

## Extra care when it counts



FWD Care Recovery Programme is the support that we offer customers on a range of FWD Takaful family takaful plans. From health care advice to emotional support after a claim, FWD Care Recovery Programme is at the heart of our values, and our role as a takaful operator.

**Call our hotline: 1300 13 7988**

## A new kind of support from a different kind of takaful operator

We know that traditionally, takaful coverage has been good at supporting you financially. But with anything beyond that, the support usually stops.

Which is why at FWD Takaful, we want to give you the kind of help you need, but might not expect from a takaful operator.

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That's why we designed FWD Care Recovery Programme, a range of support services curated to meet your every need.

Be it emotional support, or practical help, FWD Care Recovery Programme starts with us listening to you to understand what you need and how we can support you.

Because we think takaful coverage should be about so much more than paying a claim.

# How you'll experience the FWD Care Recovery Programme

Between 12 January 2022 to 31 December 2023, if your claim is approved, the FWD Care Recovery Programme will be made available to you.



## Make a claim

The moment the eligible claim is approved, we'll get in touch with you to start the process.



## Provide your consent

As this programme is meant to benefit you, we'll first require you to provide your consent.



## Hear from your nurse

The dedicated support nurse will get in touch with the eligible customers who have provided their consent.



## Get the support you need

Your dedicated nurse will be a companion and guide for you and your loved ones. Beyond that, your nurse will discuss the support services that best suit you/your family needs and connect you with them.



## Programme completion

The FWD Care Recovery Programme lasts for 6 months, where you will have access to your nurse and all support services, up to the MYR2,000.00 limit, at no cost.

Remember, you'll have full access to your recovery nurse for the whole 6 months, even if you use up the full value of services before then. Because if you're in need, we think you deserve the best possible care.

Please refer to the **terms and conditions** for more details.

## Professional support services

The FWD Care Recovery Programme provides a range of recovery services worth up to MYR2,000.00 at no cost to you. These services, listed below, can be booked in consultation with your dedicated nurse – meaning you'll receive a personalised plan of care.



### Home assistance

Home cleaning and/or home modification/renovation services to ensure your home is optimised for your recovery.



### Counselling

Counselling is beneficial for anyone going through a wide range of issues and requires someone to talk to.



### Home nursing care assistance

Nursing procedures can be done in the comfort of your home with a high level of professionalism. Experienced, certified and trained home nurses are available 24/7.

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Please refer to the **terms and conditions** for more details.



### Local medical transportation

Travel to your medical appointments with ease with dedicated transportation service.

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### Physiotherapy

To help you improve physical function and mobility after an injury or when undergoing rehabilitation.

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### Dietician consultation

Professional dieticians will help you design a suitable dietary programme to help you regain your energy, regardless of your condition.

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## We partner with one of the best to bring you the care you need.

Aspire Lifestyles is the global leader in loyalty solutions and lifestyle management services for nearly 30 years. Its health and wellness propositions span across Asia and the world, providing professional and exceptional customised healthcare solutions for affluent customer segments. With a vast network of health advisors who are trained medical professionals, Aspire Lifestyles is able to provide trusted recommendations and referrals to leading health and wellness partners.

<https://www.aspirelifestyles.com/>

For more information,

please call our hotline or  
check out our website at

[fwd.com.my](http://fwd.com.my)



Visit our website  
to find out more



Call our service hotline  
**1300 13 7988**

9am – 6pm  
**Monday to Friday**  
Exclude Weekend and  
Public Holidays

## About FWD Takaful Berhad

FWD Takaful Berhad (“FWD Takaful”) is a takaful provider in Malaysia that offers family takaful services. FWD Takaful is licensed under the Islamic Financial Services Act 2013 and is regulated by Bank Negara Malaysia. FWD Takaful is a takaful business unit of FWD Group (“FWD”).

FWD is a pan-Asian life insurance business with approximately 10 million customers across 10 markets, including some of the fastest growing insurance markets in the world. Established in 2013, FWD is focused on making the insurance journey simpler, faster and smoother, with innovative propositions and easy-to-understand products, supported by digital technology. Through this customer-led approach, FWD is committed to changing the way people feel about insurance and takaful.

For more information, please visit [fwd.com.my](http://fwd.com.my).