

ANNOUNCEMENT

Dear Valued Policy Owner and Agents,

As we continue to live our purpose of building a more confident future for our customers, we at AmMetLife would like to assure you that your health and wellbeing are at the heart of everything we do. In order to serve you better, we have appointed Integrated Health Plans (Malaysia) Sdn Bhd (IHP) as our new third party administrator. IHP is a leading managed care organization and third party administrator in Malaysia and the region, with local offices and 24/7 call centers in Malaysia & Singapore.

There will be no change in the hospitalization process but you can look forward to a new service standard. From now until 1st October 2020, you will still be able to seek assistance for hospitalization by calling the existing 24-hour assistance hotline at **03-76283688**.

For assistance after 1st October 2020, please call the new **IHP 24-hour assistance hotline at 1800 82 6101**. This number will be printed on the back of your new medical card for easy reference.

Please find enclosed:

- New listing of participating hospitals effective 1st October 2020 (Appendix A)
- FAQ on the transition (Appendix B)
- Sample medical card

Should you require further details, kindly contact your servicing agent or our customer service at **1300 88 8800**. You may also drop us an email at customercare@ammetlife.com

Thank you for your continuous support!

APPENDIX A

INTEGRATED HEALTH PLANS (MALAYSIA) SDN BHD NETWORK OF HOSPITALS			
NO	STATE	HOSPITAL	CONTACT NO.
1	JOHOR	COLUMBIA ASIA HOSPITAL - ISKANDAR PUTERI	07-2339999
2	JOHOR	GLENEAGLES MEDINI	07-5601000
3	JOHOR	KEMPAS MEDICAL CENTRE	07-2368999
4	JOHOR	KPJ BANDAR DATO ONN SPECIALIST HOSPITAL	07-3011000
5	JOHOR	KPJ JOHOR SPECIALIST HOSPITAL	07-2253000
6	JOHOR	KPJ KLUANG UTAMA SPECIALIST HOSPITAL	07-7718999
7	JOHOR	KPJ MAHARANI SPECIALIST HOSPITAL	06-9564500
8	JOHOR	KPJ PASIR GUDANG SPECIALIST HOSPITAL	07-2573999
9	JOHOR	KPJ PUTERI SPECIALIST HOSPITAL	07-2253222
10	JOHOR	MEDICAL SPECIALIST CENTRE	07-2243888
11	JOHOR	PANTAI HOSPITAL BATU PAHAT	07-5601000
12	JOHOR	PENAWAR HOSPITAL	07-2521800
13	JOHOR	PUTRA SPECIALIST HOSPITAL (BATU PAHAT)	07-4133333
14	JOHOR	REGENCY SPECIALIST HOSPITAL	07-3817700
15	JOHOR	COLUMBIA ASIA HOSPITAL – TEBRAU	07-2729999
16	JOHOR	KPJ BATU PAHAT SPECIALIST HOSPITAL	012-6015747
17	JOHOR	KENSINGTON GREEN SPECIALIST CENTRE	07-2133899
18	JOHOR	TOPVISION EYE SPECIALIST CENTRE (BATU PAHAT)	07-4394998
19	JOHOR	TOPVISION EYE SPECIALIST CENTRE (KULAI)	016-9299818
20	KEDAH	KPJ KEDAH MEDICAL CENTRE	04-7308878
21	KEDAH	METRO SPECIALIST HOSPITAL	04-4238888
22	KEDAH	PANTAI HOSPITAL LAGUNA MERBOK (FKA AMANJAYA SPECIALIST CENTRE)	04-4423888
23	KEDAH	PANTAI HOSPITAL SUNGAI PETANI	04-4428888
24	KEDAH	PUTRA MEDICAL CENTRE	04-7342888
25	KELANTAN	KOTA BHARU MEDICAL CENTRE	09-7433399
26	KELANTAN	KPJ PERDANA SPECIALIST HOSPITAL	09-7458000
27	KUALA LUMPUR	CENGILD G.I MEDICAL CENTRE	03-22427090
28	KUALA LUMPUR	COLUMBIA ASIA HOSPITAL - SETAPAK	03-41459999
29	KUALA LUMPUR	DAMAI SERVICE HOSPITAL (HQ)	03-40434900
30	KUALA LUMPUR	GLENEAGLES KUALA LUMPUR	03-41413000
31	KUALA LUMPUR	HOSPITAL PAKAR AL ISLAM	03-26931007
32	KUALA LUMPUR	HOSPITAL PUSRAWI	03-26875000
33	KUALA LUMPUR	iHEAL MEDICAL CENTRE	03-22877398
34	KUALA LUMPUR	KPJ PUSAT PAKAR MATA CENTRE FOR SIGHT (KUALA LUMPUR CENTRE)	03-40226222
35	KUALA LUMPUR	KPJ SENTOSA MEDICAL CENTRE	03-40437166
36	KUALA LUMPUR	KPJ TAWAKKAL SPECIALIST HOSPITAL	03-40267777
37	KUALA LUMPUR	PANTAI HOSPITAL KUALA LUMPUR	03-22960888
38	KUALA LUMPUR	PRINCE COURT MEDICAL CENTRE	03-21600000
39	KUALA LUMPUR	TAMAN DESA MEDICAL CENTRE	03-79826500
40	KUALA LUMPUR	TUNG SHIN HOSPITAL	03-20372288
41	KUALA LUMPUR	INTERNATIONAL SPECIALIST EYE CENTRE (ISEC MID VALLEY)	03-22848989
42	KUALA LUMPUR	KPJ HOSPITAL AMPANG PUTERI SPECIALIST	03-44895000
43	KUALA LUMPUR	PANTAI HOSPITAL AMPANG	03-42892828
44	KUALA LUMPUR	PARKCITY MEDICAL CENTRE	03-56391212
45	KUALA LUMPUR	UM SPECIALIST CENTRE SDN BHD	03-78414000
46	KUALA LUMPUR	SUNWAY MEDICAL CENTRE VELOCITY	03-97729191
47	KUALA LUMPUR	UKM SPECIALIST CENTRE	03-91749222
48	KUALA LUMPUR	PANTAI HOSPITAL CHERAS	03-91452888
49	KUALA LUMPUR	QUILL ORTHOPAEDIC SPECIALIST CENTRE SDN BHD	03-77270633
50	KUALA LUMPUR	KL EYE SPECIALIST CENTRE	03-6250 0077
51	KUALA LUMPUR	DAEHAN REHABILITATION HOSPITAL SDN BHD	03-8939 0000
52	MELAKA	MAHKOTA MEDICAL CENTRE	06-2852999
53	MELAKA	ORIENTAL STRAITS MEDICAL CENTRE	06-3158888
54	MELAKA	PANTAI HOSPITAL AYER KEROH	06-2319999
55	MELAKA	PUTRA SPECIALIST HOSPITAL (MELAKA)	06-2835888
56	MELAKA	SOUTHERN SPECIALIST EYE CENTRE (SSEC MELAKA)	06-2833510
57	NEGERI SEMBILAN	MAWAR MEDICAL CENTRE	06-764 7048
58	NEGERI SEMBILAN	COLUMBIA ASIA HOSPITAL - SEREMBAN	06-6033988
59	NEGERI SEMBILAN	KPJ SEREMBAN SPECIALIST HOSPITAL	06-7677800
60	NEGERI SEMBILAN	NEGRI SEMBILAN CHINESE MATERNITY HOSPITAL (NSCMH MEDICAL CENTRE)	06-7622104
61	NEGERI SEMBILAN	NILAI MEDICAL CENTRE (NCI)	06-8500999
62	NEGERI SEMBILAN	SALAM SENAWANG SPECIALIST HOSPITAL	06-6751188
63	NEGERI SEMBILAN	SEHAT HEALTHCARE CENTRE	06-6016663
64	PAHANG	KPJ PAHANG SPECIALIST HOSPITAL	09-5112692
65	PAHANG	KUANTAN CLINICAL DIAGNOSTIC CENTRE	09-5139891
66	PAHANG	KUANTAN MEDICAL CENTRE	09-5902828
67	PAHANG	IUM MEDICAL SPECIALIST CENTRE (IMSC)	09-5730380
68	PERAK	ANSON BAY MEDICAL CENTRE	05-6232999
69	PERAK	FATIMAH HOSPITAL	05-5455777
70	PERAK	KPJ IPOH SPECIALIST HOSPITAL	05-2408777
71	PERAK	KPJ SRI MANJUNG SPECIALIST CENTRE	05-6918153
72	PERAK	KPJ TAIPING MEDICAL CENTRE	05-8071049

73	PERAK	PANTAI HOSPITAL IPOH	05-5405555
74	PERAK	PANTAI HOSPITAL MANJUNG	05-6898555
75	PERAK	PERAK COMMUNITY SPECIALIST HOSPITAL	05-2545594
76	PERAK	APOLLO MEDICAL CENTRE	05-8056000
77	PERAK	COLUMBIA ASIA HOSPITAL - TAIPING	05-8208888
78	PERAK	KMC MEDICAL CENTRE	05-2425333
79	PERLIS	KPJ PERLIS SPECIALIST HOSPITAL	04-9707777
80	PULAU PINANG	BAGAN SPECIALIST CENTRE	04-3322800
81	PULAU PINANG	GEORGETOWN SPECIALIST HOSPITAL (FKA CARL CORRYNTON MEDICAL CENTRE)	04-8275118
82	PULAU PINANG	GLENEAGLES PENANG	04-2229111
83	PULAU PINANG	HOPE CHILDREN HOSPITAL	04-2286557
84	PULAU PINANG	HOSPITAL LAM WAH EE	04-6528888
85	PULAU PINANG	INTERNATIONAL SPECIALIST EYE CENTRE (ISEC PENANG)	04-2288802
86	PULAU PINANG	ISLAND HOSPITAL	04-2288222
87	PULAU PINANG	KPJ PENANG SPECIALIST HOSPITAL	04-5486688
88	PULAU PINANG	LOH GUAN LYE SPECIALISTS CENTRE	04-2388888
89	PULAU PINANG	MOUNT MIRIAM CANCER HOSPITAL	04-8923999
90	PULAU PINANG	PANTAI HOSPITAL PENANG	04-6433888
91	PULAU PINANG	PENANG ADVENTIST HOSPITAL	04-2227200
92	SABAH	GLENEAGLES KOTA KINABALU	088-518888
93	SABAH	KPJ SABAH SPECIALIST HOSPITAL (SMC HEALTHCARE SDN BHD)	08-8211333
94	SABAH	RAFFLESIA MEDICAL CENTRE	08-8272620
95	SABAH	JESSELTON MEDICAL CENTRE	08-8366333
96	SABAH	TAWAU SPECIALIST HOSPITAL	089-771873
97	SARAWAK	BORNEO MEDICAL CENTRE (KUCHING)	08-2507333
98	SARAWAK	BORNEO MEDICAL CENTRE (MIRI)	085-329333
99	SARAWAK	KPJ KUCHING SPECIALIST HOSPITAL	08-2365777
100	SARAWAK	KPJ SIBU SPECIALIST MEDICAL CENTRE	08-4329900
101	SARAWAK	MIRI CITY MEDICAL CENTRE	08-5426622
102	SARAWAK	TIMBERLAND MEDICAL CENTRE	08-2234466
103	SARAWAK	BINTULU MEDICAL CENTRE	08-6330333
104	SARAWAK	COLUMBIA ASIA HOSPITAL – BINTULU	08-6251888
105	SARAWAK	COLUMBIA ASIA HOSPITAL – MIRI	08-5437755
106	SARAWAK	REJANG MEDICAL CENTRE	08-4327342
107	SARAWAK	SARAWAK MEDICAL CENTRE (NORMAH MEDICAL SPECIALIST CENTRE)	08-2440055
108	SARAWAK	KPJ MIRI SPECIALIST HOSPITAL	085-649999
109	SELANGOR	ARA DAMANSARA MEDICAL CENTRE	03-56391212
110	SELANGOR	COLUMBIA ASIA HOSPITAL - BUKIT RIMAU	03-51259999
111	SELANGOR	COLUMBIA ASIA HOSPITAL – CHERAS	03-90869999
112	SELANGOR	COLUMBIA ASIA HOSPITAL – KLANG	03-33467999
113	SELANGOR	COLUMBIA ASIA HOSPITAL - PETALING JAYA	03-79499999
114	SELANGOR	COLUMBIA ASIA HOSPITAL - PUCHONG	03-80648688
115	SELANGOR	HOSPITAL UMRA	03-55183419
116	SELANGOR	KELANA JAYA MEDICAL CENTRE	03-7805 2111
117	SELANGOR	KPJ DAMANSARA SPECIALIST HOSPITAL	03-77181000
118	SELANGOR	KPJ KAJANG SPECIALIST HOSPITAL	03-87692999
119	SELANGOR	KPJ KLANG SPECIALIST HOSPITAL	03-33777888
120	SELANGOR	KPJ PUSAT PAKAR MATA CENTRE FOR SIGHT (PETALING JAYA CENTRE)	03-78808222
121	SELANGOR	KPJ RAWANG	03-60998999
122	SELANGOR	KPJ SELANGOR SPECIALIST HOSPITAL	03-55431111
123	SELANGOR	PANTAI HOSPITAL KLANG	03-32585500
124	SELANGOR	QHC MEDICAL CENTRE	03-8024 5760
125	SELANGOR	SALAM MEDICAL CENTRE SDN BHD	03-5543400
126	SELANGOR	SENTOSA SPECIALIST HOSPITAL	03-51628814
127	SELANGOR	SUBANG JAYA MEDICAL CENTRE	03-56391212
128	SELANGOR	THE TUN HUSSEIN ONN NATIONAL EYE HOSPITAL	03-77181468
129	SELANGOR	THOMSON HOSPITAL KOTA DAMANSARA	03-62871111
130	SELANGOR	UiTM PRIVATE SPECIALIST CENTRE	03-61441600
131	SELANGOR	ASSUNTA HOSPITAL	03-78723000
132	SELANGOR	BEACON INTERNATIONAL SPECIALIST CENTRE	03-77872992
133	SELANGOR	MANIPAL HOSPITAL SDN BHD	03-38843884
134	SELANGOR	PUSAT PERUBATAN KAJANG PLAZA	03-87397077
135	SELANGOR	PUSAT RAWATAN ISLAM AZ-ZAHRAH	03-89212525
136	SELANGOR	PUTRA SPECIALIST HOSPITAL (KAJANG)	03-90103788
137	SELANGOR	SRI KOTA SPECIALIST MEDICAL CENTRE	03-33757799
138	SELANGOR	SUNWAY MEDICAL CENTRE	03-74919191
139	SELANGOR	KAJANG SENTRAL AMBULATORY MEDICAL CENTRE	011-28823210
140	SELANGOR	ALPHA SPECIALIST CENTRE	03 61418533
141	SELANGOR	USJ EYE SPECIALIST SDN BHD	03-80118033
142	SELANGOR	REGEN REHAB HOSPITAL	03-76261388
143	SELANGOR	TOPVISION EYE SPECIALIST CENTRE (BANTING)	03-31818993
144	SELANGOR	TOPVISION EYE SPECIALIST CENTRE (KUALA SELANGOR)	03-32895000
145	SELANGOR	TOPVISION EYE SPECIALIST CENTRE (SETIA ALAM)	03-33439911
146	TERENGGANU	SALAM SPECIALIST HOSPITAL KUALA TERENGGANU	609-6200200
147	TERENGGANU	KUALA TERENGGANU SPECIALIST HOSPITAL	09-6378888

APPENDIX B

FREQUENTLY ASK QUESTIONS (FAQ)

1. What is a Third-Party Administrator?

A Third-Party Administrator (TPA) is a company that AmMetLife engages to manage AmMetLife's Individual Life Medical claims. The Third-Party Administrator will, when authorized by AmMetLife, guarantee and pay the Insured's medical expenses incurred during Hospitalization according to the policy terms and conditions. However, this value-added service is only available to the Insured after the Third-Party Administrator has verified the status of the Insured's medical insurance policy, confirmed the eligibility of the Insured, and ascertained that the Insured's medical condition for Hospitalization does not fall under any exclusions.

2. Will there be any changes to Policy Owners' coverage?

There will be no changes to the Policy Owners' coverage.

3. When will the new TPA engagement take effect?

IHP will manage AmMetLife's medical policies with effect from 1st October 2020.

4. Will our existing Policy Owners receive a new Medical Insurance Card?

Yes, our existing Policy Owners will receive a new Medical Card and only can be used effective from 1st October 2020. Moving forward, all new policy holders will be using E card instead of physical medical insurance card

5. Who can I contact if I have more questions?

You may reach out to your servicing agent or our customer service at **1300 88 8800**.

For hospitalization assistance you may contact IHP at **1800 82 6101** or email to **ammetlife_cs@ihpmy.com**

Medical Card sample:

