



RFP-2026-11

ANNEXURE 1 - GROUP MEDICAL AND LIFE INSURANCE PROPOSAL

AGENT/BROKER: _____

1. Please describe your understanding of the objectives, scope, and requirements of this Request for Proposal (RFP) for Group Medical Insurance and outline how your proposed approach will meet our organization's needs.
2. Why is your organization best qualified to provide these services? Please describe your experience in managing group medical insurance programmes for organizations of similar size and complexity in Malaysia.
3. Please describe your proposed medical insurance solution, including scope of benefits and coverage, provider network, digital capabilities (e.g. mobile application, e-card, online claims), value-added services, features that differentiate your proposal.



4. Please outline your implementation and transition plan, including the implementation timeline, transition from the current insurer, employee communications, briefing and training sessions, dedicated account management, and key measures to ensure a smooth and effective transition.

5. Please describe your service standards and claims administration process including cashless admission process, claims submission methods, average claims turnaround time, customer support and complaint handling.

6. Please confirm whether your proposal meets and supports the following requirements. Provide comments where applicable.

Requirements	Yes	No	Comments
1. Waiver of waiting periods for existing employees	☐	☐	
2. No co-payment for eligible medical treatment	☐	☐	
3. Continuity of coverage for pre-existing conditions	☐	☐	
4. Cashless facilities for inpatient	☐	☐	
5. Cashless facilities for outpatient	☐	☐	
6. Digital claims platform/mobile application	☐	☐	
7. Employee briefing/training at AFI office	☐	☐	
8. Dedicated experiences account manager	☐	☐	

