

FAQ – Hospitalisation Coverage due to Covid-19 (e-Medical Pass Takaful)

1) If I get hospitalized due to Covid-19, will I be covered?

Etiqa Family Takaful Berhad is pleased to share that customers who have an Etiqa e-Medical Pass Takaful plan will be covered for hospitalisation at a Private or Government hospital for admission due to Covid-19.

2) What are the terms and conditions to be eligible for the hospitalisation coverage?

- You must have an Etiqa e-Medical Pass Takaful plan with us.
- Your plan must be in-force at the point of admission & claim submission.

3) What is the coverage amount?

The coverage amount follows the current terms of your Etiqa e-Medical Pass Takaful plan.

4) When will this cover end?

The hospitalisation coverage provided by an Etiqa e-Medical Pass Takaful plan for admission to a Private or Government hospital due to Covid-19 will be available throughout the tenure of the plan.

5) Will I enjoy this medical benefit if I am hospitalised in a Private Hospital?

Etiqa Family Takaful Berhad is pleased to share that customers who have an Etiqa e-Medical Pass Takaful plan will be covered for hospitalisation at a Private or Government hospital for admission due to Covid-19.

6) What if I get hospitalized during the waiting period?

Unfortunately, you will not be covered as the waiting period of our Etiqa e-Medical Pass Takaful plans still apply.

7) How do I claim for the hospitalisation expense if I am eligible?

Unfortunately our cashless hospital admission benefit would not be available for hospital admissions due to Covid-19. However, you can pay for the bill upon discharge from the hospital and submit a reimbursement claim to Etiqa Family Takaful Berhad via Livechat at www.eti.qa/livechat, email at info@etiqa.com.my or via the Etiqa Smile App. All you have to do is share the claim form (form required only for claims via livechat & email and is available via <https://etiqa.com.my/v2/claims/medical>), medical diagnosis report, the hospital bill & the hospital receipt (receipt to be marked with “For Etiqa only”).

8) Once I claim this special benefit, will it reduce the benefit coverage amount of my plan?

This benefit to cover Covid-19 will utilize the allocations of your existing Etiqa e-Medical Pass Takaful plan.