

## GoRakyat Program FAQ

### 1. What is GoRakyat program?

GoRakyat program is a part of the marketing initiative of GoInsuran Ambassador Program to promote, educate and create a source of income for Introducer and Merchant to referral fee.

### 2. Who organized GoRakyat program?

This program is organized by Tan Chong Insurance Business Stream (TCCL Sdn Bhd), herein referred to as "TCIBS". TCIBS is a business division of Tan Chong Motor Holdings Berhad, one of the pioneers in the insurance industry and been on the scene for more than 60 years as a leading professional insurance consultancy-based company providing all classes of general insurance for individuals, families and corporations in Malaysia.

### 3. How long is the program duration?

GoRakyat Program starts from August 2022 until further notice.

### 4. Who can join the program?

Anyone can join and participate in GoRakyat program

### 5. Where can I get more information on GoRakyat program?

Visit <https://www.goinsuran.com/gorakyat> for more details.

### 6. I know someone who'd love to join GoRakyat and would like to refer them. How do I start?

To start the process as Introducer -

- a. Register as an Introducer via online form ([click here](#)) to secure Introducer Code (IC) max of 2 characters e.g., your name is Anna Kim, your IC would be AK. Prefix "X" will be added as default.
- b. Receive an email confirmation from GoInsuran.
- c. Introducer to identify merchants that will be onboarded with GoInsuran and provide IC to the merchant.
- d. Introducer must ensure merchants register and complete Merchant Participation Form with accurate IC to secure Final Promo Code (FPC).
- e. Introducer to disseminate starter kit (brochure and stickers) to the merchants.

To start the process as Merchant -

- a. To be referred from an Introducer.
- b. Register as a merchant via Merchant Participation Form ([click here](#)) to secure Merchant Code (MC) max of **5** characters e.g., SHELA
- c. Receive email confirmation from GoInsuran.
- d. Promote GoInsuran by displaying #gorakyat stickers incorporated with Final Promo Code (FPC) e.g., **XAKSHELA**

**7. What is a starter kit?**

A starter kit is a set of essential items for your merchant to start off the partnership. The starter kit will be given to you by your introducer consists of #gorakyat sticker, user guide and e-brochure.

**8. How does this program work?**

For a referral to be successful, customer(s) must apply FPC upon checkout when purchasing or renewing insurance. You will receive a referral fee(s) based on FPC tracking (subject to each successful sale transacted through GoInsuran Platform).

**9. How much will Introducer/ Merchant earn from this program?**

As an Introducer 1% of total premium / takaful contribution sum transacted via the platform.

As a merchant 3% of total premium / takaful contribution sum transacted via the platform

**10. When will Introducer and Merchant get their referral fee?**

- A referral fee will only be given once the customer has successfully purchased using the FPC, merchant and introducer will be rewarded according to the % stated above.
- FPC report will be verified by the end of every month and the referral fee(s) shall be arranged in the following month.
- The payout, however, will only be processed upon completion of the necessary documents below:
  - a. Individual: a copy of NRIC (front and back)
  - b. Company: a copy of SSM / Form 9

**11. How do I receive the referral fee(s)?**

The payout will be credited to your account (bank details as per registration). Kindly ensure to submit the necessary document for a smooth payment process.

**12. Can I be both Introducer and Merchant?**

Sorry no, you may not.

**13. How does the Final Promo Code (FPC) work?**

Merchants will be displaying the FPC at their store/ online store. Customer must apply FPC at checkout in order to entitle instant savings.

**14. Is there a limit to the number of people I can refer or how much I can earn?**

There is no limit to how many people you can refer or how much you can earn. Conditions might change in the future.

**15. As an Introducer who can I contact if I'm facing trouble?**

You may contact our Customer Experience hotline 1800 88 8185

**16. As a Merchant who can I contact if I'm facing trouble?**

- a. You may contact your direct Introducer
- b. Alternatively, you can contact our Customer Experience hotline 1800 88 8185

**17. How can Introducer track Merchant?**

Introducer may track list of their merchant(s) in the email. Alternatively, the Introducer may request the merchant listing via calling Customer Experience hotline 1800 88 8185 or email to [goinsuran@tanchonggroup.com](mailto:goinsuran@tanchonggroup.com)

**18. Introducer and Merchant referral fees entitlement for Final Promo Code (FPC)?**

Introducers and merchant referral fee(s) entitled for new customers only. Existing customers can still enjoy the discount from the FPC.

**19. How do the customers use the FPC?**

Customers must key in the FPC at checkout page when purchasing insurance via

<https://getquote.goinsuran.com/get-quote-car-insurance/>

**20. What happens if my customers cannot use the promo code?**

Kindly advise your customers to call Customer Experience hotline 1800 88 8185

**21. Will this program have any impact on me, my company. What about my reputation?**

TCIBS / GoInsuran will not be responsible for any reputation caused to your merchants. Any impact to their business is solely their responsibility as this program mainly promotes promo codes for discounts entitlement. This program targeted efforts for introducers/ partners share their satisfaction with GoInsuran brand.

**22. Can I transfer the promo code to cash?**

Unfortunately, you may not. GoRakyat related code: Introducer Code (IC), Merchant Code (MC) and Final Promo Code (FPC) are non-transferable, carry no monetary value outside the GoInsuran ecosystem and cannot be exchanged for cash.

**23. What is Final Promo Code (FPC)?**

Final Promo Code (FPC) is the combination of Introducer Code (IC) and Merchant Code (MC).

The FPC will be displayed on stickers by merchant.