financial consumers' medical examinations.
- S** 5.2.4 A FSP shall warn financial consumers on the implications and disadvantages of switching policy/takaful certificate from one MHIT policy/takaful certificate to another or from one FSP to another FSP.
- S** 5.2.5 A FSP shall explain to financial consumers the claim procedures and the consumers' responsibilities in relation to making a claim against the policy/takaful certificate. The FSP shall provide the list of panel hospitals/clinics where financial consumers can seek treatment, if applicable.
- S** 5.2.6 A FSP shall inform financial consumers that the MHIT policy/takaful certificate can be cancelled by the consumers at any time by giving a written notice to the FSP. The FSP must also inform that for certain types of MHIT policy/takaful certificate financial consumers are entitled to a certain amount of premium/takaful contribution refund provided that the financial consumers have not made a claim on the policy/takaful certificate.