Effective Date: 29 October 2025

TERMS AND CONDITIONS
TAKAFUL PRODUCTS

IMPORTANT
The Takaful Products are underwritten by Zurich Takaful Malaysia Berhad (Registration No: 200601012246 (731996-H)) and Zurich General Takaful Malaysia Berhad (Registration No: 201701045981 (1260157-U)), and distributed by AEON Bank (M) Berhad (Registration No: 202201026163 (1471860-K)).

The Takaful Products are subject to the terms and conditions set out herein, AEON Bank's General Terms of Use , the documents listed in Clause 4.2 below and all other applicable terms and conditions stated within the AEON Bank Application and Zurich Customer Portal ("**these Terms and Conditions**").

The Member is advised to read and understand these Terms and Conditions prior to participation in the Takaful Products.

1. Definitions

"AEON Bank" or "the Bank"	Refers to AEON Bank (M) Berhad, who is the authorised distributor of the Takaful Products.
"AEON Bank Application"	Refers to the mobile application that is used to access AEON Bank services.
"AEON Bank Savings Account-i"	Refers to the Shariah-compliant savings account offered by AEON Bank.
"Customer"	Refers to customers of AEON Bank.
"Grace Period"	Refers to the period immediately after the contribution due date during which the contribution may be paid by the Member without affecting the continuity of coverage, as specified in the Product Disclosure Sheet of the respective Takaful Products.
"Member" or "You"	Refers to individual customers who apply for, contributes to, and is covered under the Certificate for the Takaful Products.
"Participant"	Refers to the master Certificate owner which is AEON Bank.
"Takaful Operator"	Refers to Zurich Takaful Malaysia Berhad and Zurich General Takaful Malaysia Berhad.
"Certificate"	Refers to the official document issued by the Takaful Operator to the Participant and the Member as evidence of participation in the Takaful Products.
"Takaful Products"	Refers to the takaful products available for participation by the Customers on the AEON Bank Application.

"Zurich Customer Portal"	Refers to the MyZurichLife website and/or application.

2. Eligibility Criteria

2.1 To be eligible to participate in the Takaful Products, a Customer must meet all the following criteria:

(a) Holds an active AEON Bank Savings Account-i;
(b) Is a Malaysian citizen residing in Malaysia;
(c) Is aged between 18 to 59 years old (last birthday);
(d) Passes the underwriting questions required by the Takaful Operator; and
(e) Passes all background screening and/or sanction checks performed by the Takaful Operator.

2.2 The following Customers shall not be eligible to participate in and contribute to the Takaful Products:

(a) Customers whose AEON Bank Savings Account-i is terminated, closed, delinquent or is deemed unsatisfactorily conducted as determined by AEON Bank; and/or

(b) Customers who are or become mentally unsound, deceased, adjudicated bankrupt or have legal proceedings of any nature instituted against them.

3. Details of Takaful Products

3.1 Participation in Takaful Products

3.1.1 The Member is able to participate in the Takaful Products exclusively through the AEON Bank Application. Upon successful subscription, the Member shall be entitled to a fifteen (15) day free look period, commencing from the date of delivery of the Certificate ("**Free Look Period**").

3.1.2 The Member acknowledges and agrees that certain personal information will be required for the purpose of subscribing to the Takaful Products. It is the sole responsibility of the Member to ensure that all information provided to AEON Bank and/or the Takaful Operator in connection with his/her participation in the Takaful Products is true, accurate, complete and up to date.

3.1.3 Any incorrect, inaccurate, incomplete or misleading information provided by the Member may affect the validity, scope of coverage or enforceability of the Takaful Products. AEON Bank and the Takaful Operator shall not be responsible for any losses, damages, claim rejections or other consequences arising from or in connection with such information provided by the Member.

3.2 Payment of Contributions

3.2.1 The Takaful Products are offered on a monthly contribution basis under an annual Certificate. Coverage under the Takaful Products shall only commence upon the payment and receipt of the full initial contribution due by the Takaful Operator.

3.2.2 The Member shall make each monthly contribution within the Grace Period.

3.2.3 Contributions will be automatically debited from the Member's AEON Bank Savings Account-i, as authorised by the Member, within the Grace Period.

3.2.4 If the required contribution is not received in full by the Takaful Operator by the end of the Grace Period, the Certificate shall lapse and the coverage under the Takaful Product shall be terminated without further notice to the Member.

3.2.5 The Member acknowledges and agrees that it is their responsibility to ensure that sufficient funds are available in their AEON Bank Savings Account-i to facilitate timely payment of the contributions. AEON Bank shall not be liable for any loss, claim or lapse of coverage arising from the Member's failure to make timely payment to the Takaful Operator, including but not limited to, insufficient funds or failed deductions.

3.2.6 Subject to the timely contributions by the Member, the Certificate shall be automatically renewed on its anniversary date. Notwithstanding the foregoing, the Takaful Operator reserves the right, at its sole discretion, to renew, cancel or amend the Certificate on the anniversary date by providing prior written notice to the Member.

3.3 Cancellation or termination of Certificate

3.3.1 The Member may cancel the Certificate at any time via the AEON Bank Application.

3.3.2 If the Member cancels the Certificate within the Free Look Period, the Certificate shall be cancelled immediately and the coverage shall be deemed void from inception. Provided that no claim has been made, all the contributions paid by the Member shall be refunded in full to the Member's AEON Bank Savings Account-i.

3.3.3 If the Member cancels the Certificate after the expiry of the Free Look Period, coverage under the Certificate shall remain in force until the end of the current billing cycle due date, after which all coverage shall be terminated. For the avoidance of doubt, any contributions made are not refundable.

3.3.4 Any reinstatement of coverage under the Takaful Products after cancellation shall be subject to the Takaful Operator's underwriting requirements, prior approval and any applicable terms and conditions.

3.4 Nomination

3.4.1 The Member may nominate up to two (2) individuals as beneficiaries ("**Nominees**") at the time of application for the Takaful Products via the AEON Bank Application.

3.4.2 Subsequent to the initial application, any updates or changes to the Nominee(s) may be made by the Member via the Zurich Customer Portal or by contacting the Takaful Operator directly via email or its customer service hotline, as specified in the relevant Certificate.

3.4.3 If two (2) Nominees are appointed, the Member may specify the proportion of the Takaful benefit to be allocated to each Nominee. In the absence of such specification, the Takaful Operator shall pay the Takaful benefit to the Nominees in equal shares.

3.5 Claim

3.5.1 The Member may submit their claims via the AEON Bank Application. Notwithstanding the foregoing, the processing, assessment and approval of all claims shall be handled solely by the Takaful Operator.

AEON Bank shall not be liable or responsible for any claims decisions, delays or outcomes made by the Takaful Operator.

5.9.2 For full details on claims procedures, required documentation, and processing timelines, the Member is advised to refer to the Takaful Documents of the relevant Takaful Products.

4. General Terms & Conditions

4.1 To participate in the Takaful Products, the Member must meet the specified Eligibility Criteria. By participating in the Takaful Products, the Member agrees to be bound by these Terms and Conditions.

4.2 The Member is advised to read and understand these Terms and Conditions in conjunction with the following documents ("**Takaful Documents**"), which are available via the Takaful Center section of the AEON Bank Application:

a. Product Disclosure Sheet for respective Takaful Products;
b. Certificate of Takaful
c. Duty of Disclosure
d. AQAD
e. PIDM Takaful and Insurance Benefits Protection System Brochure

4.3 By participating in the Takaful Products, the Member is subject to these Terms and Conditions, the Takaful Documents as well as any other applicable terms and conditions, including but not limited to the AEON Bank Savings Account-i and AEON Bank Debit Card-i.

4.4 AEON Bank merely acts as a distributor of the Takaful Products. AEON Bank accepts no responsibility, obligation or liability for the Takaful Products and the services provided by the Takaful Operator. The Takaful Operator shall undertake the full responsibilities, obligations and liabilities in respect of the Takaful Products, including its Shariah compliance.

4.5 The Takaful Products are underwritten by Zurich Takaful Malaysia Berhad and Zurich General Takaful Malaysia Berhad. By subscribing to the Takaful Products, the Member also agrees to be bound by the terms and conditions of the Takaful Products and other relevant terms and conditions as may be imposed by the Takaful Operator.

4.6 AEON Bank and/or the Takaful Operator, as the case may be, reserves the right to disqualify or reject any Member, or to suspend or terminate any Certificate, if the Member is found or reasonably suspected to be in breach of these Terms and Conditions, or is misusing or abusing the Takaful Products or the application process, including but not limited to engaging in fraudulent, misleading or unlawful activities.

4.7 By participating in the Takaful Products, the Member agrees to the Privacy Notice of AEON Bank whereby the Member agrees and consent to allow its personal data to be collected, processed, stored and used by AEON Bank.

4.8 In no event shall AEON Bank be liable for any losses or damages (including without limitation, loss of income, profits or goodwill, direct or indirect, incidental, consequential, exemplary, punitive or special damages) of any party howsoever arising whether in contract, tort, negligence or otherwise, in connection with the Takaful Products.

4.9 AEON Bank shall not in any manner whatsoever be liable or held responsible for any failure to perform its obligations in whole or in part herein attributable directly or indirectly to the failure of any mechanical or electronic device, data processing system, transmission line, electrical failure, industrial dispute, war, strike, riot, pandemic, or any act of God beyond AEON Bank's control or due to any factor in a nature of a force majeure which is beyond AEON Bank's reasonable control.

4.10 AEON Bank and its officers, employees, representatives and/or agents (including, without limitation, any third-party service providers engaged by AEON Bank) shall not be responsible and shall not accept any liabilities of any nature and however arising or suffered by the Member or any third parties resulting directly or indirectly from the Member's participation in the Takaful Products. Any losses, damages and claims suffered by the Member shall be the responsibility of the Takaful Operator, unless where directly caused by AEON Bank's gross negligence or wilful misconduct specifically related to its obligations herein.

4.11 The Member shall bear all costs, fees, expenses, and charges arising out of or in connection with the subscription, maintenance, or termination of the Certificate.

4.12 AEON Bank reserves the right to change, vary and/or amend any of the terms and conditions contained herein with prior notice to the Member through the Bank's website or the AEON Bank Application.

4.13 AEON Bank reserves the right to cancel, suspend, or terminate the availability of the Takaful Products (in whole or in part) at any time, by providing reasonable prior notice through the AEON Bank website, AEON Bank Application, or any other method determined by the Bank.

4.14 These Terms and Conditions shall be governed by and construed in accordance with the laws of Malaysia. Any dispute arising out of or in connection with these Terms and Conditions shall be subject to the exclusive jurisdiction of the courts of Malaysia.

4.15 The decision of AEON Bank and/or the Takaful Operator, as the case may be, on any matter relating to the Takaful Products shall be final and binding.

4.16 In the event of any inconsistency between these Terms and Conditions and any advertising, promotional, or publicity materials relating to the Takaful Products, these Terms and Conditions shall prevail.

4.17 These Terms and Conditions may also be available in Bahasa Malaysia. In the event of any inconsistency, conflict, ambiguity, or discrepancy between the English and Bahasa Malaysia versions, the English version shall prevail.