



MSIG Insurance (Malaysia) Bhd
 Registration No. 197901002705 (46983-W)
 Head Office: Customer Service Centre, Level 15, Menara Hap Seng 2,
 Plaza Hap Seng, No. 1, Jalan P. Ramlee, 50250 Kuala Lumpur
 Tel +603 2050 8228, Fax +603 2026 8086, Customer Service Hotline 1-800-88-MSIG (6744)
www.msig.com.my

A Member of **MS&AD** INSURANCE GROUP

24 May 2021

Dear Valued Business Partner,

Updates to MSIG Pet Insurance

Thank you for being our business partner and your continuous support to us. As part of our commitment and responsibilities to our consumers, we proactively review our products periodically to manage the risks associated with our products.

We are pleased to inform you that our **Pet Insurance** has been repriced according to the pet type, i.e., between a cat or a dog, with the revised premium taking effect from 1 June 2021. We have adjusted our pricing to equitably commensurate with the risks associated for cats and dogs.

Apart from repricing with premium distinction between pet types and updates to the policy wording, all benefits limit remains unchanged. Appended below are the summary of updates for your attention.

1. Premium Comparison between Existing and Revised Premium

Benefits		Plan 1 (RM)	Plan 2 (RM)	Plan 3 (RM)
Medical Benefit				
Section 1 - Veterinary Fees and Surgical Fees		2,000	3,500	5,000
Other Benefits				
Section 2 - Death from Injury or Illness		2,000	3,500	5,000
Section 3 - Burial or Cremation Costs		1,000		
Section 4 - Advertising & Reward Costs for Recovery of Missing Pet		1,000		
Section 5 - Boarding Kennel & Cattery Fees for Pet		1,000	1,500	2,500
Section 6 - Third Party Liability		50,000	75,000	100,000
Revised Premium (with effect from 1 June 2021)				
Annual Premium (Inclusive of 6% Service Tax)	Cat	379.48	487.60	570.28
	Dog	654.02	848.00	987.92
Existing Premium				
Annual Premium (Inclusive of 6% Service Tax)		212.00	371.00	530.00

Additional RM10 stamp duty is payable for each policy.



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2. Summary of Changes to the Policy Wording:
 - a. Provide more clarity with new definitions of:
 - Congenital Conditions
 - Veterinary Specialist
 - b. Provide more clarity to existing definitions of:
 - Pre-Existing Condition
 - Waiting Period
 - c. Reword 'congenital illness' to 'congenital conditions' and expand the explanation of 'second opinion' in respect of Section 1 - Veterinary Fees and Surgical Fees
 - d. To exclude costs of burial or cremation in respect of Section 3 - Burial or Cremation Costs if the cause of death arises from any of the exclusions of Section 1.
 - e. Review of General Exclusions, General Conditions & Claims Conditions to ensure they are clear, concise and relevant.

We enclose the Frequently Asked Questions for your attention. Should you have any questions regarding the above, please contact your Account Handler. We take this opportunity to thank you in advance for supporting Pet Insurance.

MSIG Insurance (Malaysia) Bhd

This is a computer generated letter; no signature is required.



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Frequently Asked Questions

1. When will the updated Pet Insurance take effect?

The updated Pet Insurance will take effect on or after 1 June 2021.

2. What are the updates to Pet Insurance and are there any changes to the benefits or limits?

The updates of the Pet Insurance include the introduction of revised pricing plans with premium distinction between the type of pets and updates to the policy wording. The benefits and limits remain unchanged.

3. Why is there a premium distinction between the type of pets?

Cats are less likely to incur injuries, have lesser genetic conditions and potentially reduced third party liability implications than dogs. This allows us to price our premiums equitably to commensurate with the risks associated between cats and dogs.

4. Why did the premium increase with the introduction of premium distinction between the type of pets?

We regularly monitor our products and have adjusted the premiums to reflect current veterinary treatment costs as well as distinguish the premiums between cats and dogs. We have adjusted the premiums accordingly to ensure that the product can continue to cover our policyholder needs.

5. Are the updates applicable to new policies or renewal cases only?

The updates are applicable to all new policies and renewal cases from 1 June 2021 onwards.

6. Can I choose the existing plan for new policy issued after 1 June 2021?

All new policies will follow the updated Pet Insurance plan with effect from 1 June 2021.

7. Can I renew based on my current plan?

All renewals will be converted to the updated Pet Insurance with effect from 1 June 2021.

8. Can I change my plan mid-way?

You may only change your plan during renewal.

9. Will the updated premium be reflected in the renewal notice?

Yes, the updated premium will be reflected in the renewal notices for policies due for expiry on or after 1 June 2021.

10. What about existing policy that is already in effect prior to the updates, will there be any mid-term additional premium to be charged?

Additional premium will not apply to existing policies that are already in effect prior to 1 June 2021. Refer to scenarios below.

Scenario 1 - Policy (Plan 1) renewed before 1 June 2021

Period of Insurance		30/5/2020 - 29/5/2021	30/5/2021 - 29/5/2022
Annual Premium (Inclusive of 6% Service Tax) (RM)	Cat	212.00	212.00
	Dog	212.00	212.00

Scenario 2 - Policy (Plan 1) renewed after 1 June 2021

Period of Insurance		30/7/2020 - 29/7/2021	30/7/2021 - 29/7/2022
Annual Premium (Inclusive of 6% Service Tax) (RM)	Cat	212.00	379.48
	Dog	212.00	654.02

Additional RM10 stamp duty is payable for each policy.