

## FREQUENTLY ASK QUESTIONS (“FAQ”)

### DISTRIBUTION OF TAKAFUL IKHLAS GENERAL BERHAD (“TIGB”) PRODUCTS FOR RENEWAL PURPOSES

1. **Why is TIGB being empanelled as HLISB’s panel takaful operator?**

Hong Leong Islamic Bank Berhad (“HLISB”) empanelled TIGB as our takaful operator to ensure that we could continuously offer our valued Customers comprehensive financial solutions.

TIGB is one of the leading general takaful operators in Malaysia and has extensive network of branch offices across thirteen (13) locations nationwide. It is wholly owned by MNRB Holdings Berhad.

2. **How will I be affected by this new empanelment?**

HLISB may now offer you TIGB’s fire and houseowner/householder takaful products for renewal purposes upon expiry of your existing Zurich General Takaful Malaysia Berhad (“ZGTMB”) certificate (for new certificates on boarded July 2018 onwards and expiring February 2020 onwards) and MSIG Insurance (Malaysia) Berhad (“MSIG”) policy (for new policies on boarded July 2018 onwards and expiring May 2020 onwards). There are also other takaful operators in Malaysia that you may purchase general takaful products. Please contact our Sales personnel for assistance.

3. **What are the differences of TIGB’s fire or houseowner/householder takaful products with ZGTMB’s and MSIG products that I subscribed previously?**

For detailed information on TIGB’s products, you may refer to the respective Product Disclosure Sheets available at [www.takaful-ikhlas.com.my](http://www.takaful-ikhlas.com.my)

4. **Who can I contact to get more information about this?**

Should you require any assistance or clarification on this matter, please feel free to contact any of the following:-

Hong Leong Contact Centre at 03 76268899

TIGB Contact Centre at 03 2723 9696 or [ikhlascare@takaful-ikhlas.com.my](mailto:ikhlascare@takaful-ikhlas.com.my)