



Perbadanan Insurans Deposit Malaysia
Protecting Your Insurance And Deposits In Malaysia

**RESPONSE TO THE CONSULTATION PAPER ON THE
DRAFT MALAYSIA DEPOSIT INSURANCE
CORPORATION (PROVISION OF INFORMATION ON
PROTECTED BENEFITS) REGULATIONS**

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1.0 BACKGROUND

- 1.1 On 17 October 2014, Perbadanan Insurans Deposit Malaysia (“PIDM”) issued a Consultation Paper on the Draft Malaysia Deposit Insurance Corporation (Provision of Information on Protected Benefits) Regulations (“CP”).
- 1.2 Written comments were received from insurer members (“IMs”) and industry associations including intermediaries association. As part of the consultation process, PIDM is publicly disclosing its response to the comments received.
- 1.3 PIDM wishes to thank all the respondents for their comments on the CP. PIDM has carefully considered these comments and our responses are set out in Section 4.0. As some of the comments are similar in nature, the comments have been grouped together and a consolidated response is provided. For ease of reference, we have arranged the comments in the same order of the requirements provided in the draft Malaysia Deposit Insurance Corporation (Provision of Information on Protected Benefits) Regulations (“draft Regulations”) and draft Guidelines on Provision of Information on Protected Benefits (“draft Guidelines”) that can be found in Appendix 1 and Appendix 2 respectively, to this Response Paper.

2.0 OVERVIEW OF COMMENTS RECEIVED

General

- 2.1 Generally, there was no major objection to the proposals in the draft Regulations and draft Guidelines that require the disclosure of PIDM’s protection at the point of sale (“POS”).
- 2.2 A few respondents suggested that the requirements should not be mandatory and one respondent suggested for the requirements to be gradually implemented in phases. Many respondents expressed concerns over the compliance cost and sought clarification if brochures relating to the Takaful and Insurance Benefits Protection System (“TIPS”) will be provided by PIDM at no cost.

Disclosure at POS to be guided by TIPS brochure

- 2.3 Many respondents suggested that PIDM should raise awareness through its public awareness initiatives and through disclosure in the Product Disclosure Sheet (“PDS”).

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2.4 One respondent suggested that a detailed disclosure be made while another suggested that an explanation for credit-related products be provided to the insureds instead of a master certificate or policy owner (“PO”). Another respondent sought clarification if the POS disclosure requirements apply to riders purchased separately.

2.5 A few respondents suggested that the disclosure be made at a later stage (e.g. during delivery of policy) and for the public to obtain full clarification of PIDM’s protection directly from PIDM.

Notification to owner of existing family takaful certificate or life policy

2.6 One of the respondents suggested that electronic notification such as short-messaging system (“SMS”) or an e-mail should be allowed.

Display of prescribed statement and membership representation

2.7 Many respondents suggested for the prescribed statement to be included in the PDS while another respondent commented that the display of the call for action (“CFA”) statement in the PDS is sufficient. A few respondents commented that the repetition in various pre and post-sales documents should be minimised and that the negative disclosure statement (“NDS”) will create confusion and may affect the sale of the product. Another suggested for the CFA and the NDS to be combined and displayed in all POS documents. One respondent requested for the prescribed statements to be simplified. Respondents also sought clarification if renewal notice includes renewal notices issued for family takaful certificates or life insurance policies and the manner of disclosure in documents prescribed by Bank Negara Malaysia (“BNM”), such as the PDS and the sales/marketing illustration (“SI”). One respondent suggested that the prescribed statement be displayed in the individual certificate of insurance issued under the group policy. Another respondent also commented that the display of membership representation will enhance customer’s confidence towards the products and the IM.

Education and training

2.8 A few respondents commented that the training can be carried out in conjunction with the current training provided to agents while a few suggested that the training to the intermediaries should be organised and conducted by PIDM. Respondents also sought clarification with regard to the training for intermediaries with more than one principal and employees or intermediaries engaged after the effective date as well as the manner, frequency, duration and length of the training.

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Compliance review

- 2.9 Many respondents preferred post sales calls over acknowledgement by the POs. With regard to the compliance review, a few respondents suggested that confirmation of explanation at POS through the internal processes (including the welcome call process and self-assessment of the declaration of compliance by product owners submitted to the internal audit department (“IAD”)) should be adequate. While a few respondents were agreeable to the proposal for an annual review, one respondent suggested that the reporting be on an exception basis while another suggested to limit the review to the first year of implementation. One of the respondents also suggested that the first review should be due one year after the implementation date.

Implementation

- 2.10 Most of the respondents requested for the implementation date to be deferred.
- 2.11 PIDM has reviewed the comments in detail and adopted them, where appropriate. Detailed comments and responses are set out in Section 4.0.

3.0 OVERVIEW OF KEY CHANGES PROPOSED TO THE DRAFT REGULATIONS AND DRAFT GUIDELINES

- 3.1 After assessing the feedback received, the following are the key changes proposed to the draft Regulations and draft Guidelines.

Disclosure at POS to be guided by TIPS brochure

- 3.2 Subregulation 3(10) of the draft Regulations: To clarify that IMs are required to comply with the POS disclosure requirements for riders purchased separately subsequent to purchase of the main certificate or policy as well as whenever there is significant change to the takaful or insurance benefits covered under the family takaful certificate or life insurance policy.
- 3.3 Subregulation 3(11) and regulation 4 of the draft Regulations: For yearly renewable family takaful certificate or life policy, IMs are required to comply with the POS disclosure requirements applicable for general takaful certificate or general insurance policy and the one-off notification is not required.
- 3.4 Subregulation 3(2) of the draft Regulations: To encourage disclosure for credit related group plans to be made to all the individuals covered under such group plans.

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Display of prescribed statement and membership representation

- 3.5 Regulation 2 of the draft Regulations: To clarify that advertisements include the PDS and the SI.
- 3.6 Regulation 2 of the draft Regulations: To clarify that display of:
- (a) the CFA is required in renewal notices issued to the owners of general takaful certificate, general insurance policy, family certificate and life insurance policy;
 - (b) the membership representation and the TIPS brochure are required at offices of insurer members where activities relating to the provision of customer service or face-to-face solicitation of insurance policy or takaful certificate are conducted; and
 - (c) the prescribed statement is required in both takaful certificate and insurance contract as well as individual takaful certificate or individual insurance certificate issued under the group certificate or policy.
- 3.7 Paragraphs 5.1, 5.6 and 5.9 of the draft Guidelines: To further simplify the prescribed statements (CFA, NDS for investment-linked (“IL”) and the NDS for policy with only non-protected benefits), where appropriate.
- 3.8 Paragraph 6(2)(a), subregulation 7(2), subregulation 8(2) and subregulation 10(1) of the draft Regulations: To clarify that for documents prescribed by BNM or any other regulatory authority, the prescribed statements can be placed anywhere within the document and display of membership representation is not mandatory.
- 3.9 Paragraph 8.1(b) of the draft Guidelines: To clarify that flexibility is granted with regard to display of membership representation at insurer member’s account in any social networking site, it can be either in the form of a statement or graphical form.

Education and training

- 3.10 Paragraph 10.2 of the draft Guidelines: To clarify that intermediaries are only required to attend the training once, including intermediaries with more than one principal or intermediaries who have changed principals.
- 3.11 Paragraphs 10.3(c) and 10.3(d) of the draft Guidelines: To clarify that IMs are required to train all the existing employees and intermediaries within one year from the effective date of the Guidelines. For employees and intermediaries employed or

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engaged after the effective date of the Guidelines, they will be required to complete the training within one year from the employment or engagement date.

Annual review

3.12 Paragraph 11.1 of the draft Guidelines: To clarify that:

- (a) the IAD may leverage on the work performed by the compliance or other functions (such as compliance monitoring review by Compliance, welcome calls process, self-assessment and declaration of compliance by management) after satisfying itself of the quality of the work, to form an assessment on the IM's compliance with the requirements under the draft Guidelines; and
- (b) IMs are encouraged to document the methodology(ies) or test(s) performed to gauge compliance with the draft Guidelines as part of its audit manual.

3.13 Paragraph 11.4 of the draft Guidelines: To clarify that the first submission must reach PIDM by 30 April 201X or on any such date as may be determined by PIDM.

Implementation

3.14 Paragraph 13.1 of the draft Guidelines: To clarify that effective date will be one (1) year from the issuance date.

3.15 For ease of reference and compliance, all the requirements have been consolidated and explained in the draft Guidelines.

3.16 Subregulation 1(3) of the draft Regulations: To clarify that the requirements do not apply to Labuan insurance business or Labuan insurance-related activities under the Labuan Financial Services and Securities Act 2010 or Labuan takaful business or Labuan takaful-related activities under the Labuan Islamic Financial Services and Securities Act 2010, carried on by an insurer member.

4.0 DETAILED COMMENTS RECEIVED AND PIDM'S RESPONSES

4.1 GENERAL

IMs are required to disclose the benefits protected by PIDM under TIPS and represent themselves as members of PIDM in the manner prescribed in the draft Regulations and draft Guidelines.

Comments Received

Some of the key comments:

- (1) concerns over the compliance costs and that additional disclosure may overwhelm customers and distract from other key product disclosures.
- (2) that the requirements are not necessary as PIDM's protection is a safety net that aims to promote public confidence rather than being a deciding factor in the decision to purchase a general insurance product.
- (3) for the disclosure to be a "best practice" and if an IM opts to disclose, then the CFA should be displayed in POS documents and on an IM's website.

PIDM's Response

- (1) The requirements are necessary and pertinent to the furtherance of PIDM's mandated functions and due consideration was given to the compliance cost and administrative challenges by IMs. The disclosure is required so that POs understand PIDM's protection accurately and make an informed decision at POS. As the disclosure is targeted directly to prospective POs and specific to the products to be purchased, the proposed requirements will complement the general awareness initiatives undertaken by PIDM. The two-prong approach aims to promote awareness on the benefits protected under TIPS, maintain public confidence and promote financial stability. PIDM member banks are also subject to similar disclosure requirements.

To ease the compliance and administrative burden of IMs, PIDM wishes to highlight the following:

- (a) the TIPS brochures will be supplied by PIDM at no cost;
- (b) sufficient time will be given for IMs to prepare for the implementation and maximise the use of the existing supplies of the affected documents;
- (c) IMs are allowed to stamp or affix sticker bearing the disclosures required on the existing supply of the affected documents, where possible;
- (d) for general insurance products and yearly renewal family or life products, disclosure is only required once at the first renewal unless there is significant



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- change in the benefits covered under the product or change in protected benefits or the TIPS brochure during subsequent renewal;
- (e) IMs may write-in to PIDM to request for training on PIDM's protection;
 - (f) PIDM's contact details are provided in the prescribed statements so that POs may call PIDM directly for information on TIPS.
- (2) The measures are proposed as conscious efforts to educate financial consumers and facilitate informed financial decision making. To gauge if such disclosure adds value to financial consumers, an engagement with the public through the issuance of a consultation paper will be carried out by PIDM.
- (3) The requirements are mandatory to avoid inconsistency in disclosure and variations in market practices, and also to avoid 'cherry picking' of disclosures that may create confusion among public.

4.2 DISCLOSURE AT THE POINT OF SALE TO BE GUIDED BY BROCHURE (REGULATION 3)

IMs and their intermediaries are required to disclose and explain the salient features of PIDM's protection under TIPS to prospective POs at the POS, guided by the TIPS brochure provided by PIDM.

Comments Received

- (1) Many respondents proposed for PIDM to continue with its current advertisements in newspapers and radio to raise public awareness.
- (2) The respondents also suggested the following measures to raise public awareness:
 - (a) have a one-stop reference at PIDM's website where all PIDM's advertisements and information materials can be found.
 - (b) to provide an information hub at PIDM's website (including having a Frequently Asked Questions ("FAQ") section) and have a call centre for the public and IMs to verify PIDM's protection and channel further queries. One of the respondents also suggested for PIDM to conduct market survey to gauge knowledge on TIPS coverage.



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- (c) to display of the electronic copy of or a link to the TIPS brochure on IM's website and that the display of printed booklets like "InsuranceInfo" and bunting highlighting PIDM's protection at IM's Customer Service is a more cost-effective method to create awareness.
- (d) that a separate brochure should not be introduced to avoid overburdening the sales staff and customers with additional literatures. Instead, to incorporate PIDM's protection information into BNM's "InsuranceInfo" booklets and to attach the TIPS brochure to the certificates or policies.
- (e) for PIDM to undertake nationwide advertisements (TV, radio, newspaper, billboard) before the implementation to create public awareness and communicate PIDM's commitment to public (similar to the approach adopted for banks during the implementation of the Malaysia Deposit Insurance Corporation (Provision of Information on Deposit Insurance) Regulations 2011 requirements).
- (3) With regard to disclosure at POS, a few respondents suggested for the disclosure to be made at a later stage, perhaps at the point of delivery of policy to avoid overloading POs with information at POS.
- (4) Some of the respondents were agreeable with the disclosure requirements for online sales transactions and one respondent commented that the electronic form of the TIPS brochure can be attached together with their marketing materials for the display for online sales. Few respondents suggested that for online sales, display of a generic statement (akin to the one-off notification statement to the existing POs) in all the PDS should be adequate and more cost effective and efficient.
- (5) There was a comment that it will be challenging for IM's employees and intermediaries to explain PIDM's protection to all the customers individually. Others expressed concerns that it will be a challenge to ensure compliance at the intermediary's level and that it may not be well received by the agents as it is the worst case scenario of an IM failing and may affect the IM's business reputation.
- (6) Some of the respondents requested for PIDM to provide examples of the salient information or explanation required to be provided for telemarketing sales.



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- (7) One respondent sought clarification of the manner of disclosure required for face-to-face sales.
- (8) One of the respondents suggested that for mortgage-reducing term assurance product, the explanation should be provided to the insureds instead of the master PO (i.e. the bank).

PIDM's Response

- (1) PIDM will continue to undertake its public awareness initiatives to raise the awareness level on PIDM's protection.
- (2) Most of the measures proposed are either already proposed under the draft Regulations and draft Guidelines or are already in place. In this regard, PIDM wishes to clarify that:
 - (a) Information materials relating to protection under TIPS are currently available on PIDM's website under a centralised tab known as "Awareness Initiatives". The television and radio advertisements can be found under the "Advertisement Campaigns" folder and the brochures and handbook can be found under the "Information Materials" folder.
 - (b) A toll free number is already in place for public to call to get further information on PIDM's protection. FAQs are available at PIDM's website. In addition to that, the prescribed statements make explicit reference to PIDM's contact details for POs to call or visit PIDM's website for further information.

PIDM also conducts nationwide consumer survey annually to assess the level of public awareness of PIDM, DIS and TIPS and the awareness level is published in PIDM's annual report.
 - (c) It is a requirement under the draft Regulations for IMs to display the TIPS brochure at its offices and website.
 - (d) The use of the TIPS brochure is essential to provide information on PIDM's protection in detail (the benefits protected, limits and the eligibility conditions). Disclosure of PIDM's protection is required for all products offered by the IMs but "InsuranceInfo" booklets are not available for all products. Nevertheless, PIDM takes note of the suggestion.

It is not necessary to attach the TIPS brochure to policy documents as POs may refer to the brochure displayed at the IMs' and PIDM's websites. In addition, the prescribed statement required to be displayed in the policy documents provides the sources of reference for the POs who wish to seek further information.

- (e) After refinements of the requirements based on IMs' comments, PIDM will proceed to consult the public at large of the proposed requirements prior to implementation with an aim to seek comments as well as to inform the public of the requirements. In addition to that, public announcements will be made during implementation of the requirements.
- (3) PIDM wishes to clarify and reiterate that:
- (a) Disclosure is required at POS to facilitate informed decision-making.
 - (b) The disclosure at POS apply to all takaful and insurance products, including products with only non-protected benefits, yearly renewable family takaful certificate or life policy as well as riders purchased separately, subsequent to purchase of the main policy.
 - (c) For the disclosure in the website, IMs are only required to display the hyperlink to the TIPS brochure on their website and not the entire contents of the brochure and it is not a requirement for IMs to display the hyperlink to the brochure on social networking sites.
- (4) For online sales, the display of a generic statement in the PDS will not suffice as it does not contain information on protected benefits. In order to provide information on PIDM's coverage in detail, reference to the TIPS brochure is required.
- (5) PIDM takes note of the compliance challenge in providing explanation to customers individually. To facilitate explanation, IMs may make reference to the TIPS brochure and appoint a representative and request, on a case-by-case basis, for the representative to be trained by PIDM on TIPS. Proper explanation of benefits of PIDM's protection, will enhance the POs confidence in the product, on IMs and the industry as a whole.



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- (6) The salient information relating to PIDM's protection would be the benefits protected as well as the protection limit and these information can be extracted from the TIPS brochure.
- (7) The manner of disclosure for face-to-face sales is explained in the draft Regulations (regulation 3) where the IMs and the intermediaries are required to explain PIDM's protection to prospective POs at POS guided by the TIPS brochure.
- (8) With regard to the above:
- (a) Subregulation 3(10) of the draft Regulations will clarify that IMs are required to comply with the POS disclosure requirements for riders purchased separately subsequent to the purchase of the main certificate or policy as well as whenever there is a significant change to the takaful or insurance benefits covered under the family takaful certificate or life insurance policy.
 - (b) Subregulation 3(11) of the draft Regulations will clarify that for yearly renewable family takaful certificate or life policy, IMs are required to comply with the POS disclosure requirements applicable for general takaful certificate or policy.
 - (c) Subregulation 3(2) of the draft Regulations encourages disclosure for credit related group plans be made to all the individuals covered under such group plans.

4.3 NOTIFICATION TO OWNER OF EXISTING FAMILY TAKAFUL CERTIFICATE OR LIFE POLICY (REGULATION 4)

IMs are required to send a one-off notification, in the form of statement prescribed by PIDM, to request the POs to refer to the TIPS brochure at the IM's office, website or PIDM's website. The notification must be sent within one year from the effective date of the Regulations.

Comments Received

- (1) With regard to the one-off notification, the key feedback include:
- (a) concerns over cost to be incurred by the IMs in complying with this proposed requirement.
 - (b) a comment that PIDM's awareness activities are more effective than the one-off notification to existing customers.

- (c) to allow electronic notification such as SMS or an e-mail.
 - (d) for the notification to be in the form of a simple statement indicating if the policy is protected by PIDM on the policy statements sent to POs (bi-yearly or yearly) requesting them to refer to the TIPS brochure published on the IMs' or PIDM's website.
- (2) One of the respondents sought clarification on what is the effective date of the Regulations and the reason for the commencement date of the notification to be from the effective date of the Regulations instead of the in-force date.

PIDM's Response

- (1) PIDM wishes to clarify and reiterate that:
- (a) To ease the compliance burden, IMs are not required to attach the TIPS brochure for the one-off notification. IMs may incorporate the one-off notification (in the form of statement prescribed by PIDM) within any letters, statements or notices sent to the POs of the IM's choice.
 - (b) While the general awareness initiatives will be continued, the one-off notification will target the existing family or life POs directly thereby providing them with specific information at the time when it is most relevant.
 - (c) IMs can be guided by the following with regard to the manner of notification:
 - (i) while the use of SMS is not prohibited, it may not be feasible due to the length of the prescribed statements.
 - (ii) the use of bank loan statement is not allowed to avoid the risk of confusing the POs. The statement is sent by the bank for the loan taken but the one-off notification is intended for the takaful or insurance product (e.g. mortgage-term assurance) purchased from the IM. Furthermore, not all banks are members of PIDM.
 - (iii) the use of an e-mail is allowed provided that the IMs choice of document (e.g. annual statement) is also sent to the POs through e-mail.

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- (iv) putting up a general notice on IMs' website is not acceptable as POs are not notified personally. Furthermore, not all POs have access to the internet.
 - (d) It is not feasible to provide information of policies protected by PIDM in a simple statement because TIPS is designed to protect the eligible benefits insured under a product. The most accurate disclosure will require IMs to indicate for each of the benefits insured under a product, if the benefit is protected or not protected by PIDM. To balance the cost of compliance and to minimise inaccurate disclosure, the use of prescribed statement and the TIPS brochure are being recommended instead.
 - (e) Notification is required for all existing family or life POs, other than yearly renewable family takaful certificate or life policy regardless of the expiry date so that all of the POs are notified.
- (2) The draft Guidelines will be effective one year after the issuance date and the notification is required to be sent within one year from the effective date. Effectively, IMs have up to 2 years to incorporate the one-off notification, in the form of statement prescribed by PIDM, within any letters, statements or notices of the IMs' choice sent the certificate or policy owners. PIDM is of the view that this will provide sufficient flexibility and time to comply with the requirements.
- (3) With regard to the above:
- (a) Paragraph 13.1 of the draft Guidelines will clarify that effective date will be one (1) year from the issuance date.
 - (b) Regulation 4 of the draft Regulations will clarify that one-off notification is not required for yearly renewable family takaful certificate or life policy.

4.4 DISPLAY OF PRESCRIBED STATEMENT [REGULATIONS 5-9]

IMs are required to display the following statements prescribed by PIDM, in the form, substance and manner prescribed in the draft Regulations:

- (a) the CFA in correspondences, policy documents and advertisements that contain information of products with protected benefits, including IL product.

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- (b) the NDS in policy documents, advertisements and statements to policy owners for IL product.
- (c) the NDS in policy documents and advertisements that contain information of products with only non-protected benefits.

Comments Received

A few respondents were agreeable with the proposed requirements and one of the respondent commented that no impediment is foreseen in complying with the requirements.

Notwithstanding, some of the key comments from the respondents:

- (1) a few respondents commented that repetition in various pre-sales and post-sales documents should be minimised. To minimise duplication, it was proposed that the CFA is included in the PDS (as this is deemed sufficient to create awareness) and to limit disclosure only to the PDS and policy certificate.
- (2) suggested that a detailed disclosure of the benefits protected at product level be made in the PDS.
- (3) that the NDS would create confusion to the public and may adversely affect sales of the relevant products. Instead, it was proposed that a general and detailed statement of the benefits protected by PIDM would suffice.
- (4) for the CFA and the NDS to be combined to avoid confusion and to be displayed in all materials used at POS regardless of product type, but not in correspondences, policy documents, advertisements and riders purchased separately. It was also cited that the display in materials used at POS is sufficient as information will be posted on the IMs' website for continuous awareness with brochures placed at all the branches.
- (5) that inclusion in all correspondences is not practical and proposed to only include a web link in annual statements and policy package cover letter (not policy contract) and to direct customers to PIDM's website. There were also proposals to exclude the statement for IL product, to include one-line sentence in the renewal notice to direct customers to refer to IM's website and that PIDM's protected benefits should not be printed on the renewal notice due to space constraint.

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- (6) for the display in policy documents, it is suggested that inclusion in the SI or the Policy Information Statement would be sufficient as they form a part of the insurance contract. To avoid confusion and to mitigate an overly extensive disclosure, there were also comments that only the CFA should be included in policy documents for all general insurance and only to have simple disclosure requiring POs to refer to the TIPS brochure on the website. It was also proposed for the prescribed statement to be displayed in individual certificate of insurance issued under the group policy.
- (7) that it will be a tedious exercise as all the product documents need to be identified for either the CFA or the NDS and proposed for the requirements to be gradually implemented in phases.
- (8) for the prescribed statement to be simplified for advertisements.
- (9) whether the existing advertisements need to be revised.
- (10) for riders should be excluded because the relevant annexure will be sent to POs and POs are advised to attach the annexure to the existing policy contract.
- (11) sought clarification with regard to the manner of disclosure in documents where the format is prescribed by BNM such as the PDS and the SI.

PIDM's Response

- (1) We wish to clarify that advertisements include the PDS and the SI and that it is a requirement for IMs to display the relevant prescribed statements in their PDS and SI.

Disclosure is required at the various stages of product life cycle so that customers are continuously informed of PIDM's protection, including at:
 - (a) pre-contractual stage so that customers are informed at an early stage, prior to the signing of a contract;
 - (b) contractual stage so that the customers are informed of PIDM's protection in detail before concluding a transaction; and
 - (c) post-contractual stage as a continuous form of reminder.



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- (2) Mere inclusion of the prescribed statements, the CFA or any generic statement in the PDS is not sufficient to create awareness and inform POs of PIDM's protection. The disclosure will need to be complemented with an explanation at POS to reinforce understanding of POs. Furthermore, information on a product is disseminated through various means and documents by the IMs to solicit sales, including through the PDS. Hence, it is important for the prescribed statement to be displayed in all of such documents to inform and encourage customers to seek further information on PIDM's protection.

The option of requiring detailed disclosure on PIDM's protected benefits by product was considered but after careful consideration, the use of the TIPS brochure was proposed instead. This was to address challenges involved in having detailed disclosure for example, administrative challenges and costs to IMs for a significant revamp of policy contract and sales materials, and to minimise the risk of misleading and inaccurate disclosure.

- (3) The NDS is only required for IL and products with only non-protected benefits. Hence, the risk of confusing the public is minimal as IL is the only product with both protected and non-protected benefits that will have the NDS. For IL products, the objective of the disclosure is to highlight that there are two (2) parts of the contract and that the investment portion is not protected by PIDM. We are of the view that the NDS is necessary so that customers are informed of the protection status accurately during purchase of the policy.
- (4) The CFA is required to encourage POs to seek information on PIDM's protection but the purpose of the NDS is to inform POs that all of the non-protected benefits under a product and the investment portion of an IL product are not protected by PIDM. Hence, it cannot be combined or displayed in all materials of all product types.
- (5) We wish to clarify that it is not a requirement to display the protected benefits on any renewal notice and that IMs are not required to display the CFA on all correspondences, but only in the following correspondences.
- (a) annual statement of balance and tax statement for family certificate or life policy;
 - (b) statements to POs for IL; and

(c) renewal notice for general certificate or policy and family certificate or life policy.

For the avoidance of doubt, (a) and (c) above will contain the CFA and (b) the CFA and the NDS for IL. As this is a minimum requirement, including the CFA in other or all correspondence is encouraged, but not mandatory.

(6) Disclosure in a policy contract is required for ease of POs' reference. In addition, the disclosure must be displayed either on the cover page or the main body of the policy in the manner prescribed in the draft Regulations to bring the information to POs' attention. Hence, disclosure in the Policy Information Statement or the SI cannot be construed as a disclosure in a policy contract. The SI is used at pre-contractual stage and attached to the policy for POs' reference and not all policy documents have the SI or the Policy Information Statement (e.g. general insurance policies).

IMs are only required to display either the CFA (if the bundled product has protected benefits) or the NDS (if none of the benefits are protected by PIDM) in the policy contract of the bundled product.

Policy documents include takaful certificate and insurance contract as well as individual takaful certificate or individual insurance certificate issued under the group certificate or policy. For policy documents, it is necessary to display the CFA and/or the relevant NDS so that POs are informed of avenues to seek further information and also of circumstances where the benefits are not protected by PIDM.

(7) The requirements are already simplified to facilitate disclosure whereby:

(a) for tax statement and renewal notice, it is not necessary for IMs to segregate the statements by product type because only the display of the CFA is required in these documents.

(b) segregation is only required for annual statement between IL and non-IL product. Display of the CFA is required in (i) annual statement of balance for life policy; and (ii) the CFA and the NDS for IL is required in statements to POs for IL product.

(c) for policy documents, IMs are only required to segregate the products into (i) products with protected benefits; (ii) IL product; (iii) products with only non-

protected benefits. For (i) IMs are required to display the CFA in the policy documents, for (ii) the CFA and the NDS for IL and for (iii) the NDS prescribed for policy with only non-protected benefits.

IMs will be provided sufficient time to prepare for the implementation. However, the requirements are required to be implemented all at once (i.e. not gradually in phases) to avoid confusing the consumers with the differing disclosure requirements in stages.

- (8) The CFA and the NDS had been simplified to provide only the necessary information. Nevertheless, modifications were made to further simplify the CFA and the NDS where possible.
- (9) Upon implementation, both new as well as the existing advertisements need to be revised to incorporate the relevant prescribed statements. However, to ease the compliance burden, sufficient time will be given for the IMs to prepare for the implementation and maximise the use of the existing supplies of advertisements. In addition to that, IMs are also allowed to stamp or affix sticker bearing the required disclosure on the existing supply of advertisements, where possible.
- (10) Inclusion of disclosure in rider documentation purchased separately is required because the main policy was issued earlier.
- (11) For documents prescribed by BNM or other regulatory authority, flexibility will be provided with regard to the placement of the prescribed statements. The prescribed statements can be placed anywhere within the document.
- (12) With regard to the above, the draft Regulations and the draft Guidelines has been amended to reflect the following:
 - (a) Regulation 2 of the draft Regulations will clarify that advertisements to include the PDS and the SI.
 - (b) Regulation 2 of the draft Regulations will clarify that display of the CFA is required in renewal notices issued to the owners of general takaful certificate, general insurance policy, family certificate and life insurance policy.
 - (c) Regulation 2 of the draft Regulations will clarify that display of prescribed statement is required in both takaful certificate and insurance contract as well

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as individual takaful certificate or individual insurance certificate issued under the group certificate or policy.

- (d) Paragraph 5.1, 5.6 and 5.9 of the draft Guidelines has been amended to further simplify the prescribed statements, where appropriate.
- (e) Paragraph 6(2)(a), subregulation 7(2) and subregulation 8(2) of the draft Regulations will clarify that for documents prescribed by BNM or any other regulatory authority, the prescribed statements can be placed anywhere within the document.

4.5 DISPLAY OF MEMBERSHIP REPRESENTATION [REGULATIONS 10, 11 AND 14]

IMs are required to:

- (a) display PIDM's membership representation (either in the statement or graphical form) in advertisements relating to takaful or insurance products;
- (b) display PIDM's membership representation (graphical form) on their website and accounts in social networking sites used for the purposes of promoting the sale of takaful or insurance;
- (c) display the hard copy membership representation provided by PIDM prominently at the main entrance of each of its offices; and
- (d) remove all membership representation from any vacated office.

Comments Received

Generally, the respondents were agreeable with the proposed requirements on the display of membership representation and one of the respondents commented that the display will enhance customer's confidence towards the products and the IMs.

The key comments include:

- (1) for the membership representation to be prescribed by PIDM.
- (2) for the requirements to be gradually implemented in phases.

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- (3) that the display should be limited to the corporate website and should not be mandatory for advertisements. For social media and shared website, suggested for the display of link to PIDM's website as a single point of reference to minimise confusion.
- (4) whether the existing advertisements need to be revised to display PIDM's membership representation.
- (5) the manner of disclosure in documents where the format is prescribed by BNM such as the PDS and the SI.

PIDM's Response

- (1) The membership representation will be prescribed by PIDM. IMs are only required to display the membership representation in advertisements, website and accounts in social networking sites used for the purposes of promoting products as well as at entrances of offices. IMs are not required to display the membership representation in correspondences, policy wordings and cover notes.
- (2) Gradual implementation is not recommended because disclosure in stages can be confusing to the consumers. However, to facilitate compliance, sufficient time will be provided for IMs to prepare for implementation.
- (3) In addition to the corporate website, disclosure is also required in IM's advertisements and accounts in social networking sites that provide product information as well as at the entrances of its offices, so that customers are informed that the product is offered by a member institution of PIDM.

In addition to displaying membership representation, IMs may also provide a link to PIDM's website in their accounts in social networking sites or shared websites.

- (4) Upon implementation, all advertisements providing product information need to be revised to incorporate the membership representation, both new as well as existing advertisements.

However, to ease compliance burden, sufficient time will be given for IMs to prepare for the implementation and maximise the use of the existing supplies of advertisements. In addition to that, IMs are also allowed to stamp or affix sticker

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bearing the membership representation on the existing supply of advertisements, where possible.

- (5) For documents prescribed by BNM or other regulatory authority (such as PDS and SI), displaying membership representation is not mandatory.
- (6) With regard to the above:
 - (a) regulation 2 of the draft Regulations will clarify that display of membership representation and the TIPS brochure is required at offices of insurer members where activities relating to provision of customer service or face-to-face solicitation of insurance policy or takaful certificate are conducted;
 - (b) subregulation 10(1) of the draft Regulations will clarify that the display of membership representation is not mandatory in documents prescribed by BNM or other regulatory authority; and
 - (c) paragraph 8.1(b) of the draft Guidelines will clarify that the membership representation displayed at insurer member's account in any social networking site used for the purposes of promoting the sale of takaful or insurance can be either in the statement or graphical form.

4.6 DISPLAY OF TIPS BROCHURE [REGULATIONS 12-15]

IMs are required to display the hard copies of the TIPS brochure at their offices and make available the same to the customers. IMs are also required to display a hyperlink of the electronic copy of the TIPS brochure on their website. Intermediaries are encouraged to display the TIPS brochure at their offices (hard copy) and website (electronic copy).

Comments Received

The key comments include:

- (1) whether the TIPS brochures will be supplied by PIDM at no cost and that sufficient copies of the TIPS brochure should be made available.
- (2) that the display of the TIPS brochure at financial advisers' ("FA") offices and website should be encouraged while few other respondents commented that the display of the TIPS brochure at intermediaries', including FA's offices and websites is not necessary.



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- (3) whether the display of a link to the TIPS brochure is acceptable instead of displaying the electronic copy of the TIPS brochure.
- (4) that the rationale for not protecting some of the products should be explained in the TIPS brochure and for the public (customers and intermediaries) to be able to obtain full clarification of the protection under TIPS directly from PIDM.

PIDM's Response

- (1) It is reiterated that sufficient copies of the TIPS brochure will be provided by PIDM at no cost and IMs may request based on their needs.
- (2) PIDM wishes to clarify that the requirement for the display of the TIPS brochures at intermediaries' offices or websites is **not** mandatory. The display at intermediaries' offices or websites is encouraged because insurance products are mainly sold through the intermediaries. Furthermore, intermediaries, including FAs are required to provide explanation guided by the TIPS brochure at POS and to display the TIPS brochure for online sales.
- (3) The requirement is for IMs to display a hyperlink to the TIPS brochure on its website and not displaying the entire contents of the TIPS brochure.
- (4) The TIPS brochure will contain information on benefits not protected by PIDM. IMs (including its employees and intermediaries) or POs may contact PIDM for clarification. However, it is important for IMs to be able to address any query and be equipped with the necessary understanding of PIDM's protection as IMs are required to explain PIDM's protection to the prospective POs at POS.

4.7 EDUCATION AND TRAINING [REGULATION 16]

IMs are required to educate and train their personnel and intermediaries, who deal directly with customers or prospective customers, on TIPS including the protected benefits, the level of coverage, the qualifying conditions for the protection, the aggregation rule and the non-protected benefits.

Comments Received

Generally, the respondents were agreeable with the requirement and a few respondents commented that compliance can be achieved as IMs are currently providing training to their

agents. One of the respondents was agreeable with the proposal for all the intermediaries and the relevant employees to be trained within one year from the gazette date.

The key comments include:

- (1) for the training to be organised and conducted by PIDM and one of the respondents requested PIDM to define the employees that are required to attend training sessions.
- (2) sought clarification on the frequency of the training and the duration or length of the training. Some suggested that standard video or online training should be made available in multiple languages.
- (3) that intermediaries who have attended training with another IM or intermediaries with two principals should be allowed to submit their Continuing Professional Development recognition as a proof that they have attended the training without having to attend the training twice. Another proposed that intermediaries and employees should be given one year from engagement or employment date if they were engaged or employed after the gazette date.

PIDM's Response

- (1) The IM's employees that need to be trained include those who deal directly with customer or prospective customers, including but not limited to customer service, sales counter, telemarketing and call centre staff. This is to enable them to explain PIDM's protection at POS and handle queries from customers.

It is neither efficient nor practicable for PIDM to provide training to all the intermediaries but IMs may appoint a representative and request, on a case-by-case basis, for the representative to be trained by PIDM. The representative can then train the IM's employees and intermediaries on PIDM's protection.
- (2) PIDM wishes to clarify that:
 - (a) It is explained in the draft Guidelines that intermediaries are required to attend the training at least once, upon implementation of the draft Regulations and upon subsequent review of the draft Regulations.
 - (b) PIDM will provide the training materials and takes note of the suggestion for the materials to be made available in multiple languages.

- (c) The duration and the manner of the training is left at the IM's discretion. The training can be conducted separately or combined with other training and it can be in a classroom-style, on-line or e-learning form.
- (3) With regard to the above, the draft Guidelines has been amended to reflect the following:
- (a) Paragraph 10.2 will clarify that intermediaries are only required to attend the training once, including intermediaries with more than one principal or intermediaries who have changed principals.
- (b) Paragraphs 10.3(c) and 10.3(d) will clarify that IMs are required to train all the existing employees and intermediaries within one year from the effective date of the Guidelines. Employees and intermediaries employed or engaged after the effective date of the Guidelines will be required to complete the training within one year from the employment or engagement date.

4.8 PROHIBITION ON INTERMEDIARIES [REGULATION 15]

Intermediary, who is a non-member institution, is prohibited from displaying membership representation, representing itself as a member of PIDM and displaying or using any statement relating to PIDM's protection, other than that specified by PIDM and the official sales materials supplied by IM.

Comments Received

One respondent commented that the prohibition should apply to all intermediaries, irrespective whether they represent a MI or non-MI.

PIDM's Response

- (1) The prohibition applies to intermediaries of IMs who are not members of PIDM. Intermediaries who are members of PIDM (such as bancassurance partners who are members of PIDM), are required to comply with similar disclosure requirements prescribed by PIDM for its member banks.
- (2) Further, PIDM Act 2011 (section 192) prohibits any person who is not a member of PIDM, to hold itself out to be a member institution, or represent that any of its liabilities is protected under TIPS.

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4.9 REVIEW ANNUAL REVIEW [REGULATION 17]

IMs are required to conduct an annual review to confirm their compliance and the compliance by their intermediaries, with the proposed requirements, amongst others, to confirm that PIDM's protection had been explained to customers at the POS. The report must be submitted to PIDM on an annual basis, by 30 April.

Comments Received

(1) While many of the respondents preferred post sales call over acknowledgement, one respondent commented that acknowledgement is more effective as it can be incorporated into the proposal form and can be done together with policy receipt acknowledgement. Those preferring post sales call commented that securing acknowledgement is not only impractical but can be administratively difficult and costly to implement.

(2) With regard to the compliance review, a few respondents were agreeable to the proposal for an annual review but commented that the reporting be on an exception basis, to conduct only initial audit after implementation (for subsequent reviews, product owners should perform self-assessment and submit the declaration of compliance to the IAD) and whether disclosure of TIPS in the PDS is sufficient to justify compliance for face-to-face sales.

Other comments:

(3) that the inclusion of the methodology or tests performed to gauge compliance as part of the audit manual will require the IM's global IAD's approval.

(4) that separate audit to review the intermediaries' compliance is not necessary as this is embedded in the internal processes to ensure compliance and because intermediaries has been trained to highlight the requirements.

(5) sought clearer guidance as to how the review should be conducted.

(6) that the first review should be one year after implementation of the requirements.



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PIDM's Response

- (1) The proposed requirement on post sales call will be retained.
- (2) PIDM wishes to clarify that:
 - (a) The review of product related documents and advertisements by an IM's compliance department only covers the proposed requirements partially. For example, it does not assess compliance on the provision of explanation on PIDM's protection at POS, the display of the TIPS brochure at IMs offices and the display of prescribed statements on correspondences.
 - (b) Disclosure in the PDS does not provide assurance that PIDM's protection has been explained to prospective POs at POS.
 - (c) Annual review is required to ensure continuous compliance.
 - (d) Reporting to PIDM is necessary to gauge any compliance issue at the industry level on a periodical basis, including identifying challenges faced by the IMs and sharing of means to facilitate compliance, where possible.
- (3) As this is an annual review, IMs are encouraged to document the methodology or test performed to ensure that a systematic and disciplined approach has been applied during the recurring review for quality and consistency.
- (4) Not all the requirements relating to intermediaries compliance can be covered in the internal processes and through training of intermediaries. Additional review is still necessary to assess the intermediaries' compliance in relation to the display or directing the prospective POs to the electronic copy of the TIPS brochure for online sales and the relevant prohibitions.
- (5) It is not a requirement that the IAD must perform all the tests to confirm compliance with the requirements. The IAD may leverage on the work undertaken by the compliance or other functions (e.g. compliance monitoring review by Compliance, welcome calls process, self-assessment and declaration of compliance by management) after deriving sufficient assurance that it can rely on the assessments to form a conclusion with regard to the IM's compliance with the requirements under the draft Guidelines. The assurance may be derived, for example, through an

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evaluation of the scope of work performed, validating and gathering evidence to support any conclusion reached or reports prepared by other functions.

- (6) The first submission to reach PIDM by 30 April 201X or on any such date as may be determined by PIDM.
- (7) With regard to the above:
- (a) Paragraph 11.1 of the draft Guidelines will clarify that:
 - (i) the IAD may leverage on work undertaken by the compliance or other functions (e.g. compliance monitoring review by Compliance, welcome calls process, self-assessment and declaration of compliance by management) after deriving sufficient assurance that it can rely on the assessments.
 - (ii) IMs are encouraged to document the methodology or test performed to gauge compliance with the draft Guidelines as part of its audit manual.
 - (b) Paragraph 11.4 of the draft Guidelines will clarify that the first submission must reach PIDM by 30 April 201X or on any such date as may be determined by PIDM.
 - (c) For clarity, the header will be renamed to “annual review” instead of “compliance review”.

4.10 IMPLEMENTATION [REGULATION 1]

The proposed requirements will be effective six months from the gazette date, to allow sufficient time for the IMs to prepare for the implementation.

Comments Received

Many respondents had requested for the implementation date to be extended, ranging from nine (9) months to two (2) years from the gazette date. The reason cited was to allow sufficient time for the IMs to prepare for the implementation as resources are deployed in the implementation of new requirements such as the implementation of Schedule 9 of Financial Services Act 2013 (Pre-Contractual Disclosure and Representations and Remedies for Misrepresentations), the Goods and Services Tax and de-tariffication.

The respondents had also commented that six (6) months are not sufficient to undertake the necessary modification to their respective systems, websites and documents, to arrange for training sessions to intermediaries and to use up existing supply of forms and brochures.



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PIDM's Response

With regard to the above:

- (1) Paragraph 13.1 of the draft Guidelines will clarify that effective date will be one (1) year from the issuance date; and
- (2) Subregulation 1(3) of the draft Regulations will clarify the application of the requirements.

In addition to that, all the requirements have been consolidated and explained in the draft Guidelines, for ease of reference and compliance.

5.0 GOING FORWARD

- 5.1 We have incorporated the relevant changes into the draft Regulations and draft Guidelines and will proceed to consult the public at large of the proposed requirements. Upon finalisation, the draft Regulations will be submitted to the Minister for approval and will be gazetted. Thereafter, the Regulations and the Guidelines will be issued for implementation and made available to the public through PIDM's website.

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Appendix 1

Draft Malaysia Deposit Insurance Corporation (Provision of Information on Protected Benefits) Regulations

MALAYSIA DEPOSIT INSURANCE CORPORATION ACT 2011

MALAYSIA DEPOSIT INSURANCE CORPORATION
(PROVISION OF INFORMATION ON PROTECTED BENEFITS) REGULATIONS 201X

IN exercise of the powers conferred by section 209 of the Malaysia Deposit Insurance Corporation Act 2011 [*Act 720*], the Corporation, with the approval of the Minister, makes the following regulations:

Citation and commencement

1. (1) These Regulations may be cited as the **Malaysia Deposit Insurance Corporation (Provision of Information on Protected Benefits) Regulations 201X**.

(2) These Regulations shall come into operation [X]¹ months from the date of gazette of these Regulations.

(3) These Regulations shall not apply to Labuan insurance business or Labuan insurance-related activities under the Labuan Financial Services and Securities Act 2010 [*Act 758*] or Labuan takaful business or Labuan takaful-related activities under the Labuan Islamic Financial Services and Securities Act 2010 [*Act 759*], carried on by an insurer member.

Interpretation

2. In these Regulations, unless the context otherwise requires–

¹ A date which is X months from the date of gazette of these Regulations.

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“advertisements”, in relation to an insurer member, mean the dissemination or conveyance of information, invitation or solicitation, whether in printed, electronic or visual form (including on a website, social networking site, sponsored blog post and by way of e-mail) for the purpose of providing information on or promoting or offering the sale of a takaful or insurance product, including by means of—

- (a) publication in newspapers, magazines, journals or other periodicals;
- (b) display of banners, buntings, posters or notices; and
- (c) circulars, handbills, brochures, pamphlets, product disclosure sheets, sales or marketing illustrations, books or other documents,

but excluding advertisement through billboards, online promotional videos, television, radio, online banner, stationery and promotional items;

“call for action statement” means a statement in the form and substance as specified by the Corporation, requesting readers to refer to the details of the protected benefits;

“correspondences” at the minimum shall include—

- (a) annual statement of balance and annual tax statement to the certificate owner of a family takaful certificate or the policy owner of a life policy;
- (b) statement to the certificate owner or the policy owner of an investment-linked certificate or policy; and
- (c) renewal notice to the certificate owner of a takaful certificate or the policy owner of an insurance policy;

“intermediaries” include agents, brokers, financial advisers and bancassurance partners;



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“office”, in relation to an insurer member, means its principal place of business, branch, mobile place of business, place of business set up and maintained for a limited period only and any other place of business in Malaysia where activities relating to provision of customer service or face-to-face solicitation of insurance policy or takaful certificate are conducted but excludes offices of its intermediaries;

“policy document” includes a takaful certificate and a contract for insurance policy, and in respect of a group certificate or policy, an individual takaful certificate or an individual insurance certificate issued under the group certificate or policy;

“TIPS Brochure” means brochures of the Corporation, relating to protected benefits.

Disclosure at the point of sale to be guided by TIPS Brochure

3. (1) An insurer member and its intermediary shall, at the point of sale, disclose and explain to prospective certificate or policy owner, information relating to the takaful and insurance benefits protection system, including the protected benefits, the level of coverage, the qualifying conditions for the protection, the aggregation rule and the non-protected benefits, in accordance with the contents of the TIPS Brochure and the provisions of these Regulations.

(2) For the purposes of a group certificate or policy, the prospective certificate or policy owner as referred to in subregulation (1) shall mean the prospective group certificate or policy owner. In relation to credit related group plans, the disclosure as required under subregulation (1) is encouraged to be made to all the individuals covered under such group plans.

(3) Point of sale refers to the stage of completion of a proposal form prior to the acceptance of risk by the insurer member.



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(4) No changes, additions or deletions shall be made to the TIPS Brochure or any part thereof, except by the Corporation.

(5) Unless as otherwise specified in subregulations (6) and (7), the requirements in subregulation (1) shall apply to any form of solicitation of proposal for a takaful certificate or insurance policy, whether through face-to-face or telemarketing.

(6) Where a proposal for the takaful certificate or insurance policy is to be solicited online, whether through the website of the insurer member or its intermediary, the insurer member or the intermediary, as the case may be, shall display or direct the prospective certificate or policy owner to the electronic copy of the TIPS Brochure.

(7) Where a proposal for the takaful certificate or insurance policy is to be solicited through mails, the insurer member or the intermediary, as the case may be, shall attach a copy of the TIPS Brochure to the mail or direct the prospective certificate or policy owner to the electronic copy of the TIPS Brochure.

(8) Where a proposal for the takaful certificate or insurance policy is to be solicited through telemarketing, in addition to the requirements in subregulation (1), the insurer member or the intermediary, as the case may be, shall request the prospective certificate or policy owner to refer to the electronic copy of the TIPS Brochure.

(9) The requirements in subregulations (1) to (8) shall apply to all proposals to be solicited on or after the effective date of these Regulations.

(10) In relation to a family takaful certificate or life insurance policy, the insurer member is required to comply with the provisions of subregulations (1) to (8) —

- (a) for riders purchased separately and subsequent to the purchase of the main certificate or policy; or

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(b) whenever there is significant change to the takaful or insurance benefits covered under the family takaful certificate or life insurance policy.

(11) In relation to a general takaful certificate or general policy and yearly renewable family takaful certificate or life policy, the insurer member is required to comply with the provisions of subregulations (1) to (8) at the first renewal of such certificate or policy, if any, on or after the effective date of these Regulations. For any subsequent renewal of such takaful certificate or policy, the insurer member is required to comply with the provisions of subregulations (1) to (8)—

(a) whenever there is a significant change to the takaful or insurance benefits covered under such certificate or policy; or

(b) whenever there is a change to the protected benefits or the TIPS Brochure, as notified by the Corporation.

Notification to owner of existing family takaful certificate or life policy

4. In relation to an existing family takaful certificate or life policy other than a yearly renewable family takaful certificate or life policy —

(a) the insurer member shall send a one-time notification statement relating to the protected benefits in the form and substance as specified by the Corporation and shall request the certificate or policy owners to refer to the TIPS Brochure at the insurer member's office or website, or the Corporation's website; and

(b) the insurer member may incorporate such notification statement in any letters, statements or notices to the certificate or policy owners, in such size and print that are clearly legible.

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Call for action statement in correspondences

5. An insurer member shall include a call for action statement in its correspondences to be issued to the certificate or policy owners, in such size and print that are clearly legible.

Call for action statement for takaful certificate or insurance policy with protected benefits

6. (1) Where a takaful certificate or insurance policy contains, wholly or partly, protected benefits, the insurer member shall include the call for action statement—

- (a) in its policy documents to be issued to the certificate or policy owners, including any electronic copy of the policy documents displayed on website;
- (b) if no policy documents will be issued, in any substitute to the policy documents such as a cover note; and
- (c) in its advertisements that contain information on such takaful or insurance product.

(2) The call for action statement referred to in subregulation (1) shall be in such size and print that are clearly legible. In relation to—

- (a) advertisements, the call for action statement shall be placed close to the name of the takaful or insurance product or the name of the insurer member, on the page where it is referred to for the first time. Notwithstanding the above, for advertisements required by Bank Negara Malaysia or any regulatory authority in a prescribed format such as product disclosure sheet and sales or marketing illustration, flexibility is granted with regard to placement of the call for action statement; and

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(b) policy documents or substitutes to the policy documents, the call for action statement shall be placed either on the cover page or the main body of such documents, close to the name of the takaful or insurance product or the name of the insurer member, clearly visible and prominent to draw the policy or certificate owners' attention to the call for action statement.

(3) The requirements in subregulations (1) and (2) shall also apply to investment-linked certificate or policy.

Additional negative disclosure statement for investment-linked certificate or policy

7. (1) For an investment-linked certificate or policy, in addition to the call for action statement, the insurer member shall include a negative disclosure statement that the investment portion is not protected by the Corporation, in the form and substance as specified by the Corporation—

- (a) in its statements to be issued to the certificate or policy owners;
- (b) in its policy documents to be issued to the certificate or policy owners, including any electronic copy of the policy documents displayed on website;
- (c) if no policy document will be issued, in any substitute to the policy documents; and
- (d) in its advertisements that contain information on such investment-linked product.

(2) The negative disclosure statement referred to in subregulation (1) shall be in such size and print that are clearly legible. In relation to statements to certificate or policy owners and advertisements, the negative disclosure statement shall be placed close to the name of the investment-linked certificate or policy, on the page where it is referred to for the first time. Notwithstanding the above, for advertisements required by Bank

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Negara Malaysia or any regulatory authority in a prescribed format such as product disclosure sheet and sales or marketing illustration, flexibility is granted with regard to placement of the negative disclosure statement. In relation to policy documents or substitutes to the policy documents, the negative disclosure statement shall be placed either on the cover page or the main body of such documents, close to the name of the investment-linked certificate or policy, clearly visible and prominent to draw the policy or certificate owners' attention to the negative disclosure statement.

Negative disclosure statement for takaful certificate or insurance policy with only non-protected benefits

8. (1) Where a takaful certificate or insurance policy contains only non-protected benefits, the insurer member shall include a negative disclosure statement that the takaful or insurance benefits offered are not protected by the Corporation, in the form and substance as specified by the Corporation—

- (a) in its policy documents to be issued to the certificate or policy owners, including any electronic copy of the policy documents displayed on website;
- (b) if no policy document will be issued, in any substitute to the policy documents, such as a cover note; and
- (c) in its advertisements that contain information solely on such takaful or insurance product.

(2) The negative disclosure statement referred to in subregulation (1) shall be in such size and print that are clearly legible. In relation to advertisements, the negative disclosure statement shall be placed close to the name of such takaful certificate or insurance policy, on the page where it is referred to for the first time. Notwithstanding the above, for advertisements required by Bank Negara Malaysia or any regulatory authority in a prescribed format such as product disclosure sheet and sales or marketing illustration, flexibility is granted with regard to placement of the negative disclosure



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statement. In relation to policy documents or substitutes to policy documents, the negative disclosure statement shall be placed either on the cover page or the main body of such documents, close to the name of such takaful certificate or insurance policy, clearly visible and prominent to draw the policy or certificate owners' attention to the negative disclosure statement.

(3) Where a takaful certificate or insurance policy contains only non-protected benefits, any use or display of the call for action statement or statement having substantially the same meaning is prohibited.

Existing supplies of policy documents, advertisements and correspondences

9. For the purpose of compliance with the requirements of regulations 5, 6, 7 and 8, an insurer member may affix a stamp or sticker bearing the statements referred to in regulations 5, 6, 7 and 8, where applicable, in its existing supplies of policy documents, advertisements and correspondences, in accordance with the requirements of these Regulations.

Display of membership representation in advertisements

10. (1) In respect of its status as an insurer member of the Corporation, the insurer member shall make a representation of such status in the form and substance as specified by the Corporation, in its advertisements that contain information on takaful or insurance products. Notwithstanding the above, for advertisements required by Bank Negara Malaysia or any regulatory authority in a prescribed format such as product disclosure sheet and sales or marketing illustration, display of the membership representation is not required.

(2) The membership representation referred to in subregulation (1) shall be of such size and print that are clearly visible and legible, and shall be placed close to the name of the insurer member.



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(3) An insurer member may affix a stamp or sticker bearing the representation as referred to in subregulation (1), in its existing supplies of advertisements, in accordance with the requirements of these Regulations.

Display of membership representation in offices

11. (1) An insurer member shall display the membership representation referred to in subregulation 10(1) and provided by the Corporation, prominently at the main entrance of each of its offices, in such manner as may be specified by the Corporation.

(2) When an insurer member vacates an office, it shall remove all the membership representations from the vacated office.

TIPS Brochures

12. (1) The Corporation shall supply to each insurer member, copies of the TIPS Brochure, in such manner and at such time and quantity as may be determined by the Corporation from time to time.

(2) The Corporation may from time to time update the information contained in the TIPS Brochure and supply copies of the updated TIPS Brochure to each insurer member for its distribution to all its offices.

Display of TIPS Brochure in offices

13. An insurer member shall display prominently copies of the TIPS Brochure at each of its offices and shall make such copies of the TIPS Brochure available to its certificate or policy owners and prospective certificate or policy owners.

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Display on websites and accounts in social networking site

14. (1) Where an insurer member has its own website or shares a website with another member institution, the insurer member shall—

- (a) display the membership representation referred to in subregulation 10(1), on the home page of that website; and
- (b) display the TIPS Brochure on a webpage within that website, where a hyperlink to this webpage must be provided at the home page. The hyperlink must clearly describe the webpage as the location where the TIPS Brochure is displayed.

(2) Where an insurer member shares a website with a non-member institution, the insurer member shall—

- (a) display the membership representation referred to in subregulation 10(1), on that website, wherever there are representations relating to takaful or insurance products; and
- (b) display the TIPS Brochure on a webpage within that website, where a hyperlink to this webpage must be provided at the location referred to in paragraph (2)(a). The hyperlink must clearly describe the webpage as the location where the TIPS Brochure is displayed.

(3) Where an insurer member has an account in any social networking site for the purpose of promoting or marketing its takaful or insurance products, the insurer member shall display the membership representation referred to in subregulation 10(1) in accordance with the provisions of subregulation (4) or such other requirements as may be specified by the Corporation.

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(4) Where the membership representation is displayed by an insurer member in accordance with paragraph (1)(a), (2)(a) or subregulation (3), changes may be made to its overall sizing for the purpose of electronic display but only if the proportions of the membership representation, as specified by the Corporation, are maintained and the membership representation is of such size that is clearly visible and legible.

Insurer member's intermediaries

15. (1) An intermediary of an insurer member who is not a member institution, is prohibited from—

- (a) displaying or using any membership representation referred to in these Regulations, or such other representation having substantially the same meaning;
- (b) representing itself, whether directly or indirectly, as a member of the Corporation; and
- (c) displaying or using any statement or material relating to the takaful or insurance benefits protected or not protected by the Corporation, other than the official statements specified by the Corporation and the documents and official sales materials, which are supplied by the insurer member only;

for any purpose and in any manner whatsoever.

(2) An intermediary of an insurer member may display the TIPS Brochure at its offices and website. For this purpose, the insurer member shall make available copies of the TIPS Brochure to its intermediaries.

Education and training

16. (1) An insurer member shall educate and train its personnel and intermediaries who deal directly with customers or prospective customers, on the the takaful and insurance



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benefits protection system including protected benefits, the level of coverage, the qualifying conditions for the protection, the aggregation rule and the non-protected benefits.

(2) For the purpose of subregulation (1), an insurer member shall provide training sessions to such personnel and intermediaries, and the personnel and intermediaries shall attend the training sessions, at such frequency and on such terms as may be specified by the Corporation from time to time.

Annual review

17. An insurer member shall conduct a review of its compliance and the compliance by its intermediaries, with the provisions of these Regulations, and shall submit a report of the compliance review to the Corporation, at such frequency and terms, and in such manner, as may be specified by the Corporation from time to time.

General

18. (1) An insurer member shall make true, correct and complete representations with respect to—

- (a) the protected benefits;
- (b) the level of coverage;
- (c) the qualifying conditions for the protection;
- (d) the aggregation rule;
- (e) the non-protected benefits; and
- (f) its status as an insurer member.

(2) An insurer member shall not make a representation with respect to any of the matters referred to in subregulation (1) if its membership has been cancelled or terminated under section 38 or 39 of the Act, as the case may be.



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(3) An insurer member shall ensure that its intermediaries comply with the relevant provisions of these Regulations and shall take appropriate action against any intermediary who has failed to comply with any relevant provision of these Regulations.

Made 201X
[PIDM/PN/0X/201X; PN(XX)]

TAN SRI DATUK DR. ABDUL SAMAD HAJI ALIAS
Chairman
Malaysia Deposit Insurance Corporation

Approved

DATO' SERI AHMAD HUSNI MOHAMAD HANADZLAH
Second Minister of Finance

[To be laid before the Dewan Rakyat pursuant to subsection 209(4) of the Malaysia Deposit Insurance Corporation Act 2011]



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Appendix 2
Draft Guidelines on Provision of Information on Protected Benefits

SECTION 1: INTRODUCTION

BACKGROUND

- 1.1 These draft Guidelines on Provision of Information on Protected Benefits (“draft Guidelines”) are issued under Section 209 of the Malaysia Deposit Insurance Corporation Act 2011. The draft Guidelines, amongst others, require disclosure of protection under the Takaful and Insurance Benefits Protection System (“TIPS”) at the point of sale of a takaful certificate or an insurance policy, to facilitate informed decision-making by prospective certificate or policy owners. In particular, the draft Guidelines specify the following requirements:
- (a) Accurate disclosure of the benefits protected, level of coverage and the qualifying conditions for protection under TIPS to prospective certificate and policy owners at the point of sale;
 - (b) Accurate explanation of Perbadanan Insurans Deposit Malaysia (“PIDM”)’s protection to prospective certificate and policy owners, guided by the TIPS Brochure;
 - (c) Notification to existing family certificate or life policy owners of PIDM’s protection;
 - (d) Display of statements prescribed by PIDM in correspondences and policy documents (the call for action statement and the negative disclosure statements for investment-linked products and products with only non-protected benefits);
 - (e) Provision of training on PIDM’s protection to the insurer members’ employees and intermediaries;
 - (f) Accurate representation by insurer members as members of PIDM in the manner as prescribed in the draft Guidelines; and

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- (g) Annual assessment on member's compliance with the requirements under the draft Guidelines.
- 1.2 In addition, the draft Guidelines also provide a few illustrations and compliance guidance to ensure consistent approach by the insurer members in complying with the requirements under the draft Guidelines.
- 1.3 A summary is provided on the requirements relating to the prescribed statements and the display of the membership representation and the TIPS Brochure, for reference.

APPLICATION

- 1.4 These Guidelines shall not apply to Labuan insurance business or Labuan insurance-related activities under the Labuan Financial Services and Securities Act 2010 or Labuan takaful business or Labuan takaful-related activities under the Labuan Islamic Financial Services and Securities Act 2010, carried on by an insurer member.

ENQUIRIES

- 1.5 Enquiries relating to these Guidelines may be directed to Ms Ratha Rengganathan at 03-2173 7562 (ratha@pidm.gov.my) or Ms Afiza Abdullah at 03-2173 7548 (afiza@pidm.gov.my).

SECTION 2: INTERPRETATION

- 2.1 "Advertisements", in relation to an insurer member, mean the dissemination or conveyance of information, invitation or solicitation, whether in printed, electronic or visual form (including on a website, social networking site, sponsored blog post and by way of e-mail) for the purpose of providing information on or promoting or offering the sale of a takaful or insurance product, including by means of—
- (a) publication in newspapers, magazines, journals or other periodicals;
 - (b) display of banners, buntings, posters or notices; and
 - (c) circulars, handbills, brochures, pamphlets, product disclosure sheets, sales or marketing illustrations, books or other documents,

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but excluding advertisement through billboards, online promotional videos, television, radio, online banner, stationery and promotional items.

- 2.2 “Correspondences” at the minimum shall include—
- (a) annual statement of balance and annual tax statement to the certificate owner of a family takaful certificate or the policy owner of a life policy;
 - (b) statement to the certificate owner or the policy owner of an investment-linked certificate or policy; and
 - (c) renewal notice to the certificate owner of a takaful certificate or the policy owner of an insurance policy.
- 2.3 “Intermediaries” include agents, brokers, financial advisers and bancassurance partners.
- 2.4 “Office”, in relation to an insurer member, means its principal place of business, branch, mobile place of business, place of business set up and maintained for a limited period only and any other place of business in Malaysia where activities relating to provision of customer service or face-to-face solicitation of insurance policy or takaful certificate are conducted but excludes offices of its intermediaries.
- 2.5 “Policy document” includes a takaful certificate and a contract for insurance policy, and in respect of a group certificate or policy, an individual takaful certificate or an individual insurance certificate issued under the group certificate or policy.
- 2.6 “protected benefits” mean those takaful and insurance benefits that are protected by the takaful and insurance benefits protected system.
- 2.7 “TIPS Brochure” means brochures of PIDM, relating to protected benefits.

SECTION 3: DISCLOSURE AT THE POINT OF SALE TO BE GUIDED BY TIPS BROCHURE

- 3.1 Insurer members and their intermediaries are required to disclose and explain to prospective certificates or policy owners at the point of sale, information relating to

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TIPS, including the protected benefits, the level of coverage, the qualifying conditions for the protection, the aggregation rule and the non-protected benefits, in accordance with the contents of the TIPS Brochure and the provisions of these Guidelines.

- 3.2 For group certificate or policy, the prospective certificate or policy owner refers to the prospective group certificate or policy owner. In relation to credit related group plans, the disclosure is encouraged to be made to all the individuals covered under such group plans.
- 3.3 Point of sale refers to the stage of completion of a proposal form prior to the acceptance of risk by the insurer member.
- 3.4 No changes, additions or deletions can be made to any part of the TIPS Brochure, except by PIDM only.
- 3.5 The requirements in paragraph 3.1 apply to any proposal for a takaful certificate or insurance policy solicited, whether through direct solicitation (face-to-face or telemarketing) or the insurer member's intermediaries unless provided otherwise in paragraph 3.6 and 3.7 below.
- 3.6 Where a proposal for the takaful certificate or insurance policy is solicited online, whether through the website of the insurer member or its intermediary, the insurer member or the intermediary is required to display or direct the prospective certificate or policy owner to the electronic copy of the TIPS Brochure.
- 3.7 Where a proposal for the takaful certificate or insurance policy is solicited through mails, the insurer member or the intermediary is required to attach a copy of the TIPS Brochure to the mail or direct the prospective certificate or policy owner to the electronic copy of the TIPS Brochure.
- 3.8 Where a proposal for the takaful certificate or insurance policy is solicited through telemarketing, in addition to the requirements in paragraph 3.1, the insurer member or the intermediary is required to request the prospective certificate or policy owner to refer to the electronic copy of the TIPS Brochure.
- 3.9 The requirements in paragraphs 3.1 to 3.8 apply to all proposals solicited on or after the effective date of these draft Guidelines.

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- 3.10 In relation to a family takaful certificate or life insurance policy, insurer members are required to comply with the requirements in paragraphs 3.1 to 3.8:
- (a) for riders purchased separately and subsequent to the purchase of the main certificate or policy; or
 - (b) whenever there is significant change to the takaful or insurance benefits covered under the family takaful certificate or life insurance policy.
- 3.11 In relation to a general takaful certificate or general policy and yearly renewable family takaful certificate or life policy, the insurer member is required to comply with the requirements in paragraphs 3.1 to 3.8 at the first renewal of such certificate or policy, on or after the effective date of these draft Guidelines. For any subsequent renewal, the insurer member is required to comply with the requirements in paragraphs 3.1 to 3.8 whenever there is a:
- (a) significant change to the takaful or insurance benefits covered under such certificate or policy; or
 - (b) change to the protected benefits or the TIPS Brochure, as notified by PIDM.
- 3.12 The requirements in paragraph 3.1 to 3.11 apply to all takaful and insurance products including microtakaful and microinsurance.

SECTION 4: NOTIFICATION TO OWNER OF EXISTING FAMILY TAKAFUL CERTIFICATE OR LIFE POLICY

- 4.1 In relation to an existing family takaful certificate or life policy, other than a yearly renewable family takaful certificate or life policy, insurer members are required to send a one-time notification, in the form of a statement as below, to inform them of the protection under TIPS and request the certificate or policy owners to refer to the TIPS Brochure at the insurer member's office or website, or PIDM's website.

“[name of insurer member] is a member of Perbadanan Insurans Deposit Malaysia (PIDM). PIDM is mandated under the Akta Perbadanan Insurans Deposit Malaysia 2011 to administer the **Takaful and Insurance Benefits Protection System (TIPS)**”



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that **protects owners of takaful certificates or insurance policies from the loss of their eligible takaful or insurance benefits, in the unlikely event of a failure of an insurer member.** However, PROTECTION BY PIDM IS SUBJECT TO LIMITATIONS. Certificate or policy owners are encouraged to accurately understand the details and limits of PIDM’s coverage. For further information, obtain a copy of PIDM’s TIPS brochure from [name of insurer member] or visit [name of insurer member] website [website address of insurer member] or PIDM website (www.pidm.gov.my) or call PIDM toll free line (1-800-88-1266).”

- 4.2 Insurer members may incorporate the notification statement in any letters, statements or notices to the certificate or policy owners, in such size and print that are clearly legible.
- 4.3 The notification must be sent within one year from the effective date of the draft Guidelines.

SECTION 5: INCLUSION OF PRESCRIBED STATEMENT IN CORRESPONDENCES, POLICY DOCUMENTS AND ADVERTISEMENTS

CALL FOR ACTION STATEMENT IN CORRESPONDENCES

- 5.1 Insurer members are required to include the following call for action statement in its correspondences issued to the certificate or policy owners, in such size and print that are clearly legible.

[5.1] Call For Action Statement	PERBADANAN INSURANS DEPOSIT MALAYSIA IS SUBJECT TO LIMITATIONS. Please refer to PIDM’s TIPS brochure or contact [name of insurer member] or PIDM (visit www.pidm.gov.my or call 1-800-88-1266).”
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or

[5.1] Call For Action Statement	“PROTECTION BY PIDM IS SUBJECT TO LIMITATIONS. Please refer to PIDM’s TIPS brochure or contact [name of insurer member] or PIDM (visit www.pidm.gov.my or call 1-800-88-1266).”
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5.2 Insurer members may refer to Illustration 1 for examples of the display of the call for action statement in correspondences.

CALL FOR ACTION STATEMENT FOR TAKAFUL CERTIFICATE OR INSURANCE POLICY WITH PROTECTED BENEFITS

5.3 Where a takaful certificate or insurance policy contains, wholly or partly, protected benefits, including investment-linked certificate or policy, insurer members are required to include the call for action statement referred to in paragraph 5.1:

- (a) in its policy documents issued to the certificate or policy owners, including any electronic copy of the policy documents displayed on website;
- (b) if no policy documents are issued, in any substitute to the policy documents such as a cover note; and
- (c) in its advertisements that contain information on such takaful or insurance product.

5.4 The call for action statement must be in such size and print that are clearly legible. In relation to:

- (a) advertisements, the call for action statement must be placed close to the name of the takaful or insurance product or the name of the insurer member, on the page where it is referred to for the first time. Notwithstanding the above, for advertisements format of which is prescribed by Bank Negara Malaysia or any regulatory authority such as product disclosure sheet and sales or marketing illustration, flexibility is granted with regard to placement of the call for action statement; and
- (b) policy documents or substitutes to the policy documents, the call for action statement must be placed either on the cover page or the main body of such documents, close to the name of the takaful or insurance product or the name of the insurer member, clearly visible and prominent to draw the policy or certificate owners' attention to the call for action statement and the same must not be buried deep in the documents.

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5.5 Insurer members may refer to Illustration 2 for examples of the display of the call for action statement in policy documents and advertisements of products with protected benefits.

ADDITIONAL NEGATIVE DISCLOSURE STATEMENT FOR INVESTMENT-LINKED CERTIFICATE OR POLICY

5.6 For an investment-linked certificate or policy, in addition to the call for action statement, insurer members are also required to include the following negative disclosure statement that the investment portion is not protected by PIDM:

- (a) in its statements issued to the certificate or policy owners;
- (b) in its policy documents issued to the certificate or policy owners, including any electronic copy of the policy documents displayed on website;
- (c) if no policy document is issued, in any substitute to the policy documents; and
- (d) in its advertisements that contain information on investment-linked product.

[5.6] Negative Disclosure Statement for Investment-Linked Product	“The investment portion of this investment-linked certificate or policy or product is not protected by Perbadanan Insurans Deposit Malaysia.”
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or

[5.6] Negative Disclosure Statement for Investment-Linked Product	“The investment portion of this investment-linked certificate or policy or product is not protected by PIDM.”
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5.7 The negative disclosure statement must be in such size and print that are clearly legible. In relation to:

- (a) statements to certificate or policy owners and advertisements, the negative disclosure statement must be placed close to the name of the investment-linked certificate or policy, on the page where it is referred to for the first time. Notwithstanding the above, for advertisements format of which is

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prescribed by Bank Negara Malaysia or any regulatory authority such as product disclosure sheet and sales or marketing illustration, flexibility is granted with regard to placement of the negative disclosure statement.

- (b) policy documents or substitutes to the policy documents, the negative disclosure statement must be placed either on the cover page or the main body of such documents, and close to the name of the investment-linked certificate or policy, clearly visible and prominent to draw the policy or certificate owners' attention to the negative disclosure statement and the same must not be buried deep in the documents.

5.8 Insurer members may refer to Illustration 3 for examples of the display of the negative disclosure statement in investment-linked policy documents and advertisements.

NEGATIVE DISCLOSURE STATEMENT FOR TAKAFUL CERTIFICATE OR INSURANCE POLICY WITH ONLY NON-PROTECTED BENEFITS

5.9 Where a takaful certificate or insurance policy contains only non-protected benefits, insurer members are required to include the following negative disclosure statement that the takaful or insurance benefits offered are not protected by PIDM:

- (a) in its policy documents issued to the certificate or policy owners, including any electronic copy of the policy documents displayed on website;
- (b) if no policy document is issued, in any substitute to the policy documents, such as a cover note; and
- (c) in its advertisements that contain information solely on such takaful or insurance product.

[5.9] Negative Disclosure Statement for Product with Only Non-Protected Benefits	“The benefit(s) offered under this certificate or policy or product is(are) not protected by Perbadanan Insurans Deposit Malaysia. Please refer to PIDM’s TIPS brochure or contact [name of insurer member] or PIDM (visit www.pidm.gov.my or call 1-800-88-1266).”
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or

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[5.9] Negative Disclosure Statement for Product with Only Non-Protected Benefits	“The benefit(s) offered under this certificate or policy or product is(are) not protected by PIDM. Please refer to PIDM’s TIPS brochure or contact [name of insurer member] or PIDM (visit www.pidm.gov.my or call 1-800-88-1266).”
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5.10 The negative disclosure statement must be in such size and print that are clearly legible. In relation to:

- (a) advertisements, the negative disclosure statement must be placed close to the name of such takaful or insurance product, on the page where it is referred to for the first time. Notwithstanding the above, for advertisements format of which is prescribed by Bank Negara Malaysia or any regulatory authority such as product disclosure sheet and sales or marketing illustration, flexibility is granted with regard to placement of the negative disclosure statement.
- (b) policy documents or substitutes to policy documents, the negative disclosure statement must be placed either on the cover page or the main body of such documents, and close to the name of such takaful or insurance product, clearly visible and prominent to draw the policy or certificate owners’ attention to the negative disclosure statement and the same must not be buried deep in the documents.

5.11 Where a takaful certificate or insurance policy contains only non-protected benefits, any use or display of the call for action statement or statement having substantially the same meaning is prohibited.

5.12 Insurer members may refer to Illustration 4 for examples of the display of the negative disclosure statement in policy documents and advertisements on product where none of the takaful or insurance benefits under the product is protected by PIDM.

DISPLAY IN RIDERS ATTACHED TO POLICY DOCUMENTS

5.13 For family takaful certificate or life policy, insurer members are not required to include the call for action statement and the relevant negative disclosure statements in riders that are issued and attached together with the policy document. However, for riders that are purchased separately, as a standalone rider or subsequent to the purchase of

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the main policy, insurer members are required to include the call for action statement and the relevant negative disclosure statements in such riders.

EXISTING SUPPLIES OF POLICY DOCUMENTS, ADVERTISEMENTS AND CORRESPONDENCES

- 5.14 For the purpose of compliance with the requirements of paragraphs 5.1, 5.3, 5.6 and 5.9, insurer members may affix a stamp or sticker bearing the statements referred to in paragraphs 5.1, 5.3, 5.6 and 5.9, where applicable, in its existing supplies of policy documents, advertisements and correspondences, in accordance with the requirements of these draft Guidelines.

SECTION 6: DISPLAY OF MEMBERSHIP REPRESENTATION IN ADVERTISEMENTS

- 6.1 In respect of its status as an insurer member of PIDM, insurer members are required to display the membership representation in its advertisements that contain information on takaful or insurance products. Notwithstanding the above, for advertisements format of which is prescribed by Bank Negara Malaysia or any regulatory authority such as product disclosure sheet and sales or marketing illustration, display of membership representation is not required.
- 6.2 The membership representation shall be of such size and print that are clearly visible and legible, and placed close to the name of the insurer member. It can be displayed either:
- (a) in the form of a statement; or
 - (b) in a graphical form.
- 6.3 For membership representation in the form of a statement, insurer members shall use one of the following statements and the size and print of the statement must be clearly legible:
- (a) “Member of Perbadanan Insurans Deposit Malaysia” or “A Perbadanan Insurans Deposit Malaysia member”;
 - (b) “Member of PIDM” or “A PIDM member”;



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- (c) “(name of the insurer member) is a member of Perbadanan Insurans Deposit Malaysia”; or
- (d) “(name of the insurer member) is a member of PIDM”.
- 6.4 The display of membership representation in graphical form must be in the form as specified by PIDM. It must be clearly visible and prominent and in a size and proportion appropriate to the layout of the advertisements.
- 6.5 The softcopy images of the membership representation in graphical form and in Portable Document Format (“PDF”) and Adobe Illustrator (“AI”) format will be made available to the insurer members upon request.
- 6.6 Insurer members may affix a stamp or sticker bearing the membership representation in its existing supplies of advertisements, in accordance with the requirements of these draft Guidelines.

SECTION 7: THE DISPLAY OF MEMBERSHIP REPRESENTATION AT OFFICES

DISPLAY OF MEMBERSHIP REPRESENTATION AT OFFICES

- 7.1 Insurer members are required to display the hard copy of the membership representation as provided by PIDM, prominently at the main entrance of each of its offices. It must be placed where it is clearly visible during business hours, for example at an eye level of an adult, to draw the customers’ attention to the membership representation.
- 7.2 PIDM will supply the hard copy of the membership representation for this purpose.
- 7.3 When an insurer member vacates an office, all the membership representations must be removed from the vacated office.

DISPLAY OF TIPS BROCHURE IN OFFICES

- 7.4 PIDM will supply to each insurer member, copies of the TIPS Brochure, in such manner and at such time and quantity as may be determined by PIDM from time to time.

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- 7.5 PIDM may from time to time update the information contained in the TIPS Brochure and supply copies of the updated TIPS Brochure to each insurer member for its distribution to all its offices.
- 7.6 Insurer members are required to display prominently copies of the TIPS Brochure at each of its offices and make such copies of the TIPS Brochure available to their certificate or policy owners and prospective certificate or policy owners.

SECTION 8: DISPLAY OF MEMBERSHIP REPRESENTATION ON WEBSITES AND ACCOUNTS IN SOCIAL NETWORKING SITE AND DISPLAY OF TIPS BROCHURE ON WEBSITES

DISPLAY OF THE MEMBERSHIP REPRESENTATION ON WEBSITES AND ACCOUNTS IN SOCIAL NETWORKING SITE

- 8.1 Insurer members are required to display the membership representation on:
- (a) its website in the graphical form (as specified in paragraph 6.4 of these draft Guidelines); and
 - (b) its account in any social networking site used for the purpose of promoting or marketing its takaful or insurance products, either in the form of a statement or graphical form (as specified in paragraph 6.3 and 6.4 of these draft Guidelines respectively).
- 8.2 Flexibility is granted to insurer members on the positioning and the placement of the membership representation on the website and accounts in any social networking sites, if any.
- 8.3 In relation to the requirement to display the membership representation on the website in the graphical form as specified in paragraph 6.4 of these Guidelines, the following apply:
- (a) where the insurer member has its own website, on the home page of its website;

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- (b) where the insurer member shares a website with another member institution, on the home page of that website; and
 - (c) where the insurer member shares a website with a non-member institution, wherever there are representations relating to takaful or insurance products.
- 8.4 For the use of the membership representation in the graphical form, changes may be made to the overall sizing for the purpose of electronic display provided that the proportions of the membership representation are maintained and is of such size that is clearly visible and legible.
- 8.5 Insurer members may refer to Illustration 5 for examples on the application of the above requirements.

DISPLAY OF TIPS BROCHURE ON WEBSITE

- 8.6 Insurer members are required to display a hyperlink to the webpage where the electronic copy of the TIPS brochure is displayed:
- (a) where the insurer member has its own website, on the home page of its website;
 - (b) where the insurer member shares a website with another member institution, on the home page of that website; and
 - (c) where the insurer member shares a website with a non-member institution, wherever there are representations relating to takaful or insurance products.
- 8.7 Insurer members may refer to Illustration 6 for examples on the application of the above requirements.

SECTION 9: INSURER MEMBER'S INTERMEDIARIES

- 9.1 Intermediaries of insurer members who are not member institutions, are prohibited from:



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- (a) displaying or using the membership representation referred to in these draft Guidelines, in any form, or such other representation having substantially the same meaning;
- (b) representing itself, whether directly or indirectly, as a member of PIDM; and
- (c) displaying or using any statement or material relating to the takaful or insurance benefits protected or not protected by PIDM, other than the official statements specified by PIDM and the documents and official sales materials, which are supplied by the insurer members only;

for any purpose and in any manner whatsoever.

- 9.2 Intermediaries of insurer members may display the TIPS Brochure at its offices and website. For this purpose, insurer members are required to make available copies of the TIPS Brochure to their intermediaries.

SECTION 10: EDUCATION AND TRAINING

- 10.1 Insurer members are required to educate and train their employees and intermediaries who deal directly with customers or prospective customers, on the TIPS including protected benefits, the level of coverage, the qualifying conditions for the protection, the aggregation rule and the non-protected benefits.
- 10.2 Employees and intermediaries of insurer members are required to attend the training sessions on PIDM's protection under TIPS, at least once, upon implementation of the draft Guidelines and upon subsequent review of the draft Guidelines. Intermediaries with more than one principal and who have attended the training, or intermediaries who have attended the training with another insurer member, are not required to attend again unless there is any subsequent review of the draft Guidelines.
- 10.3 Insurer members are required to:
- (a) provide the training to their intermediaries at no cost to the intermediaries;
 - (b) award Continuing Professional Development hours for the sessions attended;



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- (c) train all the existing employees and intermediaries within one year from the effective date of these Guidelines; and
- (d) train all the employees and intermediaries employed or engaged after the effective date of these Guidelines within one year from the employment or engagement date.

10.4 The employees and intermediaries of insurer members must be trained in accordance with the training materials provided by PIDM.

SECTION 11: ANNUAL REVIEW

- 11.1 Insurer members are required to conduct an annual review of its compliance and the compliance by their intermediaries, with the provisions of these draft Guidelines. The review must be included as an auditable area in the internal audit programme of insurer members. The methodology or tests performed to gauge compliance with the draft Guidelines are encouraged to be included as part of the audit manual. The review may include, but not limited to, audit of the follow-up calls to selected certificate or policy owners² and to confirm that PIDM's protection under TIPS had been explained to them at the point of sale. The internal audit function may leverage on the work of compliance or other functions (e.g. compliance monitoring review by Compliance, welcome calls process, self-assessment and declaration of compliance by management) after satisfying itself of the quality of the work, to form an assessment on the IM's compliance with the requirements under the draft Guidelines. The satisfaction may be derived for example through evaluation of the scope of work performed, evidence obtained to support the conclusion, conclusions reached or reports prepared by the other functions.
- 11.2 Significant deviation or non-compliance with the requirements of the draft Guidelines must be reflected in the audit report and insurer members must propose remedial measures to address any compliance lapse.

² The follow-up calls may be made at any time between point of sale up to the cooling-off period provided under the certificate or policy.

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- 11.3 Insurer members are also required to submit a copy of the above report with brief description of the methodology adopted or compliance tests performed for each of the requirements, **by every 30 April to PIDM.**
- 11.4 The first submission must reach PIDM by 30 April 201X or such other date as may be determined by PIDM.

SECTION 12: GENERAL

- 12.1 All representations by insurer members in relation to the following must be true, correct and complete:
- (a) the protected benefits;
 - (b) the level of coverage;
 - (c) the qualifying conditions for the protection;
 - (d) the aggregation rule;
 - (e) the non-protected benefits; and
 - (f) its status as an insurer member.
- 12.2 Insurer members are not allowed to make representations with respect to any of the matters referred to in paragraph 12.1 if its membership has been cancelled or terminated under section 38 or 39 of the Malaysia Deposit Insurance Corporation Act 2011 respectively.
- 12.3 Insurer members are also required to ensure that their intermediaries comply with the relevant provisions of these draft Guidelines and shall take appropriate action against any intermediary who has failed to comply with any relevant provision of these draft Guidelines.
- 12.4 These draft Guidelines will supersede the “Guidelines for Insurer Members on the Use of PIDM’s Protection and Membership Representation in Advertisements” issued on 29 February 2012.



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SECTION 13: IMPLEMENTATION

13.1 These Guidelines will be effective one (1) year from the issuance date.

SECTION 14: SUMMARY OF REQUIREMENTS

14.1 A summary of requirements is provided in Annexure I on:

- (a) the manner of disclosure required at the point of sale and the notification to existing certificate or policy owners;
- (b) the type of prescribed statements to be used in the advertisements of products, policy document and correspondences;
- (c) the requirement for the display of membership representation and the TIPS Brochure; and
- (d) education and training for employees and intermediaries dealing directly with customers on TIPS and annual review to confirm compliance.



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Annexure I

Summary of Requirements

(1) DISCLOSURE AT POINT OF SALE GUIDED BY TIPS BROCHURE	
Distribution Channel	Manner of Disclosure¹
Face-to-face sales	Insurer member's employees or intermediaries must disclose and explain PIDM's protection to customers
Online sales	Insurer member's employees or intermediaries must display or direct the customers to electronic copy of the TIPS Brochure
Sales through mail	Insurer member's employees or intermediaries must attach a copy of the TIPS Brochure or direct the customers to electronic copy of the TIPS Brochure
Telemarketing sales	Insurer member's employees or intermediaries must disclose and explain PIDM's protection to customers and request them to refer to the electronic copy of the TIPS Brochure
¹ Family Takaful or Life Insurance - Also applicable to riders purchased separately and whenever there is significant change to the benefits covered under the certificate or policy. General Takaful or Insurance and Yearly Renewable Family Takaful or Life Insurance - Only required at first renewal and whenever there is significant change to the benefits covered under the certificate or policy or change in PIDM's protection.	

(2) NOTIFICATION TO EXISTING OWNERS OF FAMILY CERTIFICATE OR LIFE POLICY	
Requirement	Manner of Notification
To notify the existing family takaful certificate or life policy owners, other than yearly renewable family takaful or life policy owners, of PIDM's protection	One-off notification Incorporate the notification statement prescribed by PIDM (paragraph 4.1) within any letters, statements or notices to family takaful certificate or life policy owners in a size and print that are clearly legible.

(3) INCLUSION OF PRESCRIBED STATEMENTS AND MEMBERSHIP REPRESENTATION IN CORRESPONDENCES, POLICY DOCUMENT AND ADVERTISEMENTS OF PRODUCTS				
Document	Inclusion of Prescribed Statement			Inclusion of Membership Representation
	5.1	5.6	5.9	
To be disclosed near:	Name of product or insurer member [except for (1) Correspondences]	Name of Product		Name of insurer
(I) Correspondences				
(a) Annual statement of balance and annual tax statement	R ¹	-	-	-
(b) Renewal notice	R ¹	-	-	-
(c) Statement to policy owner for investment-linked product	R ¹	R	-	-

(3) INCLUSION OF PRESCRIBED STATEMENTS AND MEMBERSHIP REPRESENTATION IN CORRESPONDENCES, POLICY DOCUMENT AND ADVERTISEMENTS OF PRODUCTS				
Document	Inclusion of Prescribed Statement			Inclusion of Membership Representation
	5.1	5.6	5.9	
To be disclosed near:	Name of product or insurer member [except for (1) Correspondences]	Name of Product		Name of insurer
(II) Policy Document & Riders Purchased Separately				
(a) Policy with protected benefits	R	-	-	-
(b) Policy for investment-linked product	R	R	-	-
(c) Policy with only non-protected benefits	P	-	R	-
(III) Advertisement				
(a) Branding advertisements and generic product advertisements where no reference is made to any particular takaful or insurance product	-	-	-	R
(b) Specific takaful or insurance product advertisements, other than advertisements format of which is prescribed by Bank Negara Malaysia or any regulatory authority such as product disclosure sheet and sales/marketing illustration, providing information on:				
(i) standalone product with at least one protected benefit	R	-	-	R
(ii) standalone investment-linked product	R	R	-	R
(iii) standalone product with only non-protected benefits	P	-	R	R
(iv) combination of a product with at least one protected benefit and an investment-linked product	R	R	-	R
(v) combination of a product with at least one protected benefit and a product with only non-protected benefits	R	-	-	R
(vi) combination of an investment-linked product and a product with only non-protected benefits	R	R	-	R
(c) Advertisement of specific takaful or insurance products bundled with non-insurance products/ services (eg. home loan and provision of accident breakdown services)	As provided in 3(b)(i)-(vi) above			R
(d) Advertisements format of which is prescribed by Bank Negara Malaysia or any regulatory authority such as product disclosure sheet and sales/marketing illustration	As provided in 3(b)(i)-(vi) above but flexibility is granted with regard to placement of the prescribed statement			-



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(3) INCLUSION OF PRESCRIBED STATEMENTS AND MEMBERSHIP REPRESENTATION IN CORRESPONDENCES, POLICY DOCUMENT AND ADVERTISEMENTS OF PRODUCTS				
Document	Inclusion of Prescribed Statement			Inclusion of Membership Representation
	5.1	5.6	5.9	
To be disclosed near:	Name of product or insurer member [except for (1) Correspondences]	Name of Product	Name of insurer	
R - Required E - Encouraged P - Prohibited				
¹ - Insurer members are given flexibility to place the statement anywhere within the document.				

(4) THE DISPLAY OF TIPS BROCHURE AND MEMBERSHIP REPRESENTATION			
	TIPS Brochure	Membership Representation (Hard Copy)	Membership Representation
To be displayed:	(i) Hard copy – prominently at office(s) (ii) Electronic copy – a hyperlink to the webpage at home page or wherever there are representations	At main entrance of office(s)	Flexibility provided
Insurer members:			
(a) offices (hard copy)	R	R	-
(b) websites (electronic copy)	R (as prescribed in Section 8.6)	-	R (graphical form as prescribed in Section 8.1)
(c) accounts in social networking sites (electronic copy)	-	-	R (graphical form or form of statement as prescribed in Section 8.1)
Intermediaries			
(a) offices (hard copy)	E	p ³	p ³
(b) websites (electronic copy)	E	p ³	p ³
(c) accounts in social media sites (electronic copy)	-	p ³	p ³

R - Required E - Encouraged P - Prohibited

³ - The prohibition does not apply to members of PIDM (such as bancassurance partners who are members of PIDM)



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(5) EDUCATION & TRAINING OF EMPLOYEES AND INTERMEDIARIES DEALING DIRECTLY WITH CUSTOMERS ON TIPS

For Whom	Training Requirements
All employees and intermediaries dealing directly with customers	<ul style="list-style-type: none">○ Trained at least once upon implementation and upon subsequent review○ Existing employees and intermediaries to be trained within one year from issuance date and for new employees and intermediaries, within one year from employment or engagement date○ Trainings to be provided at no cost and awarded CPD hours

(6) ANNUAL REVIEW TO CONFIRM COMPLIANCE WITH THE REQUIREMENTS

<ul style="list-style-type: none">○ Audit report must reflect significant deviation or non-compliance with remedial measures and brief description of methodology adopted or compliance tests performed for each requirements○ Audit report must be submitted to PIDM by 30 April
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**ILLUSTRATION 1
CALL FOR ACTION STATEMENT IN CORRESPONDENCES**

Sample disclosure in correspondences:

XYZ INSURANCE BERHAD

ANNUAL TAX STATEMENT

[5.1] Call for Action Statement in Correspondences
The size and print must be clearly legible

PROTECTION BY PIDM IS SUBJECT TO LIMITATIONS. Please refer to PIDM’s TIPS brochure or contact [name of insurer member] or PIDM (visit www.pidm.gov.my or call 1-800-88-1266).

PROTECTION BY PERBADANAN INSURANS DEPOSIT MALAYSIA IS SUBJECT TO LIMITATIONS. Please refer to PIDM’s TIPS brochure or contact [name of insurer member] or PIDM (visit www.pidm.gov.my or call 1-800-88-1266).

RENEWAL NOTICE

[5.1] Call for Action Statement in Correspondences
The size and print must be clearly legible



ILLUSTRATION 2
PRODUCTS WITH PROTECTED BENEFITS - CALL FOR ACTION STATEMENT IN POLICY
DOCUMENTS AND ADVERTISEMENTS

Sample disclosure in policy document:

XYZ INSURANCE BERHAD

POLICY
Private Car

PROTECTION BY PIDM IS SUBJECT TO LIMITATIONS. Please refer to PIDM's TIPS brochure or contact [name of insurer member] or PIDM (visit www.pidm.gov.my or call 1-800-88-1266).

[5.1] Call for Action Statement in Policy Documents

The size and print must be clearly legible and close to the product name or member's name

Sample disclosure in advertisement providing information of products with protected benefits:

Advertisement in Business News - 1 January 2016

XYZ INSURANCE BERHAD

Membership Representation
(Graphical Form) as specified by PIDM

[6.1] Display of membership representation must be close to the member's name

PROTECTION BY PERBADANAN INSURANS DEPOSIT MALAYSIA IS SUBJECT TO LIMITATIONS. Please refer to PIDM's TIPS brochure or contact [name of insurer member] or PIDM (visit www.pidm.gov.my or call 1-800-88-1266).

Medical Plan

[5.1] Call for Action Statement in Advertisement

The size and print must be clearly legible and close to the product name or member's name

Whole Life With Special Cash Bonus



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Advertisement in Business News - 1 January 2016

Travel Plan

Houseowner Insurance

[6.2] Display of membership representation must be close to the member's name

[5.1] Call for Action Statement in Advertisement
The size and print must be clearly legible and close to the product name or member's name



Membership Representation (Graphical Form) as specified by PIDM

PROTECTION BY PERBADANAN INSURANS DEPOSIT MALAYSIA IS SUBJECT TO LIMITATIONS. Please refer to PIDM's TIPS brochure or contact [name of insurer member] or PIDM (visit www.pidm.gov.my or call 1-800-88-1266).



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ILLUSTRATION 3
INVESTMENT-LINKED PRODUCTS - ADDITIONAL NEGATIVE DISCLOSURE STATEMENT IN
POLICY DOCUMENTS AND ADVERTISEMENTS

Sample disclosure in policy document of investment-linked product:

XYZ INSURANCE BERHAD
PROTECTION BY PIDM IS SUBJECT TO LIMITATIONS. Please refer to PIDM’s TIPS brochure or contact [name of insurer member] or PIDM (visit www.pidm.gov.my or call 1-800-88-1266).

[5.1] Call for Action Statement in Policy Documents
The size and print must be clearly legible and close to the product name or member’s name

POLICY
Premier Investment-linked Plan
The investment portion of this investment-linked policy is not protected by Perbadanan Insurans Deposit Malaysia.

[5.3] Negative Disclosure for Investment-linked
The size and print must be clearly legible and must be close to the name of the investment-linked product

Sample disclosure in advertisement solely intended for investment-linked product:

Advertisement in Business News - 1 January 2016 (only of IL product)

XYZ INSURANCE BERHAD

[6.1] Display of membership representation must be close to the member’s name

Membership Representation (Graphical Form) as specified by PIDM

[5.6] Negative Disclosure for Investment-linked
The size and print must be clearly legible and must be close to the name of the investment-linked product

Supreme Return Income-linked Plan The investment portion of this investment-linked policy is not protected by PIDM.

PROTECTION BY PERBADANAN INSURANS DEPOSIT MALAYSIA IS SUBJECT TO LIMITATIONS. Please refer to PIDM’s TIPS brochure or contact [name of insurer member] or PIDM (visit www.pidm.gov.my or call 1-800-88-1266).

[5.1] Call for Action Statement in Advertisement
The size and print must be clearly legible and close to the product name or member’s name



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Sample disclosure in advertisement providing information of investment-linked product and product with protected benefits:

Advertisement in Business News - 1 January 2016

XYZ INSURANCE BERHAD
Member of PIDM

[6.2] Display of membership representation must be close to the member's name

PROTECTION BY PERBADANAN INSURANS DEPOSIT MALAYSIA IS SUBJECT TO LIMITATIONS. Please refer to PIDM's TIPS brochure or contact [name of insurer member] or PIDM (visit www.pidm.gov.my or call 1-800-88-1266).

Whole Life With Special Cash Bonus

[5.1] Call for Action Statement in Advertisement
The size and print must be clearly legible and close to the product name or member's name

Income-linked Plan

The investment portion of this investment-linked policy is not protected by Perbadanan Insurans Deposit Malaysia.

[5.6] Negative Disclosure for Investment-linked
The size and print must be clearly legible and must be close to the name of the investment-linked product



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ILLUSTRATION 4

PRODUCTS WITH ONLY NON-PROTECTED BENEFITS - NEGATIVE DISCLOSURE STATEMENT IN POLICY DOCUMENTS AND ADVERTISEMENTS SOLELY INTENDED FOR SUCH PRODUCTS

Sample disclosure in policy document of product with only non-protected benefits:

XYZ INSURANCE BERHAD

POLICY
Fire Consequential Loss¹
The benefit(s) offered under this certificate or policy is(are) not protected by Perbadanan Insurans Deposit Malaysia. Please refer to PIDM’s TIPS brochure or contact [name of insurer member] or PIDM (visit www.pidm.gov.my or call 1-800-88-1266).

[5.9] Negative Disclosure Statement in Policy Documents
The size and print must be clearly legible and close to the product name

Sample disclosure in advertisement intended solely for product with only non-protected benefits:

Advertisement in Business News - 1 January 2016

XYZ INSURANCE BERHAD
Member of PIDM

[6.2] Display of membership representation must be close to the member’s name

Fire Consequential Loss¹
The benefit(s) offered under this certificate or policy is(are) not protected by PIDM. Please refer to PIDM’s TIPS brochure or contact [name of insurer member] or PIDM (visit www.pidm.gov.my or call 1-800-88-1266).

[5.9] Negative Disclosure Statement in Policy Documents
The size and print must be clearly legible and close to the product name

¹ It is assumed that this product ONLY covers loss of profits due to business interruption as a result of fire. As the loss of profit is not protected by PIDM and this is the only benefit insured under the policy, this results in the entire policy not protected by PIDM.



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Sample disclosure in advertisement providing information of product with only non-protected benefits and products with protected benefits:

Advertisement in Business News - 1 January 2016

Travel Plan

Motor Insurance

Fire Insurance

Fire Consequential Loss¹

[6.2] Display of membership representation must be close to the member's name

XYZ INSURANCE BERHAD
Member of PIDM

[5.1] Call for Action Statement in Advertisement
The size and print must be clearly legible and close to the product name or member's name

PROTECTION BY PERBADANAN INSURANS DEPOSIT MALAYSIA IS SUBJECT TO LIMITATIONS. Please refer to PIDM's TIPS brochure or contact [name of insurer member] or PIDM (visit www.pidm.gov.my or call 1-800-88-1266).

¹ It is assumed that this product ONLY covers loss of profits due to business interruption as a result of fire. As the loss of profit is not protected by PIDM and this is the only benefit insured under the policy, this results in the entire policy not protected by PIDM.

ILLUSTRATION 5
DISPLAY OF MEMBERSHIP REPRESENTATION IN ADVERTISEMENTS AND WEBSITE

XYZ INSURANCE BERHAD
Member of PIDM

ADVERTISEMENT

Option 1 - Display Membership Representation in the **Form of Statement**
The membership representation must be close to the member's name

XYZ INSURANCE BERHAD

Membership Representation (Graphical Form) as specified by PIDM

Option 2 - Display Membership Representation in **Graphical Form**
The membership representation must be close to the member's name

ADVERTISEMENT

Website of XYZ Insurance



XYZ INSURANCE BERHAD

Home

About Us

Contact Us

[8.4] The membership representation (graphical form) must be clearly legible

Membership Representation (Graphical Form) as specified by PIDM

Other Signs

Other Signs

Other Signs

Other Signs

**ILLUSTRATION 6
DISPLAY OF TIPS BROCHURE ON WEBSITE**

