

ANNOUNCEMENT

The health and wellbeing of our customers remain our highest priority.

We would like to inform that our Johor Bahru Branch have re-opened today, 20 September 2021.

Do also take note that in adherence to the regulations set by the state of Sarawak, only customers & agents who have completed two (2) doses of vaccination are allowed to enter our Sibul and Kuching branch.

All our branches are operating with a reduced business hour. Please find the latest status of our branches nationwide.

Branch	Date	Business Hour
Kota Bharu	6 May 2021 till further notice	9.00am to 3.00pm (Sunday to Thursday)
Penang Ipoh	10 May 2021 till further notice	9.00am to 3.00pm (Monday to Friday)
Melaka Sibu Kota Kinabalu	12 May 2021 till further notice	9.00am to 3.00pm (Monday to Friday)
Kuantan	22 July 2021 till further notice	9.00am to 3.00pm (Monday to Friday)
Seremban	23 July 2021 till further notice	9.00am to 3.00pm (Monday to Friday)
Kuala Terengganu	2 August 2021 till further notice	9.00am to 3.00pm (Sunday to Thursday)
Klang Kuala Lumpur Kuching	16 August 2021 till further notice	9.00am to 3.00pm (Monday to Friday)

AmMetLife Insurance Berhad (197301002252)

Head Office : Level 24, Menara 1 Sentrum, No. 201, Jalan Tun Sambanthan, 50470 Kuala Lumpur, Malaysia

 +603 2271 8000  ammetlife.com

Postal Address : GPO Box 10956, 50730 Kuala Lumpur

Customer Care :  1300 88 8800  +603 2272 3226

 customercare@ammetlife.com

Branch	Date	Business Hour
Johor Bahru	20 September 2021 till further notice	9.00am to 3.00pm (Monday to Friday)

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"> New Business via i-Easy submission and NB premium remitted via JomPay or Duit Now
Policy Enquiry	<p><u>Enquiry by Agent</u></p> <ul style="list-style-type: none"> Refer to Touch N Serve Contact Agency Dedicated Line Contact Call Centre E-mail to customercare@ammetlife.com <p><u>Enquiry Policy Owner</u></p> <ul style="list-style-type: none"> Customer Online Portal Contact Call Centre E-mail to customercare@ammetlife.com
Payment	<p><u>Payment by Agent / Policy Owner</u></p> <ul style="list-style-type: none"> JomPay & Duit Now Customer Online Portal Walk in to nearest AmBank Branch or BSN for cash/cheque payment over the counter

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Transaction	Available Channel
Claims Submission and Policy Servicing Request	<p data-bbox="550 241 1417 273"><u>Claims Submission and Policy Servicing Request by Agent / Policy Owner</u></p> <ul data-bbox="550 315 1295 454" style="list-style-type: none"><li data-bbox="550 315 1295 383">• E-mail completed Claim Form / Policy Servicing Request to customercare@ammetlife.com<li data-bbox="550 389 1295 454">• Mail or Courier Claim Form / Policy Servicing Request to Head Office <p data-bbox="596 508 967 701">Attention To: Claims / Policy Servicing Unit Level 24, Menara 1 Sentrum No. 201 Jalan Tun Sambanthan 50470 Kuala Lumpur</p>

Please contact our Customer Care Centre at 1300 88 8800, email us at 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