

AIG Fraudulent Charge Cover – FAQ

Q1. What is this product about?

A1. This policy provides protection against unauthorized charges incurred on your eligible card which is lost or stolen and where your eligible card's information is used illegally or without your authorization. You will be reimbursed for any monetary loss suffered by you as a result of the unauthorized charges.

Q2. What are the covers/benefits provided?

A2. You will be reimbursed up to RM2,500 for any one (1) claim under the policy and you are limited to a maximum of two (2) claims in any twelve (12) month period.

Q3. How much premiums do I have to pay?

A3. The premium payable is RM31.80 per annum.

Q4. How do I purchase this product?

A4. This product may only be purchased or redeemed via the B Infinite Mobile App owned or operated by Bloyalty Sdn Bhd. Please follow the [Redeem/Purchase on B Infinite Mobile App Guide](#).

Q5. Where can I find out more about the product?

A5. You can learn more about the product by downloading the [Product Disclosure Sheet](#) and [Policy Wording](#).

Q6. Who can purchase this product?

A6. Only B Infinite members between (eighteen) 18 to (sixty-five) 65 years old may purchase/redeem this product for his or herself.

Q7. What is the period of cover for the AIG Fraudulent Charge Cover and when does coverage begin?

A7. The period of coverage is one (1) year and coverage starts from the effective date stated in the Certificate of Insurance you will receive after activating your policy.

Q8. Do I need to activate my policy?

A8. Yes, you must activate your policy by filling up this [form](#). If you do not activate your policy within seven (7) days of receiving the voucher code on the B Infinite Mobile App, you will not be entitled to any cover under the policy and you will receive a refund in the form of BPoints regardless of your payment method.

Q9. Can I cancel my policy?

A9. Once you have activated the policy, you may not cancel it.

If you have any enquiries, please contact us at:

AIG Malaysia Insurance Berhad
Menara Worldwide
198 Jalan Bukit Bintang
55100 Kuala Lumpur
Walk In Service Counter: Level 17

Contact Information

Toll Free 1800-88-8811 (within Malaysia)
General Line 603-21180188
Fax 603-2118 0288
Email AIGMYCare@aig.com

Operation Hours

Monday to Friday, 9am to 5pm (except Public Holidays)