



FAQs ON PREMIUM PAYMENT DEFERMENT

No	Questions	Answers
1	Can I buy or renew my Motor Insurance and pay the premium later?	No, Motor Insurance is on a “cash before cover” basis. As such, payment must be made at the time of buying or renewing your Motor Insurance.
2	I have a SOMPO Health policy with Berjaya Sompo Insurance (“BSIB”) and I cannot afford to pay the premium on renewal. What options do I have?	Our health policies are on a “cash before cover” basis. As there is always the possibility of you being hospitalised at any point in time, it is important that you pay the premium to continue to enjoy the protection under the policy. However, you have the option of downgrading your plan to a lower one which will enable you to pay a lower premium. Your policy’s expiry date must be between 1 June 2021 to 31 August 2021.
3	My company’s insurances are all insured with BSIB but due to the impact of the Covid-19 pandemic, I am unable to pay the premium, which is due right now, but I still require the insurance protection. Can I request for a deferment in paying the premium to BSIB?	You may make a request by completing and sending us the Premium Payment Deferment Request Form which can be obtained from your intermediary or download from www.berjaysompo.com.my/download-library . There are some criteria that must be satisfied before we consider your request: 1. You must be a Small and Medium-sized Enterprise (“SME”). 2. Your policy with BSIB must be commercial policies (e.g., fire for your shop lots or factories, burglary policies, public liability policies, etc.) with minimum premium of RM5,000. 3. You must not have outstanding premium with us for more than 2 months. 4. Your policy inception date must be between 1 June 2021 to 31 August 2021. 5. Maximum deferment period is 6 months from the date of inception of your policy. 6. It is the absolute discretion of BSIB to decide whether to approve your request or not.
4	Will I be charged interest for the deferment of premium payment?	No, there will be no interest charged.
5	If BSIB approve my request to defer my payment of premium by up to 6 months but I am still unable to pay after that period, what other options will I have?	In the event you are still unable to pay your premium after the period of 6 months that we approved, we will have to cancel the policy and will charge you 6 months’ premium for the period that you have been on cover.
6	Are the temporary relief measures applicable to affected existing clients only?	All temporary relief measures are applicable to our existing policyholders as well as new policyholders who meet the eligibility criteria.
7	If I require more information on payment of premium or if I have any claim or other enquiries, who can I contact?	Please contact your intermediaries or contact us directly by: 1. Emailing us at customer@bsompo.com.my , or 2. Calling our customer service at 1-800-889-933 from 8:30am to 5:00pm (Monday to Friday excluding Public Holidays).