

Frequently Asked Questions (FAQ) for FWD 4 A Cause Campaign

General Questions About the Campaign & How to Get Started

1. What is this campaign about?

FWD 4 A Cause allows customers to choose to support a cause when participating in any FWD Takaful online products by keying in the promo codes that are Cause specific. FWD Takaful will donate 10% of the first year contribution to the selected Cause, this will be taken from the wakalah fees.

2. What is the period of the campaign?

The campaign starts on the 19th of May 2020 until 18th May 2021.

3. How can I participate in this campaign?

You can participate by signing up for any FWD Takaful online products and choose to support a selected Cause. FWD Takaful will then donate 10% of the first year contribution, this will be taken from the wakalah fees to the Cause of choice. You'll need to key in the promo code that is tagged to the selected Cause during the sign-up process. Kindly refer to the terms and conditions available on www.fwd.com.my/eng/4-a-cause.

4. Who are the beneficiaries of this campaign?

The current beneficiaries of FWD 4 A Cause are as follows:

- (i) Arus Education Sdn Bhd (117723U)
- (ii) The Mental Illness Awareness and Support Association (MIASA) (PPM-020-14-1609199)
- (iii) Malaysian Medical Relief Society (Mercy Malaysia) (PPM-027-10-14092017)

You may refer to www.fwd.com.my/eng/4-a-cause for further details.

5. What are the promo codes for the Cause?

- (i) Malaysian Medical Relief Society (Mercy Malaysia): **MERCY10**
- (ii) The Mental Illness Awareness and Support Association (MIASA): **MIASA10**
- (iii) Arus Education Sdn Bhd: **ARUS10**

6. Can I convert the donation into cash or discounts?

No, you can't convert the donation in to cash or discounts.

7. How many times can I donate?

For each certificate, you can choose to support one (1) Cause. Certificate Owner can have as many certificates as they want as long as the total sum covered is within the maximum allowable amount based on product Certificate Owner wish to participate.

8. How many Cause can I support with one promo code?

You can only support one (1) Cause for every promo code and certificate.

9. Can I get a receipt upon supporting a Cause when subscribing to FWD Takaful's online plans?

No, there will be no receipt to be issued. The donation is done by FWD Takaful with 10% of the first-year total contribution paid by the Certificate Owner, this will be taken from the wakalah fees to the selected Cause.

10. If I'm an existing certificate owner, can I participate in this campaign?

Unfortunately, this campaign is valid for new online certificates in forced during the campaign period.