



**Persatuan Insurans Hayat Malaysia
Life Insurance Association of Malaysia**



FOR IMMEDIATE RELEASE

COVID-19 Pandemic

LIAM and MTA announce relief measures to ensure policyholder/certificate holders affected by COVID-19 continue to have life insurance/family takaful protection even in the midst of temporary financial difficulties

Amongst others, affected policyholders/certificate holders are given the flexibility to delay premium/contribution payments for 90 days

Kuala Lumpur, Friday, 27 March 2020 – The Life Insurance Association of Malaysia (LIAM) and the Malaysian Takaful Association (MTA) today announced several relief measures to ensure policyholders/certificate holders affected by COVID-19 continue to have life insurance/family takaful protection even in the midst of temporary financial difficulties.

The Relief Measures consist of the following:

1. Deferment of payment of life insurance premiums and family takaful contributions

Life insurers and family takaful operators will allow policyholders and takaful participants affected by COVID-19 an option to defer the regular premium/contribution payments due under life insurance policies and family takaful certificates for three months without affecting the policy coverage. This flexibility may be provided by life insurers and family takaful operators through a no-lapse guarantee, an extension of grace period or any other means that maintain the policy/certificate intact during the deferment period. This option will be available from 1 April 2020 until 31 December 2020.

Policyholders/certificate holders affected by COVID-19 need to seek the approval of their insurance company or takaful operator for the deferment of payment of life insurance premiums and family takaful contributions.

2. Extension of flexibilities to reinstate or preserve life insurance and family takaful protection.

Additionally, life insurers and family takaful operators will also provide the following assistance to the policyholders and takaful participants affected by COVID-19 until 31 December 2020:

- i. Extend the period during which a policyholder and takaful participant affected by COVID-19 can reinstate a policy/certificate that has lapsed;
- ii. Provide options to enable policyholders and takaful participants affected by COVID-19 to continue to meet their premium/contribution payments and maintain their policies/certificates. This may include changes in the sum assured/covered, adjustments to the premium/contribution structure and conversion into a paid up policy;
- iii. Waive fees and charges imposed for changes made to policies/certificates; and
- iv. Waive any penalties/consequences for late payments of premiums/contributions, particularly where policyholders/takaful participants affected by COVID-19 are unable to access electronic payment channels during the Movement Control Order.

With these relief measures, the industry hopes that the customers affected by COVID-19 will be able to continue with their livelihood during this trying times and help them cope with the immediate health effects of the virus and the economic consequences.

The unprecedented situation demands that we continue to respond proactively as the industry is concerned over this outbreak which has impacted many lives including healthcare workers, patients and policyholders.

As the flexibilities provided for vary from company to company, policyholders and certificate holders affected by COVID-19 are advised to check with their respective life insurance companies/takaful operators for more details. (Refer to **Appendix A** for contact details)

For **FAQ** on the Deferment of payment of life insurance premiums and family takaful contributions, kindly visit www.liam.org.my or www.malaysiantakaful.com.my

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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 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.



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 customercare@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

No.	Company	Contact Details
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 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
5.	FWD Takaful 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 Keluarga Berhad	Tel: 1-300-88-252 385 Fax: +603 2274 0237 csu@takaful-malaysia.com.my
11.	Takaful Ikhlas Family Berhad	Tel: 03-2723 9696 ikhlascare@takaful-ikhlas.com.my
12.	Zurich Takaful Malaysia Berhad	Tel: 1-300-888-622 (within Malaysia) or +603-2109 7999 (outside Malaysia) callcentre@zurich.com.my