Important Announcement:
Introducing MiCare, our new Third Party Administrator (TPA) for your medical plan, effective 1 January 2026.

Dear Valued Policyholders,

As part of our ongoing commitment to enhancing healthcare access and service quality, we are pleased to announce that **MiCare Sdn Bhd (MiCare)** has been appointed as our new Third Party Administrator (TPA) for your medical plan.

Effective 1 January 2026, MiCare will manage hospitalisation and claims administration services, delivering a streamlined and efficient experience for you.

This initiative aims to enhance your healthcare journey by providing seamless access to services and ensuring you receive quality care whenever you need it most.

You can now conveniently manage your medical benefits on your smartphone with the MiCare MyMed app. With the app, you can:

- Access to your e-medical card
- Locate the panel hospital
- View Guarantee Letter (GL) status
- View claim status
- View claims history
- View claims utilisation
- View your medical benefits

App download instructions and login details will be shared with you by MiCare.

For hospitalisation assistance, please call the new MiCare 24-hour hotline at **1300-88-8690**. This number will be printed on the back of your new medical card for easy reference.

Rest assured, your policy benefits, terms and conditions, and coverage remain unchanged.

Please find enclosed: -

FAQ on the Appointment of a New Third Party Administrator (TPA)

Should you have any enquiries or need further assistance, please do not hesitate to reach out to our Customer Care line at 1 300 13 2121 or +603 3007 2121 (if dialling from overseas) between 8:45 am and 5:00 pm (Monday to Friday).

Thank You for your continuous support.

FAQs on Change of Third-Party Administrator (TPA) effective 01/01/2026

1. **What is a Third-Party Administrator (TPA)?**
   A Third-Party Administrator (TPA) is a company that Generali Life Insurance Malaysia Berhad (Generali Life) engages to manage Generali Life's medical claims. The TPA authorized by Generali Life guarantees and pay the Insured's medical expenses incurred during hospitalization according to the policy terms and conditions. However, this value-added service is only available to the Insured after the TPA has verified the status of the Insured's medical insurance policy, confirmed the eligibility of the Insured, and ascertained that the Insured's medical condition for hospitalization does not fall under any exclusions.

2. **What is the name of the new TPA?**
   MiCare Sdn Bhd.

3. **Why is there a change in the Third-Party Administrator (TPA)?**
   This change is part of our ongoing efforts to enhance efficiency and provide a higher quality of services to our policyholders for hospitalisation and claims administration services.

4. **When will the change in the new TPA be effective?**
   The change will take effect on 1st January 2026.

5. **Why was MiCare being chosen as the new TPA?**
   MiCare was chosen based on its strong network of panel hospitals, advanced technology platform, and proven track record in delivering efficient healthcare administration services.

6. **How can I contact the new TPA for cashless admission?**
   You can contact MiCare at 1300-88-8690 at any time, 24 hours a day.

7. **Will this change affect the terms and conditions, coverage and benefits of my policy?**
   No. There will be no changes to the terms and conditions, coverage and benefits of your policy.

8. **With the new TPA, am I subject to any extra waiting period under my policy?**
   No, the TPA change will not affect the terms and conditions of your policy. Please refer to your policy contract for the waiting period.

9. **Will there be any changes to the outpatient benefits under Outpatient Campaign?**
   No, this Outpatient Campaign remains unchanged. Refer here for more details.
   https://www.generali.com.my/announcement/extension-of-outpatient-campaign

10. **Will there be any changes to the claim process due to the TPA change?**
    No, there will be no changes to the claim process. Claim can be submitted as per current practice.

11. Will I receive a new Medical Card?

For Existing policy owner with policy effective date on or before 31st December 2025: a new physical medical card will be sent via postage to the correspondence address recorded in our system by stages. The card can be used from 1st January 2026.

However, all the existing policy and new policy effective on or after 1st January 2026, you can also retrieve and view the electronic medical card (e-card) via https://play.google.com/store/apps/details?id=com.micare.app or MyGenerali Customer Portal https://www.generali.com.my/mygenerali

A Reprint of physical medical card can be requested for a fee of RM20.

12. Do I need to re-register or update my details with MiCare?

No, your existing details will be transferred to MiCare. However, you may be asked to verify certain information for validation purpose if required.

13. I currently own a physical medical card. What should I do with it?

Your existing physical medical card is still valid until 31st December 2025. Please use new medical card effective 1st January 2026.

14. If I misplace my medical card, will I be issued a new Medical Card?

Replacement medical card request will be charged RM20.00 for reissuance.

Alternatively, you can view your medical e-card via MiCare mobile app https://play.google.com/store/apps/details?id=com.micare.app or MyGenerali Customer Portal https://www.generali.com.my/mygenerali

15. Is there another way for me to seek medical treatment if I don't have a physical medical card / unable to show e-card at the point of admission?

You can present your identity card (NRIC)/ passport during the emergencies and admission at our panel hospital if you do not have your medical card along.

16. I submitted claims before 1st January 2026; will it be processed by the current TPA?

Yes, all claims submitted before 1st January 2026 will continue to be handled by the current TPA Medi Express until completion.

17. What happens if I am hospitalized on 31st December 2025 and discharged after 1st January 2026?

The claim will be processed based on the admission date. The current TPA Medi Express will continue to service you for your admission including all follow-up claims.

18. What happens if my hospitalization happened before 31st December 2025 but follow up treatment after 1st January 2026?

The claim will be processed based on the admission date. Any request of Guarantee Letter / Cashless facility or claim of follow up treatment will be handled by the current TPA Medi Express until completion.

19. With the changes in new TPA, will there be any changes to the hospital panel list?

The panel hospital list will be updated from time to time to reflect MiCare's network. Please refer to our website, https://www.generali.com.my/contact-us or MiCare mobile app for the latest updated listing.

20. What should I do if I encounter issues with the new TPA?

Please contact our customer service team at 1300-13-2121 or MiCare at 1300-88-8690 for assistance.

21. Is there a mobile app or online portal for MiCare services?

Yes, MiCare offers mobile app for customer's easy access. Refer to welcome email sent by MiCare for the steps on the mobile app download.

MiCare Mobile App User Guide
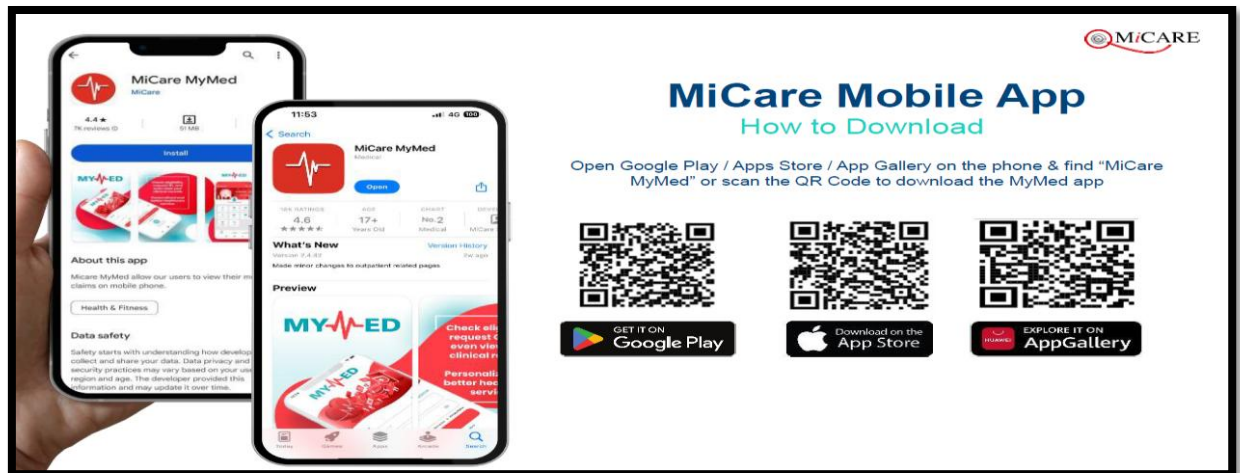
Login Details

User ID   : GMLI + NRIC without dash
Password   : DOB (format in ddmmyyyy)

<u>Example</u>
User ID   : GMLI000622145432
Password   : 22062000