

1	What is the campaign about?	The campaign gives away 33,000 Touch 'n Go RFID tags or eWallet credit for Zurich General Insurance Malaysia Berhad and Zurich General Takaful Malaysia Berhad customers each while stocks last.
2	When is the campaign period?	The campaign starts from 15 June 2022 until the prizes are fully redeemed.
3	What are the criteria to qualify for the campaign?	All new and renewal Private Car Comprehensive policies/certificates with a total gross premium/contribution of RM300 and above (exc. Stamp Duty & SST) with the addition of either the <ul style="list-style-type: none"> i) Special Perils or ii) Z-Drive Assist/Z-Drive Assist Takaful.
4	What are the prizes?	There are different prizes for East and West Malaysia <ul style="list-style-type: none"> i) West Malaysia - RFID DIY Kit to be couriered to eligible customers. ii) East Malaysia – Touch 'n Go eWallet Credit worth RM25 to be credited to eligible customers' eWallet.
5	What should an agent/partner do to ensure their customers participate in this campaign?	<ol style="list-style-type: none"> 1. Agent/Partner must ensure their customer's contact number is added to the system during the purchase/participation stage. 2. Any contact number that does not belong to the policy/certificate holder (e.g Agents/Salesperson's own handphone number for customer's policy/certificate) will be disqualified.
6	There could be a delay in the system's conversion of policies/certificates. How is first come, first served considered?	The issuance date for cover note is being used to qualify customer's entry to the campaign and it'll be tracked on a first come, first served basis.
7	How will the campaign be promoted?	<ol style="list-style-type: none"> 1. Agents and Partners may share the e-flyers to their customers. 2. Postings of campaign will be made available on Zurich Malaysia's official website at www.zurich.com.my, as well as Facebook & Twitter pages. 3. Qualifiers listing will be shared on Zurich Malaysia's official website as well.
8	What if the eligible customer doesn't have an RFID / eWallet account?	<ol style="list-style-type: none"> 1. For customers receiving the RFID tag, guidance on the setup of the DIY tag and Touch 'n Go account will be provided. 2. For customers receiving the eWallet credit, Touch 'n Go will be contacting them to provide guidance on setting up an eWallet account, alternatively a reload pin of RM25 is sent in the form of SMS to the registered number of the policy/certificate.
9	Is the RFID tag pre-registered with the insured/covered vehicle registration plate number? The vehicle may have an existing RFID tag.	No, it is not pre-registered with the insured/covered plate number. Customer may pass the RFID tag to someone else if he/she wishes to.

10	Can the West Malaysia customers, opt for the Touch 'n Go eWallet credit if they have an existing RFID tag on their vehicle?	No, only RFID tag will be given, and the tag is not pre-registered with the insured/covered plate number. Customer may pass the RFID tag to someone else if he/she wishes to.
11	Is there an expiry date for the RFID tag or eWallet credit?	There are no expiry dates for either the RFID tag registration or Touch 'n Go eWallet credit utilization.
12	Can the RFID tag be transferred to another user?	Yes, customer may opt to pass the RFID tag to someone else if he/she wishes to as the tags are not pre-registered.
13	Are there any incentives for Agents/Partners for this campaign?	Under OCC guidelines, it is not allowed to incentivise any intermediaries beyond the usual commission structure.
14	How will a customer know if they are eligible for a prize?	<ol style="list-style-type: none"> 1. Customer will be contacted within twenty-one (21) days from the purchase/participation date if they are entitled for the prize. 2. Customer may also refer to the list of qualifiers on Zurich's official website at www.zurich.com.my
15	How will a customer know if the prizes have been fully utilised?	Communications will be in place on a weekly basis to inform channels of distribution on the remaining prizes allocations.