

Date : 16/4/2024

**MR MUHAMMAD ABDUL BASIDT BIN ABDUL RAUF**  
C/O LAVENDER HOLIDAYS AND MANAGEMENT SDN BHD  
80A, JALAN DIPLOMATIK,  
PRESINT 15,  
62050 PUTRAJAYA  
PUTRAJAYA

**WELCOME TO THE ETIQA FAMILY**

**Certificate No.** : TPT-C6366054-Y4  
**Plan Name** : INTERNATIONAL TRIPCARE 360 TAKAFUL - SILVER  
**Period of Takaful** : 23/5/2024 - 1/6/2024

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We are pleased to extend our warmest welcome to you for being a part of our family.

We enclose herewith the following document for your action:-

**Certificate Schedule**

This important document summarizes the details of your certificate and we suggest that you keep this document for reference. kindly be informed that the details stated in the certificate schedule is based on the information you have declared to us at the time of application. We advise that you check the document carefully and if there is any discrepancy, please inform us immediately. Our consultant will be glad to serve you.

For any enquiries on the above or any of your products, feel free to call **Etiqa Online** at **1 300 13 8888** or email us at [info@etiqa.com.my](mailto:info@etiqa.com.my). In case of any claim, you may call our Claims Careline at +603 2161 0270 for fast and efficient claim service. Again, we welcome you to the Etiqa family.

Thank you.

Yours sincerely,  
**Etiqa General Takaful Berhad**

NO SIJIL PERLINDUNGAN / CERTIFICATE OF COVER NO:

Talian Khidmat Bantuan / Helpline No. +603 2785 6565

C6366054

## TRIPCARE 360 TAKAFUL

### Notis Penting / Important Notice

1. Sekiranya anda memerlukan sebarang bantuan atau maklumat perjalanan, kecemasan perubatan semasa perjalanan, atau untuk makluman tuntutan, sila hubungi kami di **Talian Khidmat Bantuan Perjalanan dan Perubatan 24 Jam** *If you require any assistance or information on travel, medical emergency during the trip, or on claims notification, please call our 24-Hour Travel and Medical Assistance Helpline No.*
2. Di dalam sijil perlindungan ini, melainkan jika dinyatakan sebaliknya, perkataan 'saya, kami, anda' adalah bermaksud peserta di mana yang berkenaan / *In this certificate of cover, unless stated otherwise, the words 'I/we, you/your, me/us and my/our' means participant wherever applicable.*
3. Anda boleh membatalkan sijil anda pada bila-bila masa dengan memberikan kami notis bertulis. Semasa pembatalan, segala pembayaran balik sumbangan akan berdasarkan syarat-syarat yang ditetapkan di dalam sijil / *You may cancel your certificate at any time by giving us a written notice. Upon cancellation, any refund of contribution would be based on the conditions stipulated in the certificate.*
4. Sekiranya anda mempunyai sebarang pertanyaan atau memerlukan maklumat lanjut, sila hubungi 1300 13 8888 di dalam Malaysia atau e-mel ke info@etiqa.com.my. Jika anda mempunyai aduan, pertikaian atau maklum balas, sila hubungi Unit Aduan Etiqa General Takaful di e-mel complaint\_cmu@etiqa.com.my, hubungi talian 1300 13 8888 dalam Malaysia atau di talian +603 2780 4500 daripada luar Negara, faksimile di +603 2297 1919, atau secara pos kepada Unit Pengurusan Aduan, Tingkat 6, Menara B, Dataran Maybank, No. 1, Jalan Maarof, 59000 Kuala Lumpur / *If you have an enquiry or require further information, please contact 1300 13 8888 within Malaysia or e-mail at info@etiqa.com.my. If you have a complaint, dispute, or feedback, please contact Etiqa General Takaful Complaints Unit on email at complaint\_cmu@etiqa.com.my, telephone within Malaysia on 1300 13 8888 or from overseas on +603 2780 4500, facsimile on +603 22971919, or by post at Complaints Management Unit, Level 6, Tower B, Dataran Maybank, No.1, Jalan Maarof, 59000 Kuala Lumpur.*
5. Bagi pertikaian berkaitan dengan keputusan Etiqa General Takaful, secara alternatif, anda boleh menghubungi Ombudsman Perkhidmatan Kewangan (dahulu dikenali sebagai Biro Pengantaraan Kewangan) melalui e-mel enquiry@ofs.org.my, hubungi talian +603 2272 2811, faksimile di +603 2272 1577, atau melalui pos ke Tingkat 14, Blok Utama, Menara Takaful Malaysia, No. 4, Jalan Sultan Sulaiman, 50000 Kuala Lumpur. Pertanyaan, aduan, pertikaian dan maklum balas boleh juga dihantar ke Bank Negara Malaysia melalui e-mel ke bnmtelelink@bnm.gov.my, hubungi talian 1300 88 5465, faksimile di +603 2174 1515, atau secara pos kepada Pengarah, Jabatan LINK & Pejabat Wilayah, Bank Negara Malaysia, Jalan Dato' Onn, 50480 Kuala Lumpur / *For a dispute with a decision of Etiqa General Takaful, you may alternatively contact the Ombudsman for Financial Services (formerly known as Financial Mediation Bureau) on e-mail at enquiry@ofs.org.my, telephone on +603 2272 2811, facsimile on +603 2272 1577, or by post at Level 14, Main Block, Menara Takaful Malaysia, No 4, Jalan Sultan Sulaiman, 50000 Kuala Lumpur. Enquiries, complaints, disputes, and feedback may also be sent to Bank Negara Malaysia by email at bnmtelelink@bnm.gov.my, telephone on 1300 88 5465, facsimile on +603 2174 1515, or by post to Director, Jabatan LINK & Pejabat Wilayah, Bank Negara Malaysia, Jalan Dato' Onn, 50480 Kuala Lumpur.*
6. Sekiranya berlaku kemalangan, sila beritahu Etiqa General Takaful segera secara bertulis atau menghubungi Bantuan Tuntutan Etiqa di 1300 88 1007. Sila lawati laman web kami di www.etiqa.com.my untuk memuat turun borang tuntutan. Sila lengkapkan dan serahkan borang tuntutan secepat mungkin bersama-sama dengan dokumen-dokumen yang berkaitan untuk menyokong tuntutan tersebut ke cawangan kami yang berhampiran dengan anda / *In the event of accident, please immediately notify Etiqa General Takaful in writing or call Etiqa Claims Assist at 1300 88 1007. Please visit our website at www.etiqa.com.my to download the claim form. Please then complete the claim form, and submit together with related documents, to your nearest branch.*

### Butir-butir Orang Yang Dilindungi / Details of Covered Person

Nama Orang Utama Yang Dilindungi / Name of Main Covered Person:

Nombor Kad Pengenalan / Nombor Pasport:

IC Number / Passport Number:

MR MUHAMMAD ABDUL BASIDT BIN ABDUL RAUF

981226-10-7865

Orang Lain Yang Dilindungi / Other Covered Persons:

No.	Nama Penuh Full Name	Nombor Kad Pengenalan/ Nombor Passport IC Number / Passport Number	Hubungan Relationship
1	MUHAMMAD ABDUL BASIDT BIN ABDUL RAUF	981226-10-7865	PRINCIPAL