

<p style="text-align: justify;">July 16, 2021 6:43 PM
PETALING JAYA: The National Consumer Complaints Centre (NCCC) has urged Bank Negara Malaysia (BNM) to regulate the steep increase in insurance premiums.</p> <p style="text-align: justify;">In a memorandum sent to BNM, NCCC, a division under the Federation of Malaysian Consumers Associations, said insurance companies were increasing premiums at such a rapid rate that consumers were unable to pay at short notice.</p> <p style="text-align: justify;">Its senior manager, Baskeran Sithamparam, said the time frame given for the increase in premium to take effect is often rather short.</p> <p style="text-align: justify;">◆Policyholders need time to adjust to the premium increase.◆</p> <p style="text-align: justify;">Baskeran said that if the premium increase was too big, there was also a high possibility that the policy may lapse, with the policyholder being unable to keep up with payments.</p> <p style="text-align: justify;">◆BNM should regulate the insurance premiums very strictly. If there is any increase, the justification must come from BNM as insurance companies are under its purview.◆</p> <p style="text-align: justify;">Baskeran added that although patients had medical cards, there had been numerous instances when insurance companies denied approval for certain treatments.</p> <p style="text-align: justify;">In fact, he said insurance companies would insist that the policyholders pay the expenses first and claim later in certain cases.</p> <p style="text-align: justify;">Baskeran said it was unfair for insurance industries to expect policyholders to pay first as they had been paying their premiums promptly.</p> <p style="text-align: justify;">◆Consumers paying their premiums but being unable to use their medical card will lead to distrust in insurance companies.</p> <p style="text-align: justify;">◆The ◆pay first, claim later◆ practice should be abolished. It should not be applicable when a medical card has been provided,◆ he said.</p> <p style="text-align: justify;">Baskeran also said BNM should ensure there are affordable medical insurance policies for those in the lower-income bracket.</p> <p style="text-align: justify;">◆In short, BNM must be more vigilant and ensure consumers who buy insurance policies are well protected,◆ he said.</p> <p>◆</p> <p style="text-align: justify;"></p>

font-family: arial, helvetica, sans-serif;">Source: https://www.freemalaysiatoday.com/category/nation/2021/07/16/regulate-steep-hike-in-insurance-premiums-bank-negara-told/</p>