

Frequently Asked Questions for Manulife Family Protector

1. What is Manulife Family Protector?

- ✚ Manulife Family Protector is designed to purely assure life insured in the event they meet unfortunate events (total disability/death).
- ✚ There are flexible terms such as 3, 5, 7, 10, 15, 20, 25, and 30 years.

2. Why is it necessary for me to buy this policy?

- ✚ Manulife Family Protector allows you to pay fewer premiums with higher protection. It will help your beloved people live happily without financial constraint during your absence.

3. Who are eligible to buy this policy?

- ✚ Customers whose ages are from 18 – 60 years old.

4. What is the payment option?

- ✚ There are two payment options as below:
 - Semi-annual (every 6 months)
 - Annual

5. How much coverage can I purchase?

- ✚ The coverage of this product is up to \$500,000, which annual premium starts from \$400 per year.

6. How can I purchase this product?

- ✚ You can purchase this product from our Insurance Advisers and Insurance Specialists, visit us at the nearest location, or contact our Customer Centre Toll Free at 1800 211 211.

7. Will I get money back at the maturity date?

- ✚ This is a pure protection product which is designed at affordable price compared with other insurance products. However, there is no benefit at the end of the policy term. Only savings product provides benefit at maturity date.

8. How long does it take to get claim?

- ✚ At Manulife, we commit to process and complete all claims within 5 working days from the date when all required documents have been received.

9. How can I make claim?

- ✚ You can follow all the steps as below:
 - Notify your Insurance Advisor or our Customer Centre Toll Free at 1800 211 211
 - Visit us at the nearest location
 - Email us at: customer_service_kh@manulife.com

Note: We will assist in completing required Manulife Forms provided.