

Notification of Refund for Home Protector

Dear valued partners,

In September 2023, we aligned all home product pricing under the Home Protector Enhanced, which includes the agreed de-tariff discount and improved features. The intention was for all renewals to follow this updated pricing.

Some policies were renewed using the RNC (Renewal No Change) function in OMNI-AG, which continued the legacy Home Protector product available in PoIM. This version has a slightly different premium structure compared to Home Protector Enhanced.

We are committed to ensure that our customers receive the full benefits of the updated product and pricing, and will be carrying out a premium refund exercise for the affected policies.

To facilitate the refund process, our servicing officer will be reaching out to request your customer's bank GIRO account details.

We sincerely appreciate your cooperation in providing the necessary information to ensure a smooth and timely refund process.

Should you have any further enquiries, please do not hesitate to contact your servicing officer at Generali Insurance Malaysia Berhad.

Thank you.

Issued by,
Commercial Underwriting
Generali Insurance Malaysia Berhad