

Date: 15 January 2025

Dear Valued Customers,

IMPORTANT UPDATES ON BANK NEGARA MALAYSIA'S INTERIM MEASURES RELATING TO INDIVIDUAL MEDICAL AND HEALTH INSURANCE REPRICING

With reference to Bank Negara Malaysia's (BNM) official statement on 20 December 2024 on interim measures for medical insurance repricing, The Pacific Insurance Berhad (TPIB) is fully committed to assist our customers to reduce their financial burden and ensuring policy continuity.

In line with the framework provided by BNM, TPIB will be implementing these interim measures:

a) Spread out future premium adjustments.

For policyholders affected by the premium adjustments, the increase in premium will be spread over a minimum of three (3) years. This option will be available upon request by completing and submitting in a form for our review.

a) Special provisions for policyholders aged 60 years next birthday and above.

A one-year pause on premium adjustments due to medical claims inflation will apply to policyholders aged 60 years next birthday and above, and who are covered under the minimum plan of the Individual Medical Insurance products.

b) Policy reinstatement options.

Policyholders whose Individual Medical Insurance policies have lapsed or cancelled due to repricing in 2024, will be eligible for reinstatement without additional underwriting. This option will be available upon request by completing and submitting in a form for our review.

Note: These measures do not apply to premium increases resulting from a change in age band.

Rest assured policyholders will receive advance notice and clear explanations on how their coverage and premiums may be affected. We encourage you to refer to the FAQ below for further details on these measures. If your question is not addressed within the FAQ, please contact our dedicated Hotline at +603-2633 8877 (Mon - Thurs: 8:45am - 5:30pm / Friday: 8:45am - 5:00pm) or you may email us at customerservice@pacificinsurance.com.my for further assistance.

References

- [Bank Negara Malaysia's Press Release](#)
- [Bank Negara Malaysia's Information on Interim Measures](#)
- [Press Release by LIAM, MTA and PIAM](#)
- [Frequently Asked Questions by LIAM, MTA and PIAM](#)

Speed. Service. Tender Loving Care.

At your service,

The Pacific Insurance Berhad

Co. Reg: 198201011878

FREQUENTLY ASKED QUESTIONS FOR BANK NEGARA MALAYSIA'S INTERIM MEASURES ON INDIVIDUAL MEDICAL AND HEALTH INSURANCE REPRICING

Date: 15 January 2025

1. What are the interim measures adopted by The Pacific Insurance Berhad (TPIB) following the recent announcement by Bank Negara Malaysia (BNM)?

a) Spread out future premium adjustments.

For policyholders affected by the premium adjustments, the increase in premium will be spread over a minimum of three (3) years. This option will be available upon request by completing and submitting in a form for our review.

b) Special provisions for policyholders aged 60 years next birthday and above.

A one-year pause on premium adjustments due to medical claims inflation will apply to policyholders aged 60 years next birthday and above, and who are covered under the minimum plan of the Individual Medical Insurance products.

c) Policy reinstatement options.

Policyholders whose Individual Medical Insurance policies have lapsed or cancelled in 2024 due to repricing in 2024 will be eligible for reinstatement without additional underwriting. This option will be available upon request by completing and submitting in a form for our review.

(Note: These measures do not apply to premium increases resulting from a change in age band.)

2. How do these interim measures impact me as a TPIB policyholder?

The interim measures will impact policyholders whose policies have already been repriced in 2024 or are scheduled for repricing, as detailed below.

Individual Medical Insurance	Policy Commencement Date
PACIFIC Medi-Pac	1 February 2024 and onwards

Policy Commencement Date		
From 1 February 2024 to 31 December 2024	1 January 2025 to 31 January 2025	
	Received PACIFIC Medi-Pac repricing notifications and have already paid the higher premium	Received PACIFIC Medi-Pac repricing notifications but have yet to pay the revised premium
Beginning 15 January 2025, you can approach TPIB during your PACIFIC Medi-Pac policy renewal for consideration of the interim measures, which may take effect for your future renewal.	<p>We appreciate your patience and understanding as we work to implement the interim measures outlined by BNM, following their recent announcement.</p> <p>Until the system updates are completed, we will continue to charge the premium as indicated in your notification letter on premium revision.</p> <p>To ensure the continuity of your medical coverage, we recommend that you renew your policy by paying the premium as indicated.</p> <p>Rest assured, once the system is updated, TPIB will make the necessary adjustments in line with the interim measures.</p>	

3. What special provisions apply to policyholders aged 60 next birthday and above?

If you are aged 60 years next birthday and above and covered under the minimum plan of a specific Individual Medical Insurance product, you will be eligible for a one-year pause on premium adjustments due to medical claims inflation for policies with the renewal dates from 1 January 2025 to 31 January 2025. This may vary depending on your policy anniversary date.

Please note, this pause does not apply to premium increases resulting from a change in age band.

4. How can I determine if I am covered under the minimum plan?

The minimum plan refers to the lowest plan of a specific Individual Medical Insurance product. The minimum plan for the affected product is outlined below.

Individual Medical Insurance	Minimum Plan
PACIFIC Medi-Pac	Plan E (Room and Board RM100.00)

5. I am aged 60 years age next birthday and above, but I am not covered under the minimum plan. How will this measure affect me?

d) If you are not covered under the minimum plan for PACIFIC Medi-Pac policies with the renewal dates from 1 January 2025 to 31 January 2025, you may request to spread out the future premium adjustments (due to the repricing in 2024) over a minimum of three (3) years by completing and submitting in a form at renewal.

6. My policy was cancelled or lapsed due to repricing. How can I reinstate my policy?

If your PACIFIC Medi-Pac policy was cancelled or lapsed in 2024 due to the repricing exercise in 2024, you can reinstate your policy without additional underwriting by completing and submitting a form to us not later than 31 March 2025 for review. The reinstated policy will be subject to the revised premium in accordance with the interim measures and a No Claims Warranty Clause will be imposed from the renewal date to the premium receipt date.

Reinstatement under this measure will be available upon request, starting 15 January 2025.

7. Will these interim measures affect my current medical coverage and benefits?

No, your medical coverage and benefits will remain unchanged as long as your premiums are paid on or before the due date.

8. I cannot afford to pay my premium despite these interim measures. What are my options?

If you are facing affordability challenges, you can reach out to our intermediaries or customer service team to explore other possible options with lower premium for your PACIFIC Medi-Pac policy that still meet your medical coverage needs. You may:

- a) opt for an instalment plan at renewal to pay your annual premium by instalment.
- b) downgrade to a lower plan (if a lower plan type is available) at renewal which has a more affordable premium.

9. Can I purchase a new Individual Medical Insurance policy and benefit from these interim measures?

No, the interim measures will apply only to existing PACIFIC Medi-Pac policyholders affected by the repricing in 2024. New policies will be issued with premiums based on the current pricing structure.

10. Who can I contact for assistance?

If you have any questions or concerns about your PACIFIC Medi-Pac policy or the interim measures, please contact our dedicated number at +603-2633 8877 (Monday – Thursday: 8:45am - 5:30pm / Friday: 8:45am - 5:00pm) or email us at customerservice@pacificinsurance.com.my. You may also visit our nearest branch. Our team is here to assist you.