Frequently Asked Question

MediAsas Campaign

Q1: What is the MediAsas Campaign?

The MediAsas Campaign is a campaign that offers rewards to a new customers who meet the requirements and participate in MediAsas through the unique link provided in a WhatsApp communication from Kaotim, and whose certificate remains in force for at least 15 days from the certificate effective date.

Q2: Who can participate in this campaign?

This campaign is open to individuals who receive a WhatsApp communication from Kaotim's official number (+60 3-2267 0363) during the campaign period and participate in MediAsas in accordance with the terms and conditions of this campaign.

Q3: How long is the campaign period?

The campaign runs from 20 November 2026 at 12:00 AM Malaysia Time (MYT) to 30 November 2026 at 11:59 PM MYT.

Q4: How does the campaign work?

Eligible participants will receive a WhatsApp communication from Kaotim's official number (+60 3-2267 0363) regarding MediAsas during the campaign period. The eligible participants must participate in MediAsas through the unique link provided in the WhatsApp communication during the campaign period, and their certificate must remain in force for at least 15 days from the certificate effective date to qualify for the reward.

Q5: Why did I receive the WhatsApp communication?

The WhatsApp communication was sent only to selected customers of Takaful Malaysia. As part of this campaign, a special offer has been extended exclusively to eligible selected customers.

Q6: What is the reward for this campaign?

The participants will receive a Touch 'n Go eWallet Reload PIN worth RM40 if they meet the terms and conditions of this campaign.

Q7: What happens after I participate in MediAsas through the unique link?

Once you successfully participate in MediAsas through the unique link provided in the WhatsApp communication and your certificate remains in force for at least 15 days from the certificate effective date, you will qualify for the reward.

Q8: How will I receive my reward?

The reward will be sent to you in the form of a Touch 'n Go eWallet Reload PIN within 2 weeks after the end of the campaign period.

Q9: How to redeem my Touch 'n Go eWallet Reload PIN?

Step 1: Download the Touch 'n Go eWallet app from the App Store, Google Play Store, HUAWEI AppGallery or Samsung Galaxy Store.

Step 2: Copy the Reload PIN

Step 3: Open the Touch 'n Go eWallet app and tap 'Add money'.

Step 4: Under 'eWallet', choose 'Reload PIN'.

Step 5: Paste your 10-digit PIN and tap 'Continue'.

Step 6: Tap 'Reload Now' and the RM40 will be credited to your eWallet balance, subject to any fee imposed by Touch 'n Go.

Q10: What if I cancel my certificate within the first 15 days from the certificate effective date?

If your certificate is cancelled or is no longer active within the first 15 days from the certificate effective date, you will not qualify for the reward.

Q11: What if my reward expires before I redeem it?

Takaful Malaysia will not be responsible for any expired or unused rewards. Please redeem your Touch 'n Go eWallet Reload PIN as soon as you receive it.

Q12: Who should I contact for issues with the Touch 'n Go eWallet Reload PIN?

For any issues related to the Touch 'n Go eWallet Reload PIN, please contact Kaotim's Customer Service at hello@kaotim.my.

Q13: What should I do if I don't receive my reward?

Please contact Kaotim's Customer Service at hello@kaotim.my if you have not received your reward.

Q14: Where can I get more information on this campaign?

For further information, you can:

- Visit the MediAsas website at https://kaotim.my/campaigns/kaotim-mediasas-campaign/;
- Email us at hello@kaotim.my;
- Call the Kaotim's Customer Service at 1-300 80 2525; or
- Visit your nearest Takaful myCare Centre (TMCC) Branches.

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