

## AIA i-Tenang Frequently Asked Questions (FAQ)

### 1. What is AIA i-Tenang?

AIA i-Tenang is a 1-year hospitalisation family Takaful plan which provides cash payment upon hospitalisation for COVID-19 or COVID-19 vaccine side effects as well as coverage upon death due to COVID-19 or COVID-19 vaccine side effects. This plan also provides additional coverage for death or Total and Permanent Disability (TPD) due to accidental causes.

### 2. Who can participate in AIA i-Tenang?

This plan is available to individuals between the age of 18 to 60 years old who are eligible recipients under the Perlindungan Tenang Voucher programme.

### 3. What is the Perlindungan Tenang Voucher programme?

You can refer [here](#) for information on Perlindungan Tenang Voucher programme.

### 4. Where can I check my eligibility for the Perlindungan Tenang Voucher programme?

You can check on your eligibility by going to [www.myptv.my](http://www.myptv.my) and keying-in your NRIC number.

### 5. How can I participate in AIA i-Tenang?

You can participate in this plan via the Touch 'n Go eWallet mobile app.

### 6. Can I still participate in AIA i-Tenang if I am not eligible under the Perlindungan Tenang Voucher programme?

This plan is only open to those eligible under the Perlindungan Tenang Voucher programme. Should you wish to know more about other plans that we offer, you can refer [here](#).

### 7. What are the benefits of AIA i-Tenang?

Benefit	Amount of Benefit (RM)
Cash assistance upon hospitalisation due to COVID-19 or COVID-19 vaccine side effects	75 per day up to maximum of 10 days
Death due to COVID-19 or COVID-19 vaccine side effects	10,000
Death or TPD due to accidental causes	35,000

### 8. How long is the coverage term for AIA i-Tenang?

The coverage term is for one (1) year only.

### 9. Will my certificate be automatically renewed after one year?

AIA i-Tenang is a non-renewable plan. Therefore, you will need to participate in a new plan after the coverage term for AIA i-Tenang has ended.

### 10. When does my coverage begin?

Your coverage will begin upon issuance of the Takaful certificate after we have successfully verified your eligibility under the Perlindungan Tenang Voucher programme. In the event the redemption is unsuccessful, you will be notified through email and your application for AIA i-Tenang will be cancelled.

### 11. How will I know that my application for AIA i-Tenang is successful?

You will receive a confirmation email from us within seven (7) working days upon successful redemption of the Perlindungan Tenang Voucher.

**12. Do I get to enjoy surplus?**

There will be no distribution of surplus for this plan and if there is any surplus, it will be redirected into the Participants' Risk Fund.

**13. Can I cancel or surrender my certificate?**

Yes, you may cancel or surrender your certificate at any time by giving a written request that is signed by you to us. If you cancel your certificate within fifteen (15) days after the e-certificate is made available to you, we will refund any amount that have paid to us and you may reuse your Perlindungan Tenang Voucher to participate in other Perlindungan Tenang products. However, for cancellation or surrender after the said 15-day period, there will be no amount payable to you and you may no longer reuse your Perlindungan Tenang Voucher to participate in other Perlindungan Tenang products. Therefore, we advise you to continue with your coverage under the plan until maturity.

**14. Is there any additional fees, charges and taxes that I have to pay?**

No, there are no additional payments required from you.

**15. Is there any waiting period that I should be aware of?**

There will be a waiting period of fourteen (14) days from the effective date of your coverage as stated in the Takaful certificate before you can make any claim under the COVID-19 and COVID-19 vaccine side effects benefits for hospitalisation or death. However, there is no waiting period for death or TPD due to accidental causes.

**16. Am I covered under AIA i-Tenang if I pass away, suffer TPD or am hospitalised while overseas?**

No, this plan is limited to claimable events in Malaysia only.

**17. How can I nominate someone for my Takaful certificate?**

You may appoint nominee(s) as:

- (i) An executor; or
- (ii) A beneficiary under conditional hibah (gift).

It can be anyone but the nominee has to be a natural person. You cannot name an organisation as a nominee.

To make a nomination, you may download a copy of the Borang Penamaan under the Permintaan tab [here](#) and submit the completed nomination form at any AIA Customer Centres or mail to:

Customer Servicing Department,  
Wisma AIA,  
99 Jalan Ampang,  
50450 Kuala Lumpur.

**18. Why is nomination important?**

Nomination is important to ensure your nominee(s) receives the benefits from your Takaful certificate should you pass away. It is also important to ensure that the person(s) nominated is aware of this.

**19. Where can I obtain the claim forms & make a claim?**

The claim forms can be downloaded [here](#) or can be found in AIA's website at AIA.COM.MY. You can also contact our Care Line at 1300 88 8922 for further information and guidance.

Please complete the form, including your bank information as we will pay the approved claim directly to your bank account via e-payment. The completed claim form together with the necessary documents can be submitted at any AIA Customer Centres, via the MY AIA mobile application for cash assistance upon hospitalisation benefits and via email to [my.customer@aiapublic.com.my](mailto:my.customer@aiapublic.com.my) with email subject: AIA i-Tenang Certificate #xxxxxx for death or TPD benefits. You can find the list of documents that you would need to make a claim stated in the relevant claim forms.

**20. How do I check on the progress of my claim?**

You can check your claim status by registering as a user of our customer portal MY AIA. Please click on this [link](#) to register. You can also visit any AIA Customer Centres or contact AIA PUBLIC Care Line at 1300 88 8922. For death claims, the claim amount will be paid out within 5 working days from the date of receipt of the claim notification while for non-death claims, the claim amount will be paid out within 7 working days from the date of receipt of the claim notification.

**21. Who should I contact if I would like to find out more or lodge a complaint?**

Please leave us your contact details by clicking on this [link](#). You can also call AIA PUBLIC Care Line at 1300 88 8922.

**22. When will AIA PUBLIC respond to my questions or complaint?**

If you send us an email at [my.customer@aiapublic.com.my](mailto:my.customer@aiapublic.com.my), you will receive an immediate automated acknowledgement. Our customer care representatives will respond to your emails within 3 working days.