
AmMetLife announces Fast Track Claim Process to assist policy owners in flood affected areas in Pulau Pinang and Kedah

AmMetLife would like to announce that a Fast Track Claim Process has been developed to assist policy owners who have suffered bodily injuries and claimants who have suffered the loss of a loved one in flood affected areas in Pulau Pinang and Kedah. Residence address of affected policy holders making a claim must be within the affected area. As for the claimant making a death claim, residence address for the life assured must be within the affected area. Eligibility period for this fast-track claim service will end Sunday, 31 December 2017

Affected policy owners and claimants in Pulau Pinang and Kedah are entitled to the following via AmMetLife's Fast Track Claim Process for bodily injuries and death respectively:

- Upfront RM5,000 for Advance Death Claim.
- Weekly Indemnity and Medical Reimbursement, where applicable for Personal Accident Riders up to RM1,000 without Medical Report.

"Our hearts go out to the flood victims in Pulau Pinang and Kedah. We truly sympathise with all of you. As customers are at the heart of everything we do, AmMetLife would like to give our commitment to all our flood affected life insurance policy owners and claimants that we will do all that we can to assist you during this difficult period" said Ramzi Toubassy, Chief Executive Officer, AmMetLife Insurance Berhad.

Policy Owners who have purchased their life policies from our life insurance agents can proceed to the nearest AmMetLife Branch to seek assistance on how to make a claim for bodily injuries. Claimants can proceed to enquire further at our branches on death claims. Our branch personnel will assist on the claim process. As for affected policy owners who purchased their policy from AmBank branches, assistance for making a claim can be sought from our bancassurance specialist at the nearest AmBank branch.

AmMetLife would also like to advise all our valued policy owners whose policy contract(s) were damaged or destroyed due to the floods to proceed to the nearest AmMetLife branch, for customers serviced by agents or AmBank branch, for bancassurance customers to have your policy contracts replaced at no cost till Sunday, 31 December 2017. At the same time, AmMetLife will also waive the interest incurred for late premium payments for victims till 31 December 2017.

Please visit the nearest AmMetLife or AmBank Branch to know more about AmMetLife's Fast Track Claim Process for death and injuries. Alternatively kindly call our Customer Care Centre at 1300 88 8800 or email customercare@ammetlife.com should you need further information and assistance.

-end-

About AmMetLife

AmMetLife is a strategic partnership between AMMB Holdings Berhad (AmBank Group) and MetLife International Holdings LLC (MetLife). AmMetLife offers a comprehensive range of life assurance and wealth protection solutions distributed through a combination of over 175 AmBank and AmMetLife branded branch offices, in addition to the strength of its authorised life insurance agents nationwide.

The strategic partnership combines the international expertise and financial strength of MetLife with the local strength and reach of AmBank Group to create a customer-centric and modern life assurance solutions provider in Malaysia.

For further information on AmMetLife Insurance Berhad, please contact Ms Shanni Muttiah, Head, Corporate Communications at shanni-muttiah@ammetlife.com