

Question	Answer																		
What is eWallet Shield?	eWallet Shield is a personal accident insurance that provides compensation in the event of any unfortunate events that are specified in the table of benefits. eWallet Shield is issued as a master policy to TNG DIGITAL SDN BHD (as master policyholder) and underwritten by Allianz General Insurance Company (Malaysia) Berhad.																		
What are the covers/benefits provided?	<p>eWallet Shield is an insurance product that protects you from the following risks:</p> <ol style="list-style-type: none">1. Accidental death2. Permanent disablement3. Unauthorised Touch 'n Go eWallet transactions due to loss/theft of the device (eWallet Shield)4. Online purchase protection5. Smart device protection6. Death due to COVID-19																		
How can I purchase eWallet Shield?	<p>You can only purchase eWallet Shield via the Touch 'n Go eWallet app.</p> <p>The Confirmation of Cover (CoC) together with product manuscript and table of benefits will be emailed to you upon successful purchase. You may use this email as reference for future correspondence.</p>																		
What are the plans available?	<p>These are two plans available along with their respective benefits:</p> <table><tr><th>Benefits</th><th>Plan A (RM)</th><th>Plan B (RM)</th></tr><tr><td>Accidental Death/Permanent Disablement</td><td>8,000</td><td>10,000</td></tr><tr><td>Unauthorised Touch 'n Go eWallet transactions due to loss/theft of the device (eWallet Shield) (up to)</td><td>3,000</td><td>5,000</td></tr><tr><td>Online Purchase Protection (up to)</td><td>-</td><td>750</td></tr><tr><td>Smart Device Protection (up to)</td><td>-</td><td>750</td></tr><tr><td>Special Cash Relief upon Death due to COVID-19 (lump sum payment)</td><td>1,000</td><td>1,000</td></tr></table>	Benefits	Plan A (RM)	Plan B (RM)	Accidental Death/Permanent Disablement	8,000	10,000	Unauthorised Touch 'n Go eWallet transactions due to loss/theft of the device (eWallet Shield) (up to)	3,000	5,000	Online Purchase Protection (up to)	-	750	Smart Device Protection (up to)	-	750	Special Cash Relief upon Death due to COVID-19 (lump sum payment)	1,000	1,000
Benefits	Plan A (RM)	Plan B (RM)																	
Accidental Death/Permanent Disablement	8,000	10,000																	
Unauthorised Touch 'n Go eWallet transactions due to loss/theft of the device (eWallet Shield) (up to)	3,000	5,000																	
Online Purchase Protection (up to)	-	750																	
Smart Device Protection (up to)	-	750																	
Special Cash Relief upon Death due to COVID-19 (lump sum payment)	1,000	1,000																	
How much premium do I have to pay?	<p>The total premium that you have to pay may vary depending on the choice of plan. Plan A is available for only RM10.00 and Plan B is available for only RM30.00.</p> <p>The premium is inclusive of 6% Service Tax.</p>																		
What is the payment option available?	You can only purchase eWallet Shield by using your Touch 'n Go eWallet. Please ensure your Touch 'n Go eWallet balance is sufficient before the transaction.																		
Who is eligible to purchase eWallet Shield?	<p>eWallet Shield is exclusively offered to Touch 'n Go eWallet users. To be <i>eligible to buy</i> eWallet Shield, an individual must be:</p> <ol style="list-style-type: none">i. Malaysian, Malaysian permanent resident, work permit holder, pass holder or otherwise legally employed in Malaysia or who is legally residing in Malaysia,ii. aged from sixteen (16) years up to seventy (70) years,iii. Registered user of Touch 'n Go eWallet																		
How long is the coverage period for eWallet Shield?	The eWallet Shield coverage period is one (1) year.																		

<u>When does my insurance coverage start?</u>	The coverage shall start once the payment is deducted from your Touch 'n Go eWallet.
Does eWallet Shield provide coverage if I contract COVID-19?	No. However, eWallet Shield provides a lump sum payment of RM1,000 in the event of death due to COVID-19. This additional coverage is free of charge until 31 December 2020.
If I have purchased a product online through social media and my proof of purchase is on the social media platforms. Can I claim under Online Purchase Protection if I did not receive my item?	No, purchase made through sellers on social media platforms are not covered. The eWallet Shield only covers purchases made through a website/application.
Can I purchase more than one (1) eWallet Shield?	No. Each Touch 'n Go eWallet user is limited to only one eWallet Shield policy. You are only allowed to purchase eWallet Shield for yourself.
Can I cancel my policy after I purchased it?	Yes, you may cancel your policy anytime. The premium paid will not be refunded and the coverage for the Insured Person will expire on the last date of the Period of Insurance.
How do I acquire more information on the eWallet Shield?	You may proceed to call Allianz Malaysia directly at 1-300-225-542 between Monday-Friday (8AM to 8PM) or send them an email at customer.service@allianz.com.my .
How do I make endorsements, cancelations, and changes to my insurance policy once I have purchased it from the Touch 'n Go eWallet mobile app?	You may proceed to call Allianz Malaysia directly at 1-300-225-542 between Monday-Friday (8AM to 8PM) or send them an email at customer.service@allianz.com.my .
How do I get updates on a claim or enquire more about the insurance products?	You may proceed to call Allianz Malaysia directly at 1-300-225-542 between Monday-Friday (8AM to 8PM) or send them an email at customer.service@allianz.com.my .