

VERSION DATED: 22 October 2020

## AXXESS LIFELINE PLUS Terms and Conditions

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This AXXESS LIFELINE PLUS Terms and Conditions (“**Terms and Conditions**”) is a contract between the purchaser (“**you**”) and Shieldcard Holdings Sdn Bhd (1121362-P) (“**Shieldcard**”).

Shieldcard is the brand owner and operator of the AXXESS Programme and in collaboration with our panel insurers and underwriters (“**Panel Insurers**”), are pleased to offer Staff, Members and Subscribers of purchaser (“**staff**”), who will be registered as AXXESS members (“**AXXESS Members**”) protection under our customised Group Personal Accident Insurance product known as “**AXXESS Lifeline Plus**”.

AXXESS Lifeline Plus offers the total coverage of up to MYR500,000-00, with the following option for the nominated beneficiaries of staff, to select at their sole discretion:

- Cash of MYR100,000-00 + Benefits of MYR400,000-00; or
- Cash only of MYR200,000-00.

Additionally, AXXESS Lifeline Plus, offers staff an additional Covid-19 coverage of up to RM12,000.00 as follows;

- Cash of MYR 2,000.00 on Hospitalisation subsequent to Covid-19 infection, and
- Cash of MYR 10,000.00 on death due to Covid-19 or death due to Accident

Staff who are currently Non-AXXESS members, registering for AXXESS Lifeline Plus will be automatically registered as AXXESS Members upon registration and will be entitled to all benefits under AXXESS. The AXXESS Programme benefits, promotions and the terms and conditions can be found by clicking [www.axxess.com.my](http://www.axxess.com.my)

By signing up to purchase AXXESS Lifeline Plus on this website or any of our associated websites, APIs, or mobile applications, you agree that you have read, understood, and accept this Terms and Conditions:

### 1. Eligibility and Automatic AXXESS Membership

1.1 To be eligible for AXXESS Lifeline Plus, staff must be a Malaysian citizen, between the age of eighteen (18) years and up to sixty-five (65) years. Age shall be in reference to the age as at the last birthday.

1.2 Upon staff’s successful registration for AXXESS Lifeline Plus, in addition to being automatically registered for the AXXESS Programme (and become an AXXESS Member), staff will also be entitled to the AXXESS Bundle Package that carries the following benefits:

- (i) 5% discount on motor insurance; and
- (ii) 10% discount on AXXESS Covid-19 and AXXESS Covid-19 Plus insurance; and
- (iii) Between 5% and 10% discount on any new insurance plans launched by AXXESS.

The FAQ for AXXESS Bundle Package is available under the “General” section at [www.axxess.com.my/lifeline-plus.php](http://www.axxess.com.my/lifeline-plus.php)

## 2. Purchase Price and Payment

2.1 AXCESS Lifeline Plus can be purchased at the following price:

<b>Price</b>	<b>RM119.99</b>
Price breakdown:	
(i) Personal Accident Insurance Premium	(i) MYR70.00
(ii) Covid-19 Personal Accident Insurance Premium	(ii) MYR28.50
(iii) AXCESS Membership (including Bundle Package)	(iii) MYR21.49
<b>Period of Coverage</b>	<b>Twelve (12) months</b>

2.2 Purchase options can be viewed and payments made at [www.axcess.com.my/lifeline-plus.php](http://www.axcess.com.my/lifeline-plus.php)

2.3 Price for AXCESS Lifeline Plus does not include service and any other taxes which are or may be imposed by the Malaysian government from time to time.

2.4 Successful applicants will be notified via email which will also contain a link to the applicant's AXCESS Lifeline Plus certificate of insurance ("**Insurance Certificate**") and will deem to be the "**Insured Person**".

## 3. Applicable Terms and Conditions Upon Purchase

3.1 By purchasing AXCESS Lifeline Plus, you **agree and accept**:

- (a) These Terms and Conditions; and
- (b) The provisions of the AXCESS Lifeline Plus policy documents ("**Policy**") that is available at [www.axcess.com.my/lifeline-plus.php](http://www.axcess.com.my/lifeline-plus.php); and
- (c) The terms and conditions for AXCESS membership and AXCESS' Privacy Policy that are available at [www.axcess.com.my](http://www.axcess.com.my); and
- (d) The terms and conditions of the AXCESS Covid-19 Protection and the AXCESS Covid-19 policy document that are available at [www.axcess.com.my/covid-19.php](http://www.axcess.com.my/covid-19.php)

3.2 If you do not agree to any of the conditions for enrolment under AXCESS Lifeline Plus, you should not proceed with your purchase. By proceeding to purchase, you are deemed to agree to all the terms and conditions set out in **Clause 3.1** above.

## 4. Definition and Interpretation

4.1 Unless the context otherwise requires, words or phrases used in this Terms and Conditions shall have the meanings assigned to them herein or in the Policy.

- 4.2 References in this Terms and Conditions to "we", "our" or "us", are to Shieldcard, and references to "you", "your", "staff" or "claimant" are to the person with whom Shieldcard enters into the contract under this Terms and Conditions.
- 4.3 Reference in this Terms and Conditions to "AXXESS", "AXXESS Members", "AXXESS Programme" and "AXXESS Bundle Package" shall mean this company and the business and product of this company:

Shieldcard Holdings Sdn Bhd (1121362-P)  
A-15-1, Block A, Jaya ONE, 72A Jalan Universiti,  
46200 Petaling Jaya, Selangor Darul Ehsan, Malaysia  
[www.axxess.com.my](http://www.axxess.com.my)

## 5. Personal Information

- 5.1 To register for AXXESS Lifeline Plus, you will need to provide certain personal information of your staff, such as:
- (a) name as per NRIC;
  - (b) NRIC number;
  - (c) mobile or contact number; and
  - (d) your personal email address;
- 5.2 Shieldcard and Panel Insurer shall not be held responsible in the event the conditions specified in Clause 3.1 (a), (b) or (c) are not complied with and as a consequence, Cash and Benefits under AXXESS Lifeline Plus are delayed or denied.

## 6. Effective Date of Coverage, Territorial Limit and Beneficiary

- 6.1 The coverage period upon purchase of AXXESS Lifeline Plus commences seven (7) days from the date the premium for the respective coverage period is fully received by Shieldcard via the payment gateway of Shieldcard's sister company, Perks Holdings Sdn. Bhd., or via such other payment method or mechanism as may be accepted by Shieldcard from time to time at its discretion.
- 6.2 The Policy provides cover on a worldwide basis only for the Personal Accident Claim. Coverage for Covid-19 is limited to Malaysia.
- 6.3 The Insured Person has to nominate a beneficiary when applying for AXXESS Lifeline Plus. In the unfortunate event of death of the Insured Person, the Cash and Benefits as set out in Clause 7.1 will be given to this named beneficiary.

## 7. Cash and Benefits

- 7.1 Under AXXESS Lifeline Plus, Shieldcard shall in the event of an accident during the period of insurance causing an injury resulting in the death of the Insured Person provide the named beneficiary with the following cash and benefits set out below from 7.1(a) to 7.1 (m) (referred to as "Cash and Benefits", "Benefit" or "Benefits", as the context may require). The total Cash and Benefits is worth **Ringgit Five Hundred Thousand (MYR500,000-00)**:

**(a) Cash pay-out of Ringgit Malaysia One Hundred Thousand (MYR100,000-00)**

Cash payment of MYR100,00-00 to be credited directly into the bank account of the named beneficiary.

**(b) E-wallet top-up worth Ringgit Malaysia Ten Thousand (MYR10,000-00)**

The beneficiary will need to register for an E-wallet account from any one or all of the E-Wallet providers registered on the AXXESS platform. The 10,000-00 Benefit will be credited directly into the e-wallet(s). There will be a standing instruction with the selected E-Wallet provider(s) for the e-wallet(s) to be continuously topped-up on a periodic basis, until the total amount of MYR10,000-00 is fully topped-up, or for a period of three (3) years from the initial top-up, whichever comes first. The full list of AXXESS E-Wallet partners can be found on the Benefits section of the FAQ under e-Wallet Top-up at [www.axxess.com.my/lifeline-plus.php](http://www.axxess.com.my/lifeline-plus.php)

**(c) Grocery shopping vouchers worth Ringgit Malaysia Eighteen Thousand (MYR18,000-00)**

The grocery shopping vouchers will be in MYR50-00 and MYR100-00 denominations with a validity period of three (3) years from the issue date and are redeemable at outlets of partner grocers registered on the AXXESS platform. The beneficiary may choose to receive shopping vouchers from any one or all of the grocers. The total value of shopping vouchers provided will be MYR18,000-00. The full list of AXXESS Grocery partners can be found on the Benefits section of the FAQ under Grocery Vouchers at [www.axxess.com.my/lifeline-plus.php](http://www.axxess.com.my/lifeline-plus.php)

**(d) Fuel vouchers worth Ringgit Seven Thousand Two Hundred (MYR7,200-00)**

The fuel vouchers will be in MYR50-00 and MYR100-00 denominations with a validity period of three (3) years from the issue date and are redeemable at petrol stations of AXXESS' petroleum retail partners registered on the AXXESS platform. The beneficiary may choose to receive fuel vouchers from any one or all of the petroleum partners. The total value of fuel vouchers provided will be MYR7,200-00. The vouchers are not exchangeable for cash.

The full list of AXXESS Petroleum partners can be found on the Benefits section of the FAQ under Fuel Vouchers at [www.axxess.com.my/lifeline-plus.php](http://www.axxess.com.my/lifeline-plus.php)

**(e) Utility e-Pay credits worth Ringgit Malaysia Ten Thousand Eight Hundred (MYR10,800-00)**

Under this Benefit, the beneficiary will be issued with "ePay" payment gateway credits of MYR10,800-00 to use for payment of specified utility bills. ePay credits will be valid for a period of thirty-six (36) months. The ePay credits are not exchangeable for cash. The utility bills do not need to be in the name of the Insured Person or the named beneficiary.

The full list of AXXESS Utility partners can be found on the Benefits section of the FAQ under Utility Bills at [www.axxess.com.my/lifeline-plus.php](http://www.axxess.com.my/lifeline-plus.php)

**(f) Health & Personal Care vouchers worth Ringgit Malaysia Eight Thousand (MYR8,000-00)**

The health & personal care vouchers will be in MYR50-00 and MYR100-00 denominations with a validity period of three (3) years from the issue date and are redeemable at AXXESS' partner pharmacies registered on the AXXESS platform. The beneficiary may choose to receive health &

personal care vouchers from any one or all pharmacy partners. The total value of vouchers provided will be MYR8,000-00. The vouchers are not exchangeable for cash.

The full list of AXXESS Health & Personal Care partners can be found on the Benefits section of the FAQ under Health & Personal Care at [www.axxess.com.my/lifeline-plus.php](http://www.axxess.com.my/lifeline-plus.php)

**(g) Telco post-paid plan worth Ringgit Three Thousand Six Hundred (MYR3,600-00)**

The beneficiary will need to register for a post-paid plan with a Telco partner registered on the AXXESS platform. The post-paid plan monthly bills will be paid for a period of three (3) years or until the full amount of MYR3,600-00 is fully utilised, whichever occurs earlier. The beneficiary may choose to register with any one or all telco partners. The total value of payments made for all registered plans will be MYR3,600-00.

The full list of AXXESS Telco partners can be found on the Benefits section of the FAQ under Telco Services at [www.axxess.com.my/lifeline-plus.php](http://www.axxess.com.my/lifeline-plus.php)

**(h) Furniture & Home Appliances shopping vouchers worth Ringgit Malaysia Five Thousand (MYR5,000-00)**

These vouchers will be in MYR50-00 and MYR100-00 denominations with a validity period of three (3) years from the issue date and can be redeemed for purchases of furniture and home appliances from AXXESS' furniture and home appliance partners registered on the AXXESS platform. The beneficiary may choose to receive vouchers from any one or all furniture partners. The total value of vouchers provided will be MYR5,000-00. The vouchers are not exchangeable for cash.

The full list of AXXESS Furniture & Home Appliance partners can be found on the Benefits section of the FAQ under Furniture & Home Appliance at [www.axxess.com.my/lifeline-plus.php](http://www.axxess.com.my/lifeline-plus.php)

**(i) Subscription Services e-Pay credits Malaysia worth Ringgit Seven Thousand Two Hundred (MYR7,200-00)**

Under this Benefit, the beneficiary will be issued with "ePay" payment gateway credits of MYR7,200-00 to use for payment of the subscriptions. ePay credits will be valid for a period of thirty-six (36) months. The ePay credits are not exchangeable for cash. The subscriptions do not need to be in the name of the Insured Person or the named beneficiary.

The full list of AXXESS Subscription Services partners can be found on the Benefits section of the FAQ under Subscription Services at [www.axxess.com.my/lifeline-plus.php](http://www.axxess.com.my/lifeline-plus.php)

**(j) Payment of Ringgit Malaysia Ten Thousand (MYR5,000-00) for Professional Fees**

This Benefit shall be used to pay professional and government fees/taxes incurred in executing the Insured Person's will, arranging for the distribution of the estate or in any matter relating to the beneficiary. Payment shall be made directly to the relevant legal firm upon production of a valid invoice. The maximum payment under this Benefit is MYR5000-00 over a period of three (3) years. This Benefit is not exchangeable for cash. This Benefit can be claimed for services rendered by any legal firm validly registered with the Malaysian Bar Council.

**(k) Clothing Benefits shopping vouchers worth Ringgit Malaysia Five Thousand (MYR5000-00)**

These vouchers will be in MYR50-00 and MYR100-00 denominations with a validity period of three (3) years from the issue date and can be redeemed for purchases of clothing items from AXXESS' partner

clothing shops and boutiques registered on the AXXESS platform. The beneficiary may choose to receive vouchers from any one or all partner clothing shops and boutiques. The total value of vouchers provided will be MYR5,000-00. The vouchers are not exchangeable for cash.

The full list of AXXESS Clothing partners can be found on the Benefits section of the FAQ under Clothing at [www.axxess.com.my/lifeline-plus.php](http://www.axxess.com.my/lifeline-plus.php)

**(l) Inpatient Healthcare Benefits of up to Ringgit Malaysia Three Hundred and Twelve Thousand (MYR312,000-00)**

The beneficiary will be covered under a health insurance policy for a period of three (3) years with an annual coverage of MYR104,000-00. This Benefit is subject to the beneficiary being below the age of 60 and such other terms and conditions set out in the relevant policy document. If, however, the beneficiary is above sixty (60) years old, this Benefit can be nominated for the Enrolled Member's child or next of kin who is under sixty (60) years old. A sample of the policy document and other details of this Benefit can be viewed at the Benefits section of the FAQ under Healthcare Benefits - Inpatient at [www.axxess.com.my/lifeline-plus.php](http://www.axxess.com.my/lifeline-plus.php). This Benefit is not exchangeable for cash. No cash refunds will be given if the inpatient healthcare Benefit is not claimed during the coverage period.

**(m) Outpatient Healthcare Benefits up to Ringgit Malaysia Eight Thousand (MYR8,000-00)**

Subject to production of the relevant valid receipts, the named beneficiary will be entitled (on a reimbursement basis) for up to MYR8,000-00 for any outpatient healthcare or treatment received over a period of three (3) years. This Benefit can only be claimed for treatment by a registered medical or dental practitioner at an institution registered and recognised by the Ministry of Health Malaysia. This Benefit may also be claimed for optical care and devices. This Benefit is not exchangeable for cash.

**(n) Covid-19 Coverage of up to Ringgit Malaysia Twelve Thousand (MYR12,000-00)**

Subject to production of the relevant documents, the insured person will be entitled to a Cash payment of MYR2,000.00 in the event of hospitalisation due to Covid-19 infection. Additionally the named beneficiary will be entitled to a Cash payment of MYR10,000.00 in the event of death of the insured person due to Covid-19 infection or death of the insured person, due to an accident. Full details of the Covid-19 coverage, Terms & Conditions governing the Covid-19 coverage and relevant policy documents, can be found at [www.axxess.com.my/covid19.php](http://www.axxess.com.my/covid19.php)

**7.2 Hospital Income**

In the event the Insured Person requires hospitalisation as a result of an accident, the Panel Insurer will pay a daily Benefit hospital income of Ringgit Malaysia One Hundred (MYR100-00) per day up to a maximum of thirty (30) days.

**7.3** The beneficiary shall sign a statutory declaration to be provided by the Panel Insurer to select his/her preferred coverage option as set out below:

**(a) Cash and Benefits (as provided in Clause 7.1(a) to 7.1(m)):** in which case the beneficiary will receive Ringgit Malaysia One Hundred Thousand (MYR100,000-00) in cash from the Panel Insurer and shall authorise the Panel Insurer to pay Ringgit Malaysia One Hundred Thousand

(MYR100,000-00) to Shieldcard who shall then convert the amount to Ringgit Malaysia Four Hundred Thousand (MYR400,000-00) in Benefits; **OR**

**(b) Cash only:** in which case the beneficiary will receive Ringgit Malaysia Two Hundred Thousand (MYR200,000-00) in cash from the Panel Insurer.

7.4 The conversion or exchange of any Benefit in Clauses 7.1(b) to 7.1(m) to cash with an AXXESS partner is **not permitted**. By purchasing AXXESS Lifeline Plus you agree that you shall not dispute the form of Cash and Benefits to be received so long as they are materially the same as those specified in this Terms and Conditions. Vouchers received must be utilised within thirty-six (36) months from the date of issue unless provided for otherwise under the terms for redemption of the voucher (if any).

7.5 Shieldcard reserves the right to modify the redemption terms or the denominations of the vouchers to be issued so long as the amount of the voucher forming the Benefit is not reduced. In cases where an AXXESS partner has ceased its participation, Shieldcard reserves the right to convert the voucher to cash in the event there are no AXXESS partners who are able to redeem the voucher.

## 8. Rejection of Coverage and Cancellation

8.1 Shieldcard and/or its Panel Insurers reserve the right to reject any application to purchase and to be enrolled in the AXXESS Lifeline Plus without having to provide any reasons whatsoever. In such event, the unsuccessful applicant will be notified that his/her application and coverage has been declined via email within four (4) days from the date of application and payment of premium. The full amount of the premium paid will be refunded.

8.2 You may cancel the insurance cover by notifying the Panel Insurer. The premium paid will not be refunded. The Policy will expire at the end of the coverage period irrespective of the cancellation date.

## 9. Privacy

9.1 Shieldcard complies with all privacy laws of Malaysia in the collecting, processing, storage and other requirements relating to personal information. For further details please refer to <https://www.axxess.com.my/privacy>. In addition to the privacy laws of Malaysia such as the Personal Data Protection Act 2010, our Panel Insurers are also subject to privacy rules or guidelines which are issued by Bank Negara Malaysia.

## 10. Claims and Limitations in Making Claims

10.1 Claimants may submit claims to Shieldcard Customer Service or directly to the relevant Panel Insurer. All Cash and Benefits will be made directly to the claimant according to the Policy or his/her named beneficiary or to his/her estate if no beneficiary has been named. Any claims should, together with the relevant Insurance Certificate reference number and the death certificate or other supporting documents as may be requested from time to time by Shieldcard and the Panel Insurer be emailed to AXXESS customer service at [enquiry@shieldcard.com.my](mailto:enquiry@shieldcard.com.my) and the relevant Panel Insurer.

- 10.2 Claims for Ringgit Malaysia Two Hundred Thousand (MYR200,000-00) in cash to be made by the beneficiary in Clause 7.3 and for hospital income in Clause 7.2 are underwritten by the Panel Insurer and shall be:
- (a) in accordance with the terms of the Policy that may be viewed at [www.axxess.com.my/lifeline-plus.php](http://www.axxess.com.my/lifeline-plus.php), and
  - (b) made by completing the claim documents stipulated by the relevant Panel Insurer or by calling the Panel Insurer directly.
- 10.3 For claims due to accidental death, immediate notice of claim must be given to Shieldcard and the Panel Insurer. Written notice of any event likely to give rise to a claim should be submitted to the Panel Insurer as soon as reasonably possible. In any case, claims must be made in writing and submitted to the Panel Insurer within thirty (30) days from the date of loss/accident. Proof of loss must be furnished to the Panel Insurer within ninety (90) days from the date of such loss/accident.
- 10.4 You are reminded to read the 'General Exclusions' section of your Policy for the exclusions under which any Benefit pay-out may be denied.
- 10.5 You further agree that:
- (a) the Panel Insurer shall not be liable for any other Benefits to be provided by Shieldcard in Clauses 7.1(b) to 7.1(m) above; and
  - (b) the Panel Insurer's liability to you shall be discharged upon payment of the Ringgit Malaysia Two Hundred Thousand (MYR200,000-00) in cash in the manner to be chosen by your beneficiary as set out in Clause 7.3(a) or Clause 7.3(b).

## **11. Indemnity**

- 11.1 You agree that by purchasing AXXESS Lifeline Plus, you shall indemnify us, PERKS Holdings Sdn Bhd, our affiliates and service providers, and each of our, or their, respective officers, directors, agents, employees and representatives, in respect of any costs (including attorneys' fees and any fines, fees or penalties imposed by any regulatory authority) that have been reasonably incurred in connection with any claims, demands or damages arising out of or related to your breach and / or our enforcement of this Terms and Conditions whether arising directly or indirectly from your purchase of the AXXESS Lifeline Plus or participation in the AXXESS benefit programme or arising from your violation of any law, rule or regulation, or the rights of any third party.

## **12. Entire Agreement and Amendments**

- 12.1 This Terms and Conditions (including documents incorporated by reference herein) comprise the entire understanding and agreement between you and Shieldcard as to the subject matter hereof, and it supersedes any and all prior discussions, agreements and understandings of any kind, and every nature between and among you and Shieldcard.



12.2 You acknowledge that Shieldcard may, subject to adherence to the terms of the Policy, from time to time, amend, replace or otherwise change the terms and conditions relating to AXXESS Lifeline Plus and such changes shall be deemed effective once made available via the AXXESS webpage. You also agree that any such amendments shall form part of this Terms and Conditions and shall be binding on you unless the amended terms adversely affect your Cash and Benefits under AXXESS Lifeline Plus.

### **13. Transfer and Assignment**

13.1 This Terms and Conditions is personal to you and you cannot transfer or assign your rights, licenses, interests and/or obligations to anyone else. We may transfer or assign our rights licenses, interests and / or our obligations at any time, including as part of a merger, acquisition or other corporate reorganisation involving Shieldcard, provided that this transfer or assignment does not materially impact the Cash and Benefits. Subject to the foregoing, this Terms and Conditions will bind and inure to the benefit of the contracting parties, their successors and permitted assigns.

### **14. Invalidity**

14.1 If any provision of this Terms and Conditions is determined to be invalid or unenforceable under any applicable law, this will not affect the validity of any other provision. If any provision is found unenforceable, the unenforceable provision will be severed, and the remaining provisions will be enforced.

### **15. Applicable Law**

15.1 The law applicable to AXXESS Lifeline Plus and its Cash and Benefits and the interpretation of the Policy shall be Malaysian laws with Malaysian courts having exclusive jurisdiction.

### **16. Further Enquiries**

16.1 Please refer to the Frequently Asked Questions on AXXESS Lifeline Plus for further details. If you have further enquiries on AXXESS, AXXESS Lifeline Plus or the Cash and Benefits, please call AXXESS customer service at 1300 30 2010. For enquiries relating to the Policy and making claims you may also call the Panel Insurer's call centres whose contact numbers are set out in **Clause 10.2** above.

### **17. This Terms and Conditions and the Policy**

17.1 This Terms and Conditions is legally binding on you upon your successful purchase of the AXXESS Lifeline Plus product. In the event of any contradiction between this Terms and Conditions and the Policy for AXXESS Lifeline Plus, the provisions of the Policy will prevail.

**PLEASE READ THE ENTIRE POLICY SO THAT YOU ARE AWARE OF YOUR RIGHTS, OBLIGATIONS AND CASH AND BENEFITS YOU ARE ENTITLED TO.**

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