

## WHY YOU SHOULD CHOOSE TO RECEIVE PAYMENTS VIA DIRECT DEPOSIT INTO YOUR BANK ACCOUNT (E-PAYMENT)

### Frequently Asked Questions

**1. Why should I choose to receive funds via e-payment?**

- **Faster** - upon approval, funds are available on the same day or latest by the following day of payment date.
- **Convenient** - removes the need to travel and deposit the cheque at the bank as payments are credited directly into your bank account.
- **Safer** - misplaced, lost, fraud or expired cheques will no longer be an issue.

**2. Will there be any registration fee imposed if I want to use e-payment?**

No, you can enjoy the service free of ANY charges.

**3. What do I have to do to receive funds via e-payment?**

You must indicate in the e-payment form by providing your bank account information to AIG Malaysia.

If you have informed us of your intention to use e-payment when you first purchased a policy, you must remember to update them if there are any changes to your bank account details.

**4. What are the required supporting documents if I choose to receive e-payment?**

The following documents are required for verification:

- National Registration Identity Card ("NRIC"), passport, business registrations form, or other acceptable identification documents; and
- (ii) A (a) bank statement; OR (b) bank account passbook; OR (c) bank slip; OR (d) details of your account printed from your bank's website that has been certified by your bank; OR (e) letter from your bank confirming your bank account details

We will deem that the account details provided in the Payment Form is valid and accurate if copy of document mentioned in (ii) are not provided. In the event you have provided any invalid / inaccurate account details which results in payment being credited into a third party bank account or any loss, the payment made thereto is still deemed as full payment and AIG Malaysia shall be released and be fully discharged from all existing and future liabilities, claims and demands in relation to such payment.

**5. Is there any restriction on the type of bank account that can be assigned for e-payment?**

You can assign any of your existing active saving or current account held under your name or in the case of a joint account that has your name as one of the accountholders. The saving or current account must be maintained with one of the financial institutions offering MEPS Inter-Bank GIRO (IBG) service.



Please refer to the following website for a current list of IBG members  
<http://www.myclar.org.my/faqs/interbank-giro-faqs/>

**6. Can I change my bank account information?**

Yes, you are allowed to change your bank account details by submitting to us the relevant prescribed form together with the required supporting documents substantiating your request. No cost will be charged for this purpose.

**7. When will my bank account be credited?**

Payment will be made electronically into your bank account as soon as your claim has been approved. Generally, funds will be made available in your bank account within the same day of payment if it is transmitted to the bank before the cut-off time. However, depending on the processes adopted by your bank, you may receive the payment on the same day or a few days after.

**8. Will I be notified once the insurance company has made the payment?**

Yes, an e-mail notification will be sent to your e-mail address provided by you once the payment has been transmitted to you. It is important to provide valid e-mail address in order for the notification to be sent to you as e-payment will be notified via e-mail notification only.

**9. How will my bank account information be used and will it remain confidential?**

Your bank account details and other related information:

- Will be used solely for the purpose of enabling payments to be credited directly into your bank account; and
- Is protected under the Financial Service Act 2013 (FSA) 2013 that strictly prohibits the disclosure of such information to any person unless customer or his personal representative has given written permission. It should be noted that by signing the relevant form to provide your bank account information, you will be authorizing the disclosure of your bank account information to parties' necessary to affect a payment to you e.g. insurance company, financial institutions

**10. What will happen to funds that cannot be credited into my bank account?**

If funds cannot be credited into your bank account due to, for example, incorrect bank account number, closed or inactive bank account, inconsistency of NRIC / Passport Number or Business Registration Number, you will be contacted by us or our agent to validate your bank account details. However, this may lead to unnecessary delay to the payment process. To avoid this issue, please ensure that your bank account details and NRIC / Passport / Business Registration verification is correct and active upon providing such information to us. Otherwise, payment will be remitted to you via cheque.

**11. Do I need to provide my bank account information separately for e-payment for each of my policy if I have more than one policy?**

If you want all your payments to be paid to the same bank account, you need to indicate at the point of submitting your claim form or when you purchase the policies.

Alternately, you can opt to assign different bank accounts for each of your policy. To do so, you will need to provide your details of the bank accounts for each of your policy.

**12. What if I die before the insurer pays out my claim / refund and the bank has frozen my account. Where does the money go then?**

All monies due to a policyholder in the event of his death will go to the administrators of his estate or his legally named beneficiaries. In the event your bank has frozen your accounts, please contact us immediately with the details leading to the freezing of the accounts. At all times any payment made to you in this circumstance will be in accordance with the applicable law.

**13. I have previously claimed from AIG Malaysia and already provided my bank details. Do I need to re-submit all the bank supporting details every time I submit a claim?**

When you purchase a policy with AIG Malaysia, you can inform us that you want all your claims, policy disbursements and any other refunds to be settled via e-payment together with the supporting documents. However, you must always remember to update your account details with us if there are any changes.

**14. Is it compulsory to fill up the bank account details on the claim form? What if I do not wish to reveal my banking details – how do I get paid?**

E-payment is the most efficient and safest mode of payment. However, in the event you do not wish to receive payments directly to your bank account, you need to notify us in writing to indicate that payments should be made to you in the form of cheques.

**15. I am a foreign worker. I do not have bank account. Can I authorize payment to my employer's bank account?**

It is always advisable for an employee, either a Malaysian or a foreign worker to open a bank account. However, if a foreign worker does not have a bank account, he can request for a cash cheque to be made out for the claim amount. Alternatively, he can authorize the payment to the employer's bank account. This, however, is a private arrangement between the foreign worker and the employer. AIG Malaysia will not be liable in the event the payment is not paid out by the employer to the employee.

**16. I have been blacklisted by the Bank/adjudicated a bankrupt and unable to open a bank account. How do I get paid?**

In the event that you have been blacklisted by the Bank, you would have to notify us of the same and in such case; if legally allowed, your claim(s) will be paid to you via a cash cheque. If you have been adjudicated a bankrupt, payment will be made directly to the Insolvency Department, unless you provide a letter of consent from the Insolvency Office concerned allowing payment to be made directly to you via a cash cheque.