

MediSavers eSME Frequent Asked Questions (FAQ)

1. What is the minimum and maximum group size to qualify for this product?

This product is designed for companies with minimum of five (5) active employees and up to two hundred and fifty (250) active employees.

For example, a company with only 3 employees and 2 dependants will not qualify for this product.

2. Can an employer with 5 active employees purchase this product if there are any employees above the maximum entry age?

Yes, the Policy coverage can only commence subject to Generali Malaysia's underwriting acceptance based on satisfactory evidence of insurability of the members exceeding the maximum entry age.

3. Can an employer with 255 active employees purchase this product?

No. This product is designed for companies with minimum of five (5) active employees and up to two hundred and fifty (250) active employees.

4. What is the entry age eligibility of employees and dependents?

- a) Employee, age below sixty-one (61) years
- b) Employee's spouse, age below sixty-one (61) years
- c) Employee's children, thirty (30) days to eighteen (18) years, or twenty-three (23) years for fulltime students

5. Can employees and employee's spouse above the age of 60 be insured under this product?

Yes, however they will be subject to special underwriting considerations:

- a) Individual Underwriting
- b) Personal Health Declaration Form
- c) 50% premium loading, if accepted.

6. What are the premium payment options?

- a) Annual mode of payment
- b) Half yearly instalment payment mode

If half yearly installment premium payment mode is selected, the premium shall be subject to 3% modal premium loading.

7. What is the minimum premium that qualifies for half yearly instalment premium payment mode?

The minimum annual premium is RM5,000.00.

8. When is the first and the second instalment due?

- a) First Instalment: Before inception of the Policy
- b) Second Instalment: Before the first day of the seventh month of the Policy period of insurance

9. What happens if the second instalment is not made by the employer?

The Policy shall automatically be cancelled.

10. Can the employer make changes to the premium payment method for additional employees during the Policy year?

No.

11. How is premium refund for employee deletion calculated for policies issued on half yearly instalment payment mode?

Refund calculation for employee deletion is based on 365/366 days method, minus the outstanding premium.



12. How is premium refund for Policy cancellation calculated for policies with half yearly instalment payment mode?

Refund calculation for Policy cancellation is based on short rate table, minus the outstanding premium.

13. How is the premium calculated for addition of new employees during the Policy year for policies with half yearly instalment payment mode?

The employer is required to pay the prorated annual premium of the said new employee in full.

14. Any rebate or discount allowed?

No rebate or discount allowed.

15. Can a junior rank employee be insured under a higher plan?

A Category of lower rank staff cannot be insured with "higher" plans than those of a Category of higher rank.

Eg : Category 4: Senior Manager, General Manager has selected plan 4, category 1 to 3 has to select a lower plan or same plan (not higher than plan 4).

16. Can the spouse and child of the employee be insured under a different plan than the employee?

No. The employee's spouse and children must be insured with the same plan as per employee.

17. Is Section 2: Outpatient Insurance optional at Policy level or member level?

Section 2: Outpatient Insurance is optional at Policy level only.

All Employees in the Same Category must be insured in the similar combination including the spouse and children

18. Is Co-payment optional at Policy level or member level?

Co-payment selection is at Policy level and will apply across to all categories of employees. Employers can only select one co-payment option.

19. Can the employer change the copayment option from 50% to 25% at any time during the Policy year?

No. changes in the copayment option can only be done upon the Policy anniversary or renewal subject to underwriter's acceptance.

20. Can the employer add or remove the optional outpatient insurance cover during the Policy year?

No. Any request to add or remove the optional outpatient insurance cover can only be done upon the Policy anniversary or renewal subject to underwriter's acceptance.

21. Can the employer change or upgrade the employees' benefit?

Yes, change or upgrade of benefits can be done upon the Policy anniversary or renewal subject to underwriter's acceptance. It must be applicable across the same employee category.

22. Can 'take-over' of previous Policy conditions from previous insurer be applied?

No. Take-over conditions is not applicable for this product.

23. Are the premium rates and renewal of Policy guaranteed?

Premium rates and its renewability are not guaranteed. New premium may be applied to the employees at the end of any subsequent Policy year or whenever the terms of the basic Policy or rider is changed.

The premium is portfolio priced and the premium review is done every alternate year from the launch date which is on 12 November 2020. The respective revised premium shall apply to new Policy or Renewal Policy with period of Policy commencing after the revision date.

24. Can the employer purchase more than 1 Policy under the same company or group of companies?

Yes. However, the additional policies must be under the subsidiary names.