

Guidelines and Procedures on Termination/Cancellation of Policy

The following are guidelines and procedures in handling Member's Request for Termination/Cancellation of Policy:

GUIDELINES:

1. Termination/Cancellation by Member

- a. The Member/Policy Owner shall be allowed to cancel the Policy by providing a written notice within the Free Look Period or Fifteen (15) days starting from the date of receipt of the Policy. The Policy and ID issued shall also be returned or surrendered.
- b. Free Look Period is intended for Member/Policy Owner that does not conform with the condition of his Policy, such as the imposition of Pre-existing Condition, Waiver of Coverage/s, or merely change of mind for whatever reason.
- c. Failure to submit a written request or any Availment of Member/Policy Owner within the Free Look Period shall be understood as an acceptance of all the terms and conditions provided for in the contract.

2. Termination/Cancellation by Company

- a. The company shall have the right to terminate the contract in any of the following circumstances:
 - i. Any false representation or warranty made by Member/Policy Owner with the intention to deceive the company;
 - ii. Failure to disclose or misrepresent any material information by the Member/Policy Owner in the application form or medical examination, whether intentional or unintentional in relation to the true condition of his health status;
 - iii. Non Payment of Membership Fees and other obligations subject to Contract Provisions on "Contract Price, Grace Period, and Cancellation"

3. Refund of Membership Fee

The Member shall be entitled to a full refund of membership premium for cancellation within the Free Look Period. However, there shall be no refund in the event that the Member has already availed any of the benefits included under the agreement.

PROCEDURES IN CANCELLATION OF PLAN:

1. The Member sends a written request to the Customer Relations Section.
2. The cancellation request will then be validated and processed if:
 - a. It is within the applicable guidelines;
 - b. It is within the Free Look Period or Fifteen (15) days starting from the date of receipt of the Policy by the Member/Policy Owner; and
 - c. The Member has no availment prior to the request.
3. A corresponding check shall be issued to the Member if the plan cancellation requires a payment refund.