


**Bancassurance Service Guide**
**WHAT SERVICES CAN YOU EXPECT FROM OUR BANK REPRESENTATIVES?**

If you intend to purchase a life insurance product from our bank representative, you can enjoy these **value added services**:


**1 BEFORE YOU BUY AN INSURANCE PLAN**
**ASSIST YOU IN CHOOSING THE RIGHT INSURANCE PLAN**

- Go through with you the Customer Fact Find form to understand your insurance needs and financial goals.
- Conduct a policy review and offer solutions based on your protection needs and financial goals.
- Recommend suitable insurance plan after assessing your needs.

**EXPLAIN PRODUCT FEATURES**

- Explain the customer value propositions, product features, benefits payable, exclusions, premiums and charges.
- Provide Product Disclosure Sheet to assist you in making informed decisions and to facilitate product comparison.


**2 WHEN YOU DECIDE TO BUY AN INSURANCE PLAN**
**ASSIST YOU WITH THE APPLICATION FOR INSURANCE PLAN**

- Explain the importance of answering the questions in the application form fully and accurately.
- Submit your application for underwriting after you have signed the application form.
- Assist to arrange for medical examination with one of the panel clinics appointed by Manulife Insurance Berhad, if required.
- Provide information and assist in making a nomination to ensure policy monies are received by your beneficiaries in the event of death.

**EXPLAIN INSURANCE PLAN TERMS AND CONDITIONS**

- Your insurance plan will be delivered to you via post within 14 days. You will receive a SMS notification from Manulife Insurance Berhad when the policy is being delivered.
- Go through the policy terms and conditions with you to ensure that this is the right plan that you have purchased.


**3 DURING THE TERM OF INSURANCE PLAN**
**CONTINUOUS POLICY SERVICING**

- Assist in submitting your service requests to Manulife Insurance Berhad e.g. policy modifications, change of address and frequency of premium payments.

**ASSIST YOU IN MAKING A CLAIM**

- Assist in submitting your claim forms and documents to Manulife Insurance Berhad.

If you have enquiries or require additional information, please feel free to contact Alliance Bank.

**PERSONAL CUSTOMERS AND GENERAL ENQUIRIES**

Call us between 8:00 a.m. - 10:00 p.m. local time for general enquiries

**Phone: 603-5516 9988**  
**Fax: 603-5621 5624**  
**Email: info@alliancefg.com**

**OR**

Manulife Insurance Berhad Customer Care at **1300 13 2323**

Underwritten by:  
**Manulife Insurance Berhad (814942-M)**  
*(Licensed under the Financial Services Act 2013 and regulated by Bank Negara Malaysia)*  
 Level 16, Menara Manulife  
 6, Jalan Gelenggang, Damansara Heights, 50490 Kuala Lumpur  
 Tel: 603-2719 9228/2719 9112  
 Fax: 603-2092 2960  
 Website: www.manulife.com.my

**Customer Portal for your Life Policy:**

Please visit Manulife Insurance Berhad Customer Portal at <https://elite.manulife.com.my> for online access to your policy information.

For more information, please log on to [www.alliancebank.com.my](http://www.alliancebank.com.my) or visit our Facebook page @Alliance Bank Malaysia.