

# FAQ: CONVERSION OF TAKAFUL IKHLAS COMPOSITE LICENSE TO TWO SEPARATE LICENSES



## 1. WHY DOES TAKAFUL IKHLAS BERHAD NEED TO CONVERT ITS SINGLE COMPOSITE LICENSE TO TWO NEW LICENSES?

Takaful Ikhlas Berhad is currently registered as a takaful operator carrying both the general and family takaful businesses under a single composite license. Pursuant to the requirement under Section 16(1) of Islamic Financial Services Act, 2013 (IFSA), Takaful Ikhlas Berhad is required to convert its single composite license into two separate licenses for its general and family takaful businesses.

## 2. WHAT IS THE OBJECTIVE OF THIS LICENSE SPLIT EXERCISE?

The objectives are as follows :

- To provide greater focus on core areas of expertise;
- To minimise risks coming from areas of business where expertise and skills are limited; and
- To ensure continuous stability in the insurance and takaful sectors with a pool of sound and efficient players.

## 3. HOW DOES THE NEW STRUCTURE LOOK LIKE AND WHEN WILL THIS TAKE EFFECT?

Effective 30 November 2018, Takaful Ikhlas Berhad will undertake the family takaful business and be renamed to Takaful Ikhlas Family Berhad (Takaful IKHLAS Family). Its general takaful license, assets and liabilities are transferred to a new company, Takaful Ikhlas General Berhad (Takaful IKHLAS General) which will undertake the general takaful business.

Before Conversion

After Conversion

Takaful Ikhlas Berhad

Takaful Ikhlas Family Berhad  
(Formerly known as Takaful Ikhlas Berhad)

Takaful Ikhlas General Berhad

## 4. WILL THIS EXERCISE AFFECT THE TERMS AND CONDITIONS OF TAKAFUL CERTIFICATES ISSUED BY TAKAFUL IKHLAS?

No. All the terms and conditions of the takaful certificates previously issued by Takaful IKHLAS remain unchanged.

## 5. WILL THIS CAUSE ANY CHANGES TO THE BRANCH LOCATIONS?

No. All branch locations will be maintained to ease customers' dealings.

## 6. WHAT IS THE OUTCOME OF THE LICENSE SPLIT?

With two separate companies managing the general takaful and family takaful business respectively, Takaful IKHLAS is able to focus on each business and at the same time improve the quality of its customer service.

## 7. HOW WILL THE CUSTOMERS AND BUSINESS PARTNERS BE NOTIFIED ON THE SPLIT EXERCISE?

Customers and business partners will be notified accordingly via our corporate website, social media (Facebook) and Bursa Malaysia announcement.

## 8. WILL THERE BE A DIFFERENT HEADQUARTERS FOR EACH OF THE COMPANIES?

No. The Headquarters remain the same

## 9. WHEN IS THE EFFECTIVE SPLIT LICENSE EXERCISE?

The split license exercise will take into effect from 30 November 2018 at 9.00 am.

# About Takaful IKHLAS

## 10. WHERE DO I CHANNEL MY FURTHER QUERY ON SPLIT LICENSE EXERCISE?

Please contact our Call Center at 03-27239696 or email us at [ikhlascare@takaful-ikhlas.com.my](mailto:ikhlascare@takaful-ikhlas.com.my).

## 11. HOW WILL TAKAFUL PRODUCTS BE AFFECTED?

Customers will enjoy the same product features and benefits despite the split license. The difference being, General products will be under Takaful Ikhlas General Berhad and Family products will be under Takaful Ikhlas Family Berhad.

## 12. WILL THERE BE ANY CHANGES IN THE SERVICES?

You will enjoy the same services rendered. Nevertheless, Takaful IKHLAS General and Takaful IKHLAS Family will continuously look into providing better services to our customers.

## 13. IS THERE ANY CHANGES FOR THE CUSTOMER HOTLINE NUMBER?

Our Contact Center will remain as 03-27239696 and General line at 03-27239999.

## 14. WILL CUSTOMERS GET A NEW POLICY/ CERTIFICATE WITH THE NEW COMPANY NAME?

- Existing certificate holders will not be provided with a replacement certificates to reflect new company names.
- The existing certificate is taken as good and effective.

## 15. WITH THE COMPANY SPLITTING, WILL CERTIFICATES BE AFFECTED?

New certificates issued effective 30 November 2018 onwards will bear new company names respectively.

**Takaful IKHLAS** began carving its mark in the Takaful industry on 18 September 2002 through Takaful Ikhlas Sdn. Bhd. and its status was later converted to Berhad on 5 May 2014. Takaful IKHLAS is principally involved in the provision of Financial protection services, based on principles and rulings of Shariah.

Takaful Ikhlas Berhad had on 30 November 2018 announced the conversion of its composite takaful license into two entities to manage its family and general takaful businesses separately. This conversion is in accordance with the legislative requirement under the Islamic Financial Services Act, 2013 (IFSA).

Takaful Ikhlas Berhad is renamed to **Takaful Ikhlas Family Berhad (Takaful IKHLAS Family)** and manages the family takaful business. Its general takaful business is being managed by a new entity, **Takaful Ikhlas General Berhad (Takaful IKHLAS General)**. This exercise is set to bring about a more focused approach to serve our customer better.

Takaful IKHLAS offers a comprehensive range of family and general takaful products. Its distribution channels comprise of highly knowledgeable and well-trained agents, brokers, financial institutions, motor franchise holders and cooperatives.

Takaful IKHLAS has 13 branch offices and currently records around 2 million registered certificate (policy) holders and more than 5,000 agents.

Both Takaful IKHLAS Family and Takaful IKHLAS General are wholly owned subsidiaries of MNRB Holdings Berhad.

Progressive. Innovative. IKHLAS