

***1. What is Surplus Distribution?***

Your General Takaful contribution is donated into a pool called General Risk Fund (GRF). Claims are paid out from this GRF, whereas investment gains and losses are also credited to the GRF.

A surplus may arise during the financial year if the GRF experiences a positive balance after the payment of claims and provision for reserves. A portion of the surplus is distributed to contributing Participants in the form of Surplus Distribution. It is a voluntary gift from the Company

***2. Is Surplus Distribution applicable to all Takaful IKHLAS plan?***

Surplus Distribution is only applicable for General Takaful participants.

***3. Am I entitled for Surplus Distribution?***

Takaful IKHLAS offers Surplus Distribution to qualified participant subject that there is no claims lodged within the coverage period for all General Takaful products.

***4. What is the amount of Surplus Distribution that I'll receive?***

The amount of Surplus Distribution depends on the basic contribution. For further information please contact our Call Centre 03-2723 9999.

***5. How will Takaful IKHLAS pay the Surplus Distribution?***

In line with e-payment mechanism, your Surplus Distribution payment will be credited into your designated bank account.

***6. If I made a claim to my General Takaful certificate, am I entitled to Surplus Distribution?***

No, Surplus Distribution is only applicable if there is no claims lodged within the coverage period for all General Takaful products.

***7. When will I get my Surplus Distribution payment?***

Surplus Distribution (if any) shall be disbursed after the end of the financial year following the expiry of your eligible certificate and subject to approval by the Management.

***8. Can I use the Surplus Distribution to offset my renewal contribution?***

At Takaful IKHLAS, we prefer that you decide how best to use your money. For this reason, the Surplus Distribution mechanism is deliberately kept separate from the renewal contribution process

***9. Can the Company withdraw the Surplus Distribution declared on my certificate?***

No.

***10. If I surrender my certificate for any reason, will I be entitled to Surplus Distribution?***

If you surrender your certificate prior to its contractual expiry, it does not qualify for Surplus Distribution.

***11. If my certificate is shorter than 12 months, how will my Surplus Distribution be affected?***

If your certificate is contractually fixed for a period shorter than 12 months, it will still be eligible for Surplus Distribution, based on its pro-rata contribution.

***12. If my certificate is longer than 12 months how will my Surplus Distribution be affected?***

If your certificate is in force for a period longer than 12 months, it will be eligible for Surplus Distribution arising in the relevant financial years during which that certificate is in force.

***13. I have made an endorsement, which resulted in an additional contribution paid, will this be considered for Surplus Distribution?***

Your additional contribution arising from an endorsement will be included in the determination of your Surplus Distribution computation.

***14. I have made an endorsement and this has resulted in the refund of some contribution paid, how would this affect my Surplus Distribution?***

The reduction of contribution arising from an endorsement will reduce the contribution used to determine your Surplus Distribution.

***15. Is there any notification to participants about the Surplus Distribution?***

Yes, we will inform the qualified participant via various channels. The information can be obtained through our website, Call Centre and General Takaful Agent.