

MEDIA RELEASE

FOR IMMEDIATE RELEASE

TAKAFUL INDUSTRY OFFERS FLOOD RELIEF ASSISTANCE TO EASE THE FLOOD VICTIMS

Kuala Lumpur, Thursday, 14 January 2021– The members of the Malaysian Takaful Association (MTA) have adopted several relief measures on-case-case basis to ease the financial burden of the certificate holders and the victims who are affected by the floods in several states in the country recently. Takaful certificate holders are advised to contact Takaful operators to obtain details of their respective takaful coverage. Alternatively, the public can refer to the takaful operators' social media announcement for these flood reliefs and the measures.

MTA members are committed to offering assistance to all flood victims, among others:

- Shorten the process of claims made and
- payment of annual contributions on an instalment basis
- contribution payment deferment

In the objective of expediting the settlement claims, certificate holders are advised to ensure the following details are provided to the takaful operators:

- type of takaful cover and period of cover
- Information about the incident; i.e. date, damage incurred, location, etc.
- Details and supporting documents that describe the loss or damage
- Additional information about any other people, vehicles, or property involved

Given the increase in weather-related natural disasters, MTA would like to advise the public to review their Takaful certificates with their agents to establish if the cover provided is sufficient to mitigate any financial impact due to flood losses and damages. Businesses and individuals can take up affordable Takaful products offered by Takaful operators to protect themselves and their businesses against such losses.

As circumstances of each case/claim may differ, the public who are affected and unsure of their coverage to contact the respective takaful operators for more information and clarifications.

The Customers Hotline numbers are as follows:

No.	Takaful Operators	Customer Hotline/ Help Support
1.	AIA PUBLIC Takaful Bhd.	Tel: 1 300 88 8922 Email: my.customer@aiapublic.com.my
2.	AmMetLife Takaful Berhad	Tel: 1-300-22-9777 Email: customercare@ammetlifetakaful.com
3.	Etiqa Family Takaful Berhad	24 Hours WhatsApp Auto assist: 1-800-88- 6491 Flood Claims Careline at 03-2692 8188 (Kuala Lumpur, Selangor, Perak, Kedah, Penang, and Perlis) 03-4270 7735/5068 (Kelantan, Terengganu, Pahang, Johor, Melaka, Negeri Sembilan, Sabah and Sarawak)
4.	Etiqa General Takaful Berhad	
5.	FWD Takaful Berhad	Tel: 1-300-13-7988 (within Malaysia) or +603-2771 2771 (outside Malaysia) Email: contact.my@fwd.com
6.	Great Eastern Takaful Berhad	1-300-13-8338 Website: www.greateastertakaful.com
7.	Hong Leong MSIG Takaful Berhad	Tel: 03 7650 1800 Email: ReachUs@takaful.hongleong.com.my
8.	Prudential BSN Takaful Berhad	Tel: 03 2053 7188 Email: customer@prubsn.com.my
9.	Sun Life Malaysia Takaful Berhad	Tel: 1300-88-5055 Email: wecare@sunlifemalaysia.com
10.	Syarikat Takaful Malaysia Keluarga Berhad	Tel: 1-300-88-252 385 Email: csu@takaful-malaysia.com.my
11.	Syarikat Takaful Malaysia Am Berhad	Tel: 1-300-88-252 385 Email: csu@takaful-malaysia.com.my
12.	Takaful Ikhlas Family Berhad	Tel: 03 2723 9696 Email: ikhlascare@takaful-ikhlas.com.my
13.	Takaful Ikhlas General Berhad	Tel: 03 2723 9696 Email: ikhlascare@takaful-ikhlas.com.my
14.	Zurich Takaful Malaysia Berhad	Tel: 24 Hours Zurich Flood Hotline +603-4270 0024 Mobile: +6017-304 6288 Email: callcentre@zurich.com.my

-End-

About Malaysian Takaful Association

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

For media inquiries, you may contact:

Puan Siti Nor Kamariah Ishak

Head of Corporate Communications

Malaysian Takaful Association

21st Floor, Main Block

Menara Takaful Malaysia

No. 4, Jalan Sultan Sulaiman

50000 Kuala Lumpur

Tel : +603-2031 8160

Mobile : +601137475361

Fax : +603-2031 8170

E-mail: mtasecretariat@malysiantakaful.com.my