

FAQ for Customer Care Briefing – Dhiraagu Elite Club x Allied Insurance

1. What is the new Dhiraagu Elite Club Allied Insurance Offer?

Dhiraagu Elite Club members will receive exclusive discounts on selected Allied Insurance based on their Elite membership tier.

2. What discounts are offered for each Elite tier?

- Elite Blue 5%
- Elite Gold 7%
- Elite Platinum 10%

3. Which Takaful products are included in this offer?

Motor Comprehensive Takaful - Provides protection for:

- Accidental vehicle damage
- Third-party liability
- Theft
- Natural disasters/perils

Home Content Plan - Covers household belongings against:

- Fire
- Theft
- Water damage
- Unexpected losses

Hiyaavahi - Affordable protection for valuable home contents against:

- Damage
- Theft
- Selected covered incidents

Family Takaful Plan - Provides:

- Financial Protection for families
- Life coverage
- Long-term financial security support

4. Who is eligible for the discount?

Only active Dhiraagu Elite Club members are eligible.

5. How can customers claim the discount?

Customers must share/show their digital Elite Club card when applying.

The card can be presented through:

- Email applications
- Frontline visits
- Customer Care channels

6. Is the physical card required?

No. The digital Elite Club card is sufficient.

7. How can customer care verify the customer tier?

Customer Care staff should verify the membership tier through the customer's digital Elite card.

8. Can the discount be transferred to another person?

No. The discount is only applicable to the eligible Elite Club members.

9. Can customers combine this discount with other ongoing promotions?

No, cannot be combination with other promotions.

10. Does the discount apply to renewals?

Applicable if, the customer presents their Elite card during renewal.

11. Are all insurance products included?

No. Only the specifically listed Takaful products are included.

12. What should Customer Care staff highlight to customers?

Staff should emphasize:

- Exclusive privilege for Dhiraagu Elite Club members
- Tier-based higher savings
- No additional purchase to avail this offer.