

Sun Life Malaysia offers a comprehensive range of life insurance and Takaful products and services to Malaysians. If you intend to participate in a family Takaful product marketed by our agent, you can enjoy these value-added services.

## What services can you expect from our agent?

### 1 BEFORE YOU PARTICIPATE IN A TAKAFUL PLAN

#### Assist you in choosing the right plan

- Go through with you the Customer Fact Find Form to understand your financial needs, financial goals and risk appetite.
- Recommend the suitable plan(s) after assessing your needs.

#### Explain product features

- Explain the product features, benefits payable, exclusions, contributions and charges.
- Provide Product Disclosure Sheet (PDS) to assist you in making informed decision and to facilitate product comparison.

### 2 WHEN YOU DECIDE TO PARTICIPATE IN A TAKAFUL PLAN

#### Assist you with completing the application

- Explain the importance of answering the questions in the application form fully and accurately.
- Explain the importance of making a nomination and/or *hibah* to ensure benefits payable are received by your nominees or beneficiaries in the event of death.
- Submit your application for underwriting after you have signed the application form.
- Arrange for medical examination with our panel clinics, if required.

#### Explain the product information stated in the Product Disclosure Sheet (PDS)

- Go through the PDS information with you to ensure that this is the right plan that you have participated.
- Your contract documents will be delivered to you (via post or electronically) within 7 working days from the contract issuance date.

### 3 DURING THE TERM OF A TAKAFUL PLAN

#### Continuous contract servicing

- Assist in renewal of contract.
- Assist in submitting your service requests, e.g. contract modification, change of address and frequency of contribution payment. In the event that the agent is no longer with Sun Life Malaysia, we shall appoint a new agent for you.

#### Assist you in making a claim

- Guide you through the standard procedures on how to file a claim.

#### SunAccess Client Portal

Please visit our client portal at <http://sunaccess.sunlifemalaysia.com/portal-ui/CUSTOMER/login> for online access to your contract information.

If you are not satisfied with the services of our agent or require additional support, please contact our Client Careline at **1300-88-5055** or email us at [wecare@sunlifemalaysia.com](mailto:wecare@sunlifemalaysia.com).

#### Sun Life Malaysia Takaful Berhad

Registration No: 200501012215 (689263-M)

Level 11, 338 Jalan Tuanku Abdul Rahman, 50100 Kuala Lumpur, Malaysia  
Telephone (603) 2612 3600 Client Careline 1300-88-5055 [wecare@sunlifemalaysia.com](mailto:wecare@sunlifemalaysia.com)  
[sunlifemalaysia.com](http://sunlifemalaysia.com) [@SunLifeMalaysia](https://www.facebook.com/SunLifeMalaysia) [sunlifemalaysia\\_my](https://www.instagram.com/sunlifemalaysia_my) [Sun Life Malaysia](https://www.youtube.com/SunLifeMalaysia)


# Now, you can check the status of takaful agents at your finger tips!

### Agent Status

All Takaful agents are required to register with Malaysian Takaful Association (MTA) through their respective operators before they are authorized/ allowed to promote and distribute Takaful products.

**Verify it now**

Consumers can authenticate the agent's registration status with MTA by verifying the agents' details in the agent search module on MTA website. The search can be made if **ANY ONE** of the mentioned information is available to check the authenticity of the Takaful agent you are dealing with.



## Step 1

Logon to <https://takaful4all.org/en/agent-status/> and click on 'Search Agent Now'.

### Malaysian Takaful Association

#### Enquiry


MTA Agency Number (e.g. MTA-209999)

OR

NRIC / Passport Number (e.g. 999999999999 or X99999999)

And

Takaful Operator

Enter the character as seen on the image :  

Information is updated as at 01-09-2024 04:20:03

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## Step 2

- Enter agent's MTA Agency No. / NRIC / Passport No.
- Choose "Sun Life Malaysia Takaful Berhad" as your Takaful Operator.
- Enter the Security Code and "Submit".

### Malaysian Takaful Association

#### Terms & Condition

##### TERMS AND CONDITIONS

###### TERMS OF USE

By using this Website you agree to comply with and be bound by the terms and conditions set out below including the disclaimer and jurisdictional clause. Please read these terms and conditions carefully before proceeding and then print a copy for your future reference. If you do not agree to these terms and conditions and the Privacy Policy, please do not use this Website.

**1. PERSONAL USE ONLY**

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**2. MODIFICATIONS AND TERMINATION OF SERVICE**

MTA reserves the right at any time and from time to time to modify, update, suspend or discontinue all or part of the Service with or without prior notice to you. You agree that MTA will not be liable to you for any modification.

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## Step 3

"Agree" with the Terms and Conditions.



Malaysian Takaful Association

No photo available

MTA Registration Number: ABC-012345

Name of Agent/Agency: ALI BIN ABU

Principal: SUN LIFE MALAYSIA TAKAFUL BERHAD

Identifiatory Type: FAMILY

Valid until: 30-09-2028

Information is updated as at 01-09-2024 10:23:00

Malaysian Takaful Association 21st Floor, Menara Takaful Malaysia No 4, Jalan Sultan Sulaiman 50000 Kuala Lumpur

Registered



Malaysian Takaful Association

Sun Life

NO RECORD FOUND FOR THE FOLLOWING DETAILS

NRIC / Passport Number: XXXXXXX-XX-XXXX

Principal: SUN LIFE MALAYSIA TAKAFUL BERHAD

Information is updated as at 01-09-2024 04:25:20

Malaysian Takaful Association 21st Floor, Menara Takaful Malaysia No 4, Jalan Sultan Sulaiman 50000 Kuala Lumpur

Not registered