



Gibraltar BSN

GIBRALTAR BSN SERVICE GUIDE

PANDUAN PERKHIDMATAN GIBRALTAR BSN

Our Company offers life insurance products through our agents/ insurance representatives, bank and strategic partners. If you intend to purchase a life insurance product from our agents/ insurance representatives, you can enjoy these value-added services.

Syarikat Kami menawarkan produk-produk insurans hayat melalui wakil-wakil insurans, rakan-rakan kongsi bank dan strategik kami. Jika anda berminat untuk membeli produk insurans hayat daripada kami, anda boleh menikmati perkhidmatan tambah nilai seperti yang dinyatakan.

Gibraltar BSN Life Berhad [277714-A]

Level 21, Mercu 2, KL Eco City, No. 3 Jalan Bangsar,
59200 Kuala Lumpur.

Customer Careline: 1-300 22 6262

Overseas: 603-2298 0088

Email: customerservice@gibraltarbsn.com

WHAT SERVICES CAN YOU EXPECT FROM OUR AGENT? / APAKAH PERKHIDMATAN YANG ANDA BOLEH HARAPKAN DARI EJEN KAMI?

Before you buy a policy / Sebelum Anda Membeli Polisi

Deal only with registered agents

- You can check the status of the agent via the Life Insurance Association of Malaysia's (LIAM) website or via Short Message Service (SMS). Visit <http://www.liam.org.my/index.php/customer-zone/know-your-agent> for more details.

Berurusan hanya dengan ejen-ejen yang berdaftar

- Anda boleh menyemak status ejen melalui laman sesawang Life Insurance Association of Malaysia's (LIAM) atau melalui system pesanan ringkas (SMS). Layari <http://www.liam.org.my/index.php/customer-zone/know-your-agent> untuk maklumat lanjut.

Assist you in choosing the right insurance plan

- Go through the Customer Fact Find form with you to understand your insurance needs and financial goals.
- Recommend suitable insurance plan after assessing your needs.

Membantu anda memilih pelan insurans yang sesuai

- Meneliti kandungan Borang Pencarian Fakta Pelanggan untuk memahami keperluan insurans dan matlamat kewangan anda.
- Mengesyorkan pelan insurans yang sesuai selepas menilai keperluan anda.

Explain product features

- Explain the product features, benefits payable, exclusions, premiums and charges.
- Provide Product Disclosure Sheet, to assist you in making informed decision and to facilitate product comparison.

Menerangkan ciri-ciri produk

- Menerangkan ciri-ciri produk, manfaat yang dibayar, pengecualian, premium and caj-caj.
- Menyediakan Helaian Penerangan Produk, untuk membantu anda dalam membuat keputusan yang tepat dan memudahkan anda membuat perbandingan produk.

When You Decide to Buy A Policy / Apabila Anda Membuat Keputusan untuk Membeli Polisi

Assist you with the policy application

- Explain the importance of answering the questions in the proposal form fully and accurately.
- Submit your application for underwriting after you have signed the proposal form.
- Arrange for medical examination with one of our panel clinics, if required.
- Provide information on making a nomination to ensure policy money are received by your beneficiaries in the event of death.

Membantu anda dalam permohonan polisi

- Menerangkan kepentingan menjawab soalan-soalan di dalam borang permohonan dengan lengkap dan tepat.
- Menghantar permohonan untuk proses pengunderaitan selepas anda menandatangani borang permohonan.
- Mengatur pemeriksaan perubatan dengan salah sebuah daripada klinik panel kami, jika perlu.
- Memaklumkan kepentingan membuat penamaan untuk memastikan wang polisi diterima oleh penama / waris sekiranya berlaku kematian.

Explain the policy terms and conditions

- Your policy document will be delivered to you (by hand or via post) within 21 days.
- Go through the policy terms and conditions with you to ensure that this is the right plan that you have purchased.

Menerangkan terma-terma and syarat-syarat polisi

- Dokumen polisi akan dihantar kepada anda (dengan tangan atau melalui pos) dalam masa 21 hari.
- Menerangkan terma-terma dan syarat-syarat polisi kepada anda bagi memastikan pelan yang dibeli sesuai dengan keperluan anda.

For more information and to access our e-Forms, please visit our website at www.GibraltarBSN.com or call our Gibraltar BSN Customer Care Line at 1-300 22 6262

Untuk maklumat lanjut dan akses kepada e-Borang kami, sila layari laman web kami di www.GibraltarBSN.com atau hubungi Pusat Khidmat Pelanggan Gibraltar BSN di 1-300 22 6262

During the Term of the Policy / Semasa Tempoh Policy

Continuous policy servicing

- Assist in renewal of policy.
- Provide continuous service e.g. policy modifications, change of address and frequency of premium payments.
- If the agent has left the company, we shall appoint a new agent to service you.

Perkhidmatan polisi yang berterusan

- Membantu dalam proses pembaharuan polisi.
- Menyediakan perkhidmatan berterusan seperti pengubahsuaian polisi, pertukaran alamat dan kekerapan pembayaran premium.
- Jika ejen telah meninggalkan Syarikat, pihak kami akan melantik ejen baru untuk berkhidmat kepada anda.

Assist you in making a claim

- Guide you through the standard procedures on how to file an insurance claim.

Membantu anda dalam membuat tuntutan

- Membimbing anda untuk melalui prosedur standard cara-cara membuat tuntutan insurans.

Now, you can check the status of insurance agents with a click!

via Internet

1 www.liam.org.my

2 Key in MyKad or LIAM No, Search Result

3

Enter agent's MyKad / Old IC / LIAM No.



via SMS Language: E - English, M - Bahasa Malaysia, C - Chinese
Search: A - MyKad / Old IC
B - LIAM No.

Type: LIAMENQ<space>
Language (E/M/C)
<space>Search (A/B)
<space>
(MyKad / Old IC / LIAM No.)
and SEND TO 63633
SMS charges at 0.15 sen per message apply

LIAMENQ E A 881212115168

63633

LIAMENQ E A 881212115168

RM0.00 <881212115168>
TAN MEI MEI is registered
with LIAM under ABC
COMPANY.

or

63633

LIAMENQ E A 881212115168

RM0.00 <881212115168>
is not registered with LIAM.



Kini, anda boleh menyemak status pengawai insurans dengan satu klik sahaja!

melalui Internet

1 www.liam.org.my

2 Masukkan nombor MyKad atau nombor LIAM, Search Keputusan

3

Masukkan nombor MyKad ejen / nombor Kad Pengenalan Iama / nombor LIAM



melalui SMS Bahasa: E - Bahasa Inggeris, M - Bahasa Malaysia, C - Bahasa Cina
Carian: A - nombor MyKad / nombor Kad Pengenalan Iama
B - nombor LIAM

Taip: LIAMENQ<jarak>
Bahasa (E/M/C)
<jarak>Carian (A/B)
<jarak>
(nombor MyKad / nombor Kad Pengenalan Iama / nombor LIAM)
dan HANTAR KE 63633
Setiap SMS akan dicitaj 0.15 sen

LIAMENQ E A 881212115168

63633

LIAMENQ E A 881212115168

RM0.00 <881212115168>
TAN MEI MEI is registered
with LIAM under ABC
COMPANY.

atau

63633

LIAMENQ E A 881212115168

RM0.00 <881212115168>
is not registered with LIAM.



For additional assistance or comments on our insurance agents, please call 1-300 22 6262 (Customer Careline) or 603-2298 0088 (From Overseas) or email us at customerservice@gibraltarbsn.com

Untuk bantuan atau komen mengenai ejen insurans kami, sila hubungi 1-300 22 6262 (Pusat Khidmat Pelanggan) atau 603-2298 0088 (Dari Luar Negara) atau emel kami di customerservice@gibraltarbsn.com