



PRESS RELEASE
For Immediate Release

as at 25 March 2020

TAKAFUL OPERATORS REVISED OPERATING HOURS AND CUSTOMER SUPPORT DURING MOVEMENT CONTROL ORDER

No.	Takaful Operators	Effective Date		New Operating Hours		Customer Hotline/ Help Support
		From	To	Head Quarters	Branch	
1.	AIA PUBLIC Takaful Bhd.	18-Mar-20	31-Mar-20	8.30 AM – 5.30 PM	Temporarily Closed	Tel: 1 300 88 8922 Email: my.customer@aiapublic.com.my
2.	AmMetLife Takaful Berhad	18-Mar-20	31-Mar-20	8.45 AM – 5.45 PM	Temporarily Closed	Tel: 1-300-22-9777 Email: customercare@ammetlifetakaful.com
3.	Etiqa Family Takaful Berhad	20-Mar-20	31-Mar-20	8.45 AM – 5.45 PM	Temporarily Closed	24 Hours Live chat: www.eti.qa/livechat Auto assist: 1-800-88- 6491 Healthcare: 1-800-88-9998 Emergency Travel Helpline: +603 2785 6565
4.	Etiqa General Takaful Berhad	20-Mar-20	31-Mar-20	8.45 AM – 5.45 PM	Temporarily Closed	
5.	FWD Takaful Berhad	24-Mar-20	31-Mar-20	9.00 AM – 3.00 PM	-	Tel: 1-300-13-7988 (within Malaysia) or +603-2771 2771 (outside Malaysia) Email: contact.my@fwd.com
6.	Great Eastern Takaful Berhad	18-Mar-20	31-Mar-20	8.30 AM – 4.00 PM		1-300-13-8338 Website: www.greateastertakaful.com
7.	Hong Leong MSIG Takaful Berhad	18-Mar-20	31-Mar-20	9.00 AM – 6.00 PM	Temporarily Closed	Tel: 03 7650 1800 Email: ReachUs@takaful.hongleong.com.my
8.	Prudential BSN Takaful Berhad	16-Mar-20	31-Mar-20	8.30 AM – 5.15 PM (STW - Essentials only)	Temporarily Closed	Tel: 03 2053 7188 Email: customer@prubsn.com.my
9.	Sun Life Malaysia Takaful Berhad	20-Mar-20	31-Mar-20	Temporarily Closed		Tel: 1300-88-5055 Email : wecare@sunlifemalaysia.com
10.	Syarikat Takaful Malaysia Keluarga Berhad	18-Mar-20	31-Mar-20	8.30 AM – 5.30 PM	Temporarily Closed	Tel: 1-300-88-252 385 Email: csu@takaful-malaysia.com.my
11.	Syarikat Takaful Malaysia Am Berhad	18-Mar-20	31-Mar-20	8.30 AM – 5.30 PM	Temporarily Closed	Tel: 1-300-88-252 385 Email: csu@takaful-malaysia.com.my
12.	Takaful Ikhlas Family Berhad	18-Mar-20	31-Mar-20	9.00 AM – 3.00 PM	Temporarily Closed	Tel: 03 2723 9696 Email : ikhlascare@takaful-ikhlas.com.my
13.	Takaful Ikhlas General Berhad	18-Mar-20	31-Mar-20	9.00 AM – 3.00 PM	Temporarily Closed	Tel: 03 2723 9696 Email : ikhlascare@takaful-ikhlas.com.my
14.	Zurich Takaful Malaysia Berhad	22-Mar-20	31-Mar-20	Temporarily Closed		Tel: 1-300-888-622 (within Malaysia) or +603-2109 7999 (outside Malaysia) Email: callcentre@zurich.com.my
15.	Zurich General Takaful Malaysia Berhad	22-Mar-20	31-Mar-20	Temporarily Closed		



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Note:

In line with the advisory provided by Majlis Keselamatan Negara and to help prevent the spread of COVID-19, the above is a general information on Takaful Operators operations hours for MTA member companies. For more detailed information, please visit the respective Takaful operator's website or contact the Customer Service Center.

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Malaysian Takaful Industry: At a glance

Malaysian Takaful Association (MTA) was established on November 2002 under the Societies Act 1966. It is a trade association representing all 18 licensed Takaful and Retakaful operators in the country. The objectives and the powers of MTA are to promote the interests of its members and to lead and supervise the exercise of self-regulation within the Takaful industry.

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