

# ANNOUNCEMENT

The health and wellbeing of our customers remain our highest priority. Following the re-instatement of CMCO in Kedah, Penang, Negeri Sembilan, Johor, Terengganu as well as Kuching and the extension of CMCO for states currently under the restriction, AmMetLife branches in these areas will remain open with a revised business hour.

However, our Tawau and Kota Kinabalu Branch Office will remain temporary closed until further notice.

Please find the latest status of our Branch Operations in the affected states.

## Open

<u>Branch</u>	<u>Date</u>	<u>Business hour</u>
Kuala Lumpur	From 14 October 2020 until further notice	9.00am to 3.00pm (Monday to Friday)
Klang	From 02 November 2020 until further notice	
Seremban	From 05 November 2020 until further notice	
Alor Setar	From 09 November 2020 until further notice	
Penang		
Ipoh		
Melaka		
Johor Bahru		
Kuching		
Kuala Terengganu	From 09 November 2020 until further notice	

## Close

<u>Branch</u>	<u>Date</u>	<u>Business hour</u>
Tawau	From 28 September 2020 until further notice	Close
Kota Kinabalu	From 06 October 2020 until further notice	

Should you wish to enquire on your policy or perform any policy related transaction(s), please refer to the options below:

Transaction	Available Channel
Submission of New Proposal	<p><u>Submission by Agent</u></p> <ul style="list-style-type: none"> <li>• New Business via i-Easy submission and NB premium remitted via JomPay or Duit Now</li> </ul>
Policy Enquiry	<p><u>Enquiry by Agent</u></p> <ul style="list-style-type: none"> <li>• Refer to Touch N Serve</li> <li>• Contact Agency Dedicated Line</li> <li>• Contact Call Centre</li> <li>• E-mail to <a href="mailto:customercare@ammetlife.com">customercare@ammetlife.com</a></li> </ul> <p><u>Enquiry Policy Owner</u></p> <ul style="list-style-type: none"> <li>• Customer Online Portal</li> <li>• Contact Call Centre</li> <li>• E-mail to <a href="mailto:customercare@ammetlife.com">customercare@ammetlife.com</a></li> </ul>
Payment	<p><u>Payment by Agent / Policy Owner</u></p> <ul style="list-style-type: none"> <li>• JomPay &amp; Duit Now</li> <li>• Customer Online Portal</li> <li>• Walk in to nearest AmBank Branch or BSN for cash/cheque payment over the counter</li> </ul>
Claims Submission and Policy Servicing Request	<p><u>Claims Submission and Policy Servicing Request by Agent / Policy Owner</u></p> <ul style="list-style-type: none"> <li>• E-mail completed Claim Form / Policy Servicing Request to <a href="mailto:customercare@ammetlife.com">customercare@ammetlife.com</a></li> <li>• Mail or Courier Claim Form / Policy Servicing Request to Head Office</li> </ul>



	Attention To: Claims / Policy Servicing Unit Level 24, Menara 1 Sentrum No. 201 Jalan Tun Sambanthan 50470 Kuala Lumpur
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Please contact our Customer Care Centre at 1300 88 8800, email us at [customercare@ammetlife.com](mailto:customercare@ammetlife.com), or contact your servicing agent if you require further assistance.

We apologise for any inconvenience caused and thank you for your understanding.

From  
**The Management of AmMetLife Insurance Berhad**

**AmMetLife Insurance Berhad** (197301002252)

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