

## Frequently Asked Questions for Manulife Home Loan Protector

### 1. What is Manulife Home Loan Protector?

- ✚ This product is designed for use in conjunction of home loan from banks or other financial institutions. The benefit is paid on Death or Total Disability (TD) of the Life Insured / Productowner / debtor of the bank.
- ✚ Protection duration starts from 3 years to 20 years.

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

- ✚ If you want to provide your family financial security and have peace of mind in owning your dream home, Manulife Home Loan Protector is important due to the following benefits:

#### **Comprehensive Coverage**

Pay a lump sum benefit in the event of death or total disability of the Life Insured. This can then be used to pay the outstanding loan balance. If the face amount purchased under this product is sufficient to cover the mortgage loan, your family will be assured of a roof over their heads. If the face amount is greater than the outstanding loan balance, the difference will be paid to the beneficiaries.

#### **Great Flexibility**

You have the flexibility to tailor the plan according to your home loan scheme. You can choose one of the protection terms starting from 3 years to 20 years.

#### **One-time premium payment**

There is only one single payment for the protection of your home loan during the entire product term chosen.

### 3. Who are eligible to buy this product?

- ✚ Eligibility to buy this product:
  - Life insured who are from 18 – 60 years old
  - Obtain home loan at any banks, microfinance institution, or Borey

### 4. What is the payment option?

- ✚ There is only one-time payment which can be either paid by policyowner or financed from the bank.

**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. I have already bought Fire Insurance, so is it necessary to get this product?**

- ✚ It is good that you have already obtained Fire insurance to assure your home once there is fire. Whereas, Manulife Home Loan Protector is there to insure your home loan once unfortunate events (total disability/death) happen on you.

**9. What happens to my product if I pay off my home loan earlier than planned?**

- ✚ If you pay off your home loan earlier than planned, Manulife still provide coverage to you as long as your product is still inforce.

**10. 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.

**11. 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](mailto:customer_service_kh@manulife.com)

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