



**AIA PUBLIC
TAKAFUL**

AIA PUBLIC Takaful Bhd. (935955-M)

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REPLACEMENT OF CERTIFICATE (ROC) APPEAL FORM

Certificate Details:

New Certificate No.:

S723634A08

Existing Certificate No.:

X487917A02

Replacement Type:

Person Covered

Name:

NRIC No.:

Our Ref.:

Please answer all questions and provide reasons / supporting documents, if any.
(Please tick (✓) in the box where appropriate)

- What was the Certificate Holder's objective when participating in the Existing Certificate?
 - Protecting the family against death, emergency and himself/herself against disability and critical illness
 - Provisions for children's education
 - Security in retirement
 - Regular savings for the future
 - Lump sum investment

2. What was the reason(s) for lapsing, surrendering, cancelling or expiring the Existing Certificate?

- To reduce the total contribution from RM1,650.00 into RM697.00 annually.
- I am the policy owner and I am AIA Staff. So I already have the hospitalisation employee benefit from the AIA company.
- The coverage in new certificate is higher than existing certificate.

3. Can the existing certificate be reinstated?

Yes No

Please give justification for not reinstating the Existing Certificate:

- The Annual Limit in new certificate is better than existing certificate which RM1,000,000 from RM150,000 only.
- Deductible RM20,000 can help to reduce my contribution together with my employee benefits.
- The room and board benefit is higher RM250/day compared to existing certificate which is RM150/day only.
- Out-Patient Dialysis and Cancer Treatment is more which is RM1,000,000.
- New certificate has Out-patient Illness Treatment compared to existing certificate has none.

4. What was the Certificate Holder's objective in participating in the New Certificate?

To reduce my contribution amount with having higher benefits in term of Annual Limit, Room and Board and Out-Patient Kidney Dialysis and Cancer Treatment.

5. Please provide other justifications/documents to support this appeal, if any.

Not applicable.

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Existing Certificate No.: X487917A02

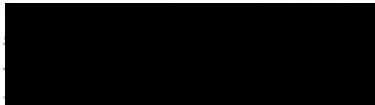
Replacement Type: _____

Person Covered

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CERTIFICATE HOLDER'S DECLARATION

I hereby declared that I have reviewed this ROC Appeal form and to my best belief and knowledge, the advice and recommendation given by the Life Planner is sound and appropriate. I confirm that I am aware of the disadvantages of replacing my Existing Certificate with a new one and the replacement was done in the best interest of my/my family's needs and decision has been made by me in utmost good faith without any undue influence from any parties.



Signature of _____
Name : _____
NRIC No. : _____
Date : _____

*Certificate Holder's signature must match with the signature in with New Certificate.

LIFE PLANNER'S DECLARATION

I hereby declared that the above is true to the best of my knowledge. The above analysis/advice is based on the facts furnished in this Appeal Form. I have taken reasonable steps to ensure that the advice is suitable for the Certificate Holder, having regard to the facts disclosed and other relevant facts of which I should reasonably be aware of. I have also explained to the Certificate Holder about the features of the New Certificate and have given sufficient information to enable the Certificate Holder to make an informed decision.



Signature of Life Planner
Name : Saiful Amir Bin Ramali
Life Planner Code : 2122R
Unit/ Agency/ Region : Imtiyaz Al Falah/ KL5
Date : 25/07/2024

Note:
Please provide any documents in support of your appeal.