



ANNOUNCEMENT:

Important Update on Our Medical Insurance Plans

18 September 2026

Dear Valued Customer,

We would like to inform you that RHB Insurance Berhad ("RHBI") will cease accepting new business for the following Individual Medical Reimbursement Insurance products with effect from **1 October 2026**:

- MediSure Supreme
- MediSure Essential

Accordingly, applications for new policies under the above products received by RHBI on or after 1 October 2026 will not be accepted.

If you already have an existing policy with us, there is **no change to your current coverage**.

Your existing Individual Medical Reimbursement policy will continue to be serviced by RHBI in accordance with your existing policy terms and conditions, including the applicable renewal provisions.

Existing policyholders may continue to:

- Renew their existing policy, subject to the applicable policy terms and conditions;
- Submit claims in accordance with their policy terms;
- Request permitted policy servicing and administrative changes;
- Make eligible changes, endorsements or adjustments to their existing plans, including upgrading or downgrading their plan, subject to RHBI's existing underwriting rules and policy terms; and
- Maintain their existing coverage without any change.

The existing Individual Medical Reimbursement products covered under this arrangement include:

- MediSure Supreme
- MediSure Essential
- MediSure
- Sihat Malaysia

This update relates to the **cessation of new business only**. There is no change to the servicing, administration, claims handling or renewal of existing policies, subject to the applicable policy terms and conditions.



If you have any questions or require further assistance, please contact your authorised agent/intermediary, visit any RHB Insurance or RHB Bank branch, or reach out to our Customer Relationship Centre:

Service Hotline: 1300 220 007 *

WhatsApp: 012-6031978 *

Email: rhbi.general@rhbgroup.com *

* Monday to Thursday (8:45am – 5:45pm) and Friday (8:45am – 4:45pm)

We appreciate your continued trust and support.

Thank you.

Regards,
RHB Insurance Berhad
(197801000983 (38000-U))
