

PRESS RELEASE
For Immediate Release



LIFE INSURERS AND FAMILY TAKAFUL OPERATORS OFFER RELIEF MEASURES TO ASSIST FLOOD VICTIMS

Kuala Lumpur, Wednesday, 29 December 2021 - The Life Insurance Association of Malaysia (LIAM) and Malaysian Takaful Association (MTA) announced a pack of relief measures to alleviate the hardship caused by the current floods' catastrophe in the country.

Thousands of people have been displaced from their homes by the severe floods and may face difficulties in paying their premiums/contributions on time. Life Insurers and Family Takaful Operators have collectively come together to provide a range of support and relief measures* which include:

1. Granting extra timeline of a few months for payment of premiums/contributions;
2. Restructuring of premium/contribution paying modes, from annual to monthly basis;
3. Extending the grace period (usually 30 days) to a longer timeframe for payment of premiums/contributions;
- 4.Reducing or waiving the interest charges for policy/certificate loan and policies/certificates under the Automatic Premium Loan (APL) option.
5. Waiver of printing cost for insurance policy/takaful certificate/medical card replacement.

** subject to Insurers and Takaful Operators' terms and conditions.*

"We would like to extend our deepest sympathies to the families and victims that had their homes damaged and livelihoods disrupted by the floods. Our member companies

are committed in providing the necessary support to affected families, so that they can have the peace of mind to know that their insurance needs are taken care of. We would like to advise policy/certificate holders to contact their insurance/takaful companies to find out the details of the relief measures offered by their life insurers” said Loh Guat Lan, President of LIAM.

Encik Elmie Aman Najas, Chairman of MTA said that the insurance and takaful industry is focused to help the victims in their times of need. The flood has taken its toll on the family, business, and the wellbeing of the victims and the necessary relief measures will help ease their burden during this difficult time. “The floods have resulted in the evacuation of many victims from flooded areas to safer grounds mainly causing the family to lose contact with their family members, losing business and some even lost their loved ones in the floods and it is timely for the industry to play their role and responsibility in helping the victims” he added.

As circumstances of each case/claim may differ, policy/certificate holders who are affected and unsure of their coverage are advised to contact the respective insurers/takaful operators for more information and clarification.

Details of Hotline of Life Insurance Companies and Takaful Operators

No	Life Insurance 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.care@ammetlife.com www.ammetlife.com
4.	AXA Affin Life Insurance Berhad	Hotline: 1 300 88 1616 customer.care@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

No	Life Insurance Company	Contact Details
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@greateasternlife.com www.greateasternlife.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

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.	FWD Takaful Berhad	Tel: 1-300-13-7988 (within Malaysia) or +603-2771 2771 (outside Malaysia) Email: contact.my@fwd.com
5.	Great Eastern Takaful Berhad	1-300-13-8338 Website: www.greasterntakaful.com
6.	Hong Leong MSIG Takaful Berhad	Tel: 03 7650 1800 Email: ReachUs@takaful.hongleong.com.my
7.	Prudential BSN Takaful Berhad	Tel: 03 2053 7188

No	Takaful Operators	Customer Hotline/ Help Support
		Email: customer@prubsn.com.my
8.	Sun Life Malaysia Takaful Berhad	Tel: 1300-88-5055 Email: wecare@sunlifemalaysia.com
9.	Syarikat Takaful Malaysia Keluarga Berhad	Tel: 1-300-88-252 385 Email: csu@takaful-malaysia.com.my
10.	Takaful Ikhlas Family Berhad	Tel: 03 2723 9696 Email: ikhlascare@takaful-ikhlas.com.my
11.	Zurich Takaful Malaysia Berhad	Tel: 24 Hours Zurich Flood Hotline +603-4270 0024 Mobile: +6017-304 6288 Email: callcentre@zurich.com.my

About LIAM

Formed in 1974, the Life Insurance Association of Malaysia (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.

LIAM's objectives are to promote a progressive life insurance industry; to enhance public understanding and appreciation for life insurance; to upgrade the image and professionalism of the life insurance industry and to support the regulatory authorities in developing a strong industry.

For further clarifications, please contact:

Ms Nancy Tan

Executive Secretary

Life Insurance Association of Malaysia

Level 6, AICB Building

Jalan Dato Onn, Kuala Lumpur

Tel: 03 –2691 6628/ 6168

Email: liaminfo@liam.org.my

Website: www.liam.org.my

Facebook: Insurans Hayat Cares

About Malaysian Takaful Association

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.

For media enquiries, 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

Fax : +603-2031 8170

E-mail : mtasecretariat@malysiantakaful.com.my