



Value Added Solutions

IGI Takaful Critical Illness Cover

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When was the last time you visited the doctor to get a comprehensive checkup? With our fast-paced lives and increasing responsibilities, we focus less on our health with each passing day. While we work hard to provide the best possible lifestyle for our loved ones, we must not forget to first secure our own well-being, for it is only when we are taken care of that we can play our role as a supportive figure for our families.

What is IGI Takaful Critical Illness Cover?

Faysal bank offers through a distribution agreement with IGI Life WTO – IGI Takaful Critical Illness Cover which has been developed to cover you in the event of an accident or in case you are diagnosed with a critical disease that may threaten your well-being (as per defined conditions) up to the assigned coverage limit. It is a very affordable and easy-to-subscribe term Takaful cover offered by IGI Life - Window Takaful Operations

What is Takaful?

Takaful is a community pooling system based on the principles of brotherhood and mutual help, wherein, Participants contribute in a common fund to help members who need it the most. The concept of Takaful is inherent in the Arabic word 'takaful', which means a helping each other.

Salient features of the system are given below:

- Members donate a small amount called 'Contribution' into the Waqf Fund on the basis of 'Tabarru'.
- This Waqf Fund is managed by the Takaful / Window Takaful Operator who performs all its responsibilities with diligence and prudence in the capacity of a 'Wakeel'.
- The Waqf Fund pays the claims and not the Takaful / Window Takaful Operator.
- Surplus (if any) is distributed amongst the members as per the approval of the Shariah Advisor.

Some of the salient benefits of the plan include:

Accidental Death Benefit

If a covered Injury results in the Death of a Covered Person within three hundred and sixty five (365) days from the date of the Accident, the Window Takaful Operator will pay the sum covered mentioned in PMD.

Accidental Medical Reimbursement

In the event of a hospitalization due to Accidental Injuries, Participant is entitled to receive medical reimbursement up to the annual limit of the plan prescribed in the Schedule of Coverage within fifty two (52) weeks from the date of the Accident.

Hospitalization Income

If the covered person is confined to a hospital due to accident or illness while the plan is in force, a daily hospital cash in fixed amount will be provided for each day of hospital confinement up to 30 days as a result of a single incident.

Critical Illness Benefit

In the event that the Participant is diagnosed with a critical illness defined in the Participant Membership Document (PMD), the Participant will be entitled to coverage of PKR 500,000 & 1,000,000 as per the terms & conditions of your plan. This coverage amount is paid regardless of the actual expenses with regard to the diseases. This benefit has been designed to provide support with medical expenses in the event of being diagnosed with a serious non-pre-existing disease.

List of Critical Illness

- Heart Attack
- Stroke
- Cancer

- Renal Failure
- Major Organ Transplant
- Paralysis
- Multiple Sclerosis

How does it work?

This plan is available in 2 different variants and provides the member with the flexibility to choose the right coverage amount according to his / her need.

Plans offered under IGI Takaful Critical Illness Cover

IGI Takaful Critical Illness Cover comes in 2 variants namely the Plan A & Plan B. They offer a range of coverage amounts for you to choose from. The details of the benefit are given as under.

Description	Plan A (PKR)	Plan B (PKR)
Critical Illness	500,000	1,000,000
Accidental Death	100,000	200,000
Accidental Medical Reimbursement	10,000	20,000
In Hospitalization Income (Accident & Sickness) Daily Limit	1,000	2,000
Contribution per plan (18 - 59 and Renewal up to 64 years)	PKR 5,800	PKR 11,500

Eligibility

The members have to be in a relationship with Faysal Bank within an age bracket of 18 - 59 years at the time of enrolment. The maximum age limit for the plan is 64th birthday.

Exclusions

Benefits will not be payable if loss occurs due to certain conditions, few key ones of which are listed below;

- War risks (active participation)
- “AIDS” and/or “AIDS” related diseases
- Any pre-existing conditions
- Congenital Birth Defects

The complete list of exclusions will be available in the Participant Membership Document (PMD) for each type of benefit.

Free Look Period

A free look period of 14 days is available during which you can review your Takaful membership document and in case of any concerns you may cancel the plan if needed. Your contribution will be refunded on receipt of request within 14 days after receiving Participant Membership Document.

How to Claim

Our claim settlement procedure is prompt and hassle-free. It is advisable to consult our Customer Services services.life@IGI.COM.PK team for detailed assistance while filing your membership claim.

Here is a simple step-by-step procedure to be followed when you make a claim.

STEP 1: INTIMATION

A claim can be lodged directly without any delay through visiting IGI Life Window Takaful Operations Website Online Claim Intimation by filling given fields which shall be transmitted to Claims Department immediately.

<http://igilife.com.pk/claim-intimation/>

OR send intimation letter from the Participant/ Claimant (as the case may be) under his / her signature giving particulars of loss (Death) with Cause, Date, Place and Name of Covered Person. Always remember to mention the current address and contact number of the claimant while submitting intimation.

Claim must be lodged within 30 days of date of loss.

STEP 2: COMPLETE THE CLAIM FORM ALONG WITH RELEVANT DOCUMENTS

Upon intimation of loss, IGI Life Window Takaful Operations will provide relevant claim forms for filing along with evidence of loss i.e. Death Certificate, Original Membership Document, CNIC of Covered Person and nominee(s), Hospital Record, Police Report and Post Mortem Report (in case of accident only) or any other requirement as called by IGI Life Window Takaful Operations based upon the nature of events. Forms can be directly downloaded from our website.

<http://igilife.com.pk/investor-relations/claim-forms/>

Arrange for medical bills/reports for medical related claims: In case of hospitalization or medical related claims, produce all medical bills (original) and medical report (photocopies) issued by the attending provider.

Attestation: Documents can be submitted in original or photocopies, attested by a Gazetted Government Official/Issuing authority. Original copies of documents may be called for inspection.

STEP 3: SUBMIT REQUIRED DOCUMENTS ALONG WITH THE CLAIM FORM

The Original documents & forms (hard copy) properly completed, signed and witnessed must be submitted with IGI Life Window Takaful Operations Head Office within 90 days after the loss for which the claim is made.

STEP 4: SETTLEMENT

A claim is settled as soon as requirements to the satisfaction of IGI Life Window Takaful Operations are submitted at its Head Office.

NOTE: Kindly ensure that in case of claim by Participant, all documents and forms are signed by you as per signature affixed by you on your Membership's original Proposal Form/CNIC.

How to subscribe?

You can become a member of IGI Takaful Critical Illness Cover by calling Faysal Bank's help line at 111 06 06 06. Upon giving the consent to subscribe, you will be required to provide the beneficiary details and will give consent for Contribution deduction from your account. As soon as the Contribution is deducted from your Faysal Bank Account / Card, your coverage will start immediately.

You will receive your, coverage certificate along with detailed membership Terms and Conditions from IGI Life - Window Takaful Operations.

About IGI Life - Window Takaful Operations

The IGI brand has been associated with insurance industry since 1953 making it one of the earliest and most respected insurance providers in the Pakistani market. It falls under the umbrella of IGI Holdings which is owned by the Packages Group. The Packages Group is one of the most well reputed and diversified business conglomerates with investments in packaging, FMCGs, pharmaceutical and financial services sector. The group is also actively involved in and supports the development and nurturing of social, environmental and educational causes. IGI Life is one of the acquisitions of the group adding further diversity to its financial services portfolio. It was formed with the acquisition of American Life Insurance Company (Pakistan) Limited (Metlife Alico) in 2014. Recognized amongst the leading life insurance companies in the private sector, IGI Life is focused on providing innovative products and comprehensive protection solutions.

IGI Life was amongst the first few companies to be granted license by SECP to initiate Window Takaful Operations. It has been actively involved since 2015 in providing comprehensive family Takaful solutions through its partners as well as providing Takaful solutions to its corporate clientele.

Frequently Asked Questions (FAQs)

How do I enroll/ participate in IGI Takaful Critical Illness Cover?

You shall receive a call from Faysal Bank Business Development Unit (BDU) for enrolment and if you are a healthy Pakistani adult from 18 to 59 years of age, you will be enrolled upon your acceptance. No medical examination is required.

Whom can I enroll under my membership?

Faysal Bank's customer can only enroll themselves in this membership.

What is the General Waiting Period?

In the first membership year, coverage would be effective after fifteen (15) days for Accidental & Sickness and sixty (60) days for Critical Illness once the membership has been issued and has been delivered to the main covered member.

What is Free Look Period?

Free Look Period is a fourteen (14) days' grace time after receiving the membership documents during which you can understand the Terms and Conditions of Takaful Family Secure Plan and in case of any concerns, you may choose to cancel the plan and obtain a full refund of your contribution paid.

Who do I contact for any complaints?

If you have any grievance regarding your takaful membership, you may contact IGI Life - Window Takaful Operations on (021) 111 111 711 or for any service related complaints, you may call our Customer Interaction Centre at 111 06 06 06 or contact your nearest branch

What is the procedure of lodging claims?

For claims, please contact IGI Life -Window Takaful Operations - Claims Manager at (021) 111 111 711 from anywhere in Pakistan or send an email to claims@igi.com.pk.

In how many days will my claims be settled?

IGI Life - Window Takaful Operations will settle all claims within fifteen (15) business days after completion of required documentation.

Are pre-existing medical conditions covered?

Pre-existing medical condition means any sickness, disease or injury or any symptom related to such sickness, disease or injury which has been diagnosed, treated or is under treatment or has been known, even if no medical advice or treatment was sought, before the effective date of this takaful.

Pre-existing conditions, if any, must be disclosed by the covered participant at the time of enrolment. Any treatments due to pre-existing conditions are not covered under this membership.

Are there any exclusions?

Expense arising from or related to pre-existing conditions; pregnancy and childbirth, outpatient treatment, congenital birth defects, war, invasion, civil unrest, infertility, cosmetic treatment, routine medical check-ups and diseases are not covered by the membership. For details, please refer to the detailed Terms and Conditions of the product.

Are there any inadmissible conditions?

The membership is not available to people suffering from Cancer, Diabetes or HIV / AIDS.

Will I be refunded the contribution if I cancel the membership after the Free Look Period?

No contribution will be refunded after the Free Look Period is over.

In how many days will I receive the membership documents?

Your membership documents along with detailed terms and conditions will be dispatched to you within 10-12 working days once the account has been debited.

What is the procedure in case I want to cancel Takaful Family Secure Plan?

You may either call Customer Interaction Centre at 111 06 06 06 or provide a written cancellation request by visiting any Faysal Bank branch. Contribution will only be refunded if the request has been submitted within fourteen (14) days (Free Look Period) after receiving the membership document, provided there is no claim.

DISCLAIMER:

- 1 . Faysal Bank Limited (“Bank”) is acting as a distributor of the IGI Takaful Critical Illness cover on behalf of the IGI Life - Window Takaful Operations (“Takaful Operator”) and shall not be held responsible in any manner whatsoever to any person, including, but not limited to, the Covered person or any third party.
- 2 . The Covered Customer's statement of account/application form or recorded verbal statement and Declarations will act as their enrollment under the program (if their account is charged under the program) and will govern the determination of the rightful beneficiary under this Takaful coverage.

3. It is clarified that the Bank shall not, under any circumstances, be liable either directly or indirectly for any obligation of the Takaful Operator as the Takaful Provider.
4. Furthermore, the Bank shall not be construed or deemed in any manner to be the agent or broker of the Takaful Operator in respect of any other PMD
5. In addition, the Bank shall not be either directly or indirectly liable for any obligation of the covered customer towards the Takaful Operator in respect of the business or any cover offered to the Covered customer. These PMDs shall constitute as independent contracts between the Takaful Provider and the Covered Customer.
6. This product brochure only gives a general outline and introduction of the benefits available under the PMD. For exact terms and conditions, please refer to the PMD (Participation Membership Document)
7. If you have any grievances regarding your Takaful Cover, you may contact IGI Life - Window Takaful Operations on (021) 111-111-711 or for any service related complaints, you may call our Contact Centre at (021) 111 06 06 06 or visit the nearest branch

Contact

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Registered Office

Faysal House

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For Details, please visit

faysalbank.com/en/islamic/ 021 111 06 06 06

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