









Company								
Eligibility	Policy Holders affected by COVID-19	Policy Holders affected by COVID-19	Policy Holders affected by COVID-19	Policy Holders affected by COVID-19	Policy Holders affected by COVID-19	Policy Holders affected by COVID-19	Policy Holders affected by COVID-19	Policy Holders affected by COVID-19
Special Relief Plan	Deferment of Premium for 3 Months	Deferment of Premium for 90 days	Deferment of Premium/ Contribution for 3 Months	Deferment of Premium for 3 Months	Deferment of Premium for 3 Months	Deferment of Premium for 3 Months	Deferment of Premium for 3 Months	Deferment of Premium for 3 Months
Period	1st April 2020 - 31st December 2020	1st April 2020 - 31st December 2020	1st April 2020 - 31st December 2020	18 March 2020 - 31 December 2020	1st April 2020 - 31st December 2020	Immediate - 31st December 2020	1st April 2020 - 31st December 2020	18th March 2020 - 31st December 2020
Period of Deferment	Next 3 months upon Approval	90 days from last Premium Due Date upon approval	Next 3 months upon Approval	Next 3 months upon Approval	Next 3 months upon Approval	Next 3 months upon Approval	Next 3 months upon Approval	Next 3 months upon Approval
Email address	<a href="mailto:my.customer@aia.com">my.customer@aia.com</a>	<a href="mailto:customer.service@allianz.com.my">customer.service@allianz.com.my</a>	<a href="http://www.eti.qa/livechat">www.eti.qa/livechat</a>	<a href="mailto:covid19relief@greasternlife.com">covid19relief@greasternlife.com</a>	<a href="mailto:customerservice@hla.hongleong.com.my">customerservice@hla.hongleong.com.my</a>	<a href="mailto:Manulife_CustomerService@manulife.com">Manulife_CustomerService@manulife.com</a>	<a href="mailto:customer.mys@prudential.com.my">customer.mys@prudential.com.my</a> / <a href="mailto:customer@prubsn.com.my">customer@prubsn.com.my</a> (Takaful)	<a href="mailto:customercare@tokiomarinelifelife.com.my">customercare@tokiomarinelifelife.com.my</a>
Title	PAYMENT DEFERMENT APPLICATION: POLICY/CERTIFICATE NUMBER XXXXXXXX	PAYMENT DEFERMENT APPLICATION: POLICY NUMBER XXXXXXXX	Live Chat Mode - Above Link	Free Style - Only Valid from 1 April to 5 April 2020	PAYMENT DEFERMENT APPLICATION : <YOUR NAME> POLICY NUMBER <XXXXXXXXXXXX>	Premium Deferment Application for Policy Number xxxxxx	PAYMENT DEFERMENT APPLICATION: POLICY/CERTIFICATE NUMBER XXXXXXXX	PAYMENT DEFERMENT APPLICATION: POLICY NUMBER XXXXXXXX
Content	I would like to apply for a 3-month deferment of my premium/contribution payment that is due on dd/mm/yyyy. Enclosed is a copy of the supporting document(s) for your reference.	Free Style	Free Style	Free Style	Free Style	Free Style	Free Style	I would like to apply for a 3-month deferment of my premium payment for the above policy.
Supporting Documents (Any one)	Doctor's Letter confirming Covid-19 infection (if policy/certificate holder is infected), or	Doctor's Letter confirming Covid-19 infection (if policy/certificate holder is infected), or	A medical report confirming diagnosis of Covid-19	After the Email sent to above link, an Application Form will be emailed to policy holder(s). Upon completion of the Form, submit it to the same email with supporting documents	Doctor's Letter confirming Covid-19 infection (if policy/certificate holder is infected), or	Doctor's letter confirming COVID-19 infection (if the individual was infected)	Doctor's Letter confirming Covid-19 infection (if policy/certificate holder is infected)	Doctor's letter confirming Covid-19 infection (if policy owner is infected); or
	Employer's Letter of Salary Reduction/Termination Letter, or	Employer's Letter of Salary Reduction or Termination Letter	Employer's Letter of Salary Reduction/Termination Letter, or	Application from 6 April 2020 to 31 December 2020 - Only through Great Eastern e-connect.	Letter of home quarantine from authority, or	For employed policyowners, a letter of termination of employment or reduced salary notification	Employer's Letter of Salary Reduction/Termination Letter, or	Letter of mandatory home quarantine from authority; or
	Letter of Closure of non-essential businesses by Business Owners, or	Letter of Closure of non-essential businesses by Business Owners, or	Letter of Business Closure	<a href="https://econnect-my.greasternlife.com/econnect-new/#/login">https://econnect-my.greasternlife.com/econnect-new/#/login</a>	Other relevant proof or documents, if any (e.g. : retrenchment letter, company letter or bank statements to show salary reductions, hawker centre closure notice etc)	Letter of Closure of non-essential businesses by the Business Owner	Letter of Closure of non-essential businesses by Business Owners, or	Employer's letter on retrenchment or termination or salary deduction; or
	Other relevant proof or documents, if any (example: hawker centre closure notice)	Other relevant proof or documents, if any (example: hawker centre closure notice)	Financial Statements demonstrating Income Loss	<b>Important Note : Yes, policyholder has to pay back the deferred premium(s) and the next due premium once the Program has ended to avoid lapsation of policy. Please be reminded that this is not a waiver of premium program.</b>		Other relevant documentation that can substantiate loss of income	Other relevant proof or documents, if any (example: hawker center closure notice)	Letter of closure for non-essential business by business owners; or
								Other relevant proof or documents, if any (for example hawker center closure notice).
Source :	<a href="https://www.aia.com.my/en/help-support/important-announcements/deferment-premium-contribution-payment.html">https://www.aia.com.my/en/help-support/important-announcements/deferment-premium-contribution-payment.html</a>	<a href="https://www.allianz.com.my/deferment-covid19">https://www.allianz.com.my/deferment-covid19</a>	Internal Memo	Internal Memo	<a href="https://www.hla.com.my/CMS/HLA360/Others/HLA-deferment-EN-BM-CN(final)-(1).aspx">https://www.hla.com.my/CMS/HLA360/Others/HLA-deferment-EN-BM-CN(final)-(1).aspx</a>	<a href="https://www.manulife.com.my/en/individual/services/announcements/deferment-of-premium-payment-under-covid-19-relief-program.html">https://www.manulife.com.my/en/individual/services/announcements/deferment-of-premium-payment-under-covid-19-relief-program.html</a>	<a href="https://www.prudential.com.my/en/our-company/general-info/deferment-of-premium-payment/">https://www.prudential.com.my/en/our-company/general-info/deferment-of-premium-payment/</a>	Internal Memo

**Notes/ Disclaimers:**  
This schedule is made for the ease of reference only (errors & omissions excepted). Please refer to the source for confirmation.  
This information was presented in alphabetical order of the Insurance Companies and without prejudice.



Contact us:  
[www.moneysense.com.my](http://www.moneysense.com.my)  
Email :  
[ask@ethanteh.com](mailto:ask@ethanteh.com)