



## Frequently Asked Questions

### The Impact of Restructuring the Jiwasraya Policy to become IFG Life

**1. Q: Since when the Jiwasraya policy restructured into an IFG Life policy?**

A: Since 21 December 2021, Bank QNB Indonesia has been assisting customers who have Jiwasraya policies and offering a restructuring/transition program to IFG Life.

**2. Q: Why my Jiwasraya outstanding value is not available in the Consolidated Statement?**

A: As of 1 May 2024, Bank QNB Indonesia has revoked Jiwasraya's outstanding reporting in the Consolidated Statement, as the Bank no longer has access to the latest cash value for outstanding policies that have been transferred to IFG Life.

To find out about your outstanding value, you can contact Bank QNB Indonesia's Relationship Manager or Bank QNB Indonesia Contact Center to be forwarded to IFG Life Customer Care, or you can directly contact IFG Life Customer Care (021) 1500176 or [customer\\_care@ifg-life.id](mailto:customer_care@ifg-life.id).

**3. Q: What is the Cash Value Balance on my policy as of today?**

A: Bank QNB Indonesia does not have data on the cash value of customers' policies as Bank QNB Indonesia does not have a partnership with IFG Life.

To find out about your cash value balance, you can contact Bank QNB Indonesia's Relationship Manager or Bank QNB Indonesia Contact Center to be forwarded to IFG Life Customer Care, or you can directly contact IFG Life Customer Care (021) 1500176 or [customer\\_care@ifg-life.id](mailto:customer_care@ifg-life.id).

**4. Q: What is the status of my policy? Has it been restructured?**

A: According to information from Jiwasraya, all policies belonging to Bank QNB Indonesia's customers have been successfully restructured. However, Bank does not have further information regarding the payment status of your policy as Bank QNB Indonesia does not have a partnership with IFG Life.

To find out about the status of your policy, you can contact Bank QNB Indonesia's Relationship Manager or Bank QNB Indonesia Contact Center to be forwarded to IFG Life Customer Care, or you can directly contact IFG Life Customer Care (021) 1500176 or [customer\\_care@ifg-life.id](mailto:customer_care@ifg-life.id).

**5. Q: When will my cash value be paid/has it been paid?**

A: Bank QNB Indonesia does not have data/access to IFG Life customers' premium payment schedules as we do not have a partnership with IFG Life.



To find out about your premium payment, you can contact Bank QNB Indonesia's Relationship Manager or Bank QNB Indonesia Contact Center to be forwarded to IFG Life Customer Care, or you can directly contact IFG Life Customer Care (021) 1500176 or [customer\\_care@ifg-life.id](mailto:customer_care@ifg-life.id).