

SURIASHIELD FAQ (version 7.3.2022)

1. What is SuriaShield?

SuriaShield is a residential solar PV insurance that gives comprehensive 360° protection at very affordable premiums.

2. What are the advantageous of SuriaShield?

- (a) Hassle free repair and restoration of solar PV system;
- (b) FiT loss of income protection / NEM loss of savings protection.

3. Which plan is right for me?

You may decide based on your objective and budget and your system can be insured with premium starting from RM200 per year.

4. How do I choose my protection plan?

You can choose from one of the six plans based on the price of your solar PV system or you can call or email us if you need help.

5. When should I purchase SuriaShield?

- (a) Existing solar PV system owner, you can purchase now.
- (b) In midst / about to install solar PV system, you can purchase once NEM Certificate is issued.

6. Where to purchase SuriaShield?

Go to <https://suriashield.tnbx.com.my> – (choose a plan, fill in your particulars, make payment, receive confirmation and you are covered.

7. When will I receive my policy?

You will receive your policy within 7 working days from the date of purchase.

8. When will my coverage take effect?

Coverage takes effect after successful payment and receiving Certificate of Confirmation.

9. Can renewal of SuriaShield be done automatically?

Yes, SuriaShield can be automatically renewed using credit card.

10. I have solar PV system on my commercial/industrial office building, can I buy one of the six SuriaShield plans?

SuriaShield covers commercial / industrial buildings too. The 6 ready plans are for residential premises only. Just submit your details through the [SuriaShield Biz](#) link, and our dedicated team will provide you with a quotation quickly.

11. My solar PV system is not working. How do I make a claim?

Quickly notify us at claims@suriashield.com.my or WhatsApp us at +60126100086 and SuriaShield panel of service providers will be in touch with you to repair your system.

12. Who can repair my solar PV system?

- (a) Our dedicated, qualified, trained panel of service providers; or
- (b) your original service provider installer (must be registered with SEDA).

13. Can I request for a refund if I were to terminate my policy?

You should not simply terminate, however, if you need to terminate, you may be eligible to receive a proportion of the premium paid subject to no previous claim.

14. I want to know more about SuriaShield, who should I contact?

For any inquiries, please WhatsApp us at +60126100086 or email us at customerservice@suriashield.com.my.