

FWD Takaful Berhad x UUM Affiliate Program

FWD Protect Direct Complimentary Upgrade Offer FAQ

1. What is this FWD Protect Direct Complimentary Upgrade Offer?

Eligible customers could get a complimentary upgrade of FWD Protect Direct to sum cover RM200,000, for eligible customers who accepts the offer could receive an additional RM 20 Touch' n Go reload pin.

2. When is the offer period?

The offer starts 9 April 2021, 00:01 HRS and ends on 21 May 2021, 23:59 HRS.

3. Who is eligible to participate this offer?

The offer is only for FWD Protect Direct participants via UUM affiliate program. Selected customers will be notified by FWD Takaful via email. Hereafter collectively known as "eligible customers".

4. What is the upgrade offers for eligible customers?

Eligible customers can get a complimentary upgrade to their existing FWD Protect Direct plan to RM200,000 sum covered with no increment of contribution amount for the first year. The additional contribution for the first year will be covered by FWD Takaful.

5. What is the contribution amount for the second years onwards?

The contribution amount for the second year onwards is stated on the email to each eligible customer. Customer have to pay the full contribution for the R 200,000 sum covered from month 13th onwards to continue with the cover.

6. Can I change the sum covered back to RM100,000 after first year?

Eligible customers can't change the sum covered back to RM 100,000 after first year. For eligible customers who wish to change the sum covered, they have to cancel current certificate and participate into a new certificate.

7. What happen if eligible customers accept the complimentary upgrade after 23 April 2021?

Customer will not get the complimentary upgrade for Protect Direct RM200,000 sum covered.

8. What are the steps to accepts and receives the offer?

Step 1: Eligible customers will receive FWD Protect Direct complimentary upgrade offer from direct.my@fwd.com

Step 2: Eligible customers must reply "Yes" to accept the offer before date.

Step 3: FWD Takaful will sent new certificate and Touch'n Go reload pin to eligible customers via email.

9. When will eligible customers receives new certificate and Touch'n Go reload pin?

All new certificate and Touch'n Go reload pin will be sent to eligible customers via email before 21 May 2021.

10. Can eligible customers sign up for more than one (1) offer?

No, each eligible customer can only sign up for one (1) offer.

11. Who can eligible customers contact for any questions related to the offer?

You may contact FWD Takaful hotline 1300 13 7988 from Monday to Friday on 9am to 6pm.