

FAQ on Interim Measures Relating to Individual Medical & Health Insurance Repricing



1. What are the interim measures announced by the insurers and takaful operators following the recent announcement by Bank Negara Malaysia (“BNM”)?

a. Spread out future premium adjustments.

For policyholders affected by the premium adjustments, the changes in premium will be spread over a minimum of three (3) years.

(Note: This measure is not applicable to premium/contribution increase due to change in age band.)

b. Special provisions for 60-year-old and above policyholders.

A one-year pause of premium adjustments due to medical claims inflation will apply to policyholders aged 60 and above, who are covered under the minimum plan of the individual Medical and Health Insurance (“MHI”) products.

c. Policy Reinstatement Options.

Policyholders whose individual MHI policies have lapsed or cancelled due to repricing in 2024 will be eligible for reinstatement without additional underwriting. This option will be available upon request.

d. Alternative MHIT Products.

To supplement the interim measures, insurers will offer appropriate alternative MHIT products at the same or lower premiums for policyholders who do not wish to continue their existing MHIT plans that have been repriced within the next one-year.

However, none of Chubb’s individual MHI products were affected by the premium adjustments.

2. How does spread out of premium adjustments work?

This is a flexibility offered by insurers to spread out premium adjustment over a minimum period of 3 years. This will provide policyholders with some space to manage the premium adjustments. This is only a temporary support to assist policyholders in paying their premiums during this interim period.

3. How will these interim measures impact me as a Chubb policyholder?

These interim measures will affect policyholders with individual MHI policies that have already been repriced or are due for repricing. However, none of Chubb’s Individual MHI products are affected.

4. How can I determine if I am covered under the minimum MHI plan?

For the special provisions for policyholders aged 60 and above, a minimum MHI plan refers to the lowest plan of a specific individual MHI product. The minimum MHI plan for each individual MHI product is outlined below:

Individual MHI Product	Minimum plan
Crystal Sihat	Plan A
Crystal MediPlus	Plan F

5. I currently do not have an individual MHI policy with Chubb. Can I purchase the insurance with spread out repricing?

The spread out repricing applies only to existing policyholders affected by the repricing in 2024, 2025 and 2026.

6. Will these interim measures impact my current medical coverage and benefits?

No, your medical coverage and benefits will remain unchanged, provided that your premiums are paid by the due date.

7. What options do I have if I cannot afford to pay the premium for my Individual Medical Insurance policy, despite these interim measures?

If you are experiencing affordability challenges, please contact our intermediaries or customer service team to discuss options such as switching to a lower premium plan or selecting a plan with a deductible, all while ensuring your medical coverage needs are met.

8. Who can I contact for assistance?

If you have any questions or concerns about your individual MHI policy or the interim measures, please contact our dedicated line at **1800-88-3226** (*Mondays to Fridays, from 8:30 am to 5:15 pm, excluding public holidays*) or email us at customercare.my@chubb.com. You may also visit your nearest branch.

For more general information on the interim measures, you may refer to [BNM's Press Release](#) or [PIAM's News Release](#) and [FAQ](#).