

FOR IMMEDIATE RELEASE

COVID-19 Pandemic

An Update on Branch Operations during Movement Control Order

Insurance and Takaful Industry review the operation of branch offices nationwide in support of the Movement Control Order

Kuala Lumpur, Monday, 23 March 2020 – Members of the Life Insurance Association of Malaysia (LIAM), Persatuan Insurans Am Malaysia (PIAM) and the Malaysian Takaful Association (MTA) have taken proactive steps to ensure that essential services continued to be available to customers during the Movement Control Order (MCO) period from 18 March to 31 March 2020.

In support of the Government's effort to curb the spread of COVID-19 by practising social distancing and the advice to all Malaysians to stay at home, insurance companies and Takaful operators have reviewed the opening hours of their branch offices nationwide.

Some companies are temporarily closing the operation of their branch offices while some have shortened their opening hours.

Nevertheless, insurance companies and Takaful operators remain committed to ensure that all aspects of insurance protection to policyholders/certificate holders are not affected during this period. Insurance companies and Takaful operators will continue to issue guarantee letters, process claims and renew policies during the MCO period.

Policyholders/certificate holders and the general public are strongly encouraged to communicate with the insurance companies or Takaful operators through digital platforms such as email, customer hotline, customer portal, Facebook, direct distribution channels and utilise e-payment channels for payment of premiums to minimise face-to-face interaction during this period.

Hence, the insurance industry would like to assure policyholders/certificate holders that insurance companies and Takaful operators remain committed to ensure that all core services to policyholders/certificate holders are available during this period.

Let us all work together by taking the necessary precautionary steps and abiding to the call to 'stay at home' to contain the virus during this MCO period.

The list and contact details of insurance companies and Takaful operators are attached as Appendix A.

END

Media Contact:

LIAM: Nancy Tan Executive Secretary Life Insurance Association of Malaysia No. 4, Lorong Medan Tuanku Satu Medan Tuanku, 50300 Kuala Lumpur Tel: 03 - 2691 6628 Email: liaminfo@liam.org.my	PIAM: Ms SQ Kuan Senior Manager, Corporate Communications Persatuan Insurans Am Malaysia 3rd Floor, Wisma PIAM 150 Jalan Tun Sambanthan 50470 Kuala Lumpur Tel: 03 - 2274 7399 Email: sqkuan@piam.org.my	MTA: Puan Siti Nor Kamariah Ishak Head, Corporate Communications 21 st Floor, Main Block Menara Takaful Malaysia Jalan Sultan Sulaiman 50000 Kuala Lumpur Tel: 03 - 2031 8160 Email: mtasecretariat@malaysiantakaful.com.my
---	--	---

Issued by: LIAM, PIAM and MTA

ABOUT LIFE INSURANCE ASSOCIATION OF MALAYSIA (LIAM)

LIAM is a trade association registered under the Societies Act 1966. LIAM has a total of 16 members, of which 14 are life insurance companies and 2 life reinsurance companies. More information on LIAM can be obtained at www.liam.org.my.

ABOUT PERSATUAN INSURANS AM MALAYSIA (PIAM)

PIAM is the national trade association of all licensed direct and reinsurance companies for general insurance in Malaysia. Currently, PIAM has 26 member companies. More information on PIAM can be obtained from its website: www.piam.org.my.

ABOUT MALAYSIAN TAKAFUL ASSOCIATION (MTA)

MTA is a trade association for the Takaful industry in Malaysia. MTA has a total of 18 members and is dedicated in promoting the interest of its members and to supervise the exercise of self-regulation within the Takaful industry. More information on MTA can be obtained at www.malaysiantakaful.com.my.



Persatuan Insurans Hayat Malaysia
Life Insurance Association of Malaysia



APPENDIX A

Details of Life Insurance Companies

No.	Company	Contact Details
1.	AIA Bhd.	Hotline: 1300 88 1899 my.customer@aia.com my.assist@aia.com www.aia.com.my
2.	Allianz Life Insurance Malaysia Berhad	Hotline: 1 300 22 5542 customer.service@allianz.com.my www.allianz.com.my
3.	AmMetLife Insurance Berhad	Hotline: 1 300 88 8800 customer@ammetlife.com www.ammetlife.com
4.	AXA Affin Life Insurance Berhad	Hotline: 1 300 88 1616 claims@axa-life.com.my www.axa.com.my
5.	Etiqa Life Insurance Berhad	Live chat: http://www.eti.qa/livechat Hotline: 1-800-88-9998 (Healthcare) info@etiqa.com.my www.etiqa.com.my
6.	Gibraltar BSN Life Berhad	Hotline: 1 300 22 6262 customerservice@gibraltarbsn.com www.gibraltarbsn.com
7.	Great Eastern Life Assurance (M) Berhad	Hotline: 1300-1300 88 wecare-my@greasternlife.com www.greasternlife.com/

8.	Hong Leong Assurance Berhad	Hotline: 03-7650 1288 customerservice@hla.hongleong.com.my www.hla.com.my
9.	Manulife Insurance Berhad	Hotline: 1300-13-2323/03-27199112 MYLIFE_CustomerService@manulife.com www.manulife.com
10.	MCIS Insurance Berhad	Hotline: 03-7652 3388 customerservice@mcis.my www.mcis.my
11.	Prudential Assurance Malaysia Berhad	Hotline: 03 2771 0228 customer.mys@prudential.com.my www.prudential.com.my
12.	Sun Life Malaysia Assurance Berhad	Hotline: 1300 88 5055 wecare@sunlifemalaysia.com www.sunlifemalaysia.com
13.	Tokio Marine Life Insurance Malaysia Bhd.	Hotline: 03 2603 3999 customercare@tokiomarinelife.com www.tokiomarine.com
14.	Zurich Life Insurance Malaysia Berhad	Hotline: 1300 888 622 callcentre@zurich.com.my www.zurich.com.my

Details of General Insurance Companies

No.	Company	Contact Details
1.	AIA General Berhad	Hotline: 1300-88-1899 my.customer@aia.com
2.	AIG Insurance Malaysia Berhad	For General, Product & Road Assistance Enquiries:1800-88-8811 AIGMYCare@aig.com
3.	Allianz General Insurance Company (M) Berhad	1300-22-5542 customer.service@allianz.com.my
4.	AmGeneral Insurance Berhad	Kurnia: 1800-88-6333 customer@kurnia.com Amassurance: 1300-80-3030 customer@amassurance.com.my
5.	AXA Affin General Insurance Berhad	Emergency contact details for our various services are published on website https://www.axa.com.my/contact-us Contact Number: 03 2170 8282 customer.service@axa.com.my
6.	Berjaya Sompo Insurance Berhad	Customer Service: 1800-889-933 customer@bsompo.com.my Facebook Messenger: @berjayasompoinurance
7.	Chubb Insurance Malaysia Berhad	Toll free number: 1800-883-226 Email: Inquiries.MY@chubb.com
8.	Etiqa General Insurance Berhad	Contact Points for Consumers: Emergency Travel Helpline at +603- 2785 6565, or WhatsApp us +603- 2780 4677

		For enquiries outside of business hours, you can reach us at travelclaimscare@etiqa.com.my 1300-13-8888
9.	Great Eastern General Insurance (Malaysia) Berhad	Customer Service Hotline :1300 13 0088 (press 2) /+603-42597888/ +603-42597828 Customer Service Email: gicare-my@greateasterngeneral.com Claims Hotline: 1300 13 1088 Claims Email: claimscare-my@greateasterngeneral.com
10.	Liberty Insurance Berhad	1300 – 888 - 990 customercare@libertyinsurance.com.my
11.	Lonpac Insurance Berhad	Hotline: 03 22628666 customerservice@lonpac.com
12.	MPI Generali Insurans Bhd	03-2034 9888 info@mpigenerali.com
13.	MSIG Insurance (Malaysia) Bhd	Hotline: 1-800-88-6744 myMSIG@my.msiga-asia.com
14.	Pacific & Orient Insurance Company Bhd	Hotline: 1800-88-2121 (Call Centre Office Hours) poi2u@pacific-orient.com
15.	Progressive Insurance Berhad	1800-88-8458 progressive@progressiveinsurance.com.my
16.	QBE Insurance (M) Berhad	Tel: +1-300-88-4847 cs.mal@qbe.com.my
17.	RHB Insurance Berhad	Phone: 03-9206 8118 / 1300-220-007 customer.service@rhbgroup.com

18.	The Pacific Insurance Berhad	1800-88-1629 customerservice@pacificinsurance.com.my
19.	Tokio Marine Insurans (M) Berhad	1800-88-0812 letusknow@tokiomarine.com.my
20.	Tune Insurance Malaysia Berhad (Tune Protect Malaysia)	Hotline: 1800-88-5753 hello.my@tuneprotect.com
21.	Zurich General Insurance Malaysia Berhad	1-300-888-622 (within Malaysia) +603-2109 7999 (outside Malaysia) callcentre@zurich.com.my
22.	Asia Capital Reinsurance Malaysia Sdn Bhd	+603 2299 6800 general.acrm@asiacapitalre.com
23.	Hannover Rueck SE Malaysian Branch	Tel +60 3 2687-3600
24.	Malaysian Reinsurance Berhad	+603-2096 8000 enquiry@malaysian-re.com.my
25.	Swiss Re Asia Pte. Ltd., Malaysia Branch	+603 2170 3601
26.	The Toa Reinsurance Co Ltd (KL Branch)	Tel : 603-27325911

Details of Takaful Operators

No.	Company	Contact Details
1.	AIA PUBLIC Takaful Bhd	Tel: 1300-88-8922 my.customer@aiapublic.com.my
2.	AmMetLife Takaful Berhad	Toll Free: 1-300-22-9777 Fax: +603 2272 3229 Email: customercare@ammetlifetakaful.com Type AMT message and SMS to 33911
3.	Etiqa Family Takaful Berhad	Local GL Request: 1-800-88-9988 Claims enquiry: 1300-13-8888
4.	Etiqa General Takaful Berhad	Travel & Medical Assistance: 03 2785 6565 Claims Careline: 1300-88-1007
5.	FWD Takaful Berhad (formerly known as HSBC Amanah Takaful (M) Berhad)	Tel: 1-300-13-7988 (within Malaysia) or +603-2771 2771 (outside Malaysia) contact.my@fwd.com
6.	Great Eastern Takaful Berhad	Tel: 1-300-13-8338 / 03-4259 8338 i-greatcare@greateasterntakaful.com
7.	Hong Leong MSIG Takaful Berhad	Tel: 03-7650 1800 ReachUs@takaful.hongleong.com.my
8.	Prudential BSN Takaful Berhad	Call Center: +603 2053 7188 customer@prubsn.com.my
9.	Sun Life Malaysia Takaful Berhad	Tel: 1 300-88-5055 wecare@sunlifemalaysia.com
10.	Syarikat Takaful Malaysia Am Berhad	Tel: 1-300-88-252 385 Fax: +603 2274 0237 csu@takaful-malaysia.com.my

11.	Syarikat Takaful Malaysia Keluarga Berhad	Tel: 1-300-88-252 385 Fax: +603 2274 0237 csu@takaful-malaysia.com.my
12.	Takaful Ikhlas Family Berhad	Tel: 03-2723 9696 ikhlascare@takaful-ikhlas.com.my
13.	Takaful Ikhlas General Berhad	Tel: 03-2723 9696 ikhlascare@takaful-ikhlas.com.my
14.	Zurich General Takaful Malaysia Berhad	Tel: 1-300-888-622 (within Malaysia) or +603-2109 7999 (outside Malaysia) callcentre@zurich.com.my
15.	Zurich Takaful Malaysia Berhad	Tel: 1-300-888-622 (within Malaysia) or +603-2109 7999 (outside Malaysia) callcentre@zurich.com.my