

Dear Valued Policy Holders,

Subject: Hospitalisation Treatment Related to Novel Coronavirus (2019-nCoV) within Malaysia

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 view of the recent Novel **Coronavirus** (2019-nCoV) outbreak, we would like to reassure you on the following:

- i. AmMetLife will cover the hospital admission due to 2019-nCoV subject to benefit limits, and terms and conditions of your policy.
- ii. The Ministry of Health (MOH) has provided guidelines to all healthcare practitioners on the management of the 2019-nCoV whereby should there be any confirmed cases of the disease, patients shall be directed to the nearest designated government hospital to seek treatment.
- iii. If you are unwell and unsure of the 2019-nCoV diagnosis, kindly seek medical attention promptly at the designated government hospitals for further evaluation. Please refer to the below MOH link for the list of the designated government hospitals:

http://www.moh.gov.my/moh/resources/Penerbitan/Garis%20Panduan/Pengurusan%20KEsihatan%20&%20kawalan%20pykit/2019-nCoV/Annex_3_Senarai_Hospital_for_nCoV_2020.pdf

Should you need further clarification, please contact our Customer Care Center at 1300 88 8800.

Thank you.