

Notice to Policyholders: Interim Measures on Revision of Premiums for Medical Plans

We wish to inform you of an important update regarding the interim measures recently announced by Bank Negara Malaysia on 20 December 2024 to alleviate the immediate financial impact from the revision of premium for your medical plans. Rest assured that we are also working closely with various stakeholders, including the authorities and hospitals, on a more sustainable cost containment strategies to address the financial impact of rising healthcare costs and medical claims.

Details of the Interim Measures:

1. Staggered Basis
 - The revision of premium will be staggered over for a minimum period of at least three (3) years effective 1 January 2025.
 - The revision in premium for the fourth and fifth years will be re-assessed and be dependent on the cost containment measures and may be higher or lower than the current projections based on the effectiveness of these strategies.
 - Please note that this is an interim relief measure taken by the Company to ease the transition for our customers who are impacted by the recent revision.
2. Special Provisions for those aged 60 Next Birthday and above with the minimum plan of the product
 - If you are aged 60 next birthday and above, and covered under the minimum plan of the product, there will be a pause in the revision of premium during the first year of revision effective 1 January 2025.
3. Policy Reinstatement Option
 - If your policy has lapsed due to the revision of premium in year 2024, you will be eligible to reinstate your medical plans without additional underwriting requirements. This will be available upon request and shall be subject to no known claims at the time of written request.

For Customers Who Have Already Received Previous Notices

We understand some customers may have already received a letter from GEGM detailing renewal amount including policy anniversary fall on or after 1 January onwards. Kindly note that we will issue a new letter to communicate on the details specific to your policy, aim to send out after 15 January 2025.

Sample Illustration of Rate Revision Under Interim Measures

The table is for illustration purpose only and does not represent the actual amount that you are required to pay. We will issue a letter specific to your policy after 15 January 2025 specifying the actual amount you have to pay based on the staggered quantum of revision.

<u>Original Quantum of Increase</u>	<u>Policy Effective Date</u>	<u>a Premium prior to Adjustment</u>	<u>b Premium after Adjustment</u>	<u>b - a Increment due to Adjustment</u>	<u>(b ÷ a) -1 %Increment due to Adjustment</u>
50%	1 January to 30 June 2025	RM1,000.00	RM1,099.90	RM99.90	9.99%
	1 July 2025 to 30 June 2026	RM1,000.00	RM1,199.80	RM199.80	19.98%
	1 July 2026 to 30 June 2027	RM1,000.00	RM1,299.70	RM299.70	29.97%
	1 July 2027 to 30 June 2028	RM1,000.00	To be updated subject to re-assessment		
	1 July 2028 to 30 June 2029	RM1,000.00			

If you are aged 60 and above next birthday, you are eligible for one year deferment of premium adjustments as illustrated in the table below.

<u>Original Quantum of Increase</u>	<u>Policy Effective Date</u>	<u>a Premium prior to Adjustment</u>	<u>b Premium after Adjustment</u>	<u>b - a Increment due to Adjustment</u>	<u>(b ÷ a) -1 %Increment due to Adjustment</u>
50%	1 January to 30 June 2025	RM1,000.00	RM1,000.00	RM0.00	0.00%
	1 July 2025 to 30 June 2026	RM1,000.00	RM1,099.90	RM99.90	9.99%
	1 July 2026 to 30 June 2027	RM1,000.00	RM1,199.80	RM199.80	19.98%
	1 July 2027 to 30 June 2028	RM1,000.00	To be updated subject to re-assessment		
	1 July 2028 to 30 June 2029	RM1,000.00			

You may refer to the Frequently Asked Questions (FAQ) appended below for more information. Should you have further questions, please do not hesitate to contact our Careline team at +603 42598900 (select #3 for Interim Measure for Medical Repricing) from Monday to Friday, 8.30am to 5.15pm (except Public Holiday)

Frequently Asked Questions (FAQ)

1. How will these interim measures impact me as a Great Eastern General Insurance policyholder?

Only medical plans that are subject to rates revision effective from 1st July 2024 onwards as shown in the table below will be impacted.

Individual Health Products with repricing effective 1st July 2024	
▪	Easi Health
▪	Easi HealthCare

2. What special provisions apply to policyholders aged 60 and above?

If your policy anniversary date is effective from 1st January 2025 onwards and if you are covered under the minimum plan of a specific Individual Health Product as per question 1, you will be eligible for a one-year pause on premium adjustments due to medical claims inflation. This may vary depending on your policy anniversary date.

Please note, this pause does not apply to premium increases resulting from a change in age band. Premium increase due to change in age band refers to the applicable premium when the insured attains a higher age band under the policy, consistent with the contract terms agreed at the point of sale.

Starting the following year, policyholders will be subject to the increased premium, which will be spread over a minimum period of three (3) years.

3. I am aged 60 years next birthday. How do I know if I have the minimum plan?

Please see below table for the minimum plan of your respective product:

Product	Minimum plan
Easi Health	RH120
Easi HealthCare	RC150

4. I am 60 years old and above, but I am not covered under the minimum plan. How will this measure affect me?

If you are not covered under the minimum plan, any changes in your premium will be spread over a minimum period of three (3) years.

5. My policy has lapsed upon receiving the notice of rate revision to my medical plan in July 2024. What can I do now?

If your policy has lapsed due to rates revision within the period of 1 July 2024 until 31 Dec 2024, you may request to reinstate your policy with us latest by 31st March 2025 by contacting your servicing agent, and there shall be no additional underwriting requirements from you subject to no known claims at the time of written request. Alternatively, you can email us at gicare-my@greasterngeneral.com or contact our Customer Service Careline at 03-42598900 (select #3 for Interim Measure for Medical Repricing) from Monday to Friday, 8.30am to 5.15pm (except Public Holiday) or visit our branch office nearest to you.

6. Why does the increase in my premium rates appear higher than the staggered quantum of revision under the interim measures?

The rates for medical plans are structured in tiers based on your attained age. The increase in premium rates for your medical plan could also be due to the increase in rates when your age has reached the next age band.

7. I am one of the customers who received the renewal letters detailing the previous revision amounts (specifically for those policy anniversary within the period of 1 January to 28 February 2025). What should I do?

We appreciate your patience and understanding as we work to implement the interim measures outlined by BNM. Following their recent announcement, we will be sending out another letter with the staggered pricing and we will make the necessary adjustments in line with the interim measures outlined by BNM.

For those who have paid the previous revision premium amount, we will process the refund for the premium difference once our systems are updated.

8. What shall I do if my premiums have been repriced and have paid the new premium in 2024?

If your policy has been repriced and paid in 2024, you can approach us or your intermediary beginning of 15 January 2025 for consideration of the interim measures treatment.

9. I cannot afford to pay my premium despite these interim measures. What are my options?

We encourage you to speak to your servicing agent to explore other possible options with lower premiums that still meet your medical coverage needs. The available options include but not limited to the following (where applicable):

- Downgrade your medical plan to a lower coverage plan type and your downgraded plan will have lower premium; or
- Cancel the current medical plan and downgrade to another medical plan with deductible and lower coverage.

10. Can I choose any other staggered quantum and pay a different premium amount?

We would encourage you to pay the suggested premium amount to ensure continued sustainability of your policy.

11. Where can I get more information on the interim measures?

For more information on the interim measures, please refer to the press release issued by Bank Negara Malaysia at <https://www.bnm.gov.my/mhit-pr> and FAQ issued by insurance association at <https://piam.org.my/wp-content/uploads/2024/12/FAQ-Interim-Relief-Measures-20Dec2024-FinalVersion.pdf>