

## ANNOUNCEMENT

The health and wellbeing of our customers remain our highest priority. As a precautionary measure, due to the recent developments in the COVID-19 outbreak, our Alor Setar branch office will be temporarily closed from 11/09/2020 until 25/09/2020.

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> <li>• Manual Proposal Submission may be submitted to the nearest branch</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> <p>Attention To: Claims/Policy Servicing Unit Level 24, Menara 1 Sentrum No. 201 Jalan Tun Sambanthan 50470 Kuala Lumpur</p>
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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**