

- S** 4.3.4 A FSP shall inform financial consumers on the importance of notifying the FSP of any change in their contact details. For PA policy/takaful certificate, financial consumers must also be advised to inform the FSP of any change in their life profile, including the occupation and personal pursuits which would affect the risk profile of the financial consumers.

5. Medical and Health Insurance/Takaful (MHIT)

- S** A FSP shall comply with the disclosure requirements under this paragraph for all types of individual MHIT policy/takaful certificate, including MHIT rider³⁷ attached to individual life policy/family takaful certificate and group MHIT policy/takaful certificate referred to under paragraph 3 of Schedule 8 of the FSA/IFSA. For a group MHIT policy/takaful certificate where the group policy/takaful certificate owner has insurable interest/permissible takaful interest, the FSP shall ensure that all product disclosures are provided to the master policy/takaful certificate owners.

5.1 Pre-contractual stage

- S** 5.1.1 A FSP shall inform financial consumers that it is licensed under the FSA or IFSA and regulated by BNM. Where insurance/takaful is to be arranged through an intermediary, the name and address of the intermediary and the FSP underwriting the insurance/takaful must be disclosed to financial consumers.
- S** 5.1.2 A FSP shall inform financial consumers of the importance of providing sufficient and accurate information to enable the FSP to advise the consumers on the suitability of the MHIT product, taking into consideration the appropriateness of such product to the consumers' needs and circumstances.
- S** 5.1.3 A FSP shall provide financial consumers with sufficient details of the features of a MHIT product, including-
- a. types of MHIT products offered, such as medical reimbursement insurance/takaful, critical illness or dread disease insurance/takaful, long term care insurance/takaful, and hospital income insurance/takaful and dental insurance/takaful, and the scope of cover for each type of MHIT product;
 - b. details of the benefits covered under the MHIT policy/takaful certificate such as what is and what is not covered. For example, medical reimbursement insurance/takaful covers hospital accommodation and nursing expenses, surgical expenses, physicians' expenses and in-patient tests but it does not cover maternity, congenital abnormalities and cosmetic or plastic surgery;
 - c. amount of insurance/takaful benefits payable under the policy/takaful certificate, when benefits will be payable, and the manner it will be paid such as, reimbursement of medical expenses incurred by the financial consumer and a lump sum payment of sum insured/participated or payment of an income stream at regular intervals for the period that the financial consumer is incapacitated or hospitalised; and

³⁷ "rider" refers to a supplementary or extension of cover attached to a base life policy/family takaful certificate (issued either on a standalone basis or as a rider) that adds benefits to or amends the terms of the base life policy/family takaful certificate to provide additional coverage.