



# SmartCare Optimum Plus

## Product Disclosure Sheet

### Important Note

1. Read this Product Disclosure Sheet before you decide to take up the **SmartCare Optimum Plus Insurance Policy**. Be sure to also read through the general terms and conditions.
2. You should satisfy yourself that this policy will best serve your needs. You should read and understand the insurance policy and discuss with the agent or contact the insurance company directly for more information.
3. Pursuant to Paragraph 5 of Schedule 9 of the Financial Services Act 2013, if you are applying for this Insurance wholly for purposes unrelated to your trade, business or profession, you have a duty to take reasonable care not to make a misrepresentation in answering the questions in the Proposal Form (or when you apply for this insurance). You must answer the questions fully and accurately.

Failure to take reasonable care in answering the questions may result in avoidance of your contract of insurance, refusal or reduction of your claim(s), change of terms or termination of your contract of insurance.

The above duty of disclosure shall continue until the time your contract of insurance is entered into, varied or renewed with us.

In addition to answering the questions in the Proposal Form (or when you apply for this insurance), you are required to disclose any other matter that you know to be relevant to our decision in accepting the risks and determining the rates and terms to be applied.

You also have a duty to tell us immediately if at any time after your contract of insurance has been entered into, varied or renewed with us any of the information given in the Proposal Form (or when you applied for this insurance) is inaccurate or has changed.

### 1. What is this product about?

**SmartCare Optimum Plus** is a comprehensive medical insurance policy which covers medical cost incurred by you for hospitalization due to accidents or sickness. This policy also provides coverage for outpatient medical expenses for accident treatments within 60 days from the date of the accident. There will be no coverage for outpatient medical expenses which is not related to the hospitalization.

This policy provides you with medical card facilities for cashless admission to any of our panel hospitals in Malaysia. Upon renewal, there will be no selective Renewal Loading or Exclusion on the individual if a claim is made during the previous year. There is no restriction on lifetime limit for inpatient treatment. Full annual limit is restated at Policy Renewal. However, there will be a lifetime limit for Home Nursing Care.

### 2. What are the covers / benefits provided?

BENEFITS	PLAN 1	PLAN 2	PLAN 3
<b>Overall Annual Limit (for Section A and Section B)</b>	<b>RM2.1 million</b>	<b>RM1.5 million</b>	<b>RM1.1 million</b>
<b>SECTION A: IN-PATIENT &amp; DAYCARE SURGICAL PROCEDURE (per disability)</b>			
Room & Board, daily maximum (Room Category)	RM500 (Basic Suite)	RM350 (Standard Single Bed)	RM180 (Double Bedded)
Total number of days	180 days		
Intensive Care Unit, daily maximum	Full Reimbursement		
Total number of days	180 days		
Ambulance Fees	Full Reimbursement		
Insured Child's Daily Guardian Benefit (for child below 15 years old, up to 180 days)	Full Reimbursement		
Prescription Drugs	Full Reimbursement		
Nursing, Theatre Consumables & other Ancillary Charges	Full Reimbursement		

Surgeons' Fees Anaesthetist's Fees Diagnostic Procedures & Physiotherapy Physician Fees, one visit per day Specialist Fees, one visit per day	Full Reimbursement subject to Overall Annual Limit provided the charges are within the recommendations of the Malaysian Medical Association Guidelines and Reasonable and Customary charges.		
Operating Theatre	Full Reimbursement		
Daily Government Hospital Cash Allowance (per day)	RM100		
Total number of days	180 days		
<b>SECTION B: OUT-PATIENT TREATMENT (per disability)</b>			
Consultation & Diagnostic Procedures within 60 days before hospital confinement	Full Reimbursement		
Post-Hospitalisation Care and Physiotherapy Treatment within 90 days from hospital discharge	Full Reimbursement		
Accident & Emergency Treatment within 60 days from the date of the accident	Full Reimbursement		
Out-patient Kidney Dialysis Treatment	Full Reimbursement		
Out-patient Cancer Treatment	Full Reimbursement		
<b>SECTION C: SPECIAL BENEFITS (additional limit on top of the Overall Annual Limit)</b>			
Accidental Death	RM3,000		
International Emergency Medical Evacuation and Repatriation, per annual maximum	RM500,000	RM 50,000	
Home Nursing Care, up to 180 days, lifetime maximum	RM6,000	RM5,000	RM4,000

Duration of cover is for one year. You need to renew your insurance cover annually.

### 3. How much premium do I have to pay?

Age	Annual Premium					
	Plan 1		Plan 2		Plan 3	
	Male	Female	Male	Female	Male	Female
10	958	876	761	688	650	587
20	1,003	907	805	717	685	613
30	1,242	1,143	1,035	952	880	804
40	1,587	1,652	1,331	1,294	1,138	1,077
50	2,721	2,581	2,105	2,032	1,779	1,675
60	5,828	5,352	4,868	4,466	4,087	3,727

Note:

- The premium shown does not include stamp duty.
- The premium shown does not include any applicable tax, duty or levy.

The premium rates above are only for policyholders at selected ages. For the complete premium listing of other ages/gender kindly refer to the brochure.

The total premium that you need to pay depends on your age, gender, occupation, health status and selected plan of your choice. However, it may vary depending on our underwriting requirements. Please refer below for the premium for standard risks:

Example:

Age : 30  
Gender : Male  
Plan : Plan 1  
Health Status : Standard Risk  
Total Premium that you have to pay for your **SmartCare Optimum Plus** coverage : RM 1,242

Premium rates are not guaranteed and the premium payable at renewal shall be determined at each renewal based on the age next birthday of each member. The premium rates then in effect, and any other factors which may materially affect the risks insured.

#### 4. What are the fees and charges I have to pay?

What you have to pay in addition to the premium

- i. Stamp Duty – RM10.00
- ii. Service Tax – 6% of premium (for Corporate policy)

What is included in the premium

- i. Commissions paid to insurance intermediaries (for Individual policy) – 15% of premium
- ii. Commissions paid to insurance intermediaries (for Corporate policy) – 10% of premium

#### 5. What are some of the key terms and conditions that I should be aware of?

##### **Eligibility**

- New Application : 15 days old to 65 as of your next birthday
- Renewal : Up to age 100 provided you were already a member on your 65th birthday
- If you are an existing member who wants to upgrade your plan, it can only be done at renewal before 65 year old of your next birthday.

##### **Importance of Disclosure**

- You must disclose all material facts such as personal particulars, occupation and any medical condition which you already had when you apply for this policy. This includes any medical condition or symptoms whether or not being treated and any previous medical condition which recurs or which you should reasonable have known about even if you have not consulted a medical practitioner. If you are in any doubt, you should disclose the medical condition.
- Failure to notify AXA of all material facts and medical condition may result in claims being refused or cover withdrawn.

##### **Policy Renewal / Renewal Premium**

- (i) This is a yearly renewable policy. Unless renewed, the coverage will cease on expiry date and the insurance company shall strictly not be liable for any expenses that take place after the expiry date.
- (ii) The renewal of the policy is at the option of the Policyholder until the occurrence of any of the following:
  - (a) non-payment of premium or premium not made on time;
  - (b) fraud or misrepresentation of material fact during application;
  - (c) the policy is cancelled at the request of the Policyholder;
  - (d) the Insured Person ceases to qualify as a dependent based on the definition of the policy;
  - (e) the Insured Person attains the coverage age limit specified;
  - (f) on the death of the Insured Person; and
  - (g) termination of coverage for all policies in a certain market and the Company withdraws this policy completely from the market in accordance with the Portfolio Withdrawal Condition.

##### **Cash Before Cover**

- It is fundamental and an absolute special condition of this insurance that the premium due must be paid and received by us before cover commences. This insurance policy is automatically null and void if this condition is not complied.

##### **Free-look period**

- You may cancel your policy by returning the policy within 15 days after you have received the policy. The premiums that you have paid (less administrative cost incurred) will be refunded to you.

##### **Waiting Period**

- The eligibility for benefits under the policy will only start 30 days after the effective date of the policy except for accidental injuries.
- For specified illness, eligibility for benefits under the policy will only start 120 days after the effective date of the policy.

##### **Claim Procedures**

- All Insured Persons will be given an AXA Healthcare Card. With this card, you have access to our panel hospitals throughout Malaysia. We will obtain the preliminary diagnosis from Medical Report completed by your attending physician (which may take 1 to 2 hours). It is best for you to arrange such report before hospital admission for pre-planned treatment. You may be required to make personal deposit as required by the hospital's regulations.

- After validation of your preliminary diagnosis to determine that the condition requiring treatment is a covered condition under the policy, an initial Guarantee Letter will be issued to the hospital for your admission, subject to the benefit limits.
- Upon discharge, the hospital will provide the final diagnosis and itemised bill for us to settle the valid medical bill (which may take 1 to 2 hours). Any ineligible or excess expenses not covered are to be settled by you.
- In the circumstances that your preliminary diagnosis may not be easily ascertainable or that your condition requiring treatment may not be covered under the policy, you are advised to pay for your own treatment first and file a claim after discharge.
- Please notify us within 30 days of any occurrences for admission to non-panel hospital, outpatient treatment or any claim which has been settled by you. Please submit the claim form, original itemised bills, receipts and other relevant claims documents to us for processing. For non-panel hospitals, you will be compensated on reimbursement basis.
- The cashless benefit applies to hospital admissions only. Pre-hospitalization, consultations, diagnostic procedures and post-hospitalization costs are on reimbursement basis.
- You cannot make multiple claims on medical expenses.

#### **Daycare Procedure**

- Daycare Surgical Procedures are performed as an outpatient without confinement in hospital. No minimum hour of stay is required for eligibility for a claim. Daycare Surgical Procedures should include minor operations such as but not limited to: simple excision of pilonodal cyst, cataract removal, colonoscopy that is commonly performed safely on an Outpatient basis. Any Daycare Surgical Procedures done for investigative and diagnostic purposes not related to treatment for any specified disabilities is not covered.

#### **Upgraded Room & Board Co-Payment**

- If the Insured Person is hospitalized at a published Room & Board rate which is higher than his/her eligible benefit, the Insured Person shall bear 20% of the other eligible benefits described in the Schedule of Benefits.

*Note: This list is non-exhaustive. Please refer to the policy contract for the terms and conditions under this policy.*

## **6. What are the major exclusions under this policy?**

Generally, the policy does not cover

- Pre-existing illness.
- Any medical or physical conditions arising within the first thirty (30) days of the Insured Person's cover or date reinstatement whichever is latest except for accidental injuries.
- Specified Illnesses occurring during the first one hundred and twenty (120) days of continuous cover.
- Care or Treatment for which payment is not required or to the extent which is payable by any other insurance or indemnity
- Plastic/Cosmetic Surgery, circumcision, eye examination, glasses and refraction or surgical correction of nearsightedness and the use or acquisition of external prosthetic appliances or devices
- Dental conditions including dental Treatment or oral Surgery except as necessitated by Accidental Injuries to sound natural teeth
- Private nursing, illegal drugs, intoxication, sterilization, sexually transmitted diseases, AIDS (Acquired Immune Deficiency Syndrome) or ARC (AIDS Related Complex) and HIV related Diseases.
- Any treatment or surgical operation for congenital abnormalities or deformities including hereditary conditions.
- Pregnancy, pregnancy related or its complications, childbirth (including surgical delivery), miscarriage, abortion, and prenatal or postnatal care and surgical, mechanical or chemical contraceptive methods of birth control or treatment pertaining to infertility. Erectile dysfunction and tests or treatment related to impotence or sterilisation.
- Psychotic, mental or nervous disorders, (including any neuroses and their physiological or psychosomatic manifestations).
- Hospitalisation primarily for investigatory purposes, diagnosis, x-ray examination, general physical or medical examinations, not incidental to treatment or diagnosis of a covered Disability or any Treatment which is not Medically Necessary and any preventive Treatments
- Costs/expenses of services for a non-medical nature
- Sickness or Injury arising from racing of any kind (except foot racing), and hazardous sports, winter sports, professional sports and illegal activities.
- Suicide, attempted suicide or intentionally self-inflicted Injury while sane or insane.
- Private flying other than as a fare-paying passenger in any commercial scheduled airlines licensed to carry passengers over established routes.
- War or any act of war, criminal or terrorist activities, active duty in any armed forces, direct participation in riot, strikes and civil commotion or insurrection
- Ionising radiation or contamination by radioactivity from any nuclear fuel or nuclear waste from process of nuclear fission or from any nuclear weapons material.

- Expenses incurred for donation of any body organ by an Insured Person and costs of acquisition of the organ including all costs incurred by the donor during organ transplant.
- Expenses incurred for sex changes.
- Investigation and Treatment of sleep and snoring disorders, hormone replacement therapy and alternative therapy
- Any treatment directed towards developmental delay/or learning disabilities in children.

Note: This list is non-exhaustive. Please refer to the sample policy contract for the full list of exclusions under this policy.

#### 7. What is Pre-Existing Conditions?

Pre-existing Conditions shall mean medical conditions/disabilities that the Insured Person has reasonable knowledge of. An Insured Person may be considered to have reasonable knowledge of a pre-existing condition where the condition is one for which:

- the Insured Person had received or is receiving treatment;
- medical advice, diagnosis, care or treatment has been recommended;
- clear and distinct symptoms are or were evident; or
- its existence would have been apparent to a reasonable person in the circumstances.

#### 8. What is Specified Illness?

Specified Illness means the following Disabilities and its related complications, occurring within the first one hundred and twenty (120) days of Insurance of the Insured Person:

- Hypertension, diabetes mellitus and cardiovascular disease;
- All tumours, cancers, cysts, nodules, polyps, stones of the urinary system and biliary system;
- All ear, nose (including sinuses) and throat conditions;
- Hernias, haemorrhoids, fistulae, hydrocele, varicocele;
- Endometriosis including disease of the reproduction system;
- Vertebro spinal disorders (including disc) and knee conditions.

#### 9. Can I cancel my Policy?

You may cancel your policy at any time by giving a written notice to the Company. Upon cancellation, you are entitled to a certain amount of refund of the premium provided that you have not made a claim on the policy.

Period Not Exceeding	Refund of Annual Premium
15 days (for renewal only)	90%
1 month	80%
2 months	70%
3 months	60%
4 months	50%
5 months	40%
6 months	30%
7 months	25%
8 months	20%
9 months	15%
10 months	10%
11 months	5%
Exceeding 11 months	No refund

#### 10. What do I need to do if there are changes to my contact details?

It is important that you inform us of any change in your contact details to ensure that all correspondences reach you in a timely manner.

#### 11. Where can I get further information?

Should you require additional information about our **SmartCare Optimum Plus** Policy, you may contact us or your insurance agent.

For additional information about medical and health insurance, please refer to the *insuranceinfo* booklet on 'Medical & Health Insurance', which is available at all our branches. You can also obtain a copy of the booklet from your insurance agent or visit [www.insuranceinfo.com.my](http://www.insuranceinfo.com.my).

**AXA Affin General Insurance Berhad** (23820-W)  
Ground Floor, Wisma Boustead,  
71 Jalan Raja Chulan, 50200 Kuala Lumpur,  
Malaysia

**Customer Service Centre**  
Ground Floor, Wisma Boustead,  
71 Jalan Raja Chulan,  
50200 Kuala Lumpur.  
Tel: (603) 2170 8282  
Fax: (603) 2031 7282  
E-Mail: [customer.service@axa.com.my](mailto:customer.service@axa.com.my)  
Homepage: [www.axa.com.my](http://www.axa.com.my)

**12. Any other types of Medical and Health Insurance cover available?**

- **SmartCare Optimum**
- **SmartCancer Cash**
- **International Exclusive**

The information provided in this disclosure is valid as at 01/09/2018