TAKAFUL

PRU LIFE U.K.

PRUTerm Lindungi
Frequently Asked Questions

1. What is PRUTerm Lindungi?

PRUTerm Lindungi is the first *Family Takaful* product from Pru Life UK, the first Takaful-licensed operator in the Philippines.

Family Takaful is a *Shari'ah-compliant* form of protection. It is a mutual guarantee in return for the commitment to donate an amount in the form of a specified contribution to the *Tabarru'* Fund. It deals with the provision of financial relief to the Participants and/or their families in the event of misfortunes that relate to the death or disability of the Participants.

Like a shield, *Lindungi* means protection in both Bahasa Indonesia and Malaysia. It is affordable protection rooted in mutual support & shared responsibility, providing aid in times of need.

2. How is PRUTerm Lindungi Shari'ah-compliant?

PRUTerm Lindungi is *Shari'ah-compliant* as it strictly adheres to the Islamic principles & business ethics of transparency, fairness and equitable distribution of wealth, while ensuring that all transactions are free from riba (interest), maysir (gambling) and gharar (uncertainty).

PRUTerm Lindungi is patterned after similar Lindungi-named Shari'ah-compliant Takaful term offerings by Prudential BSN Takaful (Malaysia) and Prudential Syariah (Indonesia).

3. What is a Takaful Operator?

For purposes of PRUTerm Lindungi, Takaful Operator or Takaful Window Operator refers to Pru Life UK, authorized to provide Family Takaful products or services in the Philippines and who will manage the Family Takaful Plan as regulated by the Insurance Commission (IC).

4. Who can get PRUTerm Lindungi?

PRUTerm Lindungi may be purchased by any individual, regardless of religion, for him/herself as long as s/he is:

- 18-60 years old at the time of application
- a Filipino citizen residing in the Philippines at the time of application
- an eligible GrabPay or GCash account owner; or Visa/Mastercard/JCB credit or debit cardholder
- in good health, has no physical or medical impairment, has not, in the last five (5) years, consulted, nor been treated or examined for more than two (2) weeks by a doctor for any disease or injury, or undergone any medical diagnostic test or procedure, other than for routine pre-employment purposes; and has not been confined in a hospital for any length of time or had any surgical procedure

5. How can an individual purchase PRUTerm Lindungi?

PRUTerm Lindungi may be purchased by simply visiting www.prushoppe.com/prutermlindungi. Materials with more information about the product are available, and from there, the application form may be accessed and filled out.

After accomplishing the form, uploading government-issued identification, and paying the contribution, the Certificate booklet and other documents will be emailed within 24 hours.

A customer may also be assisted by an IC-approved Pru Life UK Takaful-appointed agent in purchasing PRUTerm Lindungi in PRUShoppe. The list of Pru Life UK Takaful appointed agents may be accessed here: https://www.prulifeuk.com.ph/en/know-more-about-pru/our-agents/

6. How long is the Participation period?

PRUTerm Lindungi provides coverage for twelve (12) months from the Participation Start Date and provides PhP100,000 coverage. The Participation Period may be extended until age 59, as long as PRUTerm Lindungi is still being offered.

7. What are the benefits of PRUTerm Lindungi?

PHP100,000 guaranteed cash benefit in case of death, for a coverage period of 12 months, renewable yearly until age 59.

In addition, by contributing, a Policyholder-Participant is supporting other Policyholder-Participants through the concept of *Tabarru'*, a fundamental Islamic concept that means donation or voluntary contribution.

8. How much is the PRUTerm Lindungi contribution amount and what are the available payment options?

The Contribution Amounts of PRUTerm Lindungi are as follows:

Age Range	Contribution Amount
18-40	Php 250.00
41-49	Php 550.00
50-55	Php 1,000.00
56-60	Php 1,400.00

55% of the contribution will be allocated to *Tabarru'* Fund and 45% will be paid to the *Takaful Operator* as the *Wakalah charge*. The percentage of allocation to the *Tabarru'* Fund and *Wakalah* Charge is only applicable for the first year of coverage and not guaranteed for renewals.

Contributions may be paid via Credit Card, Debit Card, GCash or Grab Pay e-wallets.

9. What is *Tabarru'* or *Tabarru'* Fund?

The *Tabarru'* Fund is the collection of *Tabarru'* Contributions from all Policyholder-Participants in accordance with Shari'ah principles managed by the Takaful Operator.

The death benefit of PRUTerm Lindungi will come from the *Tabarru'* Fund. It is given to the beneficiary/ies when the Covered Person dies on or before the Participation End Date.

10. What is the *Wakalah* charge?

The *Wakalah* charge or also known as *Wakalah* for the Management of the *Tabarru'* Fund, is a fee paid by the Policyholder-Participant to the Takaful Operator (Pru Life UK) in connection with the management of assets of the *Tabarru'* Fund.

11. Is there a possibility the *Tabarru'* Fund will default?

No, the *Tabarru'* Fund will not default. If the amount in the *Tabarru'* Fund is not enough to fulfill the claims requested, Pru Life UK, as the Takaful Operator, will cover any shortfall of the *Tabarru'* Fund through an interest-free loan also known as *Qardh (or Qard Hasan)*, ensuring that benefits will be paid to the beneficiaries.

12. What if there are no claims requests, what will happen to the funds in the *Tabarru'*?

If there are no claims requests, or if, after paying out the claims and setting aside reserves, there is an *Underwriting Surplus* or a remaining amount in the *Tabarru'* Fund at the end of each financial month, it will be used to pay the *Qardh* first, and any remaining amount will be distributed to according to this schedule:

- 40% will be distributed to all Policyholder-Participants;
- 20% will remain in the *Tabarru'* Fund; and
- 40% is handed over to the Takaful Operator, as incentive

13. Is the *Underwriting Surplus* guaranteed and when may the Policyholder-Participant expect it?

The *Underwriting Surplus* is not guaranteed. Policyholder-Participant is entitled to the *Underwriting Surplus* if:

- they are not in the process of settling claims and have never received any claims by the end of the relevant financial month;
- they have been covered for at least one month by the end of the relevant financial month;
- the Certificate is active and the *Tabarru'* Contribution is paid up to the end of the relevant financial month; and
- the Certificate is active at the time of distribution.

In the event that distribution of the Underwriting Surplus may result in the *Tabarru'* Fund not meeting the required technical allowances and solvency requirements, Pru Life UK has the right not to distribute the *Underwriting Surplus*.

If the distribution of the *Underwriting Surplus* to the Policyholder- Participant economically requires a greater cost than the portion to be distributed, Pru Life UK is obliged to distribute the *Underwriting Surplus* by adding it to the *Tabarru'* Fund.

14. How will a Policyholder-Participant know if he/she is entitled to the *Underwriting Surplus*?

Should there be any *Underwriting Surplus*, Pru Life UK will inform the Policyholder-Participants who are entitled to the *Underwriting Surplus* in writing.

15. Can a Policyholder-Participant be different from Covered Person for a PRUTerm Lindungi plan?

No, the Policyholder-Participant and Covered Person must be the same person in order to purchase PRUTerm Lindungi.

16. How long does it take for a PRUTerm Lindungi application to get approved?

An application, once it meets all product eligibility, may be approved & issued within minutes after successful payment. Policyholder-Participants will be informed should their applications need further assessment.

Once the Certificate is issued, the Certificate documents together with the link to access the same documents via PRUServices, Pru Life UK's servicing digital platform, will be sent to the Policyholder-Participant's registered email address within 24 hours from the time of purchase.

17. Will I receive dividends from my PRUTerm Lindungi?

No, Covered Persons or Policyholder-Participants will not receive dividends from their PRUTerm Lindungi.

PRUTerm Lindungi is a term plan. It does not provide cash values, dividends, and interest.

18. Can a Policyholder-Participant renew his/her PRUTerm Lindungi after the end of the Participation period?

Yes, the Participation Coverage of a PRUTerm Lindungi plan can be renewed or extended annually by paying the Contribution for the next Participation Period, provided the following are met:

- the Certificate is extended at the same Benefit Amount as shown in your Certificate Data Page;
- the attained age of the Covered Person at the end of each Participation Period is not more than sixty (60) years; and
- this Plan is still active and available.

The Contribution for any Participation Period extension will be based on the Covered Person's attained age at the time of extension and will depend on the schedule effective / applicable at time of extension.

Any update on the process of extending the Participation period will be provided as soon as it is available. Meanwhile for any assistance relating to the extension of their Participation period, Policyholder-Participants may always reach us through contact.us@prulifeuk.com.ph.

19. When will a PRUTerm Lindungi Certificate terminate?

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A Certificate terminates at the earliest of the following dates:

- in the event of death of the Covered Person;
- upon reaching its Participation End Date as shown in the Certificate Data Page unless Contribution for the next Participation Period has been paid; or
- the Policyholder-Participant applies for termination or cancellation of the Certificate and application of which has been approved by the Takaful Operator,

whichever occurs first.

20. Can a PRUTerm Lindungi plan be cancelled?

Yes, the Policyholder-Participant has fifteen (15) days from Certificate Receipt Date to review the Certificate. This is called the Free Look Period.

We will send an email confirmation to the email address on record once the application is approved. The email confirmation will include the electronic copy of the Certificate

and a link to access the Certificate via PRUServices, Pru Life UK's policy servicing digital platform. The date that the email confirmation is sent shall be considered as the Certificate Receipt Date and the 15-day Free Look Period will begin on this date. All other Certificate documents may also be viewed via PRUServices. The Free Look period is applicable on the initial purchase only.

If the Certificate is not suitable to the Policyholder-Participant's needs and the Policyholder-Participant wishes to cancel it, he/she must immediately notify us within the Free-Look Period through contact.us@prulifeuk.com.ph. Pru Life UK will refund the Contribution paid in full upon completion of the processing of the cancellation request.

Pru Life UK shall also provide a full refund of the Contribution paid at the time of purchase and rescind the Certificate if any of the following occur:

1. If the Policyholder-Participant is found ineligible to purchase the Certificate; or
2. If the Policyholder-Participant is found to be ineligible to be designated as such.

However, should the Policyholder-Participant opt to terminate their coverage after the Free Look Period, but before the Participation End Date, the Contribution shall not be refunded but instead will form part of the Tabarru' Fund.

21. Can a Policyholder-Participant avail of more than one PRUTerm Lindungi plan?

No, the Covered Person cannot be covered by multiple PRUTerm Lindungi plans at the same time. If the Covered Person happens to be covered under multiple PRUTerm Lindungi plans, only the first Certificate purchased will be payable in the event of a claim. Pru Life UK shall refund the contribution paid for the other Certificates.

22. Can a PRUTerm Lindungi plan be upgraded, downgraded or converted to another protection plan?

No, PRUTerm Lindungi may not be upgraded or downgraded as the only available benefit of the plan is fixed at Php 100,000 death benefit. Similarly, it cannot be converted to another protection plan of Pru Life UK.

23. How can a beneficiary of a PRUTerm Lindungi plan file a claim for the death benefit?

Designated beneficiaries can file a claim through any Pru Life UK business centers or by sending the claim requirements to makeaclaim@prulifeuk.com.ph, with email subject *Claims_New Request_Certificate Number*.

The following are the standard claim requirements:

a. Death certificate
c. Accomplished Claimant Statement Form per beneficiary
d. One (1) valid government-issued photo ID of the beneficiary

While the following may be asked as conditional requirements, as applicable:

- Attending Physician's Statement
- Medical records
- Police Report

Policyholder-Participants may visit https://www.prulifeuk.com.ph/en/claims/ for more information on filing a claim and complete list of claim requirements.

Pru Life UK reserves the right to ask the beneficiary or claimant to provide at their own expense more documents or evidence to help Pru Life UK assess the claim.

24. Where can the Policyholder-Participants get more information about this product?

Policyholder-Participants can go to www.pru.ph/PRUTermLindungi for the complete information about this product.

For any questions, send an email to PRU Contact Center at contact.us@prulifeuk.com.ph or call Pru Life UK Customer helpdesk at (632) 8887 LIFE (8887 5433) within Metro Manila or 1 800 10 PRULINK (1 800 10 7785465) for domestic toll-free hotline.