

eSaver - Frequently asked question (FAQ)

The benefit(s) payable under eligible policy is protected by PIDM up to limits. Please refer to PIDM's TIPS Brochure or contact Generali Life Insurance Malaysia Berhad or PIDM (visit www.pidm.gov.my).

1. What is eSaver?

This is a 5 years non-participating endowment plan with 4 years of premium payment term. This plan provides Death Benefit, Guaranteed Cash Endowment and Guaranteed Maturity Benefit. The Guaranteed Cash Endowment is payable yearly starting from the end of the first policy year until policy maturity.

2. How do I know if eSaver suits me?

This plan is suitable if you are looking for an insurance savings plan that provide yearly guaranteed cash payments and capital guaranteed at the policy maturity.

3. Who is eligible to be insured under eSaver?

Malaysians aged between 15 days to 70 years old.

4. How is the premium amount determined?

You can opt for any annual premium amount starting from RM500 up to RM24,000, in multiple of RM100.

5. What is the payment mode of the premium?

You must pay the premium annually for 4 years.

6. Can I change my premium?

Increase in premium is not allowed after the policy has commenced. However, you may reduce the premium amount by giving us a written notice, subject to the minimum premium amount.

7. How can I pay for this plan?

You can pay the premium for this plan with your debit card, credit card or via online banking.

8. Do I need to answer any occupation/medical question or be subjected to medical examination before applying for eSaver?

No occupation/medical question will be asked. Medical examination is not required.

9. Do I need to go through financial underwriting for purchasing eSaver?

No. Financial underwriting is not required.

10. How will I receive the guaranteed benefit payouts from this plan?

We will pay into your bank account as per your latest bank account details in our records when they are due.

11. What happens if I wish to cancel my coverage?

You are also entitled for free-look cancellation whereby you can cancel your coverage within 15 days from the date of your receipt of your policy contract. If you cancel your policy during the free-look period, we will refund to you the premiums that you have paid.

After the 15 days free-look cancellation period, you can cancel your coverage at any time by sending us an email requesting for cancellation. Upon cancellation, the cash value (if any) of the policy will be payable. Please consider carefully before you surrender the policy as the cash value may be less than the total premium paid.

12. Are there additional fees and charges for this plan?

There is no fees and charges other than your premium payments.

13. Is there any exclusion applicable to the plan?

This plan does not cover death due to suicide while sane or insane within 12 months from the issue date or any date of reinstatement, whichever is later.

14. What if I stop paying premium?

All premiums must be made in advance on or before the due date. Please make sure the premiums are paid within a grace period of 31 days to remain covered under your policy. If premiums are not paid, your policy will lapse.

15. Who can I nominate?

The nominee has to be an individual(s). Nomination of an organization is not allowed.

16. To whom can I assign my policy?

You may assign the policy to any individual or organization.

17. Who should I contact if I would like to find out more for policy servicing and enquiries?

For assistance and enquiries, you may visit our nearest branch or get in touch with our Customer Service Representatives to assist You from Monday to Friday between 8:45 am and 5:00 pm (except public holidays):

Telephone : 1 300 13 2121 or +603 3007 2121

Medical Card: 1300 80 0020

Email : customer.service.life@generali.com.my

18. How do I file a claim?

Please complete the claim form which can be obtained by calling our Customer Service Centre 1 300 13 2121 or +603 3007 2121 or visit to our nearest branch.

19. Can I claim income tax relief from this policy?

Yes, you are eligible for income tax relief for life insurance subject to the provisions of the Income Tax Act and Inland Revenue Board.

20. After I completed my application and payment online, will I be receiving an official documentation on the insurance plan?

Yes, you will receive your policy contract via email within 3 working days from the date of our acceptance of your insurance application or payment of premium, whichever is later. In the event the Policy Contract was not received, kindly contact our Customer Service Centre at 1 300 13 2121 or +603 3007 2121.