

TONE WOW LINDUNG
FAQs

1. What is TONE WOW LINDUNG?

TONE WOW LINDUNG is a new program by TONE WOW SDN BHD that offers 12 months of free Life Insurance coverage on a monthly renewal basis by subscribing to TONE WOW LINDUNG Data Plan.

2. What is the minimum age to entitle for free LIFE Insurance?

Age between 18 to 60 years (year of birth)

3. What is the minimum age to entitle for free Personal Accident (PA) Takaful?

Age between 12 to 75 years (date of birth)

4. How TONE WOW members entitled for free Personal Accident (PA) Takaful?

All TONE WOW members will be automatically entitled to the free Personal Accident (PA) Takaful if they reload minimum RM30 or RM50 monthly (Terms and Condition applies)

5. How to participate in TONE WOW LINDUNG for new member?

New Members that join TONE WOW via TONE WOW LINDUNG Starter Pack will be automatically subscribed to TONE WOW LINDUNG Data Plan.

6. What does the TONE WOW LINDUNG Starter Pack offers?

- 3GB High Speed Data
- 30 Minutes Off-Net Voice Call
- Unlimited On-Net Voice Call
- TONE WOW LINDUNG Data Plan – Category A (Refer to FAQ No.8)

7. How existing TONE WOW member want to join TONE WOW LINDUNG program?

Existing TONE WOW members can join TONE WOW LINDUNG program by subscribing to the TONE WOW LINDUNG Data Plan.

8. What is 5 categories of TONE WOW LINDUNG Data Plan that comes with free Life Insurance coverage in TONE WOW LINDUNG program?

Data Plan Category	Subscription Fees (RM)	Subscription Fees (WOWcher)	Data Plan			Free Life Insurance Coverage
			Total GB	GB/ Month	# Month	
A	RM20.00	20,000	6	2	3	RM4,000
B	RM30.00	30,000	12	2	6	RM8,000
C	RM50.00	50,000	18	2	9	RM12,000
D	RM60.00	60,000	24	2	12	RM16,000
E	RM80.00	80,000	48	4	12	RM20,000

9. I have subscribed to TONE WOW LINDUNG Data Plan - Category B, when is my 2GB data will be granted?

Your 2GB Data will be granted within 48 hours upon successful subscription.

10. Is new members that registered with TONE WOW LINDUNG Starter Pack are allowed to upgrade their existing TONE WOW LINDUNG Data Plan?

Yes. New members that registered with TONE WOW LINDUNG Starter Pack are allowed to upgrade their existing TONE WOW LINDUNG Data Plan by paying the differences of Data Plan subscription fee via WOWlet or WOWcher or Walk-in to the TONE WOW HQ office.

11. Can existing member upgrade their TONE WOW LINDUNG Data Plan category?

Yes, existing members are allowed to upgrade their existing TONE WOW LINDUNG Data Plan category to a higher category by paying the differences of Data Plan subscription fees via WOWlet or WOWcher or Walk-in to the HQ office.

12. How many Data Plan entitled for one (1) member ID?

One (1) member NRIC/Passport is entitled to one (1) subscription of TONE WOW LINDUNG Data Plan.

13. Is the New members that registered via TONE WOW LINDUNG STARTER PACK and existing members subscribed to TONE WOW LINDUNG Data Plan are entitled for Khairat Kematian claim?

No. New members that registered via TONE WOW LINDUNG STARTER PACK and existing members subscribed to TONE WOW LINDUNG Data Plan will not be entitled for Khairat Kematian claim. For more info and Term and conditions at https://www.tonewow.net/en/benefits/khairat_kematian.

14. Is there any SMS notification sent once successfully subscribed to TONE WOW LINDUNG Data Plan?

Yes. TONE WOW LINDUNG members will receive one (1) SMS from Merchantrade Asia SDN BHD within 7 working days after successfully subscribed to TONE WOW LINDUNG Data Plan.

15. What is the period to claim for free Life Insurance?

The free Life Insurance claim period is within 12 months after the date of death.

16. Is the TONE WOW LINDUNG members will receive data and free Life Insurance coverage if their mobile status is barred?

No. All TONE WOW LINDUNG members mobile number must be in ACTIVE status at all times (*able to make call and receive call*) in order to receive data and free Life Insurance coverage.

17. Should TONE WOW Member's FREE Life Insurance failed to be accepted by Merchantrade Asia Sdn Bhd and/or MCIS Insurance Berhad, for whatsoever reason, and if the entitlement is via:

- a. TONE WOW LINDUNG Starter Pack, TONE WOW Member will be compensated with:
 - i. RM15.00* Reload (RM5.00 X 3 Months)
 - ii. 6GB High-speed mobile data (2GB X 3 Months)
** Not entitle for any incentive*
- b. TONE WOW LINDUNG Data Plan,
 - i. Amount paid for TONE WOW LINDUNG Data Plan will be fully refunded according to the payment method within 14 working days.
- c. Entitle to Khairat Kematian Benefits (Refer to FAQ No.13)

18. Do I need to update my beneficiary details in member portal (MMS)?

Yes. All beneficiary details must be completed upon subscription of TONE WOW LINDUNG Data Plan to be eligible for the free Life Insurance coverage. Free Life Insurance will not be enforced if the beneficiary details is incomplete.

19. How to check the details of free LIFE Insurance?

TONE WOW LINDUNG members can logon to <https://www.tonewow.net/twmain/> after 7 working days to check the free Life Insurance details.

20. Who should I contact if I have any enquiry related to LIFE Insurance?

You can contact Merchantrade Asia SDN BHD at 03-83138606 (9.00am-10.00pm daily) or email MI_enquiries@mtradeasia.com for free Life Insurance related queries.

21. Who should I contact if I have any enquiry related to free Personal Accident (PA) Takaful?

For inquiries regarding free Personal Accident (PA) Takaful, member can contact TONE WOW Customer Service by call at 01159000969 or 01159009969 (8am – 10pm daily) or by WhatsApp at 0105129768 (9am – 7pm daily)

22. How I want to claim the free LIFE Insurance?

You can visit <https://mtradeasia.com/insure/claims/> to download the required documents for free Life Insurance claim submission and submit the claim via email to MI_claims@mtradeasia.com.

23. How I want to claim the free Personal Accident (PA) Takaful?

Shall be in writing notice send via email to support@tonewow.net. Please refer to TONE WOW LINDUNG T&C for document needed for claim https://www.tonewow.net/sites/default/files/downloads/TONE%20WOW%20LINDUNG_T%26C_ENG.pdf

FAQs
TONE WOW LINDUNG

1. Apakah itu TONE WOW LINDUNG?

TONE WOW LINDUNG adalah program baru dari TONE WOW SDN BHD yang menawarkan perlindungan Insuran percuma selama 12 bulan dengan pembaharuan bulanan dengan melanggan Pelan Data TONE WOW LINDUNG.

2. Apakah umur minima untuk layak Insuran Hayat percuma?

Berumur diantara 18 hingga 60 tahun (tahun lahir)

3. Apakah umur minima untuk layak Takaful Kemalangan Peribadi percuma?

Berumur diantara 12 hingga 75 tahun (tarikh kelahiran)

4. Bagaimana ahli TONE WOW layak Takaful Kemalangan Peribadi percuma?

Semua ahli TONE WOW secara automatik layak Insuran Kemalangan Peribadi jika mereka top up bulanan minima RM30 atau RM50.

5. Bagaimana ahli baru menyertai TONE WOW LINDUNG?

Ahli baru yang menyertai TONE WOW melalui Pek permulaan TONE WOW LINDUNG secara automatik melanggan Pelan Data TONE WOW LINDUNG.

6. Apakah yang termasuk dalam Pek permulaan TONE WOW LINDUNG?

- 3GB Data Kelajuan Tinggi
- 30 Minit Panggilan ke rangkaian lain
- Tiada Had Panggilan ke rangkaian sama
- Pelan Data TONE WOW LINDUNG – Kategori A (Rujuk di FAQ No.8)

7. Bagaimana ahli TONE WOW sedia ada ingin menyertai program TONE WOW LINDUNG?

Ahli TONE WOW sedia ada boleh menyertai program TONE WOW LINDUNG melalui langganan Pelan Data TONE WOW LINDUNG.

8. Apakah 5 kategori Pelan Data yang ditawarkan dengan perlindungan Insuran percuma dalam program TONE WOW LINDUNG?

Kategori Pelan Data	Yuran Langganan (RM)	Yuran Langganan (WOWcher)	Pelan Data			Perlindungan Insuran Hayat Percuma
			Jumlah GB	GB/ Bulan	# Bulan	
A	RM20.00	20,000	6	2	3	RM4,000
B	RM30.00	30,000	12	2	6	RM8,000
C	RM50.00	50,000	18	2	9	RM12,000
D	RM60.00	60,000	24	2	12	RM16,000
E	RM80.00	80,000	48	4	12	RM20,000

9. Saya telah melanggan Pelan Data Kategori B, bilakah 2GB data akan diberi?
2GB Data akan diberi dalam masa 48 jam setelah langganan berjaya.

10. Adakah ahli baru yang mendaftar Pek Permulaan TONE WOW LINDUNG dibenarkan untuk naik taraf Pelan Data TONE WOW LINDUNG sedia ada?

Ya. Ahli baru yang mendaftar dengan Pek Permulaan TONE WOW LINDUNG dibenarkan untuk naik taraf Pelan Data TONE WOW LINDUNG yang sedia ada mereka dengan membayar yuran langganan Pelan Data melalui WOWlet atau WOWcher atau datang ke Ibu Pejabat TONE WOW.

11. Bolehkah ahli sedia ada naik taraf kategori Pelan Data TONE WOW LINDUNG?

Ya, Ahli TONE WOW LINDUNG dibenarkan untuk naik taraf kategori Pelan Data TONE WOW LINDUNG sedia ada mereka kepada kategori yang lebih tinggi melalui membayar perbezaan yuran langganan melalui WOWlet atau WOWcher atau datang ke Ibu Pejabat TONE WOW.

12. Berapakah Pelan Data yang layak untuk satu (1) member ID?

Satu (1) member ID layak untuk satu (1) langganan Pelan Data TONE WOW LINDUNG.

13. Adakah ahli baru yang mendaftar Pek Permulaan TONE WOW LINDUNG dan ahli sedia ada yang melanggan Pelan Data TONE WOW LINDUNG layak tuntutan Khairat Kematian?

Ahli baru yang mendaftar Pek Permulaan TONE WOW LINDUNG dan ahli sedia ada yang melanggan Pelan Data TONE WOW LINDUNG tidak layak tuntutan Khairat Kematian. Untuk maklumat dan Terma dan Syarat di https://www.tonewow.net/en/benefits/khairat_kematian.

14. Adakah terdapat SMS pemberitahuan apabila berjaya melanggan Pelan Data TONE WOW LINDUNG?

Ya. Ahli TONE WOW LINDUNG akan menerima satu (1) SMS dari Merchantrade Asia SDN BHD dalam 7 hari bekerja setelah langganan Data Bundle TONE WOW LINDUNG berjaya.

15. Berapakah tempoh tuntutan untuk Insuran Hayat percuma?

Tuntutan Insuran Hayat percuma dalam masa 12 bulan selepas tarikh kematian.

16. Adakah ahli TONE WOW LINDUNG akan menerima data dan perlindungan insuran percuma jika status talian mereka barred?

Tidak. Semua nombor telefon ahli TONE WOW LINDUNG mesti dalam status AKTIF setiap masa (boleh membuat dan menerima panggilan) untuk terima data dan perlindungan insuran hayat percuma.

17. Sekiranya Insurans Hayat PERCUMA Ahli TONE WOW gagal diterima oleh Merchantrade Asia Sdn Bhd dan/atau MCIS Insurance Berhad, atas apa jua sebab, dan jika kelayakan adalah melalui:

- a. Pek permulaan TONE WOW LINDUNG, ahli TONE WOW akan diganti rugi dengan:
 - i. RM15.00* Reload (RM5.00 X 3 Months)
 - ii. 6GB High-speed mobile data (2GB X 3 Months)
**Tidak dikira untuk sebarang pengiraan insentif.*
- b. Pelan Data TONE WOW LINDUNG,
 - i. Amaun yang dibayar untuk pelan Data TONE WOW LINDUNG akan dibayar semula secara penuh bergantung kaedah pembayaran dalam masa 14 hari

bekerja.

c. Layak Faedah Khairat Kematian (Rujuk FAQ No.13)

18. Apakah perlu saya kemaskini maklumat pewaris dalam portal ahli (MMS)

Ya. Semua maklumat pewaris perlu lengkap semasa langganan Pelan Data TONE WOW LINDUNG untuk layak Perlindungan Insuran Hayat percuma. Insuran Hayat percuma tidak akan dikuatkuasakan jika maklumat pewaris tidak lengkap.

19. Bagaimana ingin menyemak maklumat Insuran Hayat percuma?

Ahli TONE WOW LINDUNG boleh log masuk ke <https://www.tonewow.net/twmain/> selepas 7 hari bekerja untuk semak maklumat Insuran Hayat percuma.

20. Siapakah perlu saya hubungi jika terdapat pertanyaan berhubung Insuran Hayat Percuma?

Anda boleh menghubungi Merchantrade Asia SDN BHD di 03-83138606 (9.00pagi-10.00mlm setiap hari) atau emel ke MI_enquiries@mtradeasia.com untuk pertanyaan berkaitan insuran hayat percuma.

21. Siapakah perlu saya hubungi jika terdapat pertanyaan berkaitan Takaful Kemalangan Peribadi percuma?

Untuk pertanyaan mengenai Takaful Kemalangan Peribadi percuma, anda boleh menghubungi Khidmat Pelanggan TONE WOW melalui panggilan di 01159000969 atau 01159009969 (8am – 10pm setiap hari) atau melalui Whatsapp di 0105129768 (9am – 7pm setiap hari)

22. Bagaimanakah saya ingin menuntut Insuran Hayat percuma?

Anda boleh melayari <https://mtradeasia.com/insure/claims/> untuk muat turun dokumen-dokumen yang diperlukan untuk menghantar tuntutan Insuran Hayat percuma melalui emel ke MI_claims@mtradeasia.com

23. Bagaimana saya ingin menuntut Takaful Kemalangan Peribadi percuma?

Perlu notis bertulis dengan hantar emel ke support@tonewow.net. Sila rujuk Terma dan Syarat TONE WOW LINDUNG untuk melihat dokumen-dokumen yang diperlukan untuk tuntutan

https://www.tonewow.net/sites/default/files/downloads/TONE%20WOW%20LINDUNG_T%26C_BM.pdf