

Syarikat Takaful Malaysia Am Berhad Elite Medical Malpractice Certificate for Individual Practitioners

Certificate Wordings

The **Participant** as named in the Schedule agrees to participate in Elite Medical Malpractice Takaful – Individual Practitioners and pay a portion of the Contribution into the **General Takaful Fund (“GTF”)** based on **Tabarru’**. The Participant authorizes **the Company** based on **Wakalah** to manage the **GTF** and in return, **the Company** will receive the **Wakalah** fee.

The **Participant** also agrees that any surplus arising from the **GTF** will be kept in the **GTF** and a portion of the distributable surplus will be received by **the Company** as a performance incentive based on **Ju’alah**. If the **GTF** is in deficit, the Participant agrees to accept an interest-free loan which will be provided by **the Company** to the **GTF** based on **Qard**.

This Certificate is issued in consideration of the payment of Contribution as specified in the Certificate Schedule and pursuant to the answers given in the Proposal Form (or when the Participant applied for this **Takaful**) and any other disclosures made by the Participant between the time of submission of the Proposal Form (or when the Participant applied for this **Takaful**) and the time this contract is entered into. The answers and any other disclosures given by the Participant shall form part of this contract of **Takaful** between the Participant and **the Company**. In the event of any pre-contractual misrepresentation made in relation to the answers or in any disclosures made by the Participant, it may result in avoidance of the Participant’s contract of **Takaful**, refusal or reduction of the Participant’s claim(s), change of terms or termination of the Participant’s contract of **Takaful**.

This Certificate reflects the terms and conditions of the contract of **Takaful** as agreed between the Participant and **the Company**.

The benefit(s) payable under eligible product is protected by Perbadanan Insurans Deposit Malaysia (PIDM) up to limits. Please refer to PIDM’s Takaful and Insurance Benefits Protection System (**TIPS**) Brochure or contact Takaful Malaysia or PIDM (visit www.pidm.gov.my/en).

1. Covering Clause

1.1 Medical Incident Claim

We shall pay on behalf of the **Participant** all **Loss** resulting from any **Claim** arising from a **Medical Incident** by the **Participant** in the provision of **Professional Healthcare Services** provided that such **Claim** is first made against the **Participant** during the **Period of Takaful**.

1.2 Legal Representation at Inquiry

We shall pay on behalf of the **Participant** all **Loss**, up to the sub-limit specified in Item 6(c) of the **Schedule**, incurred directly in connection with the **Participant** co-operating with an **Inquiry** provided that such **Inquiry** is first commenced against the **Participant** during the **Period of Takaful**.

1.3 Vicarious Liability

We shall pay on behalf of the **Participant** all **Loss** resulting from any **Claim** against the **Participant** arising from any act, error or omission of any locum **Doctor** covering the duties of the **Participant** in the provision of **Professional Healthcare Services** for which the **Participant** is legally liable provided that such **Claim** is first made against the **Participant** during the **Period of Takaful**.

This Covering Clause 1.3 does not prevent **Us** from seeking recovery against such person or entity.

2. Automatic Extensions

Each of the following Extensions automatically applies unless otherwise stated in the endorsements. Each of the Extensions is subject to all of the terms and conditions of this **Certificate** unless otherwise stated in this Clause 2. None of these Extensions increase the limits of liability specified in the **Schedule**.

2.1 Good Samaritan Acts

We agree to extend cover to any **Loss** resulting from a **Claim** or **Inquiry** arising from the provision of **Emergency First Aid Services** by the **Participant**.

2.2 Defamation

We agree to extend cover to any **Loss** resulting from a **Claim** for unintentional defamation by the **Participant** in the provision of **Professional Healthcare Services**.

We shall not be liable to make any payment under this **Certificate** for any **Claim** directly or indirectly caused by, arising out of or in any way connected with intentional defamation.

2.3 Intellectual Property Infringement

We agree to extend cover to any **Loss** resulting from a **Claim** for unintentional infringement of any intellectual property right (other than patent right) by the **Participant** in the provision of **Professional Healthcare Services**.

We shall not be liable to make any payment under this **Certificate** for any **Claim** directly or indirectly caused by, arising out of or in any way connected with intentional infringement of any intellectual property right.

2.4 Loss of Documents

Notwithstanding Exclusion 4.2 (Property Damage), **We** agree to extend cover to any **Loss** resulting from a **Claim** for the loss of, damage to or destruction of **Documents** for which the **Participant** is legally responsible in the provision of **Professional Healthcare Services** and which cannot be found after diligent search, provided that:

- (a) the **Loss** recoverable under this Extension 2.4 is limited to the reasonable and necessary costs, charges and expenses in replacing or restoring the **Documents**; and
- (b) the loss of, damage to or destruction of such **Documents** was first discovered by the **Participant** during the **Period of Takaful**; and
- (c) the **Claim** for such costs, charges and expenses is supported by satisfactory proof of loss (including bills and accounts) which shall be subject to approval (which shall not be unreasonably withheld) by a competent person nominated by **Us** with the **Participant's** approval; and
- (d) this Extension 2.4 shall not provide coverage for any costs, charges or expenses directly or indirectly relating to any **Documents** which have been destroyed, damaged or lost as a result of fading, mold, vermin, pest infestation, wear, tear or other gradually operating causes.

Our total liability under this Extension 2.4 shall not exceed the sub-limit specified in Item 6(d) of the **Schedule**.

The cover provided by this Extension 2.4 applies regardless of the **Retroactive Date**.

The **Excess** does not apply to this Extension 2.4.

2.5 Unlimited Run Off Cover

We agree, in the event that the **Participant** permanently ceases to provide all **Professional Healthcare Services** during the **Period of Takaful**, the coverage provided under this **Certificate** shall continue until the end of the **Period of Takaful**, provided that such coverage shall only apply in respect of a **Claim** or **Inquiry** arising from **Professional Healthcare Services** provided prior to the date the **Participant** permanently ceased to provide all **Professional Healthcare Services**.

We will also extend the coverage provided by this Extension 2.5 to include any future **Claim** or **Inquiry** first made against the **Participant** after the **Period of Takaful**, provided that such coverage shall only apply in respect of a **Claim** or **Inquiry** that arises from **Professional Healthcare Services** provided prior to the date the **Participant** permanently ceased to provide all **Professional Healthcare Services** and subject to the provisions of General Condition 6.7 Retroactive Date.

For the purposes of this Extension, the following additional contribution structure applies:

- a. An additional contribution of one hundred percent (100%) of the expiring annual contribution for the **Participant** who had been continuously covered under this **Certificate** for a period of not less than one (1) year immediately prior to the **Participant's** retirement, or
- b. An additional contribution of seventy five percent (75%) of the expiring annual contribution for the **Participant** who had been continuously covered under this **Certificate** for a period of not less than two (2) years immediately prior to the **Participant's** retirement, or
- c. An additional contribution of fifty percent (50%) of the expiring annual contribution for the **Participant** who had been continuously covered under this **Certificate** for a period of not less than three (3) years immediately prior to the **Participant's** retirement, or
- d. An additional contribution of twenty five percent (25%) of the expiring annual contribution for the **Participant** who had been continuously covered under this **Certificate** for a period of not less than four (4) years immediately prior to the **Participant's** retirement, or
- e. No additional contribution for the **Participant** who had been continuously covered under this **Certificate** for a period of not less than five (5) years immediately prior to the **Participant's** retirement.

2.6 Emergency Defence Costs and Legal Representation Expenses

Notwithstanding Claims Condition 5.2(b) (Conduct of Proceedings), **We** agree, in the event it is not possible for the **Participant** to obtain **Our** written consent prior to the incurring of **Defence Costs** or **Legal Representation Expenses**, to give retrospective consent as long as **Our** consent is sought within 30 days of the first of such **Defence Costs** or **Legal Representation Expenses** being incurred.

Our total liability under this Extension 2.6 in respect of **Defence Costs** incurred for each **Claim** and **Legal Representation Expenses** incurred for each **Inquiry** shall not exceed 10% of the limit of liability specified in Item 6(a) or 10% of the sub-limit of liability specified in Item 6(c) of the **Schedule** respectively. Notwithstanding the aforesaid, **Our** total liability under this Extension shall not exceed 25% of the limit of liability specified in Item 6(b) of the **Schedule**.

2.7 Advancement of Defence Costs and Legal Representation Expenses

We agree to advance any covered **Defence Costs** and **Legal Representation Expenses** within 30 days of receipt and approval of an invoice for such **Defence Costs** or **Legal Representation Expenses**.

2.8 Public Relations Expenses

We agree to extend cover to include **Public Relations Expenses**.

For the purpose of this Extension, the following Definition is added to the **Certificate**:

Public Relations Expenses means the reasonable fees and related expenses of a public relations firm or consultant, crisis management firm or law firm, which the **Participant** may, in the reasonable exercise of its discretion, engage with the prior written consent of **Us**, not to be unreasonably withheld or delayed, in order to disseminate the findings of a final adjudication in favour of the **Participant** arising from a **Claim** in the provision of **Professional Healthcare Services**.

Our total liability under this Extension in respect of each **Claim** shall not exceed 25% of the limit of liability specified in Item 6(a) of the **Schedule**. Notwithstanding the aforesaid, **Our** total liability under this Extension shall not exceed 25% of the limit of liability specified in Item 6(b) of the **Schedule**.

3. Optional Extensions

The following Extension applies only if the Extension is shown to be included in the **Schedule**. This Extension is subject to all of the terms and conditions of this **Certificate** unless otherwise stated in this Clause 3. This Extension does not increase the limits of liability specified in the **Schedule**. Any sub-limit applicable to this Extension forms part of and is not in addition to the limits of liability specified in the **Schedule**.

3.1 Cyber and Privacy Infringement

Notwithstanding Exclusion 4.18 (Cyber and Privacy Infringement) of this **Certificate**, **We** agree to extend cover to any **Loss** resulting from a **Claim** or an **Inquiry** for any unintentional **Cyber and Privacy Infringement** by the **Participant** in the provision of **Professional Healthcare Services**.

We shall not be liable to make any payment under this **Certificate** for any **Claim** or **Inquiry** directly or indirectly caused by, arising out of or in any way connected with:

- (a) intentional **Cyber and Privacy Infringement**; or
- (b) the failure by the **Participant** to take all reasonable and proper steps and precautions to maintain and upgrade its **Computer System** to no lesser than the security standards prevailing in the industry in which the **Professional Healthcare Services** is carried on or to maintain the security of **Personal Information** and otherwise comply with **Personal Information Law** to no lesser than the general security standards prevailing in that industry; or
- (c) the failure of any mechanical, electrical, computer or telecommunications system including a **Computer System**; or
- (d) the failure by the **Participant** to obey an order of or notice from any government, regulatory or public authority to make correction or take action in the event of a breach of **Personal Information Law**.

Our total liability under this Extension in respect of each **Claim** or **Inquiry** shall not exceed 25% of the limit of liability specified in Item 6(a) of the **Schedule** or 25% of the sub-limit of liability specified in Item 6(c) of the **Schedule** respectively. Notwithstanding the aforesaid, Our total liability under this Extension shall not exceed 25% of the limit of liability specified in Item 6(b) of the **Schedule**.

4. Exclusions

We shall not be liable for any **Loss** or any other payment under this **Certificate**:

4.1 Breach of Contract & Assumed Liabilities & Duties

directly or indirectly caused by, arising out of or in any way connected with any actual or alleged liability assumed under any contract, agreement or understanding except to the extent that such liability would have attached to the **Participant** in the absence of such contract, agreement or understanding.

4.2 Property Damage

directly or indirectly caused by, arising out of or in any way connected with any loss of, damage to or destruction of property (including the loss of use thereof).

4.3 Financial Failure & Trading Debts

directly or indirectly caused by, arising out of or in any way connected with any debt of the **Participant** or any guarantee or other undertaking or obligation given by the **Participant** for a debt.

4.4 Fraud, Dishonesty & Intentional Conduct

directly or indirectly caused by, arising out of or in any way connected with any dishonest or fraudulent act or omission, or any malicious, criminal or intentional breach of the law, committed or condoned or allegedly committed or condoned by the **Participant**, or the gaining by the **Participant** of any profit or advantage to which the **Participant** is not legally entitled.

4.5 Managerial Liability

directly or indirectly caused by, arising out of or in any way connected with any actual or alleged act, error, omission, misstatement, misleading statement, neglect or breach of duty by the **Participant** in the capacity of a partner, director, secretary, or officer of any **Practice Entity**, any other entity, partnership or company, or in the capacity of a trustee of any trust.

4.6 Obligations to Employees

directly or indirectly caused by, arising out of or in any way connected with any breach of any obligation or duty owed to any **Employee** or prospective employee under any contract, or under any legislation or other law for the protection of employees, or arising out of or in the course of that **Employee's** employment or prospective employment by the **Participant**.

4.7 Occupier's Liability

directly or indirectly caused by, arising out of or in any way connected with the ownership, lease, rental, hire, occupation, maintenance or use by the **Participant** of any land, building or premises.

4.8 Pollution

directly or indirectly caused by, arising out of or in any way connected with **Pollution** or **Pollutants** in whatever form or quantity.

4.9 Prior Matters

directly or indirectly caused by, arising out of or in any way connected with any:

- (a) **Claim** first made or any **Inquiry** first commenced before the **Period of Takaful**; or
- (b) **Claim, Circumstance** or **Inquiry** notified in whole or in part before the **Period of Takaful** to **Us**, to any other takaful operator or under any indemnity or any agreement for payment or compensation to or for the benefit of the **Participant**, including but not limited to any indemnification provided through the Medical Defence Union or Medical Protection Society or any equivalent thereof; or
- (c) **Circumstance** which was known to or ought reasonably to have been known to the **Participant** prior to the **Period of Takaful**.

4.10 Related Persons & Entities

directly or indirectly caused by, arising out of or in any way connected with any **Claim** brought or maintained by or on behalf of:

- (a) any entity owned or controlled by the **Participant**; or
- (b) any person or entity who, at the time of the act, error or omission giving rise to the **Claim** is a **Relative** of the **Participant** or controlled by a **Relative** of the **Participant**

unless such **Claim** originates from an independent third party claimant.

4.11 War & Terrorism

directly or indirectly caused by, arising out of or in any way connected with or in consequence of:

- (a) war, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power or confiscation or nationalisation or requisition or destruction of or damage to property by or under the order of any government, public or local authority; or
- (b) any **Act of Terrorism** regardless of any other cause or event contributing concurrently or in any other sequence to the loss.

However, this Exclusion 4.11 shall not apply to any **Claim** or **Inquiry** arising directly from the provision of **Professional Healthcare Services**.

4.12 Products Liability

directly or indirectly caused by, arising out of or in any way connected with any goods or products (including, without limitation, any medication, medical devices and equipment) designed, manufactured, distributed, supplied, sold, installed, repaired, maintained, treated, assembled or processed by or on behalf of the **Participant**.

4.13 Clinical Trials

directly or indirectly caused by, arising out of or in any way connected with the conduct of any **Clinical Trial** by the **Participant**.

However this Exclusion 4.13 shall not apply to a **Claim** or **Inquiry** for **Bodily Injury** arising directly from the provision of **Professional Healthcare Services** by the **Participant**.

4.14 Intoxication

directly or indirectly caused by, arising out of or in any way connected with the rendering, or failure to render **Professional Healthcare Services** by the **Participant** while under the influence of any intoxicants, alcohol or drugs or medication.

4.15 Molestation

directly or indirectly caused by, arising out of or in any way connected with the actual, alleged or threatened molestation of, mental or physical abuse of, or other interference with, any person.

4.16 Prescription of Controlled Medications

directly or indirectly caused by, arising out of or in any way connected with any deliberate or malicious act, error or omission related to the prescribing of controlled medicine.

4.17 Elective Cosmetic Surgery

directly or indirectly caused by, arising out of or in any way connected with the conduct of elective cosmetic surgery.

However, this Exclusion 4.17 shall not apply to the provision by the **Participant** of reconstructive plastic surgery and related medical services in connection with the reconstructive plastic surgery.

4.18 Cyber and Privacy Infringement

directly or indirectly caused by, arising out of or in any way connected with any **Cyber and Privacy Infringement**.

4.19 Unlicensed or Unapproved Products

directly or indirectly caused by, arising out of or in any way connected with any goods or products (including, without limitation, any medication, medical devices and equipment) that are:

- (a) not licensed in accordance with any applicable standards of the Malaysian Ministry of Health ("MOH") or other equivalent regulatory or governmental body in the jurisdiction where the **Professional Healthcare Services** are provided; or
- (b) not approved for marketing by the MOH or other equivalent regulatory or governmental body in the jurisdiction where the **Professional Healthcare Services** are provided, to the extent such approval is required; or
- (c) not exempt from any requirement for a license or for approval to market, by the MOH or other equivalent regulatory or governmental body in the jurisdiction where the **Professional Healthcare Services** are provided.

4.20 Territory and Jurisdiction

arising out of or in any way connected with:

- (a) any **Medical Incident** within the territorial limits of the United States of America or the Dominion of Canada and their territories or protectorates; or
- (b) any legal proceedings brought in the United States of America or the Dominion of Canada and their territories or protectorates; or
- (c) the enforcement of any judgment, award or order obtained within or determined pursuant to the laws of the United States of America or the Dominion of Canada and their territories or protectorates even if only to a limited extent; or

- (d) legal proceedings in which the laws of the United States of America or the Dominion of Canada and their territories or protectorates apply even if only to a limited extent.

4.21 Sanctions

to the extent that the provision of cover for or the payment of, such **Loss** or any other payment under this **Certificate**, would expose **Us**, or its parent or affiliate or ultimate holding company to any sanction, prohibition or restriction implemented pursuant to resolutions of the United Nations or the trade and economic sanctions, laws or regulations of the European Union, United Kingdom, Malaysia or United States of America.

4.22 Fertility Services Exclusion

This **Certificate** exclude claims or liability arising from any condition directly or indirectly caused by, arising out of or in any way connected with any treatments / services rendered to provoke/avoid gravidity/procreation, including operations to produce sterility, in-vitro-fertilization and/or abortions and (consequential) financial losses arising out of these activities including but not limited to the obligation to pay maintenance.

4.23 Telemedicine Exclusion

This **Certificate** exclude claims or liability arising from any condition directly or indirectly caused by, arising out of or in any way connected with any Telemedicine Services.

In this extension, “**Telemedicine**” shall mean any delivery of healthcare services delivered remotely, including exams and consultations, over the telecommunications infrastructure.

4.24 AIDS Exclusion

This **Certificate** excludes claims or liability arising from any condition directly or indirectly caused by or associated with human T-cell Lymphotropic virus type III (HLTV III) or Lymphadenopathy Associated Virus (LAV) or the mutants' derivatives or variations thereof or in any way related to the Acquired Immune Deficiency Syndrome (AIDS) or Hepatitis Non-A or Creutzfeld-Jacob Disease or any condition of similar kind howsoever it may be named.

4.25 General Anaesthesia Exclusion

This **Certificate** exclude claims or liability arising from any condition directly or indirectly caused by, arising out of or in any way connected with any performance by dentists and dental surgeons of:

- a) General anesthesia; or
- b) Any procedure carried out under general anesthesia.

5. Claims Conditions

5.1 Notification of Claims, Inquiries, Medical Incidents and Circumstance

- (a) It is a condition precedent to the exercise of any right by the **Participant** under this **Certificate** that the **Participant** gives written notice of any **Claim** or **Inquiry** as soon as practicable, but always no later than 90 days after the expiry of the **Period of Takaful** to:

Level 13, Syarikat Takaful Malaysia Am Berhad
Menara Takaful Malaysia
No 4 Jalan Sultan Sulaiman
50000 Kuala Lumpur
P.O Box 11483
50746 Kuala Lumpur
Tel: +603 2268 1984

- (b) If the **Participant** becomes aware of any **Circumstance** during the **Period of Takaful**, the **Participant** must give written notice of such **Circumstance** to **Us**, then, provided that such written notice is given to **Us** during the **Period of Takaful**, any **Claim** or **Inquiry** which may subsequently be made against the **Participant** arising out of such **Circumstance** shall be deemed first made against the **Participant** during the **Period of Takaful**.

(c) All notifications under this **Certificate** must include the following information:

- (i) a specific description of the **Claim, Inquiry or Circumstance**, including the manner in which the **Participant** first became aware of the **Claim, Inquiry or Circumstance** and the relevant dates; and
- (ii) the details of any parties involved; and
- (iii) a copy of any written demand or assertion and any document relating to the commencement of proceedings against the **Participant** once available.

5.2 Conduct of Proceedings

- (a) It is the duty of the **Participant**, not **Us**, to defend any **Claim** or to respond to any **Inquiry** made against the **Participant**. **We**, however, may take over and conduct (in the name of the **Participant**) the defence of any **Claim** or to respond to any **Inquiry** in respect of which **We** are or may be liable to indemnify such **Participant**.
- (b) The **Participant** must not incur any **Defence Costs** or **Legal Representation Expenses** without **Our** prior written consent, which shall not be unreasonably withheld. **We** are not liable to indemnify the **Participant** for any **Defence Costs** or **Legal Representation Expenses** unless **We** provides **Our** prior written consent to the incurrance of such **Defence Costs** or **Legal Representation Expenses**.
- (c) The **Participant** must not settle or make any admission, offer, payment or otherwise assume any contractual or other obligation in relation to any **Claim** or **Inquiry** in respect of which **We** are, or may be, liable to indemnify the **Participant**, without **Our** prior written consent. **We** are not liable to indemnify the **Participant** for any settlement, admission, offer, payment or assumed obligation unless **We** provides **Our** prior written consent.

5.3 Multiple Claims and Related Conduct

For the purpose of determining cover under this **Certificate**:

- (a) all **Claims** or **Inquiries** arising from:
 - (i) one act, error or omission; or
 - (ii) acts, errors or omissions which are the same or are attributable to the one source or originating or underlying cause,shall be regarded as one **Claim** or one **Inquiry** respectively.
- (b) when there are both **Claims** and **Inquiries** arising from:
 - (i) one act, error or omission; or
 - (ii) acts, errors or omissions which are the same or are attributable to the one source or originating or underlying cause,these **Claims** and **Inquiries** shall be regarded as one **Claim**.

5.4 Mitigation and Co-operation

- (a) The **Participant** must at its own expense take all reasonable steps and precautions in doing all things reasonably practicable to avoid or minimise any actual or potential **Loss** arising from any actual or possible **Claim** or **Inquiry** under this **Certificate**.
- (b) The **Participant** must, at their own expense and on an ongoing basis, give **Us** and any investigators or legal representatives appointed by **Us** all information they reasonably require, and full co-operation and assistance in the conduct of any investigation (including investigations for the purpose of enabling **Us** to determine its liability to provide an indemnity under this **Certificate**), defence, settlement, avoidance or reduction of any actual or possible **Claim** or **Inquiry**.

5.5 Disclosure of Information

Legal representatives appointed by **Us** to act on the **Participant's** behalf shall be entitled to disclose to **Us** any information obtained while so acting and the **Participant** agrees to waive any claim for legal professional privilege to the extent that the privilege would otherwise prevent such legal representatives from disclosing information to **Us**.

5.6 Disputes as to Defence & Settlement of Claims

- (a) If a dispute arises between **Us** and the **Participant** as to whether a **Claim** or **Inquiry** should be contested, neither **Us** nor the **Participant** will require the other to contest the **Claim** or **Inquiry** unless a Senior Counsel or a lawyer of equivalent status (to be mutually agreed or, in default of agreement, the **Participant** is to select one of three Senior Counsels, or lawyers of equivalent status nominated by **Us**) recommends that the **Claim** or **Inquiry** should be contested. **We** will brief the Senior Counsel or a lawyer of equivalent status to advise on whether or not the **Claim** or **Inquiry** should be contested and if not, on the amount for which the **Claim** or **Inquiry** should be settled. In providing such advice and in making any recommendation as to settlement, the Senior Counsel or a lawyer of equivalent status is entitled to take into account both legal and commercial considerations. The Senior Counsel or a lawyer of equivalent status must have regard to the damages and costs that are likely to be recovered, the **Defence Costs** or **Legal Representation Expenses** that will be incurred in contesting the **Claim** or **Inquiry** and the prospects of the **Claim** or **Inquiry** being successfully defended. The costs of obtaining this recommendation will be borne by **Us**.
- (b) If the Senior Counsel or a lawyer of equivalent status recommends that settlement of the **Claim** or **Inquiry** should be attempted, then settlement of the **Claim** or **Inquiry** must be attempted as recommended.
- (c) Where settlement is attempted in accordance with the recommendation of the Senior Counsel or a lawyer of equivalent status but is unsuccessful, **We** will continue to indemnify the **Participant** subject to the terms and conditions of this **Certificate**.
- (d) If a settlement recommended by the Senior Counsel or a lawyer of equivalent status is acceptable to the claimant, but the **Participant** refuses to consent to such settlement, **Our** liability, in respect of the **Claim**, will be limited to the amount for which the **Claim** could have been settled, plus the **Defence Costs** incurred up to the date the refusal to consent was made.
- (e) If a settlement recommended by the Senior Counsel or a lawyer of equivalent status is acceptable to the regulatory body or medical association conducting the **Inquiry**, but the **Participant** refuses to consent to such settlement, **Our** liability, in respect of the **Inquiry**, will be limited to the **Legal Representation Expenses** incurred up to the date the refusal to consent was made.

5.7 Allocation

In the event the **Participant** is a party to a demand, legal proceedings or inquiry which is covered only in part by this **Certificate**, **We** and the **Participant** will use their best efforts to agree upon a fair and proper allocation of **Loss** or any other amount covered under this **Certificate** which relate solely to what is covered under this **Certificate**.

In the event that an agreement cannot be reached, the Senior Counsel or a lawyer of equivalent status (to be mutually agreed or, in default of agreement, the **Participant** is to select one of three Senior Counsels or lawyers of equivalent status nominated by **Us**) shall determine, as an expert but not an arbitrator, a fair and proper allocation, such determination to be binding to the parties. Until Senior Counsel or a lawyer of equivalent status has made his or her determination **We** may, in its absolute discretion, pay such **Loss** or any other amount covered under this **Certificate** as it considers appropriate. The costs of obtaining this determination shall be borne equally by the **Participant** and **Us**.

5.8 Subrogation

If any payment is made by **Us** in respect of a **Claim** or **Inquiry** under this **Certificate**, **We** will be subrogated to all rights of indemnity, contribution or recovery of the **Participant** in relation to that payment. The **Participant** may not surrender any right, or settle any claim for indemnity, contribution or recovery, without **Our** prior written consent. The **Participant** shall execute all papers required and shall do everything necessary to secure and preserve such rights, including the execution of such document necessary to enable **Us** to effectively bring suit or otherwise pursue subrogation rights in the name of the **Participant**.

6. General Conditions

6.1 Limit of Liability

- (a) The aggregate limit of **Our** liability for all **Loss** arising from any one **Claim** is the sum specified in Item 6(a) of the **Schedule**.
- (b) **Our** maximum aggregate liability under this **Certificate** for all **Loss** arising from all **Claims** and all **Inquiries**, irrespective of the number of **Claims** or **Inquiries** under this **Certificate**, or the amount claimed is the sum specified in Item 6(b) of the **Schedule**.
- (c) Any sub-limit specified in this **Certificate** shall be **Our** maximum aggregate liability under such sub-limit irrespective of the number of **Claims** or **Inquiries**, or the amount claimed under this **Certificate**.

Any sub-limit shall be part of and not in addition to the sum specified in Item 6(a) and/or Item 6(b) of the **Schedule**, whichever is applicable.

6.2 Excess

The **Participant** shall pay the first amount of each and every **Loss** resulting from any one **Claim**, up to the amount specified in Item 7 of the **Schedule** as the **Excess**. The **Excess** does not apply to **Legal Representation Expenses**.

6.3 Territorial Limits

Subject at all times to Exclusion 4.20 (Territory and Jurisdiction), coverage only applies to **Professional Healthcare Services** provided in the territories specified in Item 12 of the **Schedule**.

6.4 Jurisdictional Limits

Subject at all times to Exclusion 4.20 (Territory and Jurisdiction), coverage only applies to **Claims** or **Inquiries** in the countries specified in item 13 of the **Schedule**.

6.5 Alteration to Risk

It is a condition precedent to coverage under this **Certificate** that the **Participant** provides written notification to **Us**, as soon as practicable, of any material alteration to the risk during the **Period of Takaful** including:

- (a) the **Participant** going into voluntary bankruptcy, failing to pay his debts, entering into a voluntary arrangement, debt repayment scheme or other similar arrangement or scheme, breaching any obligation giving rise to bankruptcy or the appointment of an official assignee or equivalent person; or
- (b) any material change in the nature of the **Professional Healthcare Services** offered by the **Participant**.

We may, in its sole and absolute discretion impose such additional terms, conditions and contribution as **We** may require to provide coverage under this **Certificate** in the event of any material alteration to the risk.

6.6 Certificate Construction and Interpretation

In this **Certificate**, unless the context otherwise requires:

- (a) the singular includes the plural and vice versa; and
- (b) headings are merely descriptive and not to aid interpretation; and
- (c) if a word or expression is given a definite meaning, any part of speech or other grammatical form of that word or phrase has a corresponding meaning; and
- (d) references to an amount of money are references to that amount in the currency specified in Items 6, 7 and 10 of the **Schedule** unless otherwise provided; and
- (e) bolded words used in this **Certificate** have the meanings set out in Clause 7 (Definitions and Interpretation).

6.7 Retroactive Date

If a **Retroactive Date** is specified, this **Certificate** will not cover, and does not apply to, any **Claim** or **Inquiry** where the **Professional Healthcare Services** leading to such **Claim** or **Inquiry** were alleged to have been provided or required to be provided, in whole or in part, before the **Retroactive Date**.

6.8 Cancellation

- (a) The **Participant** may cancel this **Certificate** by giving 30 days written notice to **Us**. If there are no **Claims**, **Inquiries** or **Circumstances** notified to **Us** under this **Certificate**, **We** will allow a refund of unearned contribution calculated in accordance with its customary short-term rates.
- (b) **We** may cancel this **Certificate** by giving 30 days written notice to the **Participant**. If there are no **Claims**, **Inquiries** or **Circumstances** notified to **Us** under this **Certificate**, **We** will allow a refund of unearned contribution calculated in proportion to the unexpired time on risk.

6.9 Governing Law

This **Certificate** is governed by, and interpreted in accordance with, the laws of Malaysia. All matters arising from or relating to the interpretation or operation of the provisions of this **Certificate** must be submitted to the exclusive jurisdiction of the Courts of Malaysia.

6.10 Other Insurance and/or Takaful

If any **Loss** covered under this **Certificate** is also covered under any other valid and collectible insurance/takaful (including any medical malpractice insurance/takaful or indemnity through the Medical Defence Union or the Medical Protection Society or the equivalent thereof), then this **Certificate** shall cover the **Loss**, subject to its terms and conditions, only to the extent that the amount of the **Loss** is in excess of the amount of such other insurance/takaful and this is regardless of whether such other insurance/takaful is stated to be primary, contributory, excess, contingent or otherwise, unless such other insurance/takaful is written only as specific excess insurance/takaful over the limit of liability provided by this **Certificate**.

6.11 Non-assignment

No change in, modification of, or assignment of interest under this **Certificate** shall be effective unless agreed in writing by **Us**.

6.12 Licensing of Medical Professionals & Maintenance of Records

It is a condition precedent to the **Participant's** right to be indemnified under this **Certificate** that the **Participant** shall at all times:

- (a) maintain accurate records of, and ensure that they hold and maintain, without interruption throughout the **Period of Takaful**, valid licenses to practise in their respective specialisations issued by the relevant official licensing authority in the country where they practise; and
- (b) maintain accurate and descriptive records of all medical services rendered, and equipment used in all procedures.

6.13 Rights of Third Parties

A person or organisation that is not a party to this **Certificate** shall have no right to enforce any of its terms against **Us**.

6.14 Right to Terminate Due to Anti Money Laundering and Counter Financing of Terrorism

If **We** discover, or have justified suspicion, that the **Certificate** is exploited for money laundering activities or to finance terrorism, **We** reserve the right to terminate the **Certificate** immediately. **We** shall deal with all **Contributions** paid and all benefits or sums payable in respect of the **Certificate** in any manner which **We** deem appropriate, including but not limited to handing it over to the relevant authorities.

6.15 Duty of Disclosure

Pursuant to Paragraph 4(1) of Schedule 9 of the Islamic Financial Services Act 2013, if the **Participant** is applying for this Takaful coverage for a purpose related to the **Participant's** trade, business or profession, the **Participant** has a duty to disclose any matter that the **Participant** know to be relevant to **Our** decision in accepting the risks and determining the rates and terms to be applied and any matter a reasonable person in the circumstances could be expected to know to be relevant, otherwise it may result in voidance of the **Participant's** contract of Takaful, refusal or reduction of the **Participant's** claim(s), change of terms or termination of your contract of Takaful. The above duty of disclosure shall continue until the time the **Participant's** contract of Takaful is entered into, varied or renewed with **Us**. The **Participant** also has a duty to tell us immediately if at any time after the **Participant's** contract of Takaful has been entered into, varied or renewed with the Takaful Operator any of the information given in the Proposal Form (or when the **Participant** applied for this Takaful) is inaccurate or has changed.

Additional Conditions

1. Distribution of Surplus

- (a) Any distributable surplus arising from the **GTF** as determined by **Us** will be distributed according to the following proportion:
- (i) fifty percent (50%) of the distributable surplus will be credited into the **GTF** and kept in the **GTF** to prepare and provide for any high claims experience; and
 - (ii) the remaining fifty percent (50%) of the distributable surplus will be paid to **Us** as performance incentive based on **Jua'lah**.

2. Wakalah Fee

The **Wakalah** Fee chargeable under this **Certificate** is forty-five (35%) of the **Contribution**. The **Wakalah** Fee will be deducted upfront upon payment of the **Contribution**.

3. Treatment of Small Payment Amounts

For any amount due and payable to the **Participant** resulting from refund/surrender/maturity/ termination/claim that is to be made other than by way of electronic payment, such payment will only be made if the amount due and payable is Ringgit Malaysia Ten (RM10.00) and above. For any amount less than Ringgit Malaysia Ten (RM10.00), **We** will donate to a charity organization as approved by **Us**.

7. Definitions and Interpretation

- | | |
|-----------------------------------|---|
| 7.1 Act of Terrorism means | <p>(a) an act, including but not limited to, the use of force, violence and/or the threat thereof, by any person or group(s) of persons, whether acting alone, on behalf of, or in connection with any organization(s) or government(s), which from its nature or context is done for, or in connection with, political, religious, ideological, ethnic or similar purposes or reasons including the intention to influence any government and/or to put the public, or any section of the public, in fear; or</p> <p>(b) any action taken in controlling, preventing, suppressing or in any way relating to anything in (a) above regardless of any other cause or event contributing concurrently or in any other sequence to the loss.</p> |
| 7.2 Bodily Injury means | any physical injury, sickness, disease or death sustained by a person, including mental injury, mental anguish or shock resulting therefrom. |
| 7.3 Certificate means | the contract of Takaful between Us and the Participant which comprises this Certificate wording, the Proposal , the Schedule and any Endorsement(s) issued by Us varying the Certificate coverage. |

- 7.4 Circumstance** means any fact, matter or circumstance which gives rise to a **Claim** or **Inquiry** or has the potential to give rise to a **Claim** or **Inquiry**, including any **Medical Incident** that involves **Bodily Injury**, including but not limited to:
- (a) unexpected fatality; or
 - (b) birth defect or injury; or
 - (c) paralysis, quadriplegia or paraplegia; or
 - (d) serious burns, disfiguring or scarring; or
 - (e) brain injury or neurological impairment; or
 - (f) amputation; or
 - (g) loss of sensory capacity; or
 - (h) stage IV decubitus; or
 - (i) wrong site surgery; or
 - (j) healthcare acquired infection resulting in serious injury, disability or death; or
 - (k) infant switch or abductions.
- 7.5 Claim** means
- (a) the receipt by the **Participant** of any written demand for civil compensation or civil damages or non-monetary civil relief; or
 - (b) any originating legal or arbitral process, cross claim, counterclaim or third party notice which contains a demand made against the **Participant** for civil compensation or civil damages or non-monetary civil relief;
- first made against the **Participant** during the **Period of Takaful**.
- 7.6 Clinical Trial** means any study or experiment, using human subjects, to test, discover and/or verify the effects and/or effectiveness of treatments, procedures or products, including but not limited to devices and pharmaceuticals, whether invasive or otherwise. Clinical trials may also compare new treatments, procedures or products to treatments, procedures or products which are already available.
- 7.7 Computer System** means any information technology and/or communication system, network, services or solutions, whether electronic, wireless, web-based or otherwise, and including all hardware, firmware and software, used to process data or information in an analogue, digital, electronic, or other format including but not limited to, computer programs, electronic data processing media, electronic data communications equipment, operating systems, computer network and networking equipment, servers, web sites, extranet, and all input, output, processing, storage and on-line or off-line media libraries.
- 7.8 Computer Virus** means any computer programme or instructions placed on a **Computer System** without the owner or user's knowledge or consent that are designed to harm the **Computer System**. **Computer Virus** includes malicious codes, malware, Trojan horses, worms and time or logic bombs.
- 7.9 Contributions** means the total amount required to be paid by the **Participant** to **Us** excluding Government charges, as specified in the **Schedule**.
- 7.10 Cyber and Privacy Infringement** means
- (a) the **Participant's** act, error or omission in respect of any **Internet** content;
 - (b) the **Participant's** infringement of any right to privacy;
 - (c) the **Participant's** breach of confidence or misuse of confidential information stored on its **Computer System**; and/or
 - (d) the **Participant's** failure to prevent any unauthorized access to, use of or tampering with its **Computer Systems** including but not limited to:
 - (i) **Hacker Attacks**;
 - (ii) **Computer Virus** attacks;
 - (iii) **Theft of Electronic Data**; and
 - (iv) any inadvertent transmission by the **Participant** to a third party of any **Computer Virus**.
- 7.11 Defense Costs** means reasonable and necessary legal and other professional fees, costs and expenses incurred by and with **Our** prior written consent, not to be unreasonably withheld or delayed, that are

necessary to investigate, defend, negotiate, adjust, settle or appeal a **Claim**. **Defence Costs** does not include travel or accommodation expenses. **Defense Costs** also does not include any internal or overhead expenses of the **Participant** or the cost of the **Participant's** time including salaries, wages, allowances, fees, awards and bonuses.

- 7.12 Documents** means documents of any nature legally owned by any person (other than by the **Participant**), except money, negotiable instruments, bearer bonds or coupons, stamps, bank or currency notes or any other form of negotiable instrument.
- 7.13 Emergency First Aid Services** means first aid services which were provided:
- (a) at the scene of an emergency, accident or disaster, outside of the **Participant's** premises; and
 - (b) without fee or reward.
- 7.14 Employee** means
- (a) a person who was, is or becomes employed by the **Participant** and who is paid by the **Participant** by way of salary or wages; or
 - (b) a volunteer working for the **Participant** without fee or reward; or
 - (c) a student appointed to the **Participant** by a university or college of advanced education or equivalent authorized medical institution, provided that the performance of the **Employee's** duties is subject to the direction and control of the **Participant** and only while acting within the scope of their duty to the **Participant**.
- 7.15 Endorsement** means the document that **We** issue to the **Participant** to confirm any changes or extensions of the coverage to this **Certificate**.
- 7.16 Excess** means the amount specified in Item 7 of the **Schedule**.
- 7.17 General Takaful Fund or "GTF"** means This refers to a fund established to pool a portion of **Contributions** paid by participants, on the basis of **Tabarru'** for the purpose of meeting claims associated with events or risks specified in this **Certificate**. This fund is collectively owned by the pool of participants.
- 7.18 Hacker Attacks** means the gaining of access to or use of any **Computer System** by a person not authorized to do so or in an unauthorized manner.
- 7.19 Hibah** means a transfer of ownership of an asset from a donor to a recipient without any consideration. Under this **Certificate**, the benefits payable from **GTF** is based on **Hibah**.
- 7.20 Inquiry** means a formal or official inquiry, investigation or examination before a duly constituted court or tribunal or other body having the power to compel the attendances of witnesses (including any inquest or coronial inquiry, and any hearing before any disciplinary body of an accredited medical professional association), into the conduct of **Professional Healthcare Services** by the **Participant**, first commenced against the **Participant** during the **Period of Takaful**. **Inquiry** does not include an industry-wide investigation and/or routine supervision, inspection, compliance or similar review.
- 7.21 Internet** means the worldwide public network of computer networks that enables the transmission of electronic data between different users.
- 7.22 Ju'alah** means a contract where a party offers a specified reward to another party who achieved a determined result. Under this **Certificate**, the **Participant** allows **Us** to receive a portion of distributable surplus as a performance incentive for **Our** achievement in managing the **GTF** which results in the distributable surplus. Any distributable surplus arising from the **GTF** will be distributed between **Us** and the **Participant** in the proportions of fifty percent (50%) and fifty percent (50%) respectively. The portion for the **Participant** will be credited into the **GTF** and kept in the **GTF** to prepare and provide for any high claims experience.

7.23 Legal Representation Expenses means	the reasonable and necessary legal costs or related professional fees incurred by or on behalf of the Participant with Our prior written consent, whose consent is not to be unreasonably withheld or delayed, directly in connection with a Participant co-operating with an Inquiry . Legal Representation Expenses does not include travel or accommodation expenses. Legal Representation Expenses also does not include any internal or overhead expenses of the Participant or the cost of any Participant's time including salaries, wages, allowances, fees, awards and bonuses.
7.24 Loss means	in respect of a Claim, all amounts which a Participant becomes legally obligated to pay (including but not limited to any damages, judgments entered or settlements reached) and, Defense Costs; and in respect of an Inquiry, Legal Representation Expenses. Loss does not include: (a) aggravated, punitive or exemplary damages; or (b) fines or penalties imposed by law; or (c) costs incurred by the Participant in complying with any order for, grant of, or agreement to provide injunctive or non-monetary relief; or (d) any amount which constitutes reduction, set off or return of fees or expenses, in whole or in part, paid to or charged by a Participant; or (e) any travel or accommodation expenses; or (f) any internal or overhead expenses of the Participant or the cost of any Participant's time including salaries, wages, allowances, fees, awards and bonuses; or (g) taxes or sums payable in relation to taxes; or (h) any matters which are uninsurable under any applicable law.
7.25 Medical Incident means	an act, error or omission by the Participant in the course of practicing as a licensed and registered healthcare professional or the equivalent thereof, as defined under the relevant law or regulation of the country where the Participant practices.
7.26 Participant means	(a) the individual medical or healthcare practitioner specified in Item 2 of the Schedule; and (b) the estate, heirs or legal representatives of the deceased or legally incapacitated medical or healthcare practitioner specified in Item 2 of the Schedule but only to the extent that such medical or healthcare practitioner would have been covered under this Certificate in the absence of such death or legal incapacity; and (c) the lawful spouse or domestic partner of the medical or healthcare practitioner specified in Item 2 of the Schedule but only to the extent that such medical or healthcare practitioner would have been covered under this Certificate.
7.27 Period of Takaful means	the period specified in Item 5 of the Schedule .
7.28 Personal Information means	any data (a) relating directly or indirectly to a living individual; (b) from which it is practicable for the identity of that individual to be directly or indirectly ascertained; and (c) in a form in which access to or processing of that data is practicable.
7.29 Personal Information Law means	the Personal Data Protection Act 2010 and any similar law or regulation in any other jurisdiction which governs the collection, use, processing, handling, storage, disclosure or transfer of Personal Information .
7.30 Pollutant means	any contaminant, irritant or other matter or substance including but not limited to oil, smoke, vapor, soot, asbestos, asbestos-containing materials, fumes, fungi, acids, alkalis, nuclear or radioactive material, chemicals and waste. Waste includes materials to be recycled, reconditioned or reclaimed.
7.31 Pollution means	the actual, alleged or threatened discharge, dispersal, seepage, migration, release or escape of any Pollutant whether in solid, liquid, gas, odor, noise, vibration, electromagnetic radiation, ionizing radiation, thermal or other form at any time.

7.32 Practice Entity means	any medical or healthcare establishment, entity, partnership or company.
7.33 Professional Healthcare Services means	(a) healthcare services that the Participant is licensed and registered in the territory set out in Item 12 of the Schedule to practise, and which are set out in Item 4 of the Schedule; or (b) any decision or directive that are imposed on the Participant or which the Participant is directed to adhere to by any accredited medical professional board or equivalent; or (c) Clinical Trials conducted by the Participant, but solely with respect to Claims or Inquiries for Bodily Injury arising directly from the provision of Professional Healthcare Services by the Participant; or (d) supervision, education and training conducted by the Participant of a healthcare student undertaking a recognised healthcare training programme.
7.34 Proposal means	the written proposal and any supplementary proposal including any statements and information contained therein and any other information, materials and documents relied upon by Us in issuing cover under this Certificate , or any Certificate issued by Us of which this Certificate is a direct or indirect renewal or replacement. All such proposals, attachments, information, materials and documents are deemed to be attached to and incorporated into this Certificate .
7.35 Qard means	This refers to a contract of lending money by a lender to a borrower where the latter is bound to repay an equivalent replacement amount to the lender. Under this Certificate , We will lend an amount of money to the GTF without interest if the GTF is in deficit.
7.36 Relative means	(a) any legal spouse, domestic partner or companion; or (b) any parent, or parent of the legal spouse, domestic partner or companion; or (c) any sibling or child.
7.37 Retroactive Date means	the date specified in Item 8 of the Schedule .
7.38 Schedule means	the schedule We issue to the Participant with this Certificate or any subsequent or amended version of that schedule.
7.39 “We, Our and Us” means	Syarikat Takaful Malaysia Am Berhad (Registration Number: 201701032316 (1246486-D))
7.40 Theft of Electronic Data means	the unauthorized taking or misuse of information that exists in electronic form, or which is in the course of transmission to or from a mobile or wireless device which is intended to interact with a Computer System , including account information, confidential information, proprietary information and personal information while stored in a Computer System maintained by a Participant .
7.41 Tabarru’ means	This refers to a donation for charitable purposes. Under this Certificate , the Participant donates a portion of the Contributions to the GTF based on Tabarru’ to help other participants. Tabarru’ takes into effect when the Participant contributes to the GTF .
7.42 Takaful means	This refers to a mutual assistance scheme based on the principles of brotherhood, solidarity and cooperation where each participant agrees to contribute a sum(s) of money on the basis of Tabarru’ into a common fund to provide financial assistance payable to the participant, person covered or beneficiary on the occurrence of pre-defined events.

- 7.43 Wakalah** means This refers to a contract where a party, as principal authorizes another party as his agent to perform a particular task on matters that may be delegated, with or without the imposition of a fee. Under this **Certificate**, the **Participant** authorizes **Us** to manage the **GTF** based on **Wakalah** and in return, **We** will receive a **Wakalah** fee.
- 7.44 “You” or “Your”**
means the person(s) named in the **Schedule** as the **Participant**.

Complaints

1. Enquiries /Complaints Handling

If **You** have any inquiry or complaint pertaining to any matter related to **Your Certificate**, **You** may refer to **Our** Customer Service Unit (CSU) at:

Customer Service Unit (CSU)

Syarikat Takaful Malaysia Am Berhad [201701032316 (1246486-D)],
27th Floor, Annexe Block,
Menara Takaful Malaysia
No. 4, Jalan Sultan Sulaiman,
50000 Kuala Lumpur
P.O. Box 11483,
50746 Kuala Lumpur
Tel: 1-300 88 252 385
Fax: 603 - 2274 0237
Email: csu@takaful-malaysia.com.my
Website: www.takaful-malaysia.com.my/en/

2. Avenue of Claim Appeal

If **You** need further clarification or **You** are not satisfied with **Our** claim decision, please contact **Our** Customer Service Centre at 1-300-88-252-385 or email **Us** at csu@takaful-malaysia.com.my and **We** will provide **Our** response accordingly. For appeal cases, **We** will escalate the same to **Our** senior management for review and provide **Our** response once **Your** appeal has been decided / concluded by **Us**.

In the event that **You** are not satisfied with the final decision with regard to **Your** appeal, **You** may refer the case either to the Ombudsman for Financial Services (OFS) or to BNMLINK, Bank Negara Malaysia (BNM) at the following addresses within six (6) months from **Our** decision.

Ombudsman for Financial Services (Registration No.: 200401025885 (664393-P))

Level 14, Main Block,
Menara Takaful Malaysia,
No. 4, Jalan Sultan Sulaiman,
50000 Kuala Lumpur.
Tel: 603-2272 2811
Fax: 603-2272 1577
Email: enquiry@ofs.org.my
Website: www.ofs.org.my

BNM Laman Informasi Nasihat dan Khidmat (LINK)

Ground Floor, Blok D,
Bank Negara Malaysia,
Jalan Dato' Onn,
50480 Kuala Lumpur.
Tel: 1-300-88-5465 (LINK)
Webform Address: [eLINK \(bnm.gov.my\)](http://eLINK(bnm.gov.my))

Privacy Notice

In line with the Personal Data Protection Act 2010 (“**PDPA**”), we are required to inform you that the personal data you have provided to us or that is subsequently obtained by us from time to time (“**Personal Data**”), may be processed for the purpose of processing your insurance application/proposal, provision of insurance related products or services or any addition, alteration, variation, cancellation, renewal or reinstatement thereof, performing statistical/actuarial research or data study, promoting products and services and other related purposes (collectively, “**Purpose**”). The Personal Data is obtained when you fill up documents; liaise with us or our representatives; or give it to us or our representatives in person, over the telephone, through websites or from third parties you have consented to.

Although you are not obliged to provide us with your Personal Data, we will not be able to process your application for insurance cover or process your claim if you fail to provide all requested information.

Your Personal Data may be disclosed to our related company or any other company carrying on insurance or reinsurance related business, an intermediary, or a claims, investigation or other service provider and to any association, federation or similar organisation of insurance companies that exists or is formed from time to time for the Purpose or to fulfil some legal or regulatory function or is reasonably required in the interest of the insurance industry. In such instances, it will be done in compliance with the PDPA.

We may also disclose your Personal Data where such disclosure is required under the law, court orders or pursuant to guidelines issued by regulatory or other relevant authorities, if we reasonably believe that we have a lawful right to disclose your Personal Data to any third party or that we would have had your consent for such disclosure if you had known of the same, and/or if the disclosure is in the public interest.

Your Personal Data may also be transferred to our related companies and third party providers, which may be located outside Malaysia for the Purpose. In the event that we use external service providers, specific security and confidentiality safeguards have been put in place to ensure your privacy rights remain unaffected.

Where you have given us personal data that is of another individual (“**Data Subject**”), you must ensure that you have informed the Data Subject that you are providing the Data Subject's personal data to us, and have gotten the Data Subject's consent to do so. You must explain what is stated here to the Data Subject, and ensure he/she understands, agrees and authorises us to deal with his/her personal data according to what is stated here.

You may make inquiries, complaints, request for access to or correction of your Personal Data, or limit the processing of your Personal Data at any time hereafter by submitting such request to us at **Syarikat Takaful Malaysia Am Berhad (Registration Number: 201701032316 (1246486-D))**, Manager, Customer Service Unit, Menara Takaful Malaysia, No 4, Jalan Sultan Sulaiman, 50000, Kuala Lumpur (Tel: 1-300-88-252-385 / E-mail: csu@takaful-malaysia.com.my).

By continuing to deal with us, you understand, agree and consent to the terms above with respect to the processing of your Personal Data.

The Bahasa Malaysia version of this Personal Data Protection Notice can be found in our website at <https://www.takaful-malaysia.com.my/notis-privasi/>.